

Survey and Feedback Policy

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Scope

Nan Tien Institute acknowledges the importance of gathering feedback from both internal and external stakeholders to support quality assurance and continuous improvement mechanisms implemented throughout the Institute. This Survey and Feedback Policy describes how Nan Tien Institute collects, monitors and uses internal and external feedback to drive improvements, mitigate future risks and enhance its higher education operations.

This policy is designed to comply with all appropriate and required legislative and regulatory requirements, particularly the Higher Education Standards Framework (Threshold Standards) 2021 (HESF): Institutional Quality Assurance, Section 5.3: Monitoring, Review and Improvement (5.3.5, 5.3.6 and 5.3.7).

Definitions

Graduate Outcomes Survey (GOS)	The Graduate Outcomes Survey measures graduate employment approximately four months after graduation. The survey reports on four key indicators: full-time employment, overall employment, full-time study and median full-time salary.
Graduate Experience Questionnaire (CEQ)	Graduate satisfaction data comes from the government-endorsed Course Experience Survey (CEQ), which asks graduates (about four months after they have finished their course) to rate three key areas: overall satisfaction, good teaching and generic skills.
Quality Indicators for Learning and Teaching (QILT)	QILT is a set of government-endorsed surveys that measure the quality of learning and teaching across Australian higher education. The surveys track the student journey from commencement through to graduation and provide nationally consistent data to support quality improvement. Nan Tien Institute uses the QILT results (student experience, graduate satisfaction, and graduate employment) to inform its continuous quality assurance processes.
Student Experience Survey (SES)	The government-endorsed SES survey comprises six elements of how positively students rate their higher education experience. They identify where students feel their study is going well – from teaching quality to support services and skill development.

NTI Student Subject Evaluation Surveys	Surveys are conducted after each intensive class week, and after week 10 of online subjects. Students are invited to provide feedback on their experience of learning at the subject level. A further NTI-wide survey is conducted at the end of each semester to gather feedback on student support services.
Staff Feedback Survey	The Academic Staff Feedback Survey will be implemented annually from 2026. Staff are invited to provide feedback on the experience of teaching at NTI, with particular reference to subjects taught in the preceding year.

Policy Principles

1. The Nan Tien Institute:
 - a) Recognises that stakeholder feedback is important and contributes to the principles of continuous improvement activities institution-wide. As such, surveys and feedback will be used as key components of the Institute's monitoring, review, and evaluation processes.
 - b) Will provide and encourage all students, staff and stakeholders with the confidential opportunity to participate in surveys (external and internal) and provide feedback on their learning experiences (including courses and the quality of teaching).
 - c) Will collect feedback systematically using different mechanisms and provide feedback to:
 - Academic staff on their teaching and provide support to reflect on their teaching methodologies and engage in continuous quality improvement, and
 - Students outlining the actions taken in response to survey feedback provided.
 - d) Will actively engage with internal and external independent surveys to facilitate the opportunity for the collection of relevant, reliable comparative data analysis, thus supporting Nan Tien Institute's cycle of quality assurance and improvement.
 - e) Will conduct all surveys and their associated processes of collection, analysis, dissemination and reporting of feedback ethically and confidentially, in accordance with NTI Privacy and Ethics policies, where applicable.
 - f) Will store and manage all data and information collected through the surveys administered according to Nan Tien Institute's Privacy and Records Management Policy procedures.
2. All survey and feedback activities implemented will be overseen by the Board of Directors, the Academic Board and the Education Committee (as appropriate).

Policy Statement

3. Nan Tien Institute is committed to providing regular, systematic feedback opportunities to its students, staff, and contractors (when appropriate).
4. Purpose of Student Feedback
 - a) To assist the Institute with the identification of which teaching strategies are effective and which need adjustment.
 - b) To support students' growth by enabling students to track their progress and encouraging them to achieve learning outcomes.

- c) Providing students with regular feedback that they value can often motivate them to engage and participate in the learning process actively.
 - d) Feedback can inform course and assessment design, assessment load, clarity of learning outcomes, poor communication channels, and resource allocation, enabling the Institute to initiate appropriate action to continually improve curriculum development and delivery methodologies aligned with student learning needs.
 - e) To identify student support needs and guide the implementation of processes and practices to meet those needs.
 - f) Support staff promotion and performance reviews
 - g) Inform strategic and operational planning processes and initiatives.
5. Survey Feedback Collection
- a) Nan Tien is committed to collecting feedback from internal and external independent surveys and acting on it.
 - b) Internal subject evaluation surveys are conducted at the end of Week 10 for online subjects and at the conclusion of the teaching period for intensive subjects.
 - c) Annually, additional feedback is collected through the following:
 - Student representation of governance committees
 - Quality Indicators for Learning and Teaching (QILT) administered on behalf of the Australian Government Department of Education (www.qilt.edu.au)

Procedures

6. Subject Evaluation Survey
- a) This survey is conducted using a set of consistent questions which have been designed to evaluate students' learning experience and the teaching quality experienced.
 - b) Academic staff encourage students to complete the survey, explaining the survey's purpose and the importance of receiving their feedback.
 - c) Surveys are conducted after each intensive class week, and after week 10 of online subjects. A further NTI-wide survey is conducted at the end of each semester to gather feedback on student support services.
7. Internal Analysis and Reporting
- a) The semester Subject Evaluation Survey results are collated by the Director of Student Services and provided to the Heads of Programs and Academic Dean with a summary of key findings, emerging trends and reference to previous semester survey results.
 - b) Individual and overall subject lecturer feedback is identified and presented in the semester report.
 - c) The Heads of Programs and Academic Dean review the feedback and identify the areas of strong performance and areas for improvement. For subjects or lecturers with poor feedback, mitigating actions are identified, along with the support and resources needed to rectify all issues before bringing the report to the Education Committee for recommendation to the Academic Board.
 - d) Survey Feedback Reports, including proposed actions, are provided to the Academic Board for review and endorsement of the proposed actions/processes to be implemented.
 - e) Course/subject updates and variations will be discussed and approved by the appropriate Committees/Boards. A record of course/subject updates resulting from feedback will be maintained and summarised in the Annual Course Review Reports presented to the Academic Board.
 - f) Feedback information gained from other internal surveys will be collated, analysed and reviewed by the relevant Nan Tien Institute team and reported to the appropriate governance committee/board.
 - g) As and when appropriate, internal feedback analysis may be included in the Nan Tien Institute Risk Management Register to ensure that any areas of the Institute's operations identified as being of concern are monitored and managed according to the Risk Management Policy and associated documentation.

8. External Feedback

- a) External results from students' participation in the QILT surveys are published by the Social Research Centre (www.qilt.edu.au) to enable students and stakeholders to compare the quality of learning and teaching across providers.
- b) External peer review feedback is also collected and incorporated into the monitoring and review of each subject at least once within each accreditation cycle, consistent with the NTI Course Development and Review Policy.
- c) Nan Tien Institute will consider this feedback with internal student feedback to inform strategic planning, continuous improvement mechanisms and quality assurance initiatives through the Institute's operations.

9. Record Keeping

Nan Tien Institute implements processes and practices to ensure that all individual survey feedback remains anonymous. Survey results are retained in accordance with the Nan Tien Institute Record Management Policy.

Responsibilities

10. Students are responsible for:

- a) Contributing constructively to any internal and external surveys they complete
- b) Providing feedback that is free from racist, sexist and abusive intent, as per the Student Misconduct and other relevant Nan Tien policies.

11. Academic Staff have a responsibility to:

- a) Engage in regular evaluation of their effectiveness and contribution to the quality of Nan Tien Institute's students' learning experience.
- b) Contribute to the subject evaluation feedback and identify and implement appropriate strategies to improve the learning activities and student outcomes.

12. Subject Co-ordinators and Heads of Program have a responsibility to:

- a) Evaluate subject feedback in conjunction with other sources of feedback data regarding subject quality.
- b) Facilitate survey result discussions with relevant academic staff and identify areas for improvement.
- c) Develop initiatives, identify required resources and appropriate targets and timelines for implementation of actions.

13. The Academic Dean is responsible for:

- a) Evaluating all feedback from the subject/course coordinators and compiling a comprehensive report that identifies the recommended initiatives to be implemented, identifies the required resources and includes all targets and timelines for implementation.
- b) Provide feedback to the students on actions endorsed by Academic Board through the learning management system
- c) Report to the Education Committee/Academic Board on actions taken.

14. The Education Committee is responsible for:

- a) Monitoring, evaluating and recording all subject/course variations and updates made.
- b) Examining and acting upon issues highlighted by QILT survey data and TEQSA risk indicators.
- c) Reporting annually to the Academic Board on changes made to subjects and courses.

15. The Academic Board is responsible for:

- a) Approving actions recommended by the Education Committee.
- b) Monitoring, reviewing and providing advice as appropriate on survey analysis data and the proposed actions taken to rectify any identified issues.

16. The Board of Directors are responsible for:

- a) The oversight of all survey activities undertaken by the Institute.
- b) Assurance that Nan Tien Institute initiates, implements, and evaluates all internal surveys in

- accordance with this policy and procedure and all other relevant institutional policies.
- c) Assurance that the feedback information is used for continuous improvement and the enhancement of the delivery of the Institute's subjects and courses, leading to strong student outcomes.

Legislation and Regulation

As a registered higher education provider, the Nan Tien Institute must comply with the following legislation and regulatory requirements:

- Australian Qualifications Framework (AQF)
- Higher Education Standards Framework (Threshold Standards) 2021
- Higher Education Support Act 2003 (Cth)
- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- Privacy Act 1988 (Cth)

Attachments

Version History

Policy Number	Date of Issue	Approver	Next Review	Version
SPL0020	14/08/2026	Academic Board	14/08/2029	1