

Monash University Policy

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| Policy Title | Student Voice in Learning and Teaching Policy |
| Date Effective | 03-June-2015 |
| Review Date | 03-June-2018 |
| Policy Owner | Deputy Vice-Chancellor (Education) |
| Category | Academic Quality and Standards |
| Version Number | 1.1 |
| Content Enquiries | policy-education@monash.edu |
| Scope | All coursework students All academic and professional staff involved in learning and teaching design, delivery and support |
| Purpose | To learn from and respond to student feedback on learning and teaching. |
| POLICY STATEMENT | |

Monash University is committed to providing students with an outstanding learning experience that is student-centered in its approach and informed by feedback.

Responsibilities

The University commits to:

- provide students with the opportunity to give feedback on their learning and teaching experience;
- actively promote a range of methods to engage students in the feedback process;
- conduct student surveys within strict ethical guidelines, ensuring confidentiality is upheld;
- ensure that the methods used to seek feedback from students do not disadvantage any student from participating;
- incorporate student feedback into the University's quality cycle of continuous improvement; and
- communicate to students the actions taken in response to their feedback.

Students are expected to:

- recognise the importance of their feedback for the continuous improvement of teaching and learning at the University;
- contribute constructive and honest feedback; and
- not provide feedback which is offensive or vindictive.

Mechanisms for capturing the student voice in learning and teaching

1. The University will seek formal feedback from students through:

- the Student Evaluation of Teaching and Units (SETU) survey; and
- national, sector-wide surveys and pilot surveys; and

- other survey instruments as approved by senior management.
2. Faculties, schools, departments and divisions may seek to capture the student voice in a number of ways, including, but not limited to:
 - establishing learning and teaching advisory groups on which students are represented; and
 - implementing surveys approved by the Associate Dean (Education) or divisional head.
 3. Students enrolled in a course that is being reviewed will be invited to make a submission as part of the [coursework course review process](#).
 4. Current students or recent graduates of an academic area(s) under review will be invited to participate in the [academic review process](#).

Use of student feedback

Feedback from students will be used to improve the quality of learning, and teaching, including assessment in courses and units.

The University is responsible for "closing the feedback loop" by informing students of the action taken to address issues raised by these mechanisms.

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| Supporting Procedures | Student Evaluation of Teaching and Units (SETU) Procedures |
| Responsibility for implementation | Deputy Vice-Chancellor (Education) Monash University – Office of Learning and Teaching Faculty Deans Associate Deans (Education) Associate Deans (Research Degrees) Divisional heads Heads of academic units Chief Examiners Students |
| Status | New |
| Approval Body | Name: Academic Board Meeting: 3/2015 Date: 03-June-2015 Agenda item: 3.2.2 |
| Endorsement Body | Name: Learning and Teaching Committee Meeting: 3/2015 Date: 05-May-2015 Agenda item: 11.3 |
| Definitions | |
| Legislation Mandating Compliance | Monash University Act 2009 Privacy and Data Protection Act 2014 No.60 (VIC) Privacy Act 1998 (Commonwealth) Monash University (Vice-Chancellor) Regulations |

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| Related Policies | University Student Survey Policy and Procedures Coursework Courses and Units Accreditation Policy and Procedures ; Coursework Course Review Procedures ; and Coursework Units Review Procedures Academic Review Policy and Procedures Privacy of Student Records Policy and Procedures |
| Related Documents | Monash University Student Charter University Survey Framework The Monash Quality Cycle |