POWER OF TAFE

3-5 September 2019
Hilton Brisbane

TAFE Directors Australia Convention 2019
Student feedback - Authentic and real time

1. Why a Student Forum?
2. How we got here?
3. 2019’s versions
4. Next steps at CIT – how do we turn data into action?
5. What's next on the student feedback agenda?
Student feedback & CIT Student Association

Who is the CIT Student Association?

We are a not-for-profit non-academic support service for CIT students, staff and general public.

We aim to be:
* The student issue experts for CIT students
* The primary touch point for CIT on student issues
Student feedback – Why a Student Forum?

• Are students honest when responding to “staff led” feedback sessions?
• How can we get ‘immediate’ information on what students are thinking?
• We might know what students issues are BUT do we know how they would like them solved?
Student feedback – Background

CIT has the LES, BUT it’s annual and we don’t control the questions

2013 – CITSA introduced “the Spring Forums” – invited students to participate with “limited success”

2015 – CITSA worked with College Directors to ask questions in class (without the teacher present)

2017 – “in class forums” grew but not consistent across CIT
Student feedback – Forums in 2019

Semester 1

- 160 classes representing 2500 students
- Across all 5 teaching colleges and all campuses
- 6/7 core questions discussed
- Class based feedback provided to HODs within 48hrs
- Feedback also fed into the CIT’s Student Experience Deep Dive Workshop
Student feedback – Forums in 2019 (part 2)

Semester 1 – SNAPSHOT of areas for improvement

• ELearn – issues with layout and some content
• Online enrolment – difficult to navigate
• Class information and communication of changes
• Healthy food options for night students
Student feedback – Forums in 2019 (part 3)

Semester 2 (Aug 19 to Sept 13)
- 120 classes to date.. representing 2000 students (75% completing the online survey)
- Across all 5 teaching colleges and all campuses
- 1 core question discussed – 20 other via online survey
- Class based feedback provided to HODs within 24hrs
- Online survey questions data LIVE via Dashboard
Student Feedback – turning data into outcomes

1. Share intel with the Academic Council – Student Experience Committee Working Groups
2. Support the CIT Product Innovation Fund teams
3. Continue to prototype solutions for student pain points
4. Create an “ongoing” student feedback environment
5. Incorporate students into the decision making process
6. Maximise outcomes for CIT’s PRI system
Student Feedback – what’s next?

We have TWO key partners to discuss further options:
1. CIT students, and
2. CIT

- Are we ready for a TAFE “online community” platform?
- Can we “train” students to be consumer advocates and embed them into staff planning?
For more discussion

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