

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, the Student Code of Conduct and the Dignity Policy- Policy against Bullying Discrimination Harassment and Sexual Misconduct shall apply. All reports of student misconduct must be done formally, in accordance with the Student Misconduct Procedure (Non-Academic) by sending an email to the HOD Student Feedback.

- matters where other separate procedures apply
- Academic appeals relating to examinations or assessments
- Appeals against exclusion on Academic or Financial grounds

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 provides 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 The University 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 The University 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.

Feedback Ownership and Management

1.1 The Student Feedback department functions as the centralized department to monitor all student feedback. All student feedback are recorded in the Student Feedback Registry. In order to better capture and monitor student feedback to achieve efficient resolution, our centralised **JCU Student Feedback Portal** is available for students to submit feedback. 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 assigned 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 outcome is agreed by all parties or when the contributor does not reply within three (3) working days after a response has been given by the assigned department(s).

1.4 For exceptional feedback that may 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 and yearly for acknowledgment to ensure student feedback are resolved meaningfully and in a timely manner.

Procedure

2.1 Students may submit feedback via our centralised JCU Student Feedback Portal or email and contact Student Feedback department for advice on matters relating to student feedback. Upon receipt of the feedback via the portal or email, Student Feedback department shall acknowledge receipt via email to contributor within three (3) working days. Student Feedback department shall then review the feedback and assign the feedback to the appropriate department(s) for resolution.

2.2 For **Suggestions**, the department(s) assigned shall look into the feedback and reply the contributor accordingly within ten (10) working days. For **Compliments**, Student Feedback department shall assist to thank the contributor and forward the compliment(s) to the appropriate department(s).

2.3 For **Informal Feedback**, the department(s) assigned 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 department(s) assigned shall look into the feedback and reply the contributor accordingly within fifteen (15) working days.

2.5 A student feedback is deemed resolved when the outcome is agreed by all parties or when the contributor does not reply within three (3) working days after a response has been given by the assigned department(s).

2.6 Students who remain dissatisfied with the determination of their feedback by JCU Singapore may contact the Singapore Government's dispute resolution service via SkillsFuture Singapore (SSG) for help. Note: after reviewing feedback, SkillsFuture Singapore may refer students to the SSG Mediation – Arbitration Scheme and there may be additional costs to use this scheme.

2.7 In the above event (2.6), Student Feedback department shall await SSG's instructions to assist with the Mediation-Arbitration process. Student feedback escalated to SSG shall be recorded in the Student Feedback Registry. Student Feedback department shall assist with the process until feedback resolution is achieved.

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

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

Application of related Procedures

1. For Academic Decisions and Statutory Decisions, students wishing to seek review and / or appeal must follow the Review and Appeal of Final Subject Result Procedure.
2. For Non-Academic Student Conduct matters, students/staff must follow the Student Code of Conduct and/or the Student Misconduct Procedure (Non-Academic).
3. For Academic Student Conduct matters, students/staff must follow the Procedure to handle Academic Misconduct.

Data Analysis of Feedback

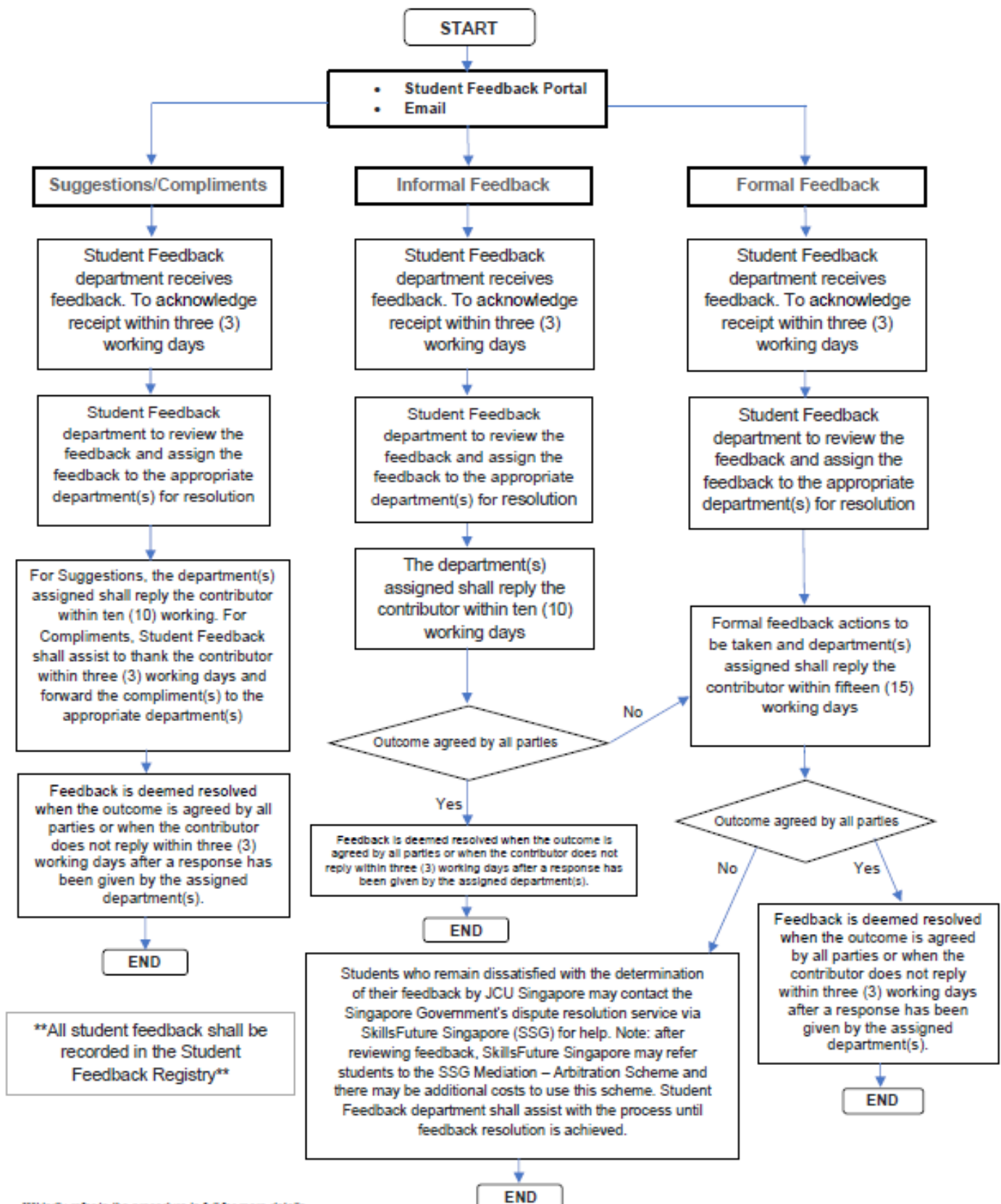
3.1 All feedback received for each calendar year are analysed and the consolidated analytics are presented to the various departments/sections. We should examine what we could have done better and where we have done well and should continue doing so. For Formal Feedback, a root cause analysis may be 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.

3.2 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, and apply lessons learned and best practices when handling student feedback.

(Refer below for Student Feedback Management Procedure Flowchart)

Student Feedback Management Procedure Flowchart



Related Policy Instruments

Student Feedback Management Policy

Dignity Policy- Policy against Bullying Discrimination Harassment and Sexual Misconduct for Students

Student Misconduct Procedure (Non-Academic)

Student Code of Conduct

Student Handbook

Review and Appeal of Final Subject Result Procedure

Procedure to handle Academic Misconduct

Related Documents and Legislation

EduTrust Guidance Document Version 4.0

Administration

Approval Details

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| Approval Authority: | Deputy Vice-Chancellor, Singapore |
| Approval date: | 21 January 2025 |
| Version no: | V2.4 |
| Date for next review: | 31/12/2025 |

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 | Manager, Student Feedback |

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| 2.2 | 19/12/2022 | Updated Scope to align with Student Misconduct Procedure (Non-Academic) | Manager, Student Feedback |
| 2.3 | 28/05/2024 | Reviewed and updated Procedure for accurate alignment Updated Related Documents to latest GD4 Updated Flowchart for accurate alignment Updated reporting person | Senior Manager, Feedback |
| 2.4 | 31/12/2024 | Additional points on instances where Procedure does not apply Added Application of related Procedures Updated all references to CPE to SSG | Senior Manager, Feedback |

Contact Person/Unit

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| Contact Person/Unit: | Senior Manager, Feedback |
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Keywords

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| Keywords: | Feedback, Compliments, Suggestions, Dispute |
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