



LEADING THE WAY
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LEADING THE WORLD



INTERNATIONAL MULTI-AWARD WINNING INSTITUTION FOR SUSTAINABILITY

POLICY ON STUDENT FEEDBACK ON TEACHING AND LEARNING

Office of Knowledge for Change and Advancement (KCA)

POLICY ON STUDENT FEEDBACK ON TEACHING AND LEARNING

1. INTRODUCTION

This is a policy to undertake evaluation to ascertain and monitor the quality of teaching and learning processes and outcomes, and in turn to provide an informed basis for making decisions to enhance teaching and learning in IIUM.

This policy also establishes procedure(s) that must be followed for the summative evaluation of faculty teaching effectiveness.

1.1. OBJECTIVES

This policy is intended to facilitate the conduct and the use of the data gathered from the students through a University level feedback survey as a developmental, constructive formative evaluation of teaching and learning.

The data gathered can be used but not limited to the following:

- i. Evaluate the impact of teaching from the students' perspective;
- ii. Provide information for continuous improvement especially in terms of teaching and learning;
- iii. Provide continuous and additional information that can be used in curriculum review exercises;
- iv. Provide evidence for quality audit processes;
- v. Assist in the professional development of academic staff; and
- vi. Assist, on a case-to-case basis, in decisions regarding renewal of contract and promotional, identifying exceptional teachers for teaching awards and documenting exceptional teaching.

The data from this survey is not intended to be used as the sole source for the permanent and contract staff's appraisal and promotion.

1.2. SCOPE

It is to be understood that the term "feedback survey" used in this policy, when although not mentioned explicitly, is mainly related to the feedback on teaching and learning with IIUM active students as the main respondents. CoS and lecturers may have addition items specific to the respective CoS/course.

2. ROLES & RESPONSIBILITIES

2.1. Senate

Role	Governing Body
Responsibility	<ol style="list-style-type: none">i. To deliberate and decide on the policy and conduct of the University level feedback survey.ii. To set future direction of the University level feedback survey.

2.2. Office of Deputy Rector in Charge of Academic

Role	Custodian
Responsibility	<ol style="list-style-type: none">i. To govern and champion the implementation of the University level feedback survey.ii. To be involved in formulating or reviewing any policy and/or procedure related to the implementation of University level feedback survey.

2.3. Agency in Charge of Internal Academic Quality Assurance

Role	Owner/Implementor
Responsibility	<ol style="list-style-type: none">i. To be the Secretariat or Coordinator in managing the implementation process, reviewing contents of the survey instrument and/or item as well as detailed information of the University level feedback survey.ii. To analyse reports from the feedback survey and produce a consolidated report that will be tabled at the relevant University authorities.iii. To conduct periodic assessment of the state of teaching and learning based on the feedback survey for continual quality improvement.iv. To conduct periodic review of the policy and the instrument and make improvement, when necessary, in ensuring the effectiveness of the feedback survey in gathering viable information especially related to the conduct of teaching and learning in IIUM for continual quality improvement.

2.4. Agency in Charge of Training Teaching and Learning

Role	Capacity Building
Responsibility	<ol style="list-style-type: none">i. To plan and arrange suitable training programmes for identified non-performers.ii. To report on the effectiveness of the training programmes at the relevant University authorities.iii. To recommend innovation and/or mitigation plan related to teaching and learning matters for better continual quality improvement of teaching and learning.

2.5. Centre of Studies (COS)

Role	User
Responsibility	<ol style="list-style-type: none">i. To ensure that the teaching assignment to course(s) is/are correctly updated in the University record system.ii. To ensure that the programme's course types are correctly identified and updated accordingly in the University feedback survey system.iii. To monitor the implementation of the University level feedback survey at the respective Centre of Studies (COS).iv. To analyse the University level survey for their Centre at the end of every run. The analysis is to be reported to the Office in charge of internal Academic Quality Assurance.v. To consolidate and analyse any additional COS survey items in the feedback survey when applicable.vi. To undertake necessary initiatives to improve the quality of lecturers/ tutors/ instructors/ volunteers involved in the conduct of an academic programme and teaching activities based on the evaluations.vii. To manage the process of notifying the students and staff on the exercise.viii. To use the records of the teaching evaluation of their academic staff in annual performance review and staff development processes subject to item 1.1.

2.6. IT Services Division

Role	System Developer
Responsibility	<ol style="list-style-type: none">i. To assist the owner in the technical aspects of the system.ii. To monitor and maintain the system to ensure the reliability of the system and for continuous improvement purpose.iii. To record and maintain a log for the system for future development reference.

2.7. Academic Staff

Role	Evaluatee
Responsibility	<ol style="list-style-type: none">i. To improve the effectiveness of their own individual contribution to the quality of students' learning experience, using an appropriate mix of teaching & learning methods;ii. To access, generate and make use of the report from the feedback survey for continuous improvement;iii. To maintain their own personal and confidential records of information relating to their teaching evaluations for use in annual performance review and development processes with their academic supervisor and for use when making formal claims.

2.8. Students

Role	Evaluator
Responsibility	<ol style="list-style-type: none">i. To contribute constructive feedback on the quality of teaching and subject through the feedback survey.ii. To provide non-discriminatory and unbiased feedback as per the University's Code of Conduct and other related policies.

3. APPLICATION

- 3.1. The implementation of the policy and the adoption of a feedback survey on teaching and learning instrument shall be applied to all Centre of Studies (COS) including the Centre of Foundation Studies (CFS) in IIUM.
- 3.2. All active IIUM students are required to provide response to the feedback survey.
- 3.3. All credited courses delivered at IIUM must be evaluated by students each time the course is taught except as indicated in 3.4 below.
- 3.4. Courses that have enrolments too low to ensure anonymity of student evaluation ($n < 5$) **or** as requested by COS with endorsement of the Senate will not be evaluated using the University level feedback survey.

- 3.5. The evaluations on the feedback survey may involve but not limited to course evaluation and teaching effectiveness of the course and staff respectively in that particular semester, full- time and part-time.
- 3.6. The method of distributing the University level feedback survey can be diverse depending on the method's effectiveness. It can be done manually during the classes or through online approach, as per needed.

4. EVALUATION INSTRUMENT

- 4.1. The university instrument for evaluation for the feedback survey is made up of a rating scale and an open-ended part which should address the objectives of the instrument as per item 1.1.
- 4.2. The instrument will be reviewed and validated periodically as necessary.

5. PROCEDURES FOR STUDENT EVALUATION

- 5.1. Anonymity and confidentiality are the basic principles that govern distributing, collecting and handling student evaluations. Strict adherence to procedures that ensure anonymity and confidentiality is imperative so that students feel free to provide honest and candid perception of teaching effectiveness.
- 5.2. Student evaluation of teaching must be conducted every time a course is taught except as noted in item 3.4.
- 5.3. The feedback survey is to be completed once per semester within the following time frame:
 - Regular Semester: From Week 10 until the last day of class.
 - Block system: During the last 2/3 (two-third) of classes for that particular block.
- 5.4. All students must complete the feedback survey within the allocated time. Failure to do so will cause the student's examination slip or examination results to be withheld or other repercussions as determined by the Senate from time to time.
- 5.5. Centre of Studies (COS), academic staff and administrators must not have access to the evaluation data until after final grades for the course have been submitted.
- 5.6. The Centre in charge of internal academic quality assurance will analyse the feedback survey data in a timely manner so that data will be available for personnel decisions on enhancing teaching effectiveness as well as for programme owner to evaluate the course content through the course evaluation.
- 5.7. The feedback survey reports will be made available to all lecturers and COS administrators after all final student grades have been submitted.
- 5.8. Lecturers can generate their individual results of the feedback survey. The respective academic administrators can generate the related reports and to be discussed at the management level of respective Centre of Studies (COS).

6. MAINTAINING STUDENT EVALUATION DATA

- 6.1. Completed University level feedback survey results and resulting summary data are confidential.
- 6.2. Academic staff are not allowed to see the detailed students' responses in the online feedback survey in order to maintain confidentiality.
- 6.3. Academic staff must be shown their individual summarised feedback survey results.
- 6.4. Original or summary data from the feedback survey results, including student responses to open-ended questions, must be retained for at least twelve months.
- 6.5. Data collected on feedback survey shall be securely stored by the university.

7. USE OF THE EVALUATION RESULTS

- 7.1. If the results of student evaluation of teaching are to be used in personnel decisions, the interpreting evaluation results must be done with caution. The results must not be the sole source of evaluation.
- 7.2. Teaching effectiveness **must not** be based on any single item of the survey. Interpretation of student evaluations must be based on all questions from the online feedback survey.
- 7.3. Lecturer who obtains a score of below 80% for three consecutive semesters is to be recommended by the Head of Department/equivalent to attend the Teaching Methodology Course or advanced teaching and learning course.
- 7.4. Individual feedback survey results may be shared only with Head of Department/equivalent and relevant administrators involved in personnel decisions.
- 7.5. Academic staff may share their individual feedback survey results but not the feedback survey results of other instructors without written permission.
- 7.6. Feedback survey reports will not be generated when insufficient data has been collected for a valid evaluation of teaching.

8. PREROGATIVE OF THE SENATE

- 8.1. The Senate of the University reserves the right to amend or overrule any article of this policy at any time.