

Student Feedback Management Procedure

Intent

To deliver a transparent and consistent approach to the handling and monitoring of student feedback across the Singapore campus of James Cook University.

This Procedure supports the Student Feedback Management Policy to promote and underpin our commitment to transparent, fair, and timely resolution of student feedback.

Scope

This Procedure applies to feedback considered under the Student Feedback Management Policy. This Procedure applies to all students of the Singapore campus of James Cook University (also described as JCU Singapore or the University).

This Procedure does not apply in the following instances, which fall within the scope of other JCU Singapore policies or procedures:

- A minor/serious offence that contravenes the Student Code of Conduct or the law
- An allegation of bullying, discrimination, harassment, or sexual misconduct
- Allegations of fraudulent behaviour or alleged corruption

If the above are observed, a student shall file a formal report by sending an email to the Manager, Student Feedback.

JCU Singapore will endeavour to resolve any issues through informal processes of discussion and arbitration between the student and relevant students, staff, and/or management. The University expects staff to fulfill their professional duty to address students' or parents' concerns and act conscientiously when dealing with feedback.

JCU Singapore will handle all feedback promptly without prejudice or bias and at all times by being honest and impartial in dealing with those providing their feedback to the University. The principles of natural justice and procedural fairness will apply.

Definitions

Contributor A current student of JCU Singapore who makes feedback.

Working Day University working day means a day other than Saturday or Sunday, or a Public Holiday.

Procedural Fairness is concerned with the procedures used by a decision-maker, rather than the decision reached. It requires fair and transparent processes when making a decision, which includes:

- The right to be heard;
- The right to be treated without bias;
- A decision based on evidence.

Feedback This is an opinion or comment, either positive or negative. Feedback can be categorized into:

- Suggestions/Compliments
- Informal Feedback
- Formal Feedback

Suggestions/Compliments JCU welcomes feedback and perspectives about your experiences as a student. We want to hear from you when something has particularly impressed you, or if you have a suggestion for improvement to our facilities or services.

Informal Feedback JCU encourages you to resolve any concern with the most relevant person, directly, through respectful, informal discussion. There are many benefits in trying to resolve your feedback informally: Informal feedback resolution is usually quicker and simpler. You have an opportunity to gain further understanding of the situation, and this in itself may resolve your concerns. This informal method of resolution allows you to explore options about how to resolve a disagreement or feedback without involving extra people or using a more formal process. If the issues raised in your feedback affect many students, resolving your concerns quickly and informally may benefit others in the JCU community. If you have exhausted all informal avenues to address your concern and you remain dissatisfied, you can consider submitting formal feedback.

Formal Feedback If your informal feedback cannot be resolved as outlined above, you may submit formal feedback. The formal feedback statement must include, where relevant, the following details:

- The name of the person (or University Unit) about whom the formal feedback is made;
- A description of the events that have occurred, including efforts made to informally resolve the formal feedback;
- The basis for the formal feedback;
- The name and contact details of any witness or supporting party;
- The outcome the contributor seeks.

For details on how to manage Formal Feedback, please refer to the Student Feedback Management Procedure and Flowchart below.

Feedback Ownership and Management

1.1 The Manager, Student Feedback functions as the centralized staff to monitor all student feedback. All student feedback are recorded in the Student Feedback Registry. In order to better capture and monitor feedback to achieve better outcomes, students are highly encouraged to submit feedback via the **JCU Student Feedback Portal**. All feedback are assigned to the appropriate department(s) for resolution. The assigned department(s) shall respond to the contributor in a way that can achieve feedback resolution.

1.2 The responsible department(s) shall be aware of the target timelines for resolving feedback. They will also need to state the reason(s) if they did not resolve the feedback within the stipulated timeline.

1.3 For all types of feedback regardless of whether they are suggestions/compliments, informal feedback, or formal feedback, the feedback is deemed resolved when the department does not receive any replies from the contributor three (3) working days after writing to them or when outcome has been agreed by all parties.

1.4 For exceptional feedback that require longer follow-up process, Student Feedback shall monitor and work with the assigned department(s) to ensure eventual feedback resolution. The process shall be recorded in the Student Feedback Registry.

1.5 The management of student feedback shall be reported to the Chief Operating Officer every trimester for acknowledgment to ensure student feedback are resolved meaningfully and in a timely manner.

Procedure

2.1 Students may submit feedback via the **JCU Student Feedback Portal** and contact Manager, Student Feedback for advice on matters relating to student feedback. Upon receipt of the feedback via the portal, Manager, Student Feedback shall acknowledge receipt within three (3) working days. Manager, Student Feedback shall review the feedback and determine which department(s) will be accountable for it and assign accordingly.

2.2 For Suggestions/Compliments, the department(s) concerned shall reply to the contributor accordingly within ten (10) working days.

2.3 For Informal Feedback, the department(s) concerned shall look into the feedback and reply to the contributor accordingly within ten (10) working days. If outcome is not accepted, depending on the nature of the feedback, feedback may be treated as Formal Feedback with further actions taken to resolve feedback.

2.4 For Formal Feedback, The Student Feedback Management Procedure & other relevant policies & procedures will apply. The department(s) concerned shall look into the feedback and reply to the contributor accordingly within fifteen (15) working days.

2.5 Student feedback is deemed to be resolved when the department does not receive any replies from the contributor 3 working days after responding to them or when outcome has been agreed by all parties.

2.6 A Student Feedback Process Survey shall be sent to the student at the end of the feedback process as part of JCU Singapore's effort towards continuous improvement.

2.7 All student feedback shall be recorded in the Student Feedback Registry.

2.8 If the matter remains unresolved, student may email CPE_CONTACT@cpe.gov.sg or approach Committee for Private Education's (CPE) – (www.cpe.gov.sg) Student Services Centre (SSC) for help. CPE may refer the student to seek assistance through the CPE's Dispute Resolution Scheme, comprising mediation and arbitration with the Singapore Mediation Centre (SMC)- (www.mediation.com.sg) and Singapore Institute of Arbitrators – (www.siarb.org.sg) respectively. More information on CPE's Dispute Resolution Scheme can be found via this link: <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

2.9 In the above event (2.8), the Manager, Student Feedback shall await CPE's instructions to assist with the Mediation-Arbitration process. Student feedback escalated to CPE shall be recorded in the Student Feedback Registry. Student Feedback shall assist with the process until feedback resolution is achieved.

3.0 For cases where an investigation is required particularly for minor/serious/aggravated offences – the Handling of Student Disciplinary Procedure (Non-Academic), Policy against Bullying Discrimination Harassment and Sexual Misconduct, and Student Code of Conduct will apply.

3.1 Student feedback received via social media shall be forwarded to Student Feedback for action and recorded in the Student Feedback Registry. Branding shall assist with forwarding feedback to Student Feedback and reply to the contributor on social media. The same procedure and aforementioned target timelines for acknowledgment and resolution will apply.

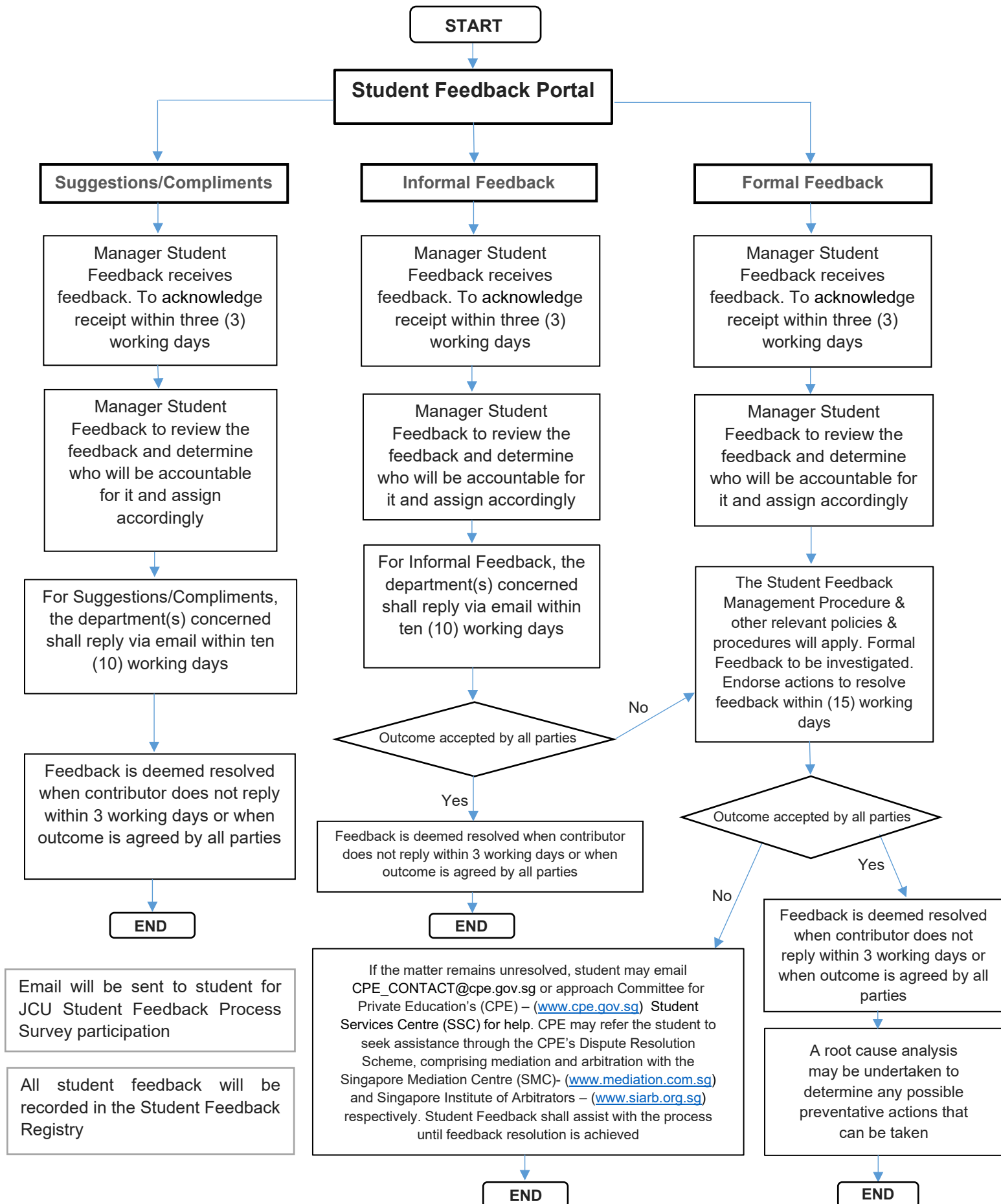
Data Analysis of Feedback

3.2 All feedback received for each calendar year may be analyzed and the consolidated analytics may be presented to the various departments/sections. We should examine what we could have done better and where we have done well and should continue doing so. For Formal Feedback, a root cause analysis may be carried out if it is observed that there is repeated formal feedback, forming a trend pertaining to a specific feedback type received over one year.

3.3 An annual review meeting comprising of representatives from DVC Operations and other Departments may be held at the end of the calendar year if necessary. The purpose of the meeting is to explore, identify, apply lessons learned and best practices when handling student feedback.

(See below for Student Feedback Management Procedure Flowchart)*

Student Feedback Management Procedure Flowchart



Related Policy Instruments

Student Feedback Management Policy

Policy against Bullying Discrimination Harassment and Sexual Misconduct

Handling of Student Disciplinary Procedure (Non-Academic)

Student Code of Conduct

Student Handbook

Related Documents and Legislation

EduTrust Guidance Document Version 3.0

Administration

Approval Details

Approval Authority:	Head of Campus Singapore
Approval date:	09/03/2022
Version no:	V2.1
Date for next review:	31/12/2023

Revision History

Version	Revision date	Description of changes	Author
1.0	05/09/2019	Process established	Associate Director, Student Affairs
1.1	30/09/2019	Revised on the working days for feedback Added Related Documents and Legislation	Associate Director, Student Affairs
1.2	01/12/2020	Revised the working days for feedback replies. Change of Student Services to Student Affairs. Change of Student Support to Student Ambassador. Change of numbering.	Associate Director, Student Affairs
2.0	08/11/2021	Updated Procedure Added numbering Change of ownership for Student Feedback Updated Flowchart	Manager, Student Feedback
2.1	09/03/2022	Updated Reporting Misconduct Updated Feedback Ownership and Management Updated Procedure Updated Flowchart Reviewed to align with related policy instruments	Manager, Student Feedback

Contact Person/Unit

Contact Person/Unit:	Manager, Student Feedback
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Keywords

Keywords:	Feedback, Compliments, Suggestions
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