

Feedback from Learners

Policy & Procedure

DATE APPROVED	22 nd September 2021
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Approved By: Academic Committee
Committee

Date: 12/08/2020

Approved By: Tony O' Brien
CEO

Date: 22/09/2021

This policy pertains to **Northridge House Education and Research Centre at St Luke's Cork**, hereafter referred to as **the Centre**.

1. Purpose of Policy

The purpose of this policy is to outline the processes for collecting, analysing, and reporting course and teaching feedback from Learners in the Centre. This policy is in place to ensure that the quality of training set out in the Quality Assurance Policy is met.

2. Definitions

For purposes of this policy, unless otherwise stated, the following definitions shall apply:

Course Evaluation Form (Appendix A):

This is feedback from Learners on the quality of the learning opportunities in a particular course, including Tutor Performance, Course Content and Learning Environment.

Survey Monkey Week 3 Evaluation for Online (Appendix D)

Survey Monkey End of Course Evaluation for Online (Appendix E)

3. Scope of Policy

This policy applies to QQI courses run by the Centre and does not apply to courses that are held within the Centre but run by an external body.

4. Policy Statement

(a) Feedback on courses, teaching and tutoring is collected from students to contribute constructively to the on-going improvement of facilities and learning at the Centre.

(b) Learner feedback should be used in conjunction with other sources of information, such as (but not limited to), Self-Reflection, Course Reviews, Director of Education Reports, EA report etc

5. Roles and Responsibilities

It is the responsibility of the course Tutor to provide the Learners with the course evaluation forms as appropriate to the program.

It is the responsibility of the Learner to fill out the evaluation forms accurately and return them to the Tutor.

In the case of Online Learning, it is the responsibility of Administrative Staff to send out the Appropriate Survey Monkey request.

It is the responsibility of the Learner to complete and return such questionnaires.

It is the responsibility of the DOE to meet informally with Learners at the final session to review the Learners experience of the module, tutor, course content and facilities provided.

It is the responsibility of the Centre Administration Staff to ensure that each evaluation is documented and the information within is used constructively to maintain or improve course delivery within the Centre.

It is the responsibility of the DOE to collate all Learner Feedback both written and oral together with the tutor review form and the External Authenticator report. Outstanding issues from DOE reports are actioned and signed off prior to review by the Academic Committee. Copies of both External Authenticator Report & DOE Report are sent to Tutors as appropriate

6. Associated Documentation

Evaluation Forms (F13) (Appendix A)

Tutor Review Form (F9) (Appendix B)

Director of Education Report Form (F14) (Appendix C)

Survey Monkey Week 3 Evaluation (F15) (Appendix D)

Survey Monkey End of Course Evaluation (F15) for Online (Appendix E)

EA report

7. Referenced Policies

Quality Assurance Policy ED 18

9. Monitoring and Review

This policy will be reviewed periodically and as required.

Appendix A

	<h2 style="margin: 0;">COURSE EVALUATION FORM</h2>
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DATES:

COURSE:

PRESENTER'S NAME:

VENUE:

Please evaluate the course in the following areas using a scale where 5=excellent and 1=poor.

I. PRESENTATION:

1.	Relevance:	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="padding: 5px;">①</td> <td style="padding: 5px;">②</td> <td style="padding: 5px;">③</td> <td style="padding: 5px;">④</td> <td style="padding: 5px;">⑤</td> </tr> <tr> <td style="height: 30px;"></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	①	②	③	④	⑤					
①	②	③	④	⑤								
2.	Clarity:	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="padding: 5px;">①</td> <td style="padding: 5px;">②</td> <td style="padding: 5px;">③</td> <td style="padding: 5px;">④</td> <td style="padding: 5px;">⑤</td> </tr> <tr> <td style="height: 30px;"></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	①	②	③	④	⑤					
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3.	Content:	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="padding: 5px;">①</td> <td style="padding: 5px;">②</td> <td style="padding: 5px;">③</td> <td style="padding: 5px;">④</td> <td style="padding: 5px;">⑤</td> </tr> <tr> <td style="height: 30px;"></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	①	②	③	④	⑤					
①	②	③	④	⑤								

Please list three (3) most important things you have learned from the course

1. _____

2. _____

3. _____

Do you think the course equips you for care practice?

Strongly Agree Somewhat Agree Disagree Strongly Disagree

Did the blindfold experience give you an insight to being highly dependent?

Strongly Agree Somewhat Agree Disagree Strongly Disagree

Did the guide experience teach you the importance of trust?

Strongly Agree Somewhat Agree Disagree Strongly Disagree

Did your assignment expand your understanding in your chosen topic? Yes / No

Did St. Luke's Home Education Centre meet your expectations of Adult Learning Methods?

Strongly Agree Somewhat Agree Disagree Strongly Disagree

On the First Day was the information on assignments clear?

Strongly Agree Somewhat Agree Disagree Strongly Disagree

How would you rate the course from 0 – 10 (0 being the lowest score and 10 the highest)

0 1 2 3 4 5 6 7 8 9 10

Each Course undergoes evaluation-modification as a direct result of student feedback.

What would you like to see added to the content?

What topics do you think should be modified in anyway?

What further programs would you like to attend?






ANY FURTHER COMMENTS?

DID THE FACILITIES OF NORTHRIDGE HOUSE MEET YOUR NEEDS YES / NO

**DID THE COURSE MEET YOUR EXPECTATIONS?
 YES**

Please TICK Box if

Your overall level of satisfaction with the course (please) circle

1.  2.  3.  4.  5. 

Worst → → → → Best

Optional Information

Name

(PLEASE USE BLOCK CAPITALS) Email Address:

May we use your comments in publicity material? Yes / NO

Appendix B

QAI Tutor Review Form

Course:

Tutor:

Date:

Location:

Numbers of Learners:

Concerns:
Students with Difficulties:
Changes/Comments:

Signed: _____

Reviewed by: _____

Date: _____

Appendix C

Northridge House Education Centre

Director of Education Module Review Report to QA Group

Module for Review:	
Dates of Module:	Tutor:
Date of Tutor Report:	
Date of EA Report:	
Date of Completion of DOE Review Report:	
Date of Review by Steering Group:	
Date of Review by Academic Committee:	

General Observations

Number of Participants:		Number Submitted:		
Reason for Difference:				
Grades Submitted	D	P	M	Failure
Comment:				

Student Evaluations (Based of Module Specific Learner Evaluation Form)

Source					
Number of Evaluation Received:			% of Total		
Summary:					
Relevance	1	2	3	4	5
Clarity	1	2	3	4	5
Content	1	2	3	4	5

Do you think the course equips you for care practice?

Strongly Agree Somewhat Agree Disagree Strongly Disagree

Did the blindfold experience give you an insight to being highly dependent?

Strongly Agree Somewhat Agree Disagree Strongly Disagree

Did the guide experience teach you the importance of trust?

Strongly Agree Somewhat Agree Disagree Strongly Disagree

Did your assignment expand your understanding in your chosen topic? Yes = / No =

Did the Education Centre meet your expectations of Adult Learning Methods?

Strongly Agree Somewhat Agree Disagree Strongly Disagree

On the First Day was the information on assignments clear?

Strongly Agree Somewhat Agree Disagree Strongly Disagree

How would you rate the course from 0-10 (0 being the lowest score and 10 the highest)?

9 = 3 10 = 13

Were you comfortable with the use of Zoom?

YES =

NO =

Comments with regard to On-Line Learning

Overall Module Suggestions

Did the Facilities of Northridge House Meet Your Needs?

YES =

NO =

Did the Course Meet Your Expectations?

YES =

NO =

Amendments to be Considered from Learner Feedback Form

Tutor Review Reflections (Summary)

General:

Issues Requiring Action:

Outstanding Assignment Work as at EA Date:

Tutor Specific Issues raised in Post Module Meeting:

External Authenticator Report

General Comments (sample size)

Good Practice
Areas Needing Addressing

Addressing of Issues from Previous Module EA Report

Issue 1
Addressed
Resolution Achieved & Date:
Issue 2
Addressed
Resolution Achieved & Date:

Summary for Presentation to QA/ Steering Group

D of E Collated Issues to be Addressed:	
Issue 1	
Action	
By Whom:	By Date:
Signed off by:	By Date:
Issue 2	
Action	
By Whom:	By Date:
Signed off by:	By Date:

Director of Education Comments

This Review Report to be presented to next Steering QA Group Date

Comments from Steering Group

This Review Report to be presented to next Academic Board Date

Comments from Academic Board

Final Copies Submitted to

- Tutor
- IV
- Administration

Appendix D



QAI Course Evaluation (week 3)

1. I am glad I signed up for this programme at Northridge House

- A. Very pleased with the course so far
- B. Pleased with most aspects so far.
- C. Disappointed in some respects
- If you answered C please explain why

2. My experience of the staff at Northridge House

- Extremely helpful
- Very helpful
- Somewhat helpful
- Not at all helpful

3. My experience of the tutor

- Extremely helpful
- Very helpful
- Somewhat helpful
- Not at all helpful
- Opportunity to Comment:

4. The Course is relevant to my Career

- Strongly agree.
- Agree
- Neither agree nor disagree
- Strongly disagree.

5. Is there anything you would like to see included in the course content?

6. The Course is online, and my experience of Zoom is

- I am enjoying the online learning and it gives me more flexibility.
- It's ok but I would rather be in a classroom face to face setting.
- I am not comfortable with online learning.
- Please comment:

Done



QAI End of Course Evaluation

1. I was glad I undertook this programme at Northridge House

- A. Very pleased with the course
- B. Pleased with most aspects.
- C. Disappointed in some aspects
- If you answered B or C please specify why

2. My experience of the staff at Northridge House was

- Extremely helpful
- Very helpful
- Somewhat helpful
- Not at all helpful

3. My experience of the tutor was

- Extremely helpful
- Very helpful
- Somewhat helpful
- Not at all helpful
- Opportunity to Comment:

4. The Course was relevant to my Career

- Strongly agree.
- Agree
- Neither agree nor disagree
- Strongly disagree.

5. My Learning Needs were addressed

- Strongly agree.

- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree.

6. The Course is a very helpful addition to my skills and self-confidence

- Strongly agree.
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree.

7. How likely is it that you would recommend this course to a colleague?

Not at all likely										Extremely likely	
1	2	3	4	5	6	7	8	9	10		

8. How relevant was the course material?

- Extremely relevant
- Very relevant
- Somewhat relevant
- Not so relevant
- Not at all relevant

9. I would consider studying a further course at Northridge House in the future

- A: I would be very open to further courses
- B: I possibly would study again
- C: I would not return
- If answered C please explain why:

10. The Course was online and my experience of Zoom was

- I found Zoom was an effective learning method for me.
- At times Zoom was a little challenging



- I am not comfortable with online learning.
- Please comment:

Done