



3.3.7 Gathering Feedback from Learners and Staff

Procedure code and title:	3.3.7 Gathering Feedback from Learners and Staff
Policy area:	3.3 Monitoring and Evaluation
Version Number:	1
Reviewed by:	Quality Assurance Sub-Group
Date approved by Quality Council:	27 th June 2023
Date of Implementation:	1 st January 2024
Review Date:	

Purpose

The purpose of this procedure is to detail how KWETB ensures robust procedures and methods for gathering data for evaluation and monitoring are designed and chosen to ensure that feedback collected from learners and staff is effective and relevant to the improvement of quality.

Scope

This procedure applies to all FET Provision and FET Provision-Second Providers. There is an integrated single policy, with integrated procedures for FET Provision and FET Provision-Second Providers.

Preamble

Data gathering is integral to KWETB's monitoring and review QQI processes. Feedback should be gathered efficiently and in a way that reduces the risk of 'survey fatigue' and frustration with processes. Feedback gathered should inform quality improvement in a timely fashion, with respect for the 'voices' of learners and staff. Processes for gathering feedback should be designed based on 'real time' approaches and should be used consistently across FET Provision and FET Provision-Second Providers. They will inform learning and monitoring of trends over time and inform consequent decision making.

Types of Data

Feedback should be analysed following the collection of primary and/or secondary data. KWETB FET services should identify a specific platform for the purpose of administering on-line surveys where relevant.



Primary Data can be gathered by the following means:

Surveys – which can be anonymous, thereby allowing the learner or staff to feel more comfortable in sharing their thoughts or suggestions. <ul style="list-style-type: none">• Open and closed questions can be used• Likert scales may be used• If a few questions are used, looking at multiple selected themes, this will enable the process to be carried out quickly and easily
Class discussions or focus groups
Learner forums conducted/commissioned from a third party, for example, Aontas
Mid-course student feedback opportunity
Mid-course staff feedback
End of course feedback from students and staff
Learner stakeholder participation on QA groups

Secondary research data can be gathered through desk review of documentation, including the following:

Ongoing learner and Learning Practitioner evaluations gathered within centres/colleges
Meeting minutes
Learner council meeting minutes
End of term/programme evaluations
Certification rates

Principles associated with the gathering of Learner and Staff Feedback

The Quality Council devises a cyclical schedule for gathering feedback in consultation with the sub-groups for governance of quality and other key stakeholders responsible for management of programmes. Personnel will be assigned to ensure: -

- Consistent and transparent processes for the collection of learner feedback, across services and within centres

- Provision of clear information about the purposes and expected use of feedback collected to all stakeholders, including centre management
- Permission and consent should be sought from prospective participants regarding the use of data
- Data collection should be time bound, efficient and scheduled
- Learners should be given opportunities to give feedback on individual and collective experience
- Programme evaluation data from learners should be gathered at the end of the course
- Formative feedback on teaching (feedback that is collected solely for continual improvement) is recognised as an important component of advancing teaching practice.
- Giving feedback at other times e.g., mid-term, allows learners to express their feelings, to find out how they are finding the course and allows for mid-term changes in methodologies etc. which will, in turn, benefit the learner
- Feedback may be gathered more frequently from participants and other stakeholders where a new programme is being piloted or where a programme is being reviewed
- Learners should be encouraged to provide constructive feedback and be aware that their feedback will be taken seriously by KWETB FET services at local and regional level
- The outcome of data gathering should be reported on to demonstrate respect for the process as a key element of quality improvement

Procedure – 3.3.7 Gathering Feedback from Learners and Staff

1	The Quality Council should devise a cyclical schedule for gathering feedback in consultation with the sub-groups for governance of quality and other key stakeholders responsible for management of programmes.
2	The assigned personnel responsible should identify the primary and secondary research data required and the purpose of collection.

3	The assigned personnel responsible should identify stakeholders required to participate.
4	The assigned personnel responsible should identify data collection methods.
5	The assigned personnel responsible should devise data collection instruments and schedule of activities.
6	The assigned personnel responsible should communicate process to all stakeholders.
7	The assigned personnel responsible should deliver staff training and updating of methods of feedback collection if necessary.
8	The assigned personnel responsible should analyse and review data.
9	The assigned personnel responsible should consult with stakeholders to devise an action plan/inform the quality improvement plan.
10	The assigned personnel responsible should submit action plan to the relevant sub-group for governance of quality.
11	The relevant sub-group for governance of quality should assign personnel with responsibility for planning and implementing quality improvement plans with clear timelines for completion of action plan.
12	The assigned personnel with responsibility for planning and implementing quality improvement plans should monitor quality improvement actions and their completion.
13	The assigned personnel with responsibility for planning and implementing quality improvement plans should report on outcomes of the process and publish results on relevant platforms.

Links to other Policies and Procedures

2.1.3	Information to Learners
2.1.5	Information to Staff



Riailtas na hÉireann
Government of Ireland



Amo chomhoibriú ag
an Aontas Eorpach
Co-funded by the
European Union

SOLAS
learning works

