CONESTOGA
Connect Life and Learning

STUDENT FEEDBACK POLICY

Authorizer: Vice President Academic / Student Affairs and Human Resources

Version: V2

Effective Date: 8/26/2009

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. The objective of this policy is to ensure that mechanisms are to be provided for students to regularly and openly provide opinions, comments, and advice on the offering and revision of these programs.

SCOPE:
This policy applies to all full-time, part-time/continuing education and apprenticeship programs offered by Conestoga College.

DEFINITIONS:
Student Appraisal of Teaching (SAT)
The Student Appraisal of Teaching (SAT) is a survey process used for obtaining feedback from students to enhance the performance of teaching at Conestoga.

Full-SAT
The Full-SAT was developed in 2014 as part of a multi-college Ministry-funded project. There are 42 standard questions as well as an open-ended comment box.

Quick-SAT
The Quick-SAT was developed in 2017 as a mechanism for faculty to receive early feedback from students. There are five questions on the Quick-SAT as well as an open-ended comment box.

Program Advisory Committees (PACs)
The Program Advisory Committee provides advice on academic program development, review and effectiveness, changes/trends in business and industry affecting programs, students, graduates, technological implications of changes/trends, employment prospects, etc.

POLICY ELABORATION:
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.

In addition, each program will ensure that one or more of the following 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 Ministry of Colleges and Universities (MCU), 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 minimum 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 Rights and Responsibilities Reporting form available on the Student Rights and Responsibilities Webpage.

REFERENCES:
Academic Dispute Resolution and Appeals Procedure
Program Quality Assurance Policy
Student Assessment of Teaching Procedure
Student Rights and Responsibilities Procedures

REVISION LOG:

May 12, 2009	Policies and Procedures Committee – Approved
August 10, 2009	Academic Forum – Approved
August 26, 2009	Academic Coordination Committee – Approved
November 15, 2019	Academic Forum