Excerpt from SOE Policy and Procedure Handbook, pp. 49-50

3.001/ Student Academic Program Feedback Policy
In order to improve the academic programs offered in the School of Education, it is important to capture student feedback about their programs. While the University has established policy for addressing matters of unfair treatment or other personal disputes between a student and a faculty member (e.g., Academic Appeals Policy and Procedure), the University has provided neither policy nor systematic opportunity for students to address their academic concerns or identify effective elements related to program effectiveness during the course of their programs. Undergraduate students in the School of Education do have the opportunity to complete an exit survey through the School as graduate students likewise do through the Graduate School. Yet, there is no formal mechanism for formative feedback on student program effectiveness.

Increasingly, the collective wisdom of various professions, as reflected in accreditation standards related to program assessment (e.g., NCATE), is that students are an important source of information, especially on problems that students perceive as detracting from program effectiveness. Indeed, accrediting agencies look for systemic ways that institutions secure and document such student input. To address this need, policy and procedures that allow students to systematically and spontaneously share their feedback on program matters such as curricula, clinical placements, program requirements, facilities, and support services (e.g. program/career advisement) within the School of Education are required.

In general, the purpose of this policy is to establish a common procedure for receiving, addressing and reporting academic program feedback from students.

Procedure:
1. The School of Education provides a web-accessible form to be completed by any student who wishes to register formal academic program feedback.
2. All departments and support service areas make the procedure for filing program feedback and the URL for registering that feedback available to students in writing.
3. Student academic program feedback is filed and received through the Office of Enrollment Management and Advising (EMA) and then routed to the appropriate administrative unit.
4. EMA informs the student that his/her program feedback has been received, to which unit the feedback was routed, and when it was sent.
5. The administrative unit receiving the statement of program feedback responds to the student thanking him/her for the input, indicating that such feedback is important to maintaining/increasing program effectiveness, and any contemplated actions that may be disclosed.
6. Each administrative unit maintains a copy of the original program feedback filed and, where relevant, any related notes or other documentation/data secured or generated in responding to expressed feedback.
7. At the conclusion of the academic year, administrative units (department or support service) each generate a summary of academic program feedback filed and, in the case of program concerns, pertinent background information, and actions taken, if any. The summary is shared with relevant groups of faculty and/or staff and filed with the Dean's office.
8. EMA prepares a school-wide annual summary of academic program feedback filed.

[adopted by the SOE faculty, September 17,. 2008]

[Amended October 15, 2008]