

## **Improving Student Satisfaction: Providing Prompt Feedback.**

Getting feedback to students promptly has become problematical as class sizes have increased. Given the modular nature of many higher education courses, a two or three week delay is often too much because students move onto other assignments before feedback reaches them. Consequently, students pay little attention to the feedback provided. How do you provide prompt 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.

- Give a lot of generic feedback to your students at the point of them submitting the work, even before you start to mark the work.
- Make sure students know they are getting feedback. State that you are providing feedback. Use the word "feedback" often in your feedback provision.
- Reduce the size and frequency of assignments. Consider setting tight word restrictions, rather than setting long essays.
- Explore alternative ways to providing feedback using technology.

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