

POLICIES AND PROCEDURES

Policy Title: University Student Priorities Policy and Process

Descriptors: 1) Administration
3) Feedback Report
3) Key Issues Report
4) Student Priorities Report

Category: Student Affairs

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1. Title

University Student Priorities Policy and Process

2. Purpose

To assist the University in continually improving students learning experience in a flexible and effective way.

3. Organisational Scope

All Edith Cowan University staff

4. Policy Statement

Edith Cowan University will have student feedback activities and will ensure that issues identified are prioritised, reviewed and incorporated into University, Faculty and Centre annual planning, budget and review cycles.

While the Policy process evaluates at the University level student satisfaction with their total University experience the intention is to identify underlying and fundamental issues of strategic importance rather than a University level summary of contributing feedback processes. Eg the first year experience, communication with students, students patterns of engagement with the University.

This document also includes the process to be used to implement this policy.

5. Definitions

1. Contributing feedback processes

The feedback processes contributing to this policy are pre-defined:

- **Student Experience Survey** (defined in the Student Experience Survey Policy)
- **Faculty and Centre feedback processes** (as reported in the Faculty and Centre Feedback Reports)
- **Student Guild feedback processes** (as reported in the Student Guild Feedback Report)

- **Student Complaints** (defined in the Student Complaints Policy)
- **Unit and Teaching Evaluation Instrument** (defined in the Unit and Teaching Evaluation Instrument Policy)
- **Course Experience Questionnaire** (as defined by the Graduate Careers Council of Australia and the Australian Vice-Chancellors' Committee)
- **Graduate Destination Survey** (as defined by the Graduate Careers Council of Australia and the Australian Vice-Chancellors' Committee)
- **Postgraduate Research Experience Questionnaire** (as defined by the Graduate Careers Council of Australia and the Australian Vice-Chancellors' Committee)

Each of the above processes contributes a **Feedback Report** to the Student Priorities process.

2. Student Priorities (University level)

Student priorities are issues arising from the contributing feedback processes and are generally underlying causal issues – being different from specific issues identified and addressed within the contributing feedback process. The outcomes of the student priorities process are disseminated in the **Student Priorities Report**.

3. Student university experience

A student's experience (as reviewed by this Policy) of the University's:

- **support facilities – academic, administrative, personal**
- **physical infrastructure**
- **recreational activities**
- **social climate**
- **curriculum**
- **teaching**
- **research**

6. Principles

1. **Aligns the University's feedback processes with the University's strategic direction**
2. **Aligns to the University's planning, budget and review cycles**
3. **Imbeds process into Faculty and Centre operations**
4. **Not intended to add an additional bureaucratic layer**
5. **Recognises a need to balance student wants with the University's responsibility to provide a recognised quality higher education.**
6. **Appropriate and timely communication with Edith Cowan University community**
 - Student responses are collected at an appropriate time
 - The findings of student priority processes are provided in a timely and appropriate manner to students
 - The findings of student priority processes are provided to University, Faculty and Centre staff in sufficient time to be incorporated into the next year's planning and budget cycles
 - The University's response to student priorities will be provided in a timely and appropriate manner to students
 - Communication strategies will be developed in consultation with Executive Communications

7. Policy Content

See attached process flowchart.

8. References

Policy Code: SA007
Policy Owner: Director, Student Service Centre
Approved by:
Date Approved:
Revision Date:
Amendments:
Related Policies/Documents:

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