

Improving Student Satisfaction: Providing Detailed Comments.

Students do not always make good use of detailed feedback or even realise feedback is being provided. How do you help students feel that they have received detailed comments and ensure that students make use of your feedback? These quick tips are targeted at improving institutions' performance in the National Students' Survey. Further information can be found on the "Engage in Feedback" website.

- Where possible separate the mark or grade from the feedback comments. For example, give assignments back with feedback comments but no mark. Ask the students to work out their mark using the comments provided.
- Congratulate students who get close (within 5%), and make time for those students who over or underestimate the value of their work. Let them know where they went wrong with their self-assessment of their grade.
- Use technology and generic feedback to provide detailed feedback to large groups of students.
- Use face-to-face contexts, such as whole class lectures, to give students feedback. Use tone-of-voice and body language to increase students' feelings that they have received more detailed feedback on at least some aspect of their work.
- Reduce the size and frequency of the assignments so that you can give more detailed comments.
- Remember to remind them that you are providing feedback.

Adapted using Race's making feedback work: a compendium of extracts from Phil's books. Available to download from www.phil-race.co.uk.