

B11. STUDENT FEEDBACK

B11.1 Aim

To obtain feedback from students on their learning experience, environment and facilities, so that opportunities and problems can be identified and addressed with a view to overall maintenance and enhancement of quality.

B11.2 Responsibilities

Staff involved:

- Course Co-ordinator
- Stage Tutor
- Module Leader

The **Course Co-ordinator** is responsible for:

- Distribution and collection of the University's Student Perception Questionnaire.
- Ensuring that student opinion and feedback is sought at staff-student liaison meetings.
- Reporting student feedback to the Course Committee, and formulating and implementing appropriate action plans.

The **Stage Tutor** is responsible for:

- Ensuring that each Stage elects at least one Student Representative to sit on the Course Committee.
- Holding a liaison meeting with the students and possibly the Course Co-ordinator for the relevant stage of a programme at least once each term.
- Liaising with the relevant Module Leader when students identify a problem or propose a change to a module, and reporting Module Leader's response to the students.
- Informing the Course Co-ordinator of any issues which cannot be resolved within a reasonable timescale, or should otherwise be brought to their attention.

The **Module Leader** is responsible for:

- Providing a response to student feedback as requested by a Stage Tutor or Course Co-ordinator.
- Distribution, collection and analysis of Module Feedback forms.
- Taking account of student feedback when formulating action plans and/or recommendations for changes to the module.
- Summarising student feedback on the Module Review Form to be considered by the Subject Assessment Panel.

B11.3 Procedure

There are many informal ways in which student opinion may be expressed, in addition to a direct approach to a Lecturer, Module Leader, Stage Tutor, Course Co-ordinator, Programme Director, Head of School, Dean of Faculty, etc. Both the University and the School have specific opportunities for the expression of student opinion:

- Validation, Accreditation and Progress Review - in all cases the relevant panel meets existing and former students as appropriate.
- Representation on Faculty Board - students in the School elect a representative each year.
- Representation on Course Committee - each stage of each programme for which the School is responsible elects at least one student representative.
- Student Perception Questionnaire - all undergraduate students are asked to complete this University questionnaire towards the end of the academic year. A detailed analysis of the results for each programme is sent to the Head of School and the relevant Course Co-ordinator for use in the Annual Programme Review. The results are considered by the Course Committee, which addresses the points raised. A biennial Faculty Scrutiny monitors both the formulation and implementation of the response to feedback.
- Stage Feedback Meetings - At least once each semester, the Course Co-ordinator and Stage Tutor meet the relevant students and request verbal feedback on all the current modules. The students' comments are then reported to, and considered by, the Course Committee.
- Module Feedback Questionnaire - forms are distributed to students towards the end of each semester. Completed questionnaires are used by the Module Leader when completing the Module Review Form, which is then considered by the relevant Subject Assessment Panel.