

Student Voice: Communicating with students on key actions taken in response to their feedback

Schools must provide all students with consolidated feedback on key actions taken in response to student feedback **at the start of each semester.**

What should be included in the consolidated feedback?

At the start of Semester 1 this would typically include:

- The key outcomes and actions being taken in response to the National Student Survey (it would also be good practice to employ this approach with all groups of students and the surveys appropriate to them).
- The key outcomes and actions being taken in response to the module and stage evaluation questionnaires that ran in the previous academic year.
- The key outcomes and actions being taken in response to issues raised at Student-Staff Committees in the previous semester.

At the start of Semester 2 this would typically include:

- Progress to date on the key actions being taken in response to the results from the National Student Survey, and the stage evaluation questionnaires.
- Key issues raised in SSCs in the previous semester, and any actions being taken in response to these issues.
- If available (and in many of most cases they will not be) any key outcomes and actions from the module evaluation questionnaires for Semester 1.

The feedback in all cases should be clear about which elements of student feedback will be acted upon and how, and about those elements which will not be acted on and the reasons for this. It is for academic units to decide whether this consolidated feedback is provided at programme, subject or school level.

How should the consolidated feedback be provided?

There are a number of mechanisms through which a School will want to provide the feedback. This list is not intended to be either exhaustive or prescriptive and provides examples of mechanisms that might be adopted during the semester.

- Head of School email circulated to all students and message posted on the School's virtual learning environment;
- Your School may already have or wish to develop a local 'You Said, We Did' webpage, where detail about feedback can be provided;
- Draw attention to improvements being made to the student experience via your School's social media presence (Twitter, Facebook etc.);
- Publicize examples of actions being taken in response to student feedback via plasma screens or noticeboards;
- A School newsletter could be used to provide information on student-driven improvements;
- Include a link to your School's 'You Said, We Did' webpage within staff email signatures;

- Make announcements during lectures at the start of each semester to provide updates to students on the work that the School is doing in response to their feedback;
- Display PowerPoint slides immediately before the start of a lecture with information for students about how feedback is being used;
- Provide the feedback to new and returning students via dedicated sessions during induction;
- Use degree programme handbooks and module guides to raise awareness of improvements made in response to the previous cohorts' feedback at the start of each academic year;
- Use group tutorial meetings to discuss actions being taken by the School.