

[Student and Teacher Feedback]

NEAS Australia prides itself on its 360 degree stakeholder driven feedback model of quality assurance. Student, teacher and administration surveys along with face to face focus groups go a long way in building an overall image of the quality of your Centre.

Centres can help in this process by keeping an eye on internal stakeholder feedback being collected from your students and staff throughout the academic year. Ask yourself if you are truly responding to student and staff feedback. There may be an issue that newly surveyed students keep mentioning such as class sizes, exam frequency, one to one feedback, English outside of class, and reliable help and information about courses and pathways. These are the kinds of issues that students voice to NEAS Assessors during face to face focus groups.

Make sure you are aware of these problems and address them promptly. You may need better student communication strategies. Regular student staff lunches, a student representative council meeting or other events are good ways to get informal feedback from students as well as keeping them informed.

Similarly, teacher satisfaction can be addressed with timely responses to feedback and surveys. Teachers may not be getting the amount and kinds of professional development they need. Lines of communication may not be clear enough or not being delivered through effective channels.

Thorough Induction and orientation of teachers can be an effective way of bringing new staff up to speed. Regular staff meetings and informal staff room chats can also be a good way to catch up with teachers and hear their concerns. Responding to teacher feedback is important to align what is in your promotional materials with the quality of the student experience.