



**Universiti Islam Sultan Sharif Ali
(UNISSA)**

PROCEDURES MANUAL

Subject	STUDENT FEEDBACK EXERCISE
Section:	QUALITY ASSURANCE UNIT

	NAME	POSITION	SIGNATURE
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1 Introduction

Students' Feedback exercise is conducted every academic semester with the aim to improve the teaching and learning in the University. Through this exercise, there is an interaction between the students, academics and the management on the matters of teaching and learning. The significance role of Students' Feedback exercise cannot be undermined and for this reason the University has made participation in the Student's Feedback exercise compulsory among the students.

1.1 Purpose


- To obtain students' feedback for every courses as part of SPTA requirements.
- To facilitate in fostering quality of teaching and learning.
- To identify students' perception of the lecturers and the students' learning experience.
- To improve the pitfalls identified in the teaching techniques as well as looking for ways to improve the existing teaching method or technique of delivery.
- To provide an input for faculties and the lecturers for a more intensive and interactive discussion on ways to improve learning experience.

1.2 Scope


This procedure covers from preparing all the evaluated course information to the final report outcomes.

1.3 Responsibilities

Responsibility	Description
Quality Assurance Unit Head	<ul style="list-style-type: none"> • Provide and design a poster of student feedback exercise. • Monitor and supervise the progress of the student portal system. • Evaluate and analyse the outcome of the student feedback exercise. • Review the final report outcome of the student feedback exercise • Introduce barring system to student where necessary.
Quality Assurance Unit Staff	<ul style="list-style-type: none"> • Collect and gather data related to student feedback exercise from all faculties and centres. • Distribute poster informing the requirement and the necessity to start accessing student feedback exercise. • Collect and gather data of SFE provided by TMC • Identify a number of students who are not fulfilling any commitment to SFE and contact them where necessary. • Assist and guide student the right way to connect with student portal. • Receive and response to complaint from the student via email or through walk in. • Receive and collect data from student feedback exercise. • Assist and follow up student who cannot get access to student portal • Analyse findings of SFE • Prepare for the report of SFE
OAM/CGS	<ul style="list-style-type: none"> • Provide list of students, programmes, courses for undergraduate and postgraduate.

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TMC	<ul style="list-style-type: none"> • Extract and key in data in the SFE system • Export SFE data and email to QAU
Students	<ul style="list-style-type: none"> • Access student portal • Participate on student feedback exercise

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2 Definitions and Abbreviations


2.1 Definitions

Student Feedback Exercise

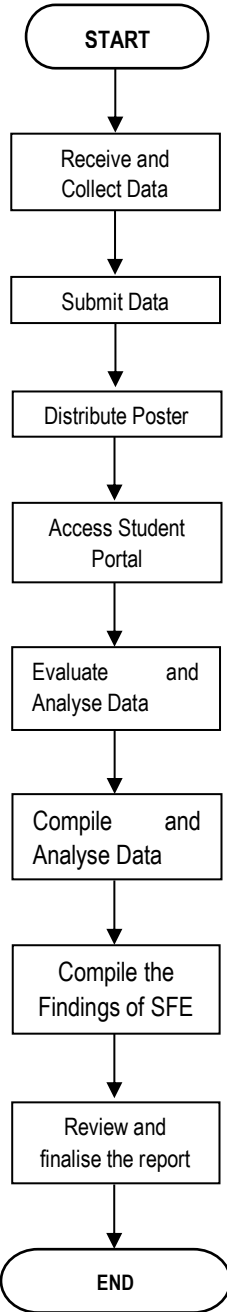
It is student course evaluation which allows UNISSA to measure the effectiveness of the curriculum, teaching performance, and student learning.

2.2 Abbreviations

SFE	Student Feedback Exercise
QAU	Quality Assurance Unit
OAM	Office of Academic Management
CGS	Centre for Graduate Studies
TMC	Technology and Multimedia Centre
QACM	Quality Assurance Committee Meeting
EXCO	Executive Officers

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3 Procedure Details

Activity	Details	Responsible Person	Documented Information	Duration	
	1. Receive and collect data				
	1.1 Email or contact Assistant Registrar to prepare for workload/course offering of every semester	QAU Staff		1 Week	
	1.2 Receive and collect the workload/course offering from Assistant Registrar	QAU Staff			
	1.3 Gather and compile data into 1 file	QAU Staff			
	1.4 Submit data to TMC for keying in data for SFE	QAU Staff			
	2. Distribute poster				
	3.1 Designing poster template informing the requirement and the necessity to start accessing student feedback exercise.	Head of QAU		1 day (3 weeks before exam start)	
	3.2 Distribute poster to all faculties and centres	QAU Staff			
	4. Access student portal				
	4.1 Fill in the SFE form online	Student		2 weeks	
	4.2 Monitor the progress of SFE	Head of QAU / QAU Staff			
	4.3 Receive and response to any complaint where necessary from student who cannot get log in to student portal	QAU Staff			
	4.4 Assist and guide student the right way to connect with student portal and SFE	QAU Staff			
	4.5 Identify student who are not participate on SFE	QAU Staff			
5. Evaluate and Analyse Data					
5.1 Receive SFE data from TMC	QAU Staff		3 weeks		
5.2 Analyse the findings of SFE	QAU Staff				
6. Compile the findings of SFE					
6.1 Organize the findings from SFE system into "Individual Template" of each lecturer	QAU Staff		1 Week		
7. Review the report of SFE					
7.1 Prepare for the report after the findings has been reviewed	QAU Staff		4 days		
7.1 Review the final report and submit to QACM	Head of QAU				
7.2 Review and approve the final report	QACM		1 day		
7.3 Email the approved report to EXCO	Head of QAU				
TOTAL DURATION				55 days	

4 References