



Feedback Policy and Procedure

1. Purpose

The purpose of this policy is to:

- a. articulate the scope and rationale associated with the surveying of MIT students;
- b. define the responsibilities of stakeholders involved in the administration, management, implementation and reporting of student surveys;
- c. guide an evidence-based approach to the implementation of student surveys,
- d. support quality assurance and improvement
- e. identify quality enhancement in teaching and learning activities and operational areas
- f. avoid student and stakeholder survey fatigue;
- g. assist with development of staff and workplace improvement plans; and
- h. satisfy relevant regulatory and compliance obligations.

2. Scope

2.1 This policy applies to all staff, students and stakeholders who engage with the Institute to collect feedback for the purpose of quality assurance, enhancements, and improvement regarding their experiences at MIT including curriculum design, research supervision, facilities and infrastructure, administration and support serves, co-curricular activities and events.

2.2 This policy specifically excludes instances which are covered by other Institute policies including:

- student or staff complaints or grievances;
- student and staff misconduct
- work, health and safety
- whistleblowing
- feedback provided to students in relation to assessment or other learning activities;
- feedback as part of the employee performance management process; and
- the collection of information using methods requiring participant trial, assessment or experimentation or ad-hoc in-class surveys.

2.3 This policy should be read in conjunction with the Benchmarking Policy and Procedure, and the Quality Assurance Framework

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3. Definitions

Term	Definition
Benchmarking	Is a standard or point of reference against which something can be measured by the comparison of performance data and/or policies and procedures, and includes but is not limited to a desktop survey of publicly available material, formal partnering with another institution to exchange information, benchmarking of academic standards compliance through external moderation and engagement in comparative exercises brokered by an external body that engages with multiple institutions. Benchmarking may then be utilised to add rigor to decision-making processes at the institutional level.
Confidential surveys	is a survey where personally identifiable information is requested and data collected is linked to the individual. Responses are combined with other respondents and summarised in any reports
Feedback	<p>is any information, either positive or negative, coming from the MIT community relating to MIT services, categorised as:</p> <ul style="list-style-type: none"> • Compliments; • Feedback or complaints; or • Ideas for improvement. <p>Where submitted feedback relates to the activities and actions of a third party the Institute, where reasonable to do so, passes this feedback onto a third party. The Institute considers if there are any approaches or remediation possible in its interaction with this third party or future third parties in its response, acknowledging this may not be possible in some circumstances.</p>
Institute-Approved Surveys	<p>Includes core and non-core surveys that are approved by the Institute.</p> <ul style="list-style-type: none"> • Core surveys are implemented institution wide and are scheduled on a regular basis in a study period and/or calendar year. Examples of learning and teaching surveys include but are not limited to the Student Evaluation of Unit (SEU) Survey, • Non-core surveys refer to surveys that are not implemented institution-wide and that would not ordinarily take place every study period of year but are delivered for the same purposes as specified in Clause 2 and may include student-led surveys. Examples include Student Expectations Survey, Orientation Survey, IMPACT surveys and the experience of HDR candidates.

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Informal Student Surveys	means a survey conducted at the Institute but not requiring formal Institute approval. For example, formative feedback surveys in class or online, library surveys, and other surveys conducted at the Institute are not covered under the Institute-Approved Surveys
National Surveys	refers to national online surveys of all Australian Higher Education Providers that are endorsed or required by Government departments and or other authorised external organisations. Examples include but not limited to QILT Student Experience Survey QILT Graduate Outcomes Survey
Stakeholders	may include: <ul style="list-style-type: none"> • independent members of MIT governance boards and committees • organisations providing placements or WIL to MIT students • employers of MIT graduates • government bodies in Australia (such as TEQSA) and other relevant accreditation and regulatory bodies • other groups such as peak bodies
Survey Data	Any data or information collected by MIT staff or external organisation using a survey instrument.
Student Experience	refers to the following activities: learning and teaching experience, curriculum, facilities and infrastructure, administration and support services, co-curricular activities, and events.

4. Policy Statement

4.1 The Institute, as required by the Higher Education Standards Framework (Threshold Standards) 2021 will meet its obligations to provide students with the opportunity to provide feedback on their educational experiences.

4.2 MIT is committed to providing a quality learning experience that is student centred in its approach and informed by feedback. The views of stakeholders are critical to monitoring, reviewing and improving programs, teaching and support services. All stakeholders will have the opportunity provide feedback on their experiences at the institute.

4.3 Surveys and feedback mechanisms should:

- exhibit sound principles in survey design including a clear purpose and clearly indicate to respondents how the data will be collected and used, who will have access to that data, how

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long the data will be used for and for what purposes;

- maintain the confidentiality of responses in line with MIT's Privacy Policy;
- align with, and serve, strategic objectives;
- not duplicate the collection of data with other feedback mechanisms;
- be easily completed within a reasonable period of time;
- comply with applicable legislative and regulatory obligations and ethical standards, in particular privacy and security requirements;
- be valid and reliable

4.4 The Institute will manage surveys in a consistent, confidential, transparent and ethical manner for staff and students in accordance with the procedure.

4.5 All members of the MIT community are able to provide feedback through both structured surveys and general feedback opportunities which are designed to be easily accessible

4.6 MIT utilises a range of robust targeted and untargeted mechanisms to gather feedback in formal, semi-formal and informal settings, including:

Formal settings	Semi-formal settings	Informal settings
<ul style="list-style-type: none"> • Survey Instruments • Focus Groups • Governance Boards and Committees • MIT website 	<ul style="list-style-type: none"> • Student Advisor Consultations • Academic Consultations 	<ul style="list-style-type: none"> • Social Media commentary

4.7 Student and Staff feedback gathered from the feedback mechanisms in clause 4.6 includes:

- Summative evaluation of learning and teaching approved by the delegated authority
- Institutional level and sector-wide surveys approved by CEO or delegated authority;
- Qualitative feedback through an informal process such as face-to-face interactions, student and staff focus groups, elected student /staff representative groups and committees or other activities in which MIT stakeholders are involved; and
- Formal student complaints.

4.8 Student surveys and stakeholder feedback mechanisms are completed on a voluntary basis.

4.9 Feedback must be made in good faith and not with vexatious or malicious intent and be based on the person's perspective. Feedback must be compliant with MIT's Student Charter and Staff Code of Conduct and be free from offensive, degrading or insulting comments. Comments that are personal in nature (including discriminatory or obscene remarks) vexatious or malicious will be dealt with under the relevant code of conduct or misconduct policy and procedure.

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- 4.10 Feedback is addressed in a fair and impartial manner.
- 4.11 MIT recognises the principle of natural justice in receiving feedback and, as such, that a person is given an opportunity to respond to any adverse information that is credible, relevant and significant.
- 4.12 The MIT Board of Directors and Academic Board subcommittees use student and stakeholder feedback and benchmarking as sources of data to:
- improve the quality of learning and teaching in units and courses
 - improve curriculum design
 - improve the quality of the student experience
 - support the scholarship of teaching
 - inform the performance, planning and review process
 - improve the provision of learning resources and support services; and
 - improve facilities.
- 4.13 Student surveys will be administered in accordance with details included on the Academic Calendar. The Calendar will be updated and published prior to the commencement of each calendar year by the Academic Register and will cover the full calendar year. Where possible MIT will aim to prevent the over surveying of the student population, as per clause 5.7..
- 4.14 Surveys must be delivered through an approved institutional survey system.
- 4.15 The Institute shall maintain a systematic program for gathering feedback from employers, industry partners, and professional bodies. This feedback is essential for ensuring that course learning outcomes remain aligned with professional standards and workforce requirements,
- 4.16 Activities to maximise stakeholder participation will be undertaken in line with the responsibilities set out under Responsibilities (clause 6).
- 4.17 Students will be given the opportunity to complete surveys during scheduled class times.
- 4.18 Survey findings from all surveys will be responded to appropriately and in line with the responsibilities set out under Responsibilities (clause 6).
- 4.19 An account of changes made in response to feedback will be provided to relevant stakeholders in line with the responsibilities set out under Responsibilities (clause 6). Feedback from students and staff resulting in changes in processes or units will be promoted through various channels for instance changes to unit assessments will be added to units descriptions,
- 4.20 Staff who wish to conduct a non-core survey must obtain approval and follow the process outlined in the procedure.
- 4.21 The scheduling of non-core surveys is coordinated through the Office of Student Administration and Experience.
- 4.22 The Executive Dean is the Executive Sponsor and the Academic Registrar is the Custodian of the data collected in core student surveys.

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- 4.23 Researchers wishing to use survey data for research purposes must apply to the Executive Dean for approval to access this data.
- 4.24 Researchers wishing to use survey data for research purposes will require Research Ethics Committee approval in accordance with the Research Ethics Policy.
- 4.25 Information contained within a feedback submission is treated in accordance with the Institute's Privacy Policy.

Benchmarking

- 4.26 MIT encourages benchmarking and external moderation with comparable institutions as a means of identifying comparative strengths and weaknesses, improving performance and assuring quality and standards.
- 4.27 The institute will take both qualitative and quantitative approaches in its benchmarking and external moderation activities.
- 4.28 External moderation and benchmarking outcomes will be recorded and reported in order to inform decision-making and improvements.

Privacy Management Commitments

- 4.26 The Institute is committed to protecting the privacy of its students, employees and others who interact with it whilst undertaking its learning and teaching, research, engagement, and associated administrative activities and support services.
- 4.27 All survey and feedback mechanisms will be collected, analysed and reported in an ethical manner.
- 4.28 Surveys will normally be anonymous. If a confidential survey is employed, with identifying data collected, then stakeholders must be informed of what this means and that the survey is not mandatory.
- 4.29 Data gathered from surveys and feedback mechanisms must only be accessed and analysed by authorised staff and for the stated purpose.
- 4.30 Identifiable individual respondent-level survey data will only be accessible to staff directly involved in data processing and analysis .
- 4.31 Any personal information provided as a result of completion of surveys (e.g., name, student number) will remain confidential to the Institute in accordance with the Privacy Policy.
- 4.32 Non-identifiable (or aggregated) data may be used by the Institute for evaluation and reporting purposes.
- 4.33 The Institute is required to comply with the Privacy and Data Protection Act 2014 (Vic), (PDP Act), NSW [Privacy and Personal Information Protection Act 1998](#) (PPIPA) and [Health Records and Information Privacy Act 2002](#) (HRIPA) in respect of personal and health information which it collects and uses. The Institutes aligns its practices and activities with the Information Protection Principles (IPPs), and the Health Privacy Principles (HPPs) contained in those Acts.
- 4.34 The Institute's Privacy Policy provides more information on how the Institute implements its obligations under the PDP Act, PPIPA and HRIPA, and how these Acts apply to the Institute's

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operations.

5. Procedure

- 5.1 MIT gathers formal student feedback and benchmarking data via approved surveys listed in the definitions on a trimester or annual basis.
- 5.2 MIT gathers informal and formal feedback from stakeholders through focus groups, staff surveys, and membership of MIT committees
- 5.3 Student surveys will be promoted via Institute communication channels, which may include email, social media, the Institute website, the Learning Management System and other systems, in-class promotion, academic staff, and other Offices of the Institute.
- 5.4 The design of feedback and surveys must minimise survey fatigue by:
 - using a format that is not complicated or onerous to complete
 - reducing the number of questions asked or surveys administered (where possible), and
 - avoiding the collection of existing information that is already accessible within Institute systems (e.g., course or enrolment information from the Institute’s student management systems).
- 5.5 Feedback and surveys collecting personal information must include a collection notice (or information sheet) which, as a minimum, advises the recipient of the purpose for which the information is being collected, any law that requires the information to be collected (if applicable), and to which entities the information will be disclosed. Other recommended details include:
 - advice that participation is voluntary
 - whether respondents will be informed of outcomes as a result of their feedback
 - method of survey distribution
 - timeframe for administration of the survey
 - information on where a summary of the data and its findings can be accessed
 - a summary of what the data will and can be used for, and
 - the terms and conditions associated with any incentives.
- 5.6 The content and purpose of recurrent feedback and surveys must be reviewed at least every three years to ensure they remain fit for their intended purpose. An alternative timeframe for review may be specified during the approval process.

Institutional Learning and Teaching Surveys

5.7 The Institute will conduct the following surveys:

Surveys administered internally by MIT	Unit responsible	Frequency
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Students		
Student Evaluation of Unit (SEU)	Academics	Every Trimester/Teaching Period
Student Expectation Survey	OSAE	At commencement and then complete after completion of 2 trimesters/teaching periods
HRD Student Satisfaction Survey	Research Director	Annually
Orientation Survey	OSAE	Every Trimester/Teaching Period for commencing students
IMPACT Survey	OSAE	Every Trimester for student completing IMPACT projects
QILT Student Experience Survey (SES), QILT Graduate Outcome Survey (GOS) QILT Graduate Outcomes Survey- Longitudinal Employer Satisfaction Survey	Department of Education and Training	Annually
Staff		
Organisation Climate Survey	Director Human Resources	Every two years
Third Parties		
Agent Surveys	Director Marketing and Admissions	Annually

5.8 Institutional Learning and Teaching Surveys and the Employer Satisfaction Survey are required by the Institute to obtain feedback from students and employers related to their learning and teaching experience to help inform quality assurance, enhancement, and improvement practices at the institutional level.

5.9 These surveys are administered by the Office of Student Administration and Experience (OSAE).

5.10 The OSAE works with the Software Development Division regarding the storage and management of survey data.

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- 5.11 Student participation in Institutional Learning and Teaching Surveys will be maximised by ensuring that students are given the opportunity to complete surveys during scheduled class time where applicable using the Institute's Learning Management System.
- 5.12 Student responses in Institutional Learning and Teaching Surveys cannot be removed once submitted.
- 5.13 The Student Evaluation of Unit (SEU) will be administered in every offering of all units in each study period.
- 5.14 Themed groups of survey items will be available to obtain feedback on specific teaching contexts and strategic priorities in learning and teaching.
- 5.15 Learner Experience of Unit surveys will be delivered in accordance with the Academic Calendar.
- 5.16 All Academic Staff are required to formally evaluate their teaching once per year, as per their employment contract and the Learner Experience of Teacher survey is a tool that can be used to fulfil this requirement. Academic Staff are required to update any unit descriptions where student feedback has resulted in changes to for example but not limited to assessment descriptions, marking rubrics and learning resources.
- 5.17 The Executive Dean is responsible for the development, review and continuous improvement of surveys evaluating learning and teaching.
- 5.18 Responsible officers are required to respond and discuss feedback and the changes that have been made to processes and student resources such as unit descriptions each trimester. This may be put into effect but not limited to during orientation, student staff consultative committees and other communications sent to students and staff throughout the year.

National Surveys

- 5.18 National Surveys are endorsed or required by Government departments and/or other external organisations. These surveys are administered by Systems Development Division (SDD).
- 5.19 The purpose of National Surveys is to collect feedback from students to provide robust, nationally consistent performance data on the student life cycle, from commencement to employment, for the Australian higher education sector to help drive quality assurance, enhancement, and improvement practices nationally and at the institutional level.
- 5.20 The SDD is responsible for the storage, management and reporting of national survey data and delivery of data.
- 5.21 Quality Indicators for Learning and Teaching survey data is collected by the Social Research Centre on behalf of the Commonwealth [Department of Education](#). Researchers and staff wishing to use Quality Indicators for Learning and Teaching survey data must make a request via the Quality Indicators of Learning and Teaching website and follow relevant QILT data protocols.
- 5.22 The implementation of National Surveys is coordinated and managed by Systems Development Division in accordance with the following schedule:

Non-core Surveys

- 5.23 The scheduling of Non-Core Surveys is coordinated through the Office of the Pro Vice-

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Chancellor (Education).

5.24 Non-core Surveys may be approved where data is not already available (refer to the Survey Schedule) and does not impact the timing of existing student surveys (refer to the Academic Calendar).

5.25 Staff who wish to run a Non-core Survey must submit a written request to the Executive Dean.

5.26 The Executive Dean will liaise with key stakeholders regarding the best approach for the implementation of the survey.

5.27 Non-core Surveys must not be conducted without the approval of the Executive Dean and Academic Registrar.

Benchmarking and External moderation

5.28 External benchmarking reports and improvements will be implemented and reported as per the Benchmarking Procedure.

5.29 External moderation reports and improvements will be implemented and reported as per the Moderation of Assessment Procedure.

Data storage

5.30 Data will normally be collected electronically and stored securely. Data collected via focus groups and through membership of committees will be treated confidentially and de-identified when stored.

5.31 Data will be de-identified by the Data Owner after the data has been cleansed of offensive material (see clause 4.9). Analysed data will be stored as per the Records Management Policy.

Use of feedback by Staff

5.32 Staff may use feedback to inform professional development, support applications for promotions or teaching awards, applications for professional development activities and conferences or other leave associated with teaching and learning.

6. Responsibilities

6.1 The Institute is committed to the continuing use of effective student and staff feedback.

6.2 The Executive Management Team are responsible for:

- Ensuring the confidentiality of student and stakeholder feedback where appropriate
- Provide support, resources and development opportunities to assist all departments to improve services and learning and teaching quality
- Solicit recommendations for improvements based on data/evidence from all staff

6.3 The HR Director is responsible for the development, review and reporting of the Organisational Climate Survey to the Executive Management Team and Board of Directors.

6.4 The Executive Dean is the Executive Sponsor and the Custodian of the data collected in Core

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student surveys.

6.5 The Heads of School are responsible for the:

- analysis of the student feedback, external moderation, and external benchmarking
- promoting the results through school meetings and student consultations
- ensuring the results are used by academics to inform course and unit design and improvement;
- discussing and reviewing SEU results and other feedback such as peer feedback, performance and outcomes data about the quality of learning and teaching and other surveys results with Course Coordinators. Staff-student consultative committees

6.6 The Office of Student Administration and Engagement is responsible for:

- maintaining a schedule of all Institute-approved student surveys;
- managing the distribution and reporting of the institute-approved student surveys;
- collecting student feedback on an annual basis that assists with the prioritising of improvement to Institute facilities and student services;
- ensuring that actions resulting from the analysis of feedback are promoted in institution communications and other channels
- ensuring compliance with this policy in the management of institute-approved student surveys.

6.7 The Systems Development Department are responsible for the online management of all surveys.

6.8 Academic staff have the responsibility to:

- engage in regular review and evaluation to improve the effectiveness of their contribution to the quality of students' learning experience;
- use the SEU results and other feedback each teaching period to review and enhance their teaching;
- use SEU survey results and other evaluation information relating to units in which they teach and to identify and implement improvement strategies; and
- maintain personal and confidential records relating to their teaching evaluations for use in performance reviews and academic promotions.
- update Unit Descriptions and or curriculum documentation as appropriate in response to student feedback and or external benchmarking and/ moderation processes.

6.9 All Staff may use feedback to support applications for promotions, teaching awards (where appropriate), applications for professional development activities and conferences.

6.10 Course coordinators must ensure that students receive timely feedback on the results of their student feedback, and any action taken to address issues raised in student evaluations.

6.11 Students have the responsibility when they choose to participate in student surveys, to contribute constructive feedback:

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- on the effectiveness of the methods individual of teaching staff through the SEU
- on the quality of units of study through the SEU survey
- their campus or online experience, including their perception of student-related services
- which is free from racist, sexist or abusive intent, as per the Student Code of Conduct and related policies; and
- suggest improvements

7. Implementation and communication

This policy and procedure will be implemented and communicated through the Institute via:

- Announcement on the Institute's webpage;
- Internal circulation to staff;
- as part of Staff professional development and meetings.

Supporting documents and References

Assessment Policy and Procedure

ELICOS Policy and Procedure

Moderation of Assessment Policy and Procedure

Student Charter

Student Complaints and Grievances Policy and Procedure

Student General Misconduct Policy and Procedure

Academic Integrity Policy and Procedure

Student Transfer Policy and Procedure

HDR Candidature Management and Support Policy

Whistleblower Policy and Procedure

Academic Freedom and Responsibility Policy

Staff Code of Conduct

Staff Complaint Policy and Procedure

MIT Employee Manual

Quality Indicators of Learning and Teaching

QILT Graduate Outcomes Survey: (GOS) [https://www.qilt.edu.au/surveys/graduate-outcomes-survey-\(gos\)](https://www.qilt.edu.au/surveys/graduate-outcomes-survey-(gos))

QILT Student Experience Survey (SES) [https://www.qilt.edu.au/surveys/student-experience-survey-\(ses\)](https://www.qilt.edu.au/surveys/student-experience-survey-(ses))

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Macquarie University, 2022 , Student Survey Policy,
<https://policies.mq.edu.au/document/view.php?id=186>.

Macquarie University, 2022, Student Survey Procedure,
<https://policies.mq.edu.au/document/view.php?id=187>

Monash University Assessment in Coursework Units: Feedback Procedures

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