



12 November 2014

## ANONYMOUS STUDENT FEEDBACK PROCESS

### Introduction

The Anonymous Student Feedback System captures student feedback on the academic and other aspects of their studies and is normally carried out in week 8 of every semester. The information collected is compiled and summarised to produce reports upon which action are taken.

### 1. The Process

- (i) The Registry of the School shall provide copies of Anonymous Student Feedback Form (ASFF) in designated envelopes for each ongoing Cohort of their School.
- (ii) The Class Representative for each Cohort shall collect his/her respective envelop from the Registry, or from the Admin Support (for part-timers), and return same in sealed envelope duly filled by their respective class mates.
- (iii) Sealed envelopes should then be forwarded to the Programme Coordinators / Directors for onward processing.
- (iv) Similar measures should be taken for off-site campus and collaborative partners offering UTM Courses.

### 2. Summarising the Findings of the OASF

- (a) The **Programme Coordinator/Director** liaise with his/her full-time and part-time Lecturers to summarise for his/her programme, under the following headings:
  - (i) Actions receiving praise and support
  - (ii) Actions requiring improvements and/or increased support
  - (iii) Actions to be taken with feasible time framesand submits his/her findings for the programme to the Head of Department.
- (b) The Head of Departments submit their summaries to the Head of School for discussion at the School Board.