

BCI CAMPUS

STUDENT FEEDBACK POLICY

1. Policy Statement

- 1.1. At BCI Campus, we value the voices and opinions of our students as integral components in shaping and enhancing campus life. Therefore, it is our policy to ensure that every student has the opportunity to provide feedback on various aspects of their campus experience.
- 1.2. We believe that fostering an environment where students feel heard and valued contributes to a more inclusive, supportive, and dynamic community. To achieve this goal, we will establish accessible and efficient feedback channels through online platforms (<https://lms.bci.lk/course/index.php?categoryid=87>).
 - (a) The BCI will conduct regular assessments of campus life to identify areas for improvement and gather suggestions from students on topics such as academic programs, campus facilities, extracurricular activities, student services, and overall campus environment.
 - (b) BCI Campus will provide transparent communication regarding the outcomes of feedback received and the actions taken in response to student input, demonstrating our commitment to accountability and responsiveness.
 - (c) Continuously evaluating and refining BCI feedback mechanisms and procedures based on the evolving needs and preferences of the student body to ensure effectiveness and relevance.
- 1.3. BCI Campus is dedicated to cultivating a culture of collaboration, respect, and continuous improvement, and we firmly believe that by empowering our students to share their perspectives, we can create a vibrant and enriching campus environment for all.
- 1.4. This policy statement is effective immediately and will be communicated to all students, faculty, and staff members of BCI Campus.

2. Objective:

- 2.1. The primary objective of the Student Feedback Policy at BCI Campus is to enhance the quality of academic delivery by gathering, analyzing, and acting upon students' feedback regarding lectures, practicals, and assessments. This

policy aims to foster continuous improvement in teaching and learning processes while maintaining confidentiality, fairness, and integrity throughout the feedback cycle.

3. Policy Overview:

The BCI Campus is committed to providing an effective structure for student feedback. This policy covers how the BCI gathers feedback from students about their campus experience and utilizes it in quality assurance and enhancement activities.

The feedback process will be managed by the Quality Assurance Center (QAC) of BCI Campus in collaboration with Heads of Schools (HOS). The process consists of four stages: obtaining feedback, analyzing feedback, reporting outcomes, and implementing corrective actions.

4. Obtaining Feedback:

- Each school will inform the Director QAC at least one (01) week in advance of their plan to obtain students' feedback.
- Feedback will be collected twice per semester: mid-term and end of semester.
- The feedback form will be available on the Learning Management System (LMS).
- A QAC coordinator will be assigned to collect students' feedback.
- The QAC coordinator will visit students to facilitate the feedback process.
- Students will be instructed to log into the LMS and complete the feedback form.
- The relevant lecturer should not be present in the classroom during the feedback process to ensure independence.

5. Analyzing Feedback:

- The QAC Coordinator will download feedback data into an Excel sheet and upload it to a secure cloud folder.
- The cloud folder will include information such as School, Degree Programme, Year, Semester, Subject Code, Lecture Identification Code (LIC), and date.
- QAC will analyze feedback data to identify key points, both positive and negative.

6. Reporting Outcomes:

- QAC will officially communicate feedback outcomes to Heads of Schools.
- Heads of Schools will meet with relevant lecturers to discuss feedback points.
- For feedback directly relevant to lecture delivery, Heads of Schools and the lecturer will agree on necessary changes.

- Lecturers will mark their consent, agreements, disagreements, or suggestions on the Feedback Analysis Sheet (FAS) and sign it with the date.

7. Implementing Corrective Actions:

- Positive changes agreed upon will be formally communicated to students.
- Changes related to teaching and learning processes will be implemented by adjusting subject specifications, contents, learning outcomes, assessment strategies, or other suitable means.
- Decisions on feedback that cannot be implemented will be communicated to students formally.

8. Confidentiality and Integrity:

- QAC and Heads of Schools are responsible for maintaining the confidentiality of the feedback process.
- No student or student group will be penalized based on feedback.
- No damage to the reputation of lecturers, BCI Campus, or any related party will result from the feedback process.

9. Documentation and Custody:

- All feedback-related documents will be sealed and kept under the custody of the Head of Schools for at least five (05) years unless otherwise determined by BCI Campus.
- This policy ensures that students' voices are heard, valued, and utilized to continuously improve the quality of education at BCI Campus.

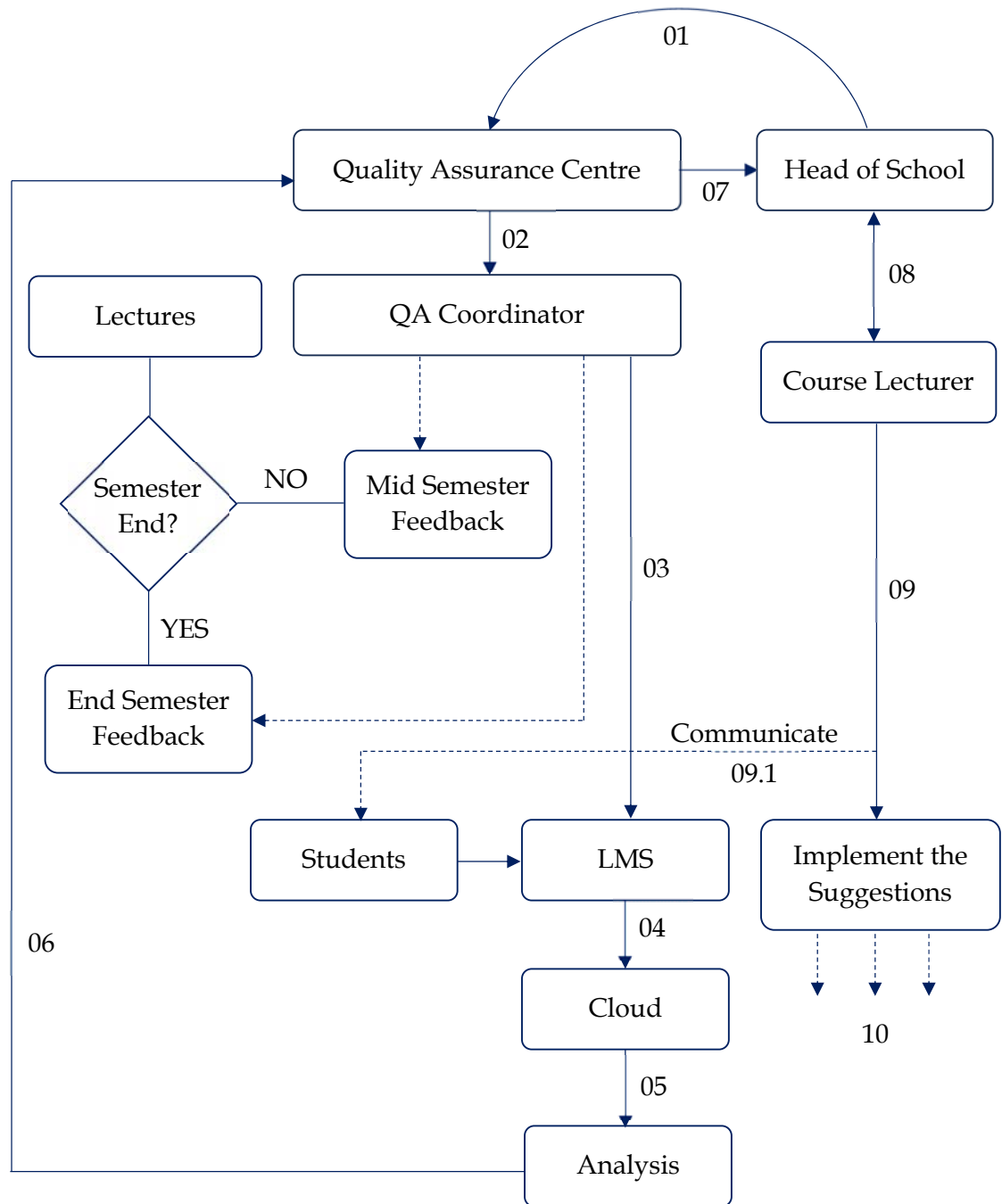


Figure 01: **Students' Feedback Process**

Note

01. HOS will inform the Director QAC of their plan to obtain students' feedback.
02. QAC will appoint a coordinator for collecting feedback from students
03. The feedback form is available on the LMS, and the QAC coordinator will visit students to facilitate the feedback process.

04. The QAC Coordinator will download feedback data into an Excel sheet and upload it to a secure cloud folder.
05. QAC Coordinator will analyze feedback data to identify key points.
06. QAC Coordinator will report to the Director/QAC
07. QAC will officially communicate feedback outcomes to HOS.
08. HOS will meet with relevant lecturers to discuss feedback points.
09. Proposed changes will be implemented by schools. When needed the school should obtain the necessary approvals from different committees and boards, such as Study Board, and Senate
 - 09.1. positive changes agreed upon will be formally communicated to students.