Quality Assurance Process

Student Feedback

The [Quality Assurance Framework](#) requires programs to seek student feedback on their academic experiences. This is an important component of developing a Self-Study and should be adequately planned for to ensure the feedback received is robust and accurately represents the student experience.

Schedule a Student Feedback Session for 1 to 1.5 hours. This should allow for time to explain the process for the session and the importance of their feedback. Be sure to explain how the data will be used. Schedule multiple sessions if necessary to ensure you have good representation. Be sure to consider who will lead the session and make sure to have someone ready to take notes.

Sample questions:

1. How effective is the program? (very poor, poor, acceptable, good, very good, excellent)
2. What is working well in the program? (program strengths)
3. What is not working well in the program? (program weaknesses or gaps)
4. What changes would you suggest to improve the program?

It is considered best practice to gather this feedback through multiple means to determine some level of consensus:

Individual feedback – 5 minutes. This can be obtained through surveys done either online or in-person.

Small group discussion – 10 minutes. Have three (3) to five (5) students discuss the survey questions. Record the responses as one survey.

Full group discussion. Have the small groups report their top answers for each question to the larger group. Poll the group for agreement on the comments and record the responses as one survey.

After you've collected the data:

- Analyze the results and look for patterns and degree of agreement. Identify emergent themes where three or more comments have been made on the same issue.
- Remove criticisms of specific instructors or comments that don't pertain to student learning.
- Start with the full group results, then the small group results, then the individual results to help provide context for specific comments.
- Focus on comments that relate broadly to student learning, e.g. delivery of material, appropriateness of content for the learning objectives, and authenticity of assessment.
- Pay attention to comments that indicate a lack of inclusivity or if students have advocated for change that hasn't occurred.

In your Self-Study, be sure to include appropriate context for the results. While it's important to include planned or completed actions to address identified concerns, it is also important to highlight areas of student satisfaction.

Click here for additional guidance on how to involve students in quality assurance processes from OUCQA.

For additional information on this requirement or the QUQAP process, please contact quqap@queensu.ca.