STUDENT FEEDBACK POLICY

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1. Purpose

1.1 This policy and the related Procedural document outline how Monaro Higher Education (MHE) will endeavour to satisfy current or prospective students by ensuring that their questions, ideas and opinions are valued.

2. Principles

2.1 Monaro Higher Education (MHE) is committed to free and open communication between all of stakeholders. Nobody who tries to interact with MHE should feel ignored or disrespected.

3. Context

3.1 MHE's response to enquiries must be prompt, professional, comprehensive and true.

3.2 Students' expressed opinions about MHE's classes should be encouraged, taken seriously and be incorporated into the structure of MHE's ongoing quality management process.

4. Scope

4.1 This policy applies to all academic staff, ancillary staff, management, current students, prospective students and graduates at MHE.

5. Definitions

Alumnus – any person who has graduated from MHE.

Current Student – any person from the date they accept a Letter of Offer at MHE until either their graduation or any action by either MHE or the student terminates their studies, including students who are involved in a Leave of Absence or Deferral for any reason.

Prospective Student – a person not currently enrolled at MHE but who is eligible and may be considering enrolling

Student Experience – the entirety of a student's involvement in MHE and the state of being a student, including not only their study and assessments but also their adjustment and transition to study, accommodation while studying, use of any student support services, physical and mental health, social and personal life while studying and financial and employment opportunities during study and immediately after graduating or leaving study.

6. Policy details

6.1 General Principles for Enquires

6.1.1 When any prospective student or any member of the general public contacts MHE, staff must make all reasonable effort to make a satisfactory response efficiently, equitably, respectfully and in compliance with all MHE Policies and Procedures and with the Staff Code of Conduct.

6.1.2 MHE will take all reasonable steps to ensure that any information the enquirer receives, or any other information made public is timely, clear, targeted, personal, engaging, accurate and at an appropriate degree of formality, including the content of all information on the MHE website or any other publicly accessible information produced by or for MHE. (See the Web Content Policy and Procedure and the Marketing to Prospective Students Policy and Procedure for full details.)

6.1.3 It is the duty of managers and supervisors to train new recruits in any relevant aspect of MHE's business, to advise relevant staff whenever necessary of any changes to the information which might be requested and to ensure that staff can readily distinguish between confidential internal information and publicly accessible information.

6.1.4 Staff who respond to enquiries from prospective students or the general public have a duty to ensure that their knowledge of MHE is current and that they can readily access relevant information whenever necessary either from MHE's website or internal share drive, from their manager or from other staff members. Staff are primarily accountable for any communication they send and it must include their name and title.

6.1.5 Emails and letters from MHE must be in a format compatible with MHE's branding and corporate identity, including appropriate letterheads, formats, fonts, signoffs and signatures.

6.2 Non-Academic Feedback and Enquiries

6.2.1 Any printed MHE marketing material will contain an email address and phone number for general enquiries and a URL for MHE's website. The website will have a Contact page as well as a contact phone number, an email address, a postal address and a physical address for the MHE campus.

6.2.2 The public may contact MHE by email, phone or post. Emails to the general email address, letters and comments from the website will be forwarded daily to the most relevant staff member. Generally, the method used to make contact with MHE will be the same as the method of contact used to reply.

6.2.3 Members of the public who come in person to the MHE campus may speak face-to-face with a receptionist, who will respond to their enquiries and give general information about MHE.

6.2.4 Appropriate staff members will make appropriate responses to any posts on MHE's social media, which may include deleting the post if it breaches reasonable standards or is irrelevant to MHE business (see MHE's Web Content Policy and Procedure for details), but generally will address the issue raised in a personal, business-like manner.

6.3 Academic Feedback and Enquiries

6.3.1 At any time, students may submit feedback via a suggestion box on the campus or on the Learning Management System about any aspect of MHE's service, including but not limited to its classes, library, student resources, student support service, online infrastructure, administration, campus amenities or any other relevant aspect of their student experience.

6.3.2 MHE will ensure that all current students know the business phone numbers and email addresses for relevant members of staff, including their lecturers and tutors, their Course Coordinator, the librarian, the Student Welfare Officer, the IT Officer, the Academic Skills and English Language Support Adviser and student administrators.

6.3.3 If the comment is not anonymous, an appropriate staff member or manager will reply to the student who made the comment with details of any action taken or proposed and/or to discuss the issue.

6.3.4 Managers will discuss in confidence issues raised with academic or other staff as required. MHE will uphold the right to privacy of staff who are the subject of feedback and will not disclose the nature of that feedback to other staff.

6.3.5 Feedback will have no effect on the marks or grades of the student responsible and there must be no possibility of reprisals for making feedback. To ensure this, identities of students who give feedback about academic staff will not be disclosed to those staff.

6.3.6 All information collected from students will be recorded and reviewed as part of MHE's quality management process, as per MHE's Course Review and Continuous Development Policy and Procedures.

7. Relevant Legislation and Regulations

MHE acknowledges its legal and regulatory obligations under the following frameworks:

- Higher Education Standards Framework (HESF) 2021
- Education Services for Overseas Students (ESOS) Framework 2013
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Act 2000

8. Policy Administration

Policy category	Administrative
Policy owner	Board of Directors
Responsible officer	Student Administration Manager
Approving authority	Board of Directors
Contact officer	Student Administration Manager
Approval date	20th May 2022
Commencement date	20th May 2022
Review date	Three years
Version	1.1
Related documents	Student Feedback Procedure Course Review and Continuous Development Policy and Procedures

	Marketing to Prospective Students Policy and Procedure Staff Code of Conduct Web Content Policy

9. Version control and change history

Version	Approval date	Approved by	Summary of changes
1.1	22nd April 2022	Board of Directors	
1.2	20th May 2022	Board of Directors	Distinguish academic from non-academic feedback; spin off details of student surveys into a separate Student Surveys P&P

10. Reference /Benchmark

- Australian Institute of Higher Education
  ADMHE13-Student-Communication-Policy-and-Procedure-2020.1.pdf (aih.nsw.edu.au)
- Griffith University
  Student Communication Policy (windows.net)
- Kings Own Institute
  Microsoft Word - Student Feedback Policy 10 Feb 2020.docx (koi.edu.au)
- Sydney Institute of Higher Education
  Sydney Institute of Higher Education
  Sydney Institute of Higher Education
- Western Sydney University
  Student Feedback on Units and Teaching Survey Policy / Document / Policy DDS (westernsydney.edu.au)