



Student Feedback on Teaching at Lakehead University

Category: Academic;

Jurisdiction: Provost and Vice President, Academic; Senate Teaching & Learning Committee

Approval Authority: Senate;

Established on: December 10, 1986;

Amendments: January 26, 2007; April 17, 2009, February 23, 2015; November 1, 2021 (editorial); September 18, 2023.

1.0 Preamble

Teaching is a complex and multidimensional activity. Student feedback on teaching (SFT) is an important source of information, among many, for informing instructors about the student's learning experience and opportunities for improvement.

2.0 Purpose

The main objective of seeking student feedback on teaching at Lakehead University is to assist instructors in monitoring and improving their effectiveness as teachers with the goal of improving the student experience and learning outcomes. Feedback is gathered from students in the form of a questionnaire distributed to students in each course.

3.0 Policy Guidelines

- 3.1 Due to the need to protect student anonymity, the Student Feedback on Teaching questionnaire will be administered to each section of a course in which there is a minimum class size of five.

- 3.2 Feedback should be obtained as close to the end of the course as practical and possible. In the case of any course given by several instructors, feedback may be obtained in the last week of each instructor's portion of the course or conducted simultaneously according to the timeline indicated above.
- 3.3 The anonymity of student responses to the Student Feedback on Teaching questionnaire is of fundamental importance in maintaining confidentiality and encouraging open feedback on teaching and learning. The procedures shall ensure that students are not identified once the questionnaires have been submitted.
- 3.4 The transmission and storage of the questionnaire data will be undertaken in a manner to protect the confidentiality of the instructor's results. Individual course results, and specific student feedback, shall be given only to the instructor concerned, except in the case where the instructor has agreed to make their course feedback public. Instructors who wish to make their questionnaire results available must sign and return authorization to the Office of Institutional Planning and Analysis prior to the questionnaires being circulated.
- 3.5 A summary of the feedback, by Faculty, shall be provided to the Deans by the Office of Institutional Planning and Analysis. The aggregate data shall be posted separately on the Lakehead University website each year.
- 3.6 The Student Feedback on Teaching questionnaire must be available in a format which meets the needs of students with disabilities.

4.0 Responsibilities of the Senate Committee on Teaching and Learning

- 4.1 The procedures to collect, administer and analyze the questionnaire data will be reviewed at least every five years by the Senate Teaching and Learning Committee and brought to Senate for approval.

For paper-based surveys, Technology Services Centre (TSC) collates, scans completed surveys, generates summary reports per course, and provides the full data set of paper results to the Office of Institutional Planning and Analysis. The Office of Institutional Planning and Analysis aggregates the results for the paper and online surveys, analyzes the results, and provides output as outlined above.

4.2 The Senate Teaching and Learning Committee will review the questionnaire at least every five years. This committee will also solicit feedback from students, faculty and administrative units concerning the questionnaire.

4.3 The Senate Teaching and Learning Committee will be responsible for reviewing, and updating as necessary, this policy at least every five years.

Review Period: 5 years;

Date for Next Review: 2027-2028;

Related Policies and Procedures: None;

Policy Superseded by this Policy: None.

The University Secretariat manages the development of policies through an impartial, fair governance process, and in accordance with the Policy Governance Framework. Please contact the University Secretariat for additional information on University policies and procedures and/or if you require this information in another format:

Open: Monday through Friday from 8:30am to 4:30pm;

Location: University Centre, Thunder Bay Campus, Room UC2002;

Phone: 807-343-8010 Ext. 7929 or Email: univsec@lakeheadu.ca