



02nd June 2021

ANONYMOUS STUDENT FEEDBACK PROCESS

1.0 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 10 of every semester. The information collected is compiled and summarised to produce reports upon which action are taken. The system will be based on Google Form, and will be issued by the QAU to all students through their University Email account. The anonymity of responses will be ensured through google form settings.

2.0 The Process

Step 1: At latest week #8, the registry of the School shall provide to the QAU list of email addresses for each student for each ongoing cohort of their school.

Step 2: In week #10, the QAU will send ASF google form to each student, as per email addresses provided by the schools, giving them a deadline of 1 week for sending their responses. Anonymity of responses will be ensured, and students will be clearly informed about this.

Step 3: In week #11, QAU will compile and group all ASF responses cohort-wise before sending the same to the respective schools.

Step 4: On reception of the ASF findings from the QAU, the Programme Coordinator/ Director liaise with his/her full-time and part-time lecturers to summarise for his/her programme, as per para 3.0 below. The summary of findings will be submitted to the School Board for consideration and recommendations to the Academic Council.

Step 5: QAU will prepare statistical reports for the school, for onward consideration at the Academic Council.

3.0 Summarising the Findings of the ASF

The findings of the anonymous student feedback will be summarised under the following headings:

- (i) Praise and support (i.e. positive comments)
- (ii) Shortcomings
- (iii) Actions to be taken with indicative time frames