APPROVED:
By the Director of the College of Saint Ignatius of Loyola
Order No V-118 of 8 November 2024

THE COLLEGE FEEDBACK REGULATION

1. GENERAL PROVISIONS

1.1 The purpose of the Feedback Regulation is to set out the rules and procedures for the collection, analysis and use of feedback from students, faculty, staff and other stakeholders **at St Ignatius of Loyola College (the "College"**).
1.2 The Regulations apply to all College staff, students and external partners who are involved in the feedback process.
1.3 The College aims to create an open and transparent environment where feedback is used as an important tool for continuous improvement.
1.4 Feedback collection shall take into account the objectives of the feedback and the effectiveness of the chosen collection method, the general methodological guidelines for the implementation of the chosen collection method, and the principles of transparency, confidentiality and publicity.

2. ORGANISATION AND PROCEDURES FOR FEEDBACK

2.1 Feedback shall be collected periodically or on an as-needed basis using a variety of methods such as surveys, interviews, discussion groups and anonymous feedback, individual interviews, stakeholder participation in committees, etc.
2.2 Student surveys are carried out at the end of each semester to assess the quality of teaching staff and the content of courses.
2.3 Administrative and staff feedback shall be collected at least once a year using an anonymous survey platform.
2.4 The organisation, purpose, frequency and responsibilities for feedback are set out in Table 1.

Table 1. *Organisation, purpose, periodicity and responsibilities of feedback.*

Eil. No.	*Goal*	*Methods*	*Interested party*	*Periodicity*	*Contractor*	*Available at:*
1.	Allowing members of the College community to make suggestions, recommendations and comments	Complaints box (Moddle) (written submission) *and/or* book of persons' requests, suggestions and comments (physical) (written)	Any interested party	Permanent	Quality Laboratory	Moodle platform Quality Laboratory
2.	Assessing the needs and trends of prospective students in their choice of studies	In formal and informal meetings *and/or* survey	Prospective students	1 time per year	Centre for Future Professions	Moodle platform Quality Laboratory
3.	To assess the factors that influence the choice of first-year students to study at ILK	Survey	Freshers	1 time per year	College Admissions Committee	Moodle platform Quality Laboratory
4.	Evaluate the quality of teaching	Survey	Students	2 times a year	Department of Studies	Moodle platform Quality Laboratory

Eil. No.	*Goal*	*Methods*	*Interested party*	*Periodicity*	*Contractor*	*Available at:*
5.	Evaluate the content, materials, methods, etc. of the course.	Reflection on IPP *and/or* Self-reflection	Lecturers Students	As required	Teacher of the subject taught	Teacher of the subject taught
6.	Evaluate the quality of professional practice and the knowledge acquired	Survey	Students who have completed a professional practice	2 times a year	Practice Guide	Moodle platform Quality Laboratory
7.	Identify the reasons for stopping studies	Individual interviews	Students leaving their studies	As required	Department of Studies	Moodle platform Quality Laboratory
8.	Evaluate the quality of library services	Survey	Students	1 time per year	Quality Lab and Librarian	Moodle platform Quality Laboratory
9.	Assess the conditions for the full involvement of less advantaged students in the study process	Anonymous survey	Students with fewer opportunities	Every semester	Study programme curator	Moodle platform Quality Laboratory
10.	Assessing satisfaction with the provision of appropriate study conditions and student well-being and well-being	Surveys *and* individual interviews	Parents (guardians)	2 times a year	Department of Studies	Moodle platform Quality Laboratory
11.	Assessing satisfaction with the provision of appropriate study conditions and student well-being and well-being	Surveys *and* individual interviews	Students	2 times a year	Department of Studies	Moodle platform Quality Laboratory
12.	Evaluation of the experience of students returning from mobility abroad under international exchange programmes	Individual interviews and surveys	Students who participated in ERASMUS+	As required	ERASMUS+ Coordinator	Moodle platform Quality Laboratory
13.	Evaluation of the experience of teachers returning from mobility abroad under international exchange programmes	Individual interviews and surveys	Lecturers who have participated in ERASMUS+	As required	ERASMUS+ Coordinator	Moodle platform Quality Laboratory
14.	Assessing graduates' expectations of the competences they have acquired and the quality of their studies	Survey	Alumni	After graduation	Department of Studies Centre for Future Professions	Moodle platform Quality Laboratory
15.	Survey of graduates on employability	Virtual survey and/or survey	Alumni	Six months after graduation	Operational coordinator Centre for Future Professions	Moodle platform Quality Laboratory
16.	Survey of graduates on employability	Virtual survey and/or survey	Alumni	One year after graduation	Operational coordinator	Moodle platform

Eil. No.	*Goal*	*Methods*	*Interested party*	*Periodicity*	*Contractor*	*Available at:*
					Centre for Future Professions	Quality Laboratory
17.	To find out employers' views on the competences of ILK-trained professionals needed to enter the labour market	In formal and informal meetings *and/or* survey	Employers (social partners)	2 times a year	Study programme leader Department of Studies	Moodle platform Quality Laboratory
18.	To assess the strengths and areas for improvement of the Study Programmes in the light of the current market situation and trends	In formal and informal meetings *and/or* survey	Employers (social partners)	1 time per year	Study Quality Coordinator	Moodle platform Quality Laboratory
19.	Discussion of students' abilities after the defence of their theses	Discussion	Employers (social partners)	1 time per year	Study programme leader	Moodle platform Quality Laboratory
20.	Assessment of new study programmes and/or updating of existing study programmes in line with market trends	Survey	Employers (social partners)	As required	Study programme (or field of study) committee	Moodle platform Quality Laboratory
21.	Assessing the quality of the College's performance	In formal and informal meetings Survey	Participants	1 time per year	Quality Laboratory	Moodle platform Quality Laboratory
22.	Assessing employee job satisfaction	Survey	Administrative and non-administrative staff	1 time per year	Head of Personnel	Moodle platform Quality Laboratory
23.	Assessing the reasons for termination of employment	Individual interview	Administrative and non-administrative staff	As required	Head of Personnel	Moodle platform Quality Laboratory
24.	The objective is determined on a case-by-case basis (e.g. ILK SA surveys on ILK infrastructure, etc.)	Determined on a case-by-case basis	Target group	As required	Quality Laboratory	Moodle platform Quality Laboratory

3. ANALYSIS OF FEEDBACK DATA AND FOLLOW-UP TO FEEDBACK

3.1 The results of the feedback analysis are used to identify the College's strengths and weaknesses, to identify areas for improvement and to develop action plans to improve these areas.

3.2 The results of the feedback are summarised by the Contractor after each survey. The summarised results are published on the College's website, on Moodle, and presented during meetings (e.g. committee meetings, annual results presentations etc.). The aggregated feedback data shall be made available by the Principal to academic and non-academic departments and staff involved in activities related to the survey results and/or quality assurance monitoring in the relevant area and shall be presented to the social stakeholders who provided feedback.

3.3 Depending on the type of survey, some of the feedback results may be restricted access. In this case, publicity may be limited.
3.4 All feedback data shall be processed in accordance with confidentiality and data protection requirements.
3.5 Based on the data obtained and taking into account the needs of the stakeholders, the College develops improvement plans which include actions to improve the competences of the teaching staff, the content of the study programmes and the quality of administrative services.
3.6 The results of the feedback analysis and planned improvement actions shall be presented to the whole College community in a transparent and open manner.
3.7 The College encourages the active involvement of students, faculty and staff in improvement processes in order to continuously improve teaching and working conditions.

4. COMMUNICATING THE IMPORTANCE OF FEEDBACK

4.1 The College shall ensure that all members of the College understand the importance and impact of feedback on the quality and development of the College.
4.2 Feedback results and action plans are published through internal communication tools (e.g. intranet, email, community meetings, performance presentation meetings, other means depending on the purpose of the feedback, expected results) to keep everyone informed about the changes.
4.3 Feedback documents shall be kept for a minimum period of 1 year or until the implementation of the feedback decisions.

5. FINAL PROVISIONS

5.1 These regulations are reviewed and updated as necessary, taking into account the results of the feedback analysis and the strategic objectives of the College.
5.2 Each member of the College has the right to propose changes and updates to improve the feedback process and efficiency. Suggestions shall be considered during the review of the Regulation. If the review decides that the proposal is relevant, the Regulation shall be amended.
5.3 Compliance with these Regulations shall be binding on all members of the College.