

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 (JCU Singapore).

This Procedure supports the Student Feedback Management Policy to promote and underpin JCU's 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 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, and 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 Associate Director, Students Affairs.

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 fulfil their professional duty to address the concerns of students or parents and to 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 a feedback

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

- Suggestions/Compliments
- Informal Feedback
- Formal Feedback

Suggestions/Compliments: Suggestions on improvement or compliment to a staff. Students are encouraged to comment in matters relating to your University experience. Your **suggestion/compliment** is valuable as it helps us develop and improve our student facilities and 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 affects 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 a formal feedback.

Formal Feedback: If a student's informal feedback cannot be resolved as outlined above, the student may submit a formal feedback via the **JCU Student Feedback Portal**. 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 All feedback are acknowledged and recorded by the Manager, Student Feedback. In order to better capture and monitor feedback to achieve better outcome, students are highly encouraged to submit feedback via the **JCU Student Feedback Portal**. All feedback are assigned to the appropriate department to resolve the issues. The assigned department shall send an email to the contributor when actions are taken.

1.2 The various departments and sections shall be aware of the timelines when handling feedback, including formal 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.

Procedure

2.1 Students can provide feedback to the University through the below communication channel within JCU Singapore:

JCU Student Feedback Portal

Upon receipt of the feedback via the portal, Manager Student Feedback will review the feedback and determine who will be accountable for it and assign accordingly. The departments / sections responsible for the feedback will follow up and send an email reply to the contributor once an outcome has been determined. Students are highly encouraged to submit feedback via the portal. Students can contact the Manager, Student Feedback for advice on matters relating to student feedback.

2.2 For Suggestions/Compliments, the departments / sections concerned will reply and thank the contributor for the suggestions/compliments within ten (10) working days.

2.3 For Informal Feedback, the departments / sections concerned shall look into the feedback and reply 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 departments / sections concerned shall look into the feedback and reply the contributor accordingly within fifteen (15) working days.

2.5 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.

2.6 In the above event, the Manager, Student Feedback shall await CPE-SSC's instructions to assist with the Mediation-Arbitration process. Such process shall also be recorded and monitored accordingly.

2.7 For cases where investigation is required particularly for minor/serious offence – the Handling of Student Disciplinary Procedure (Non-Academic) and the Policy against Bullying Discrimination Harassment and Sexual Misconduct will apply.

2.8 All feedback shall be recorded in the Student Feedback Registry for monitoring and follow up.

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

Monitoring of Feedback

3.1 Manager, Student Feedback will be functioning as the centralized staff to monitor all student feedback.

3.2 The responsibility to resolve the feedback however, rest on the respective departments / sections concerned.

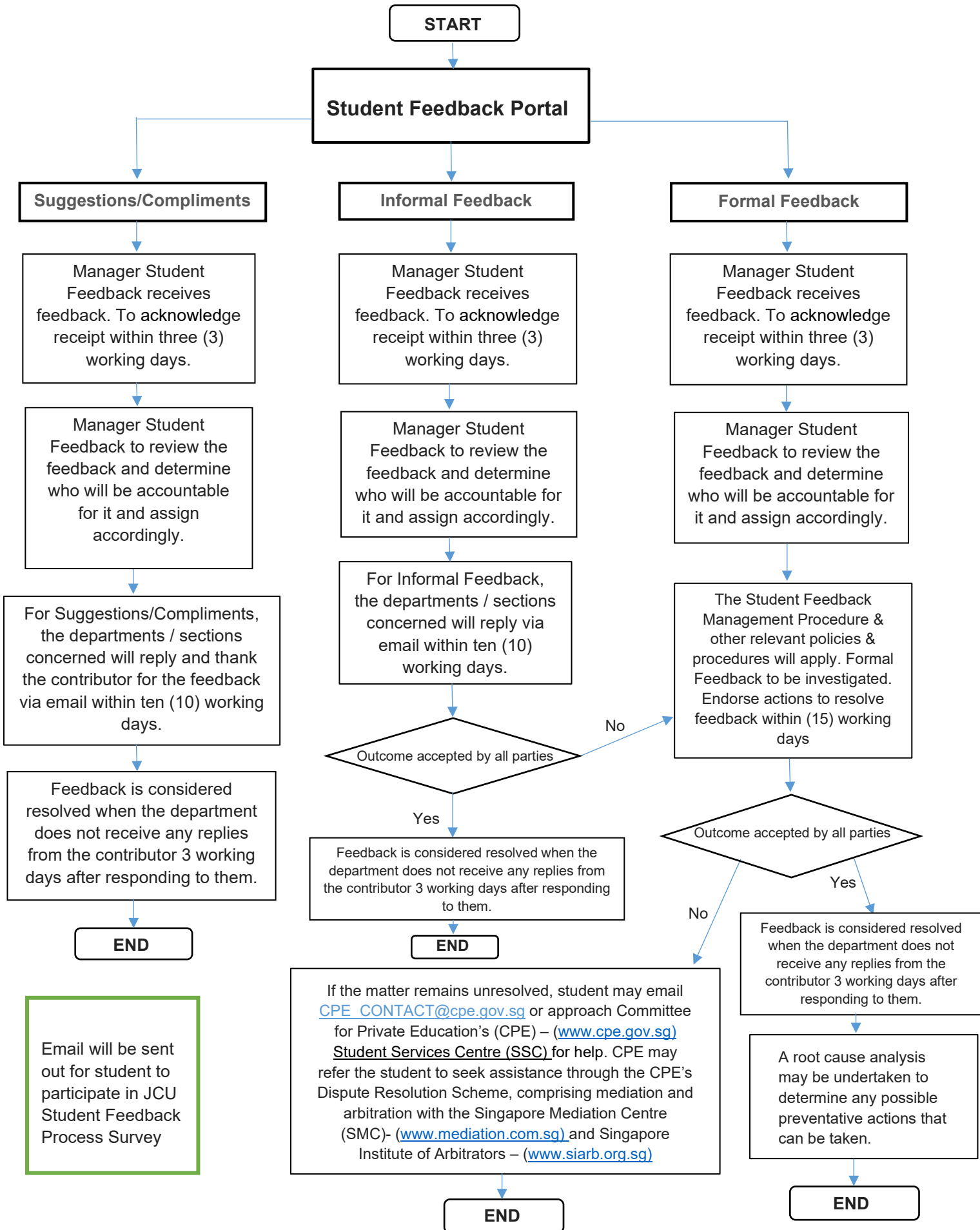
Data Analysis of Feedback

4.1 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 could we have done better and where we have done well and therefore should continue doing so. For Formal Feedback, a root cause analysis may be carried out if it observed that there are repeated formal feedback, forming a trend pertaining to a specific feedback type received over a period of one year.

4.2 An annual review meeting comprising of representatives from DVC Operations, Student Affairs, Information and Communication Technology (ICT), Facilities and other Departments / Sections 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 in feedback handling.

(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

Related Documents and Legislation

Handling of Student Disciplinary Procedure (Non Academic)

Student Code of Conduct

EduTrust Guidance Document Version 3.0

Student Handbook

Administration

Approval Details

Approval Authority:	Head of Campus Singapore
Approval date:	07/12/2021
Version no:	V2.0
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

Contact Person/Unit

Contact Person/Unit:	Manager, Student Feedback
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Keywords

Keywords:	Feedback, Compliments, Suggestions
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