
POLICY TYPE:	Administrative
POLICY TITLE:	Course Feedback and Review
POLICY NO.:	Policy ADMIN-013
RESPONSIBLE BODY:	Board of Directors
POLICY SPONSORS:	<input checked="" type="checkbox"/> Risk Management and Policy Committee <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> OL Staff <input checked="" type="checkbox"/> OMC <input checked="" type="checkbox"/> Board of Directors
EFFECTIVE DATE:	March 2011
REVISED:	February 2019
REVIEW DATE:	October 2022

Introduction

OntarioLearn is dedicated to ensuring that students are provided with high quality post-secondary experiences online. The articulation of expectations and responsibilities relating to course design and delivery help to ensure a positive educational experience. Student feedback is one component to evaluating courses.

Purpose

This policy supports a consistent, high quality student experience across the OntarioLearn course inventory by outlining the framework for applying a common standard for course design and usability that is upheld by host colleges. Although each host college may have different measures and approaches within their own institution, OntarioLearn has identified a minimum acceptable standard that all courses must meet in order to be part of the OntarioLearn course inventory. This purpose of this policy is to ensure student feedback is part of the evaluation process.

Definitions

Host college: The College who owns/delivers the course.

Registering college: The College where the student is registered.

Policy statements

1. Each course hosted through OntarioLearn.com is to be evaluated by students by the end date of each intake.
2. A standardized questionnaire will be provided to students and responses will be anonymous. Questions will relate to the course design and usability, as well as other relevant topics that may impact the overall course delivery.
3. Aggregate results and student comments will be shared with all OMC members (or designate) at the end of each semester. OMC members are responsible for reviewing their course evaluation results.

4. Courses with negative results will be subject to additional analysis by designated Board/OMC members and OL staff. Based on established review criteria, this group will determine the following course of action for each course:
 - Level 1 (course review and/or facilitator review)
 - Level 2 (possible suspension or loss of claim)
 - No action required

Accessibility for Ontarians with Disabilities Act (AODA) considerations

OntarioLearn's commitment to accessibility and AODA standards has been considered in the development of this policy.

Roles and responsibilities

Students are responsible to respond with honest responses to feedback surveys.

OntarioLearn is responsible for administering the surveys and sharing results with partner colleges.

Host colleges are responsible to address any concerns that are identified through the course feedback/review process.

Non-compliance implications

Non-compliance may result in ongoing non-satisfactory course review results and may have a negative impact on the reputation of both the registering college and the host college. Ultimately, the host college could lose the course claim if satisfactory results are not obtained within the specified timeframe.

Communications Plan

This policy will be posted on the OL Portal.

Related policies, procedures and directives

Course Feedback and Review Procedures (ADMIN-013.1)