

Student Feedback arrangements for students in DMU Collaborative Partner Institutions

Faculty-based Franchise provision

Because the University relies on the partner institution's own arrangements for collecting feedback, DMU staff should not administer DMU module or programme level student surveys in partner institutions

Module level

The collaborative partner institution's own procedures for collecting and responding to student feedback at module level should also be used for DMU students. The effectiveness of these arrangements is considered and confirmed during collaborative review.

The exception to this is where the provision is multi-site and the programme management board has agreed with the constituent partners to administer a common module level survey across the programme in all locations.

Programme level

At programme level, on an annual basis and normally in the spring term, a faculty representative for each programme will visit the partner to meet with students. A standard report template is used to structure the meeting, reflecting questions in the DMU programme level survey. This procedure is set out in the annual calendar of monitoring requirements.

The faculty representative is responsible for submitting the report from the annual meeting with students to DAQ, the Programme Board Chair and the partner institution HE coordinator within 10 working days of the meeting.

Reporting student feedback to DMU and addressing issues in a timely way

In accordance with the annual calendar of monitoring requirements an annual monitoring report is submitted for each collaborative programme. Each annual report has a section commenting on student feedback, including the NSS results where applicable, and any related action points.

The partner institution will receive feedback from DMU following programme board meetings when the student feedback is considered. Where appropriate the feedback from students will inform the development of areas of focus for inclusion in the PEP.

The Programme Board Chair is responsible for ensuring that all relevant programme issues raised by students based in partner institutions are addressed in a timely way and that the College HE coordinator is informed of actions.

Using student feedback to inform Collaborative review, Periodic review and continuing approval

The effectiveness of student feedback procedures will be considered during review. Documentation for review should also include a commentary on any developments and enhancements that have been introduced in response to student feedback. Exceptionally feedback of a very negative and serious nature may be taken into consideration alongside other factors to trigger a special investigation by the University into quality and standards.