

COLLEGE POLICY

Policy No. & Title:	C-419 Quality Assurance Surveys
Policy Sponsor:	Executive Vice-President
Reference Cmtee:	Policy & Procedure Committee
Effective:	2021-08-01
Next Review:	2024-07-31
Supersedes:	Quality Assurance Survey

Purpose

To ensure the College provides opportunities for stakeholder input into the services and offerings of the College, feedback is collected to improve our customer satisfaction levels.

To establish the guidelines and expectations related to quality assurance surveys, their timelines, use and application within the College.

Scope

This policy applies to all College students, employees, delivery partners, affiliates, volunteers, and contractors.

Quality Assurance Survey in the context of this policy refers to the more commonly used term of “customer satisfaction survey” and is related to interaction with College supports and the student rating of the associated personnel.

Definitions

Operational Personnel: Non-Academic staff (individuals other than instructors or facilitators) associated with the student experience (Campus Directors, Educational Consultants, Financial Aid Officers, Employment Specialists, *etc.*)

POLICY

- 1) The College values feedback from students as part of the College’s continual quality improvement process.
- 2) The College will provide routine opportunities for student feedback.
- 3) Surveys will be completed by students at the end of quarter 1 and 3.
- 4) Feedback will rate each of the College operational personnel associated with student support throughout the program of study.
- 5) Survey feedback shall be shared with the relevant employee(s) or employee groups evaluate and review their performance and support continual quality improvement.
- 6) Survey results will be used in the calculation of Campus of the Year.

Related Policies

C-420 Campus of the Year

C425 Campus Outreach and Morale

Supporting Documents/Forms

C-419p Quality Assurance Surveys – Procedure