

# Student Feedback Policy

CTM gathers feedback from students in the second half of each semester. CTM has a student evaluation form consisting of a questionnaire that is forwarded to all students. They are asked to fill in the forms and submit them to the Director of Studies. These forms are compiled, analyzed, tabulated, summarized and the report forwarded to the principal and Senior Management Team. Any issues, which need to be addressed, are further discussed at the college staff meeting, usually held every semester. Each tutor is given a summarized feedback about his/her performance and feedback appraisal and improvements or merits contributed are discussed. Academic staff would have an informal discussion with the students concerning any issues arising.

The college encourages every new student group to elect a class representative. These should act on behalf of the group and intermediate communication with the college academic and administrative staff. Any problems are generally brought to the notice of the Student Welfare Officer, the Director of Studies and/or the Principal, who can help provide amicable solutions. The college also has a student-staff committee comprising of all staff members and student representatives.

Summary of student feedback elicited from CTM Student Evaluation Form/Questionnaires.

This analysis concerns students' opinion about CTM instructors. 2 instructors were rated on a scale from 1 to 6, where 6 is the highest. Students gave points regarding to the following criteria:

1. Tutor indicates where the class is going
2. Explains material clearly
3. Indicates important points to remember
4. Shows genuine interest in students
5. Effectively directs and stimulates discussion
6. Provides helpful comments on the material provided
7. Is tolerant of different opinions expressed in class
8. Explains thinking behind statements
9. Effectively encourages students to ask questions and give answers
10. Adjust pace of class to the students' level of understanding
11. Seems well-prepared
12. Stimulates interest in material
13. Treats students with respect
14. Is effective, overall, in helping me learn
15. The assignment/exercise is clear to me; I know what the task is.
16. I feel encouraged to participate in class and respond to others.
17. I get clear responses to what I say in class; I find out how to improve.

18. The assignment/exercise makes sense to me; I understand its purpose.
19. I understand what is expected of me in preparation and participation.
20. The learning outcomes for the module were clear and I understood them.
21. The course material, content and teaching were appropriate to the learning outcomes.
22. I feel I achieved the learning outcomes of the module.

Tutors received average score of 6, on a scale from 1 to 6. With an overall average of 5.

Students were also asked the following two questions aimed at determining the module contribution and teaching approaches of CTM instructors as a whole. Again, the 2 instructors were rated on a scale from 1 to 6, where 6 is the highest.

1. To what extent has the module contributed to the development of your knowledge, skills and values?
2. How did the teaching approaches contribute to your learning and development in this area?

Tutors received average score of 6, on a scale from 1 to 6. With an overall average of 5.

On top of that, there's also another 5 written feedback received from the students. From the feedback given, on the whole, students think that all the modules are useful and interesting. Plus, 1 of the student had suggested having a mock exam to improve students' performance, motivation and participation.

This Policy is subject to annual review

Last reviewed: November 2013

Next review: November 2014

	Signature	Position
Reviewer		Principal
Content Checker		
Proof Reader		