



Student Feedback Policy

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1. Purpose

This policy outlines OneGlobe's approach to systematically obtaining, analysing, evaluating, and disseminating student feedback on the quality of learning, teaching, and support services.

As a **prospective higher education provider** applying for TEQSA registration and accreditation of its MBA program, OneGlobe recognises student feedback as a core element of its quality assurance framework. Student feedback, combined with other quality indicators, informs evidence-based improvements to the MBA course, units, pedagogy, assessment, and overall student experience across domestic, international, and online delivery modes.

2. Scope

This policy applies to:

- All students enrolled in OneGlobe courses (domestic, international, online).
- All academic and teaching staff, including fractional lecturers and tutors.
- Academic governance officers and bodies, including the **Academic Board**.

3. Principles

The following principles guide the collection and use of student feedback:

- a. Feedback must be collected systematically, ethically, and with confidentiality for both students and staff.
- b. Student feedback data provides insight into strengths and areas for improvement in courses, units, teaching, and student support.
- c. Feedback supports academic staff reflection, professional development, and enhancement of teaching practices.
- d. Feedback outcomes must inform continuous improvement in student learning and student experience.
- e. Students will be kept informed of the actions taken by OneGlobe following their feedback.
- f. Feedback processes must comply with the **HESF 2021**, the **ESOS Act 2000**, and the **National Code 2018**.

4. Context

Student feedback is integral to OneGlobe's academic quality cycle and governance framework. It is used to:

- Monitor the quality of courses, units, and teaching.
- Inform curriculum development, pedagogy, assessment design, and resource allocation.
- Identify areas for improvement in student services and learning support.
- Support staff development, including in performance review and recognition processes.
- Provide input to institutional strategic and operational planning.
- Ensure compliance with regulatory standards for student engagement and quality monitoring.

5. Policy Statements

- Internal student surveys will be conducted at the conclusion of each teaching period to gather feedback on courses, units, and teaching.
- Exemptions to survey administration may only be granted by the Dean.
- Confidentiality and privacy of student and staff feedback will always be maintained.
- Feedback will be complemented by other mechanisms such as focus groups, peer evaluations, and forums.
- Students are expected to provide constructive, respectful feedback free of discriminatory or abusive language.
- OneGlobe will also participate in external surveys, including the **Student Experience Survey (SES)** and the **Graduate Outcomes Survey (GOS)**, to support benchmarking and compliance with TEQSA and government reporting requirements.

6. Internal Student Feedback

6.1 Survey Instruments

OneGlobe will use the following internal surveys:

1. **Unit Evaluation Questionnaire (UEQ)** – gathers student feedback on unit delivery and teaching quality.
2. **Library and Learning Resources Survey** – evaluates student satisfaction with library and learning resources.

3. **Workshop Evaluation Survey** – used for short professional training workshops (not for-credit units).

6.2 Administration

- At the end of each study period, the Dean or nominee will make surveys available online through the Student Portal/LMS.
- Students will be notified and reminded to complete surveys over a 2–3 week period.
- Staff will communicate the purpose and value of feedback and actions taken from previous surveys to encourage participation.

6.3 Analysis and Reporting

- Survey responses will be compiled into unit and teaching reports with quantitative results, open comments, and trend comparisons.
- The Dean will analyse results, identify strengths and areas for improvement, and prepare summary reports for the **Learning and Teaching Committee** and **Academic Board**.

6.4 Dissemination and Action

- Results will be shared with Unit Coordinators, who must identify improvement actions for the next teaching cycle.
- Students will be provided with summary outcomes (“closing the loop”) via Unit Guides, online forums, or class discussions.
- Where improvement needs are identified, the Dean and Unit Coordinator will prepare an action/support plan, with progress monitored and reported to the Academic Board.

7. External Student Feedback

OneGlobe will participate in the **Quality Indicators for Learning and Teaching (QILT)** suite of surveys, including the SES and GOS, as enrolments grow to a statistically significant level.

- QILT results will be published on the QILT website and will be made available internally to students via the LMS for benchmarking with internal results.
- External benchmarking supports TEQSA and government reporting compliance.

8. Records

Records associated with student feedback will be maintained in accordance with the **OneGlobe Records Management Policy**.

9. Related Documents

- Course Monitoring and Review Policy and Procedure

- Assessment Policy
- Academic Integrity Policy
- Records Management Policy
- Learning and Teaching Committee Terms of Reference

10. Related Legislation and Standards

- Higher Education Standards Framework (Threshold Standards) 2021 (Standards 5.3 Monitoring, 6.3 Academic Governance)
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
- Higher Education Support Act 2003
- Australian Qualifications Framework (AQF)
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

11. Review

This policy will be reviewed every three years, or earlier if required by the **Academic Board**, TEQSA, or other regulatory requirements.

12. Version Control

Version	Summary of Changes	Approval Date	Review Date
1.0	Document Established	Board of Directors: Sep25	Jan29