



University College of the North

Policies & Procedures Manual

Section:

Academic - Students

Title:

Student Feedback on Learning Experience

Pages:

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Policy Number:

AC-01-18

Approved by:

Learning Council

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POLICY STATEMENT

University College of the North is committed to excellence in teaching, academic programming, and students' learning experiences. The end-of-course Student Feedback on Learning Experience survey will be used to gather valuable information from students to maintain and improve the quality of courses and teaching at UCN.

PURPOSE OF POLICY

The purpose of this policy is to outline the parameters for the administration of the Student Feedback on Learning Experience (SFLE) survey at UCN.

PROCEDURES

1. Administration

- a) The Quality Assurance Coordinator will oversee an institution-wide Student Feedback on Learning Experience (SFLE) survey process.
 - Institutional Analysis and Planning will guide the development of the survey.
- b) The SFLE survey shall be administered for all UCN academic courses.
- c) The SFLE survey will be managed through an online software platform.
 - Only in exceptional circumstances will the use of paper-based questionnaires be considered. Requests to use paper-based questionnaires must be approved by the faculty member's Dean, Vice-President, or designate and forwarded to the Quality Assurance Coordinator for processing.
- d) The SFLE survey will be available in a format that meets the accessibility needs of all students.

2. Student access to the survey

- a) The SFLE survey will be available to students for a limited amount of time. The amount of time that the survey is open for students to complete is proportionate to the length of the course.

- Only in exceptional circumstances will the evaluation period be extended. The request to extend the evaluation period will be sent to the Quality Assurance Coordinator. No extensions will be granted after final course grades have been released
 - b) Only individuals enrolled in a course when the survey is made available to students shall be invited to complete the SFLE evaluation.
 - c) Faculty are encouraged to allocate class time to students to complete the SFLE.
3. Institutional access to survey data
- a) Feedback from the SFLE surveys will be distributed to the faculty member six business days after the exam period ends. As per Policy AC-03-02 Grading, final course grades will have been submitted by that time.
 - b) The Dean, Vice-President, or designate will have access to the SFLE reports for the courses and faculty members in their department.
 - c) SFLE reports provided to faculty will be in a form that protects the anonymity of the students providing feedback (unless the student chooses otherwise).
 - In courses with an enrollment of five or fewer, the SFLE feedback for those courses will only be included in an aggregate term report.
 - d) Faculty can request that student comments that are not compliant with the Human Rights Code be removed from their reports. The request will be made to the Dean, Vice-President, or designate who will consult with the Quality Assurance Coordinator to determine if the comments should be deleted.
 - e) UCN may use SFLE data in multiple ways and the data may be presented in different forms to fulfill specific purposes related to improving programming, teaching and learning, and student experiences at UCN.
 - The SFLE raw data will be accessible only by designated Academic Development and Institutional and Analysis and Planning staff.
 - Reports produced using SFLE data for institutional purposes will be an aggregate level and will protect the anonymity of faculty and students.

Related Policies:

AC-03-02 Grading