



24 July 2023

ANONYMOUS STUDENT FEEDBACK PROCESS

1.0 Introduction

The Anonymous Student Feedback (ASF) System captures student feedback on the academic and other aspects of their studies and it is normally carried out after every examination session. The information collected is compiled and summarised to produce reports upon which actions are taken. The system will be based on a Google Form, and will be issued by the QAU to all students through their University Email accounts. The anonymity of responses will be ensured and user IDs, where available, will not be shared with the Schools.

The ASF process will be mandatory for the issue of semester and final transcripts. Students who have not responded to the ASF exercise will not be issued their respective semester and/or final transcripts, unless they do so ultimately. The list of students eligible for transcripts will be submitted by the QAU to the respective School's Examination Unit.

2.0 The Process

- Step 1: At latest week 10, the registry of the School shall provide to the QAU a list of students, programmes, modules and Lecturers for each ongoing cohort of their school including affiliated institutions.
- Step 2: In week 20, i.e. 4 weeks after end of semester, the QAU will send ASF google form to each student, as per respective School University email account, giving them a deadline of 1 week for sending their responses. Anonymity of responses will be ensured by the QAU, and students will be clearly informed about this.
- Step 3: In week 23, 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 paragraph 3.0 below. The summary of findings is submitted to the School Board for consideration and recommendations to the Academic Council.
- Step 5: QAU will prepare statistical reports for the Schools, for onward consideration at the Academic Council.
- Step 6: Following the Academic Council, the Head of QA or his representative meets with student representatives on School Boards, at Academic Council and Student Union to apprise them of the outcomes of the feedback exercise.



3.0 Summarising the findings of the ASF

The findings of the anonymous student feedback are to 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