



DIME ONLINE STUDENT FEEDBACK AND REPRESENTATION

1 Introduction

1.1 DIME ONLINE recognises the importance of listening and responding to student feedback. Engaging in student representation activity is an integral part of enhancing the quality of the student experience and maintaining high academic standards.

1.2 DIME ONLINE facilitates student feedback in the following ways:

- i. implementation of module evaluation surveys as per Falmouth University's requirements;
- ii. promotion of the National Student Survey (NSS); and
- iii. student representation and feedback forums.

2 Student representation and feedback forums

2.1 Student representation and feedback forums are managed as follows:

- i. A Student Representative is appointed for each cohort within a course; student representation is facilitated by the FXU Students' Union at the beginning of each academic year.
- ii. In the 'My Studio' area of the Canvas VLE, DIME ONLINE will provide dedicated forums for course and module feedback. Within these forums, students may, at any time, discuss matters relating to the course overall or regarding individual modules. Topics for discussion might include the effective presentation of online learning content or the suitability of assessment tasks. Forums are designed to celebrate good practice on the course/module, as well as identify areas for improvement and offer recommendations/solutions. Use of these forums must, at all times, comply with the DIME ONLINE E-Learning Policy and the DIME ONLINE E-Code of Conduct.
- iii. The Student Representatives, the Head of Subjects, and Head of Education monitor these feedback streams and provide responses to address any matters arising wherever practicable.
- iv. The Student Representative is required to summarise the student feedback for each Trimester and present this summary and any matters arising at DIME ONLINE's Academic Board. Student representatives may attend the meeting via Skype. Responses and action plans are minuted at Academic Board and fed back to the student body via the forums on the Canvas VLE.

- v. Reports from Student Representatives and Academic Board minutes are forwarded to Falmouth University for consideration at the Academy of Music and Theatre Arts Departmental Board.
- vi. Student Representatives' reports are used to inform DIME ONLINE's Annual Monitoring Report, which is made available to students each year via the Canvas VLE.

2.2 Students are reminded that feedback forums should not be used for raising and/or lodging a complaint and/or an appeal, for which there are separate policies and procedures as referenced below:

- i. DIME ONLINE Complaints Policy and Procedure: (<https://www.falmouth.ac.uk/student-regulations/collaborative-provision>)
- ii. Falmouth University Appeals Policy and Procedure: (<https://www.falmouth.ac.uk/student-regulations>)