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# STUDENT FEEDBACK POLICY

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## IBS COLLEGE OF TVET

**1st January 2024**

Prepared by:	Reviewed by:	Approved by:	
Document Control No:	Version No.	Approval date:	

## 1. Introduction

IBS College is dedicated to providing an enriching educational experience for its students. We recognize that student feedback is a valuable tool for continuous improvement and quality assurance. This Student Feedback Policy outlines the framework for gathering, analyzing, and responding to student feedback.

## 2. Objective

The objective of this policy is to:

Establish standardized procedures for collecting and managing student feedback.

Ensure the confidentiality, anonymity, and security of collected data.

Encourage students' active participation in the enhancement of academic programs and services.

Continually improve the quality of education and the overall student experience.

## 3. Scope

This policy applies to all students of IBS College, including undergraduate, graduate across all faculties.

## 4. Principles

4.1. Confidentiality and Anonymity: All feedback will be treated confidentially and anonymously. Feedback will not be associated with the identity of individual students.

4.2. Constructive and Respectful Feedback: Students are encouraged to provide feedback that is constructive, respectful, and focused on enhancing the learning environment.

4.3. Transparency: The College is committed to transparency in the feedback process, including reporting on the actions taken in response to feedback.

4.4. Accessibility: Feedback mechanisms will be accessible and available to all students, including those with disabilities.

## 5. Practices and Procedures

5.1. Feedback Mechanisms: IBS College will provide various feedback channels, including course evaluations, suggestion boxes, surveys, focus groups, and online platforms for continuous feedback.

5.2. Data Collection and Analysis: Collected feedback will be stored securely and analyzed periodically to identify trends and areas for improvement.

5.3. Action on Feedback: Identified areas for improvement will be addressed promptly. Feedback results will be reviewed by appropriate academic units and administrative bodies.

5.4. Recognition of Best Practices: Commendable practices identified through feedback will be recognized and shared as examples of excellence.

## 6. Student Involvement

Students are encouraged to actively participate in the improvement process. They may be invited to serve on committees, focus groups, or advisory boards to provide in-depth feedback.

## 7. Reporting

An annual report on student feedback will be published and made accessible to students, faculty, and staff. The report will summarize the results, actions taken, and areas of ongoing improvement.

## 8. Evaluation and Revision

This policy will be reviewed periodically to ensure its effectiveness and relevance. Feedback from students, faculty, and staff will be used to make necessary revisions.

## 9. Policy Dissemination


The Student Feedback Policy will be communicated to all students, faculty, and staff through appropriate College communication channels, including the College's website.

## 10. Implementation

The Student Feedback Policy is effective from 1<sup>st</sup> January 2024. The administration of IBS College is responsible for ensuring the policy's implementation and adherence.

## 11. Conclusion

IBS College is committed to fostering a culture of continuous improvement, quality assurance, and transparency. Student feedback is instrumental in helping us achieve our educational goals and improve the academic experience.

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