

EOTA – Business Process



Document Title:

Student Feedback Process

Document Number:

P-005 Rev. 11_0406

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Parent Document:
Q-001, Quality Manual

Notify of Changes:
ISD, QAM, MGT

Referenced Document(s):

ISDF-005 WBT Student Feedback Survey, ISDF-008 ILT Student Feedback Survey, ISDF-047 Follow-up Student Contact Questionnaire, ISDP-002, Training Production Process, P-008 Corrective/Preventive Action

Revision History:

Rev.	Description of Change
A	Initial Release
09_0910	Process renamed, process modified to better fit method of Student Feedback collection.
11_0303	Made minor editorial updates and changed Training Specialist to Project Lead throughout.
11_0406	Added ISDF-047 Follow-up Student Contact Questionnaire to process.

I. Purpose

To define the Student Feedback (survey) process including the identification of information/data related to student perception and resulting actions, as applicable.

II. Scope

This process applies to EOTA employees who initiate or receive student feedback.

III. Responsibility

Project Manager (PM2) – As a result of a project and/or course requiring student feedback, review and evaluate student feedback results with the Quality Assurance Manager and make corrections, as necessary.

Quality Assurance Manager (QAM) – Working with the applicable Project Manager/ISD employee(s), review and evaluate the results of the student feedback and generate CAR/PAR/IO, as applicable. In addition, the QAM is responsible for the generation of the Student Satisfaction metric.

Management Representative – Responsible for communicating identified student feedback trends to Management for review.

Project Lead (PL) – Responsible for coordinating ILT course activities.

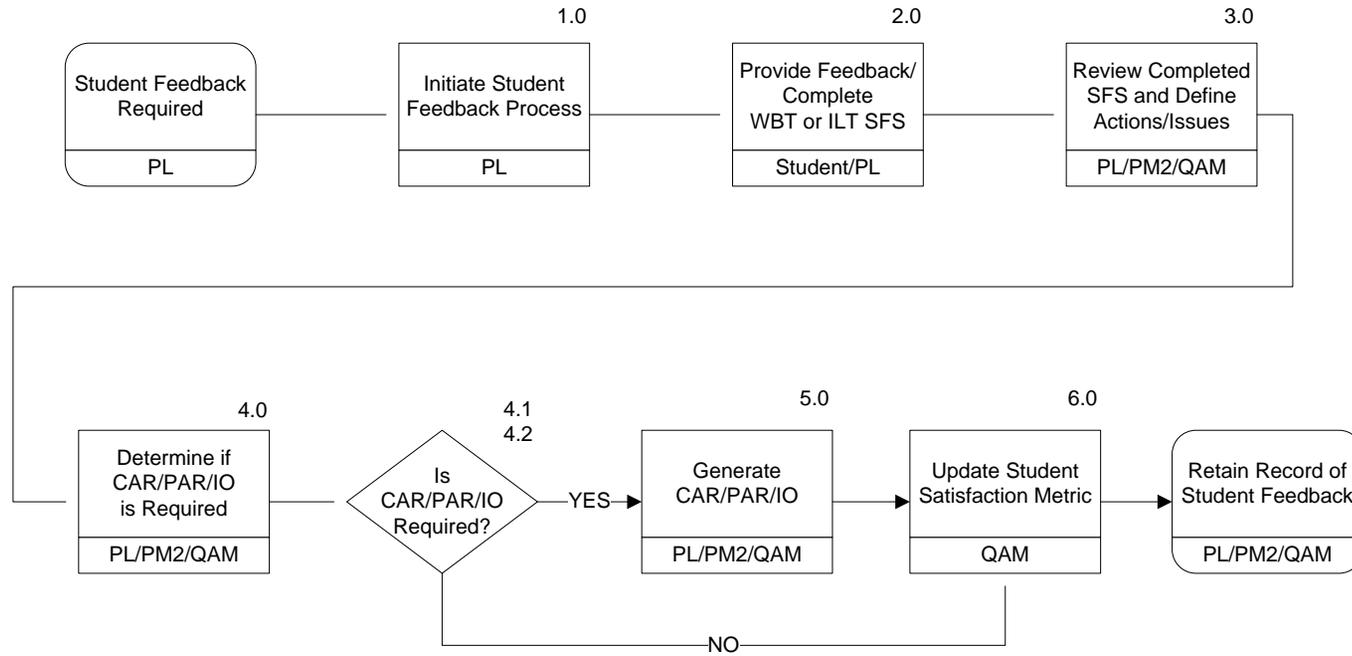
IV Definitions

Student Feedback Survey (SFS) – A form used to gather student feedback and perception information.

Web-Based Training (WBT) – EOTA training provided via internet.

Instructor-Led Training (ILT) – EOTA training provided in a classroom environment.

V. Process



1.0 Provide/Complete SFS with Customer

As a result of ISDP-002, Training Production Process, the PL will initiate the SFP using ISDF-005, WBT Student Feedback Survey or ISDF-008, ILT Student Feedback Survey and ISDF-047, Follow-up Student Contact Questionnaire.

Student feedback records provide evidence that the Training Production Process and resulting data have been met.

2.0 Provide Feedback/Complete SFS Form

The student will complete the ISDF-005, WBT Student Feedback Survey on-line for web-based training. The ISDF-008, ILT Student Feedback Survey will be completed at the end of any Instructor-Led Training activity and collected by the assigned PL. The PL may also complete the form while meeting with the student in person, on the phone, or through e-mail exchange, if appropriate.

3.0 Review Completed SFS and Define Actions/Issues

The PM2, in conjunction with the PL and QAM, will review the completed SFS and define actions, issues, areas of improvement, and other noteworthy items. The student may be contacted regarding comments provided through the SFS if they request direct communication with the EOTA and provide contact information. If contact is requested, the course manager will fill out ISDF-047, Follow-up Student Contact Questionnaire. Student perception is evaluated by the PL upon review of the specific and overall ratings within the ISDF-005, WBT Student Feedback Survey, the ISDF-008, ILT Student Feedback Survey and the ISDF-047, Follow-up Student Contact Questionnaire.

4.0 Determine if CAR/PAR/IO is Required

Upon reviewing the SFS, the PM2, working with the PL and QAM, will determine if a CAR/PAR/IO is required.

4.1 If a CAR/PAR/IO is required, the PM2/QAM will proceed to Step 5.0.

4.2 If a CAR/PAR/IO is not required, the QAM will proceed to Step 6.0.

5.0 Generate CAR/PAR/IO

The PL/QAM will generate a CAR/PAR/IO using P-008, Corrective/Preventive Action Process.

6.0 Update Metric

The QAM will update the Student Satisfaction metric based on the student feedback results and retain the metric as defined on REG-003, Record Register.