POLICY FOR ADDRESSING
THE STUDENT FEEDBACK QUESTIONNAIRE (SFQ) REPORTS

Senate, at its 618th (Ordinary) Meeting held on 25 January 2017, approved a **First Revision** of the mechanism for the Student Feedback Questionnaire (SFQ) whereby the Module Monitoring Report (MMR) was digitized **Annex 1**.

Further to the Teaching and Research (TRC), at its 70th Meeting held in April 2021, it was reiterated that: "*findings from the SFQs should serve the purpose of improving Teaching & Learning at the UoM. The channel through which the findings must be treated has to be well established, transparent and clear to ensure accountability and responsibility*".

Senate at its 708th (Ordinary) Meeting held on 24 March 2021, approved a **Second Revision** of the Digitized Mechanism for addressing the SFQ. This includes a Flowchart, the Access Rights Matrix and Guidelines to access the platforms. Chairs of FQAT/CQAT and PCs now have access to the module and summary of the SFQ Reports on the Quality Assurance (QA) Platform to ensure the follow-up and report to their respective Faculty/Centre Boards. The QA Platform link is accessible on the https://mis.uom.ac.mu/QA. Deans and HoDs will continue to have access to their departmental reports on the IMPS.

The Access Rights Matrix to the QA Platforms is enclosed at **Annex 2.** PCs/HoDs/Chairs of FQAT/CQAT will follow-up on the submission of the MMR and Programme Monitoring Report (PMR) on the QA Platform to take action. The flowchart/mechanism to address the SFQ Reports is now streamlined and is at **Annex 3.**

The Guidelines for access to existing platforms (IMPS, Horizon & QA) and filling of the MMRs and PMRs are provided at **Annex 4.** Access on all the platforms will be through the SIS logins.

Academics are thus invited to fill in both the MMR and PMR on the IMPS. The 2021 revision aims to strengthen the implementation of the mechanisms already in place to enable PCs and HoDs to undertake regular reviews of their Programmes in a more transparent manner to ensure accountability and responsibility. It further aligns with the requirements for Recommendation **30** of the Third Cycle Quality Assurance Audit Report 2018 as follows:

"UoM must firmly schedule programme reviews that would drive a major curriculum reform in all programmes. It would also allow for the streamlining and integration of programmes and which would suggest ways to achieve the vision and strategic intent of the University".

Senate further recommended that:

➢ Head of Departments should ensure that MMR and PMR are fully addressed.
➢ **Board of Studies (BoS) should mandatorily be held for each Programme at the end of each Academic Year to consider the SFQ, MMR and PMR**. The Programme might then be amended accordingly.