

Closing the feedback loop

Guidance for staff on completing the reflection questions in the module evaluation staff portal

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Overview

Responding to student feedback, or 'closing the feedback loop', is an important process that demonstrates that student opinions and experiences of teaching and learning are valued. Improved communications around feedback will help to build students' sense of belonging to the academic community, which can also lead to improved student engagement and agency towards their academic studies.

Once an end-of-module evaluation has closed, please review your students' responses, and answer the reflection questions in the module evaluation staff portal.

Please respond to students in a timely manner; you may wish to agree a target response time with your School/Department or Programme team to ensure consistency. You may also want to consider adopting a consistent approach regarding the style and length of answers.

Questions

1. *What positive aspects of the module did students identify in their evaluations?*

- Aim to briefly consolidate the main points that students addressed. If you received a large volume of responses, you may wish to group positive aspects into themes.
- You may wish to include bullet points, drawing on key words or phrases which students acknowledged.
- Consider responding in the 'student voice' so students can identify their feedback in your reflections.

2. *What (if any) were the concerns raised by students in their evaluations and how will these be addressed?*

- It is important to acknowledge students' experiences of the module and areas they have identified to be improved.
- Where students have raised concerns, please summarise the points raised and outline how you plan to address these in the future. If you received a large volume of responses, you may wish to group thoughts into themes. Use bullet points if this is helpful.
- Students are told to keep their comments constructive. In the unlikely event that there are any comments of a personal nature then you do not need to respond to these.
- If further discussion is needed within your School/Department before any changes can be made, then tell your students this and outline when/where it will be discussed and/or with whom.
- If there are any areas that cannot be resolved, then address these separately in the third question.

3. *Are there any points that have been raised that cannot be resolved or addressed?*

- We acknowledge that students may raise concerns over aspects of the module that you cannot change, or which are outside of your control. It's still important to address these, as it helps to overcome student frustration on these issues.
- Be aware of the broader support that's available for your students beyond your module. If relevant, signpost students to areas which can provide solutions for them such as Academic Tutoring, Study Advice and Disability Advisory Services.

Version control

| VERSION | KEEPER | PUBLISHED DATE |
|---------|--------|----------------|
| 1.0 | CQSD | February 2023 |
