



CONESTOGA
Connect Life and Learning

Approved by: **Academic Coordinating Committee**

Authorizer: **Executive Dean, Academic Administration**

Effective Date: **August 26, 2009**

Policy Title: **Student Feedback**

Policy Statement:

Conestoga recognizes that student feedback is crucial to the successful offering of academic programs. Student feedback shall be considered in any proposed revisions to curricula. Therefore, mechanisms are to be provided for students to regularly and openly provide opinions, comments, and advice on the offering and revision of these programs.

Conestoga values the feedback of its students and receives their input in a variety of ways. An important route is daily feedback to faculty during class. Another is through student involvement on subcommittees dealing with a variety of issues including Student Rights and Responsibilities and Student Code of Conduct. In addition, formal mechanisms are in place to collect and utilize student feedback.

Scope:

This policy applies to all Conestoga post-secondary programs.

Definitions:

Academic Coordinating Committee: It is the responsibility of this body to discuss all proposed program development.

Degree Management Committee: It is the responsibility of this body to discuss all proposed degree development, review, revision, and renewal activity.

PAC: Program Advisory Committee recommendation is required for all degree program development and revision, in accordance with MTCU policy.

PEQAB: The Postsecondary Education Quality Assessment Board is an arms-length advisory agency that makes recommendations to the Minister of Training, Colleges and Universities of Ontario on applications for ministerial consent under the terms of the Post-secondary Education Choice and Excellence Act, 2000.

Program: A program is a planned and coordinated selection of courses delivered to an identified student body, at the successful conclusion of which an appropriate credential will be awarded.

Program Documents: Data Pack, PEQAB Submission documents

Policy Elaboration:

Each program will ensure that mechanisms are put into place to allow student feedback, and that this feedback will be considered and incorporated as appropriate into any program revision.

Formal mechanisms for student feedback consist of the following:

Student Appraisal of Teaching (SATs)

The Student Appraisal of Teaching (SAT) allows direct feedback from students on teaching for a particular course. Completion of the SAT form gives teachers and academic managers valuable information to use for improving teaching at Conestoga.

Program Forums

Students will be provided with a forum in which to offer constructive feedback and input to assist faculty and academic administrators to continually improve courses and programs. Program forums will be established at the program level or cluster of similar or related programs. Forums will be conducted on a regular basis, and will be open to all students registered in a particular program.

Key Performance Indicators

These provincial quality indicators are conducted on an annual basis for the MTCU, and results are made public. This information provides feedback on student satisfaction regarding programs, courses, facilities, and services such as the Library, and Student Services.

Programs shall make improvements specific to their areas based on this feedback.

Program Advisory Committees (PACs)

Students participate as resource persons on PACs.

Each PAC will include one or two students.

PACs representing more than one program should have a maximum of three student representatives.

Student Issues/Concerns

Conestoga recognizes that disputes between members of the college community are bound to occur from time to time. A student who wishes to complain about a situation that does not fall under the academic appeals policy and procedures is encouraged to complete the Student Concerns/Issues form available in the Student Procedures Guide.

References:

Conestoga Organisational Chart

Conestoga Goals and Objectives

PEQAB Documentation

Revision Log:

Revision Date	Summary of Changes
May 12 2009	Policies and Procedures Committee - Approved
August 10 2009	Academic Forum – Approved
August 26 2009	Academic Coordinating Committee - Approved