

EVALUATION OF TEACHING AND MODULES (DLI) PROCEDURE

Section 1 - Preamble

- (1) This Procedure is effective from 1st December 2025.

Section 2 - Purpose

- (2) This Procedure guides the collection and application of student feedback on teaching and learning within modules, consistent with the commitment of the University Partners to continuous quality improvement in teaching and learning.

Section 3 - Scope

- (3) This Procedure applies to all modules undertaken by students enrolled in higher education programs offered by DLI.
- (4) During the establishment of DLI, all policy, procedures and supporting processes will be regularly reviewed. In the establishment phase, defined as the first two years from when students commence DLI programs, any issues arising from the implementation of current policy, procedure or process will be referred to a jointly-convened Policy and Procedure Review Panel (PPRP). The PPRP will comprise designated academic and professional service representatives from the University Partners and the Office of the Rector. The PPRP will recommend an outcome best aligned with relevant principles and the best interests of any student(s) concerned, and will advise DLI on the future development of policy, procedure and supporting processes. During the establishment phase, the PPRP may make recommendations to vary any given policy only with endorsement from relevant University Partner governance processes. All policy and procedure will be subject to a full review at the end of the two-year establishment phase.

Section 4 - Policy

- (5) This Procedure is pursuant to the [Higher Education Programs and Assessment \(DLI\) Policy](#).

Section 5 - Procedure

Evaluation of teaching and modules

- (6) DLI will use one or more surveys approved by the University Partners to assess students' satisfaction with their teaching and learning experiences and to assist in determining any required action as part of the continuous quality improvement of teaching and modules.
- (7) Students will be encouraged to respond to the evaluation of teaching and modules survey and will receive feedback results and related quality improvement activities through communication channels that may include, but are not limited to:
- student portals or other University-wide communications approved by the DLI Chief Operating Officer;
 - module guides, each time the module is offered; and

- c. teaching staff through communication in modules, discussion boards and other forums.
- (8) DLI may develop and use additional methods of evaluation of teaching and modules, which may include:
 - a. other surveys required to fulfill program-specific accreditation requirements necessitating the survey of students and/or staff;
 - b. peer and industry review;
 - c. student focus groups; and/or
 - d. benchmarking within and outside DLI.
- (9) The DLI Chief Operating Officer or nominee (COO) will be responsible for the administration and management of the survey process, including scheduling the survey, sending requests and reminders to students to complete the survey, conducting data quality checks after the survey period, releasing reports and advising of their availability to staff, maintaining and updating relevant timeseries datasets and analysing data.
- (10) Unless an exemption is granted by the Rector, all modules will be evaluated using the approved survey each time they are offered, except:
 - a. exchange or cross-institutional modules;
 - b. zero credit point modules; and
 - c. identified placement-based modules such as internships.
- (11) Alternative methods will be used to evaluate the quality of teaching and modules where the approved survey is not used, except in the case of exchange or cross-institutional modules.
- (12) Students will receive an initial request to complete the survey, with reminders to non-respondents at the end of each Trimester. Surveys will generally be available from four weeks before the end of teaching through to one week after the end of teaching. The survey must be closed before the release of results.

Reporting

- (13) After each study period, the DLI COO will provide the following reports on teaching and modules delivered in that study period:
 - a. report to the DLI Rector on module and teaching evaluation survey outcomes for all modules;
 - b. report to Program Team on module evaluation survey outcomes for each of the modules in their program;
 - c. report to each Module Chair specific to the modules that they Chair, including the module and teacher evaluation outcomes;
 - d. report to each identified teacher specific to the modules they teach into and student evaluations of their teaching.
- (14) Reports on individual teaching and module evaluations will only be issued where there are five or more responses, to ensure that the identity of students is protected.
- (15) Module Chairs will review survey data and disseminate and discuss module comments as appropriate with module teaching staff.

- (16) Following each study period, the DLI Rector will report on module evaluation survey outcomes to the Yayasan Governing Board, Deakin University Academic Board and the appropriate Lancaster University committee or group. The reports will cover:
- a. trends in module performance;
 - b. outcomes from trimester module review;
 - c. reports on modules using alternative evaluation;
 - d. quality improvement initiatives.

Use of evaluation of teaching and module data

- (17) The Module Chair and teaching staff will use teaching evaluation data to identify and implement improvements to the quality of teaching and to recognise high performance and achievements.
- (18) The Module Chair, relevant Program Team and DLI Rector will use module evaluation data to determine any actions required to improve the quality of the module and relevant program/s.
- (19) Aggregate (pooled) module evaluation data will be used in relevant program approval, review and monitoring processes. Aggregated data must meet appropriate reliability thresholds.

Confidentiality

- (20) Where the Rector believes that a student comment constitutes a significant risk to the safety of staff or students, or is abusive, demeaning or threatening, they may remove the student comment before the release to staff, with an indication that the response was deemed unacceptable. The Module Chair or teacher may also request that the Rector edit or remove student comments.
- (21) All parties who receive survey data or reports will ensure that survey data identifying individual students is kept confidential at all times, subject to the following exception:
- a. Access to the identity of a student will be provided to the DLI Rector where the student's comments indicate a significant risk to their own safety or the safety of other students or staff, to enable appropriate steps to be taken to ensure the safety of the student or others.
- (22) All parties who receive survey data or reports on teaching will ensure that survey data about the performance of individual teachers is kept confidential. Survey data about a teacher's performance will only be available to the teacher, the Module Chair and any other staff who require the information to fulfill their duties.

Section 6 - Definitions

- (23) For the purpose of this Procedure:
- a. **Higher Education Program:** A program approved by Deakin University or Lancaster University that leads to:
 - i. a diploma, advanced diploma, associate degree, bachelor degree, graduate certificate graduate diploma, masters degree or doctoral degree;
 - ii. a qualification covered by level 5 to 10 of the [Australian Qualifications Framework](#) (AQF); levels 4 to 8 of [The Frameworks for Higher Education Qualifications of UK Degree-Awarding Bodies](#) (FHEQ); and level 6 to 9 the Indonesian National Quality Framework – Kerangka Kualifikasi Nasional Indonesia (KKNI).

- b. **Module Chair:** the person appointed under the [Curriculum Design and Delivery \(DLI\) Procedure](#) to be responsible for coordinating the curriculum, teaching and assessment in a module (as defined in the Higher Education Programs and Assessment Policy.)
- c. **Program:** a program of study excluding higher degrees by research.
- d. **Program team:** a group of at least four continuing or fixed-term (term of three years or greater) Academic staff members, including representatives from each campus on which the program is offered and at least one active researcher, appointed by University Partners and DLI to coordinate the design, ongoing development and review of a program (as defined in the Higher Education Program Approval and Review Procedure)

(24) **University Partners:** Deakin University (Australia) and Lancaster University (United Kingdom).

ASSOCIATED DOCUMENTS

- [Australian Qualifications Framework](#)
- [Curriculum Design and Delivery \(DLI\) Procedure](#)
- [Higher Education Programs and Assessment \(DLI\) Policy](#)
- [The Frameworks for Higher Education Qualifications of UK Degree-Awarding Bodies](#)

DOCUMENT DETAIL	
Name of document	Evaluation of Teaching and Modules (DLI) Procedure
Overarching legislation	<p>Australia Deakin University Academic Board Regulations Deakin University Act 2009 (Vic) Deakin University Statute Higher Education Standards Framework (Threshold Standards) 2021 Higher Education Support Act 2003 (Cth) Australian Qualifications Framework (AQF)</p> <p>United Kingdom National legislation, including advice provided by the Competitions and Markets Authority (CMA); The English Higher Education regulator, the Office for Students and its conditions of registration, and other relevant government bodies and agencies; The Charter, Statutes and Ordinances of the University of Lancaster.</p>
Approved by	Yayasan Governing Board
Approval date	1 December 2025
Date of effect	1 December 2025
Version	Version 1.0
Date of review	Within 12 months
DLI approved	Joint Management Committee 26 November 2025
Deakin University agreement	International Branch Campus Working Group under the delegated authority of the Academic Board 29 July 2025 IBCWG 9-25 Report to AB / item 3.
Lancaster University agreement	Policy Approval Sub-Group of Senate 18/11/2025 By correspondence

Responsible Executive	Rector
Implementation Officer	Chief Operating Officer
Policy/procedure superseded	Not applicable
Summary	This procedure guides the collection and application of student feedback on teaching and learning within modules, consistent with DLI's commitment to continuous quality improvement in teaching and learning.
Key words for online searching	Evaluation, teaching, program, module, survey, feedback
Category	Academic
Target audience	Students, staff

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	University Partners and Navitas	Evaluation of Teaching and Modules (DLI) Procedure New procedure to align with new Higher Education Programs and Assessment (DLI) Policy .	1 Dec 2025	1 Dec 2025