GATHERING FEEDBACK AND CLOSING THE FEEDBACK LOOP

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What will you learn ?

- Why it is important to collect feedback from your peers

- How to effectively collect feedback from your peers

- What to do with the feedback once you have collected it

- What is the feedback loop?

- Different methods to close the feedback loop

Skills you will gain

- Teamwork and building relationships

- Public Speaking

- Time management

- Organisation

- Methods of communicating

Collecting Feedback

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Which methods of feedback collecting can you think of?

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You could try:
- Talking informally to students and other course reps
- Hosting drop-in sessions or focus groups
- Using social media groups
- Giving classmates 5 minutes at the start or end of class
- Creating a survey/poll and asking School admin to circulate
- Using a physical feedback box
- Feedback form template provided by the Students' Union

Work together - you are likely not the only rep for your department.

Remember that effective representation should be **accurate**, **constructive** and **depersonalised**!

Types of feedback that can be collected

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Accessibility with Buildings

Content Discussed in a Lecture

Format of Teaching

More Events for the Department

Community Building

Moodle Issues

Exams and Assignment Issues

What to do with the feedback

Once you have the feedback, make sure the Senior Course Reps have been sent it two weeks ahead of the scheduled Staff-Student Action Meeting.

The Senior Course Rep(s) should then share it with the identified staff member who acts as the 'secretary' for the meetings.

This list of points will then shape the conversations in the meeting and you, along with the staff members, will identify actions to help make the changes that students want to see.

It's then your job as reps to close the feedback loop and make sure students know what is being done with their feedback!

Closing the Feedback Loop - what will you learn?

- What is the feedback loop?

- Why is it important to close the feedback loop

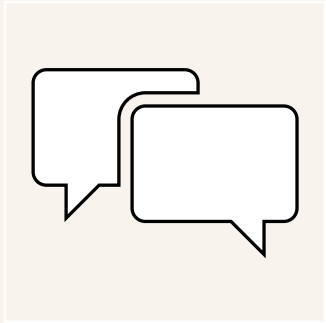- Different methods of closing the feedback loop
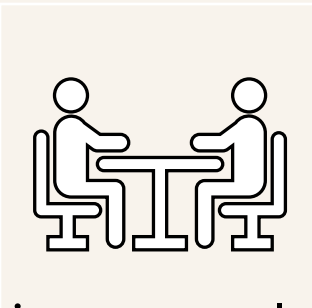
Skills you will gain

- Problem solving

- Delegation

- Time management

- Organisation

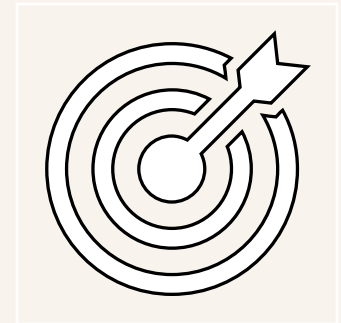- Communicating with different audiences

Why is it important?

Letting people know what you have done with their feedback

Informing people of the changes that have been made due to their feedback will persuade them to give more feedback
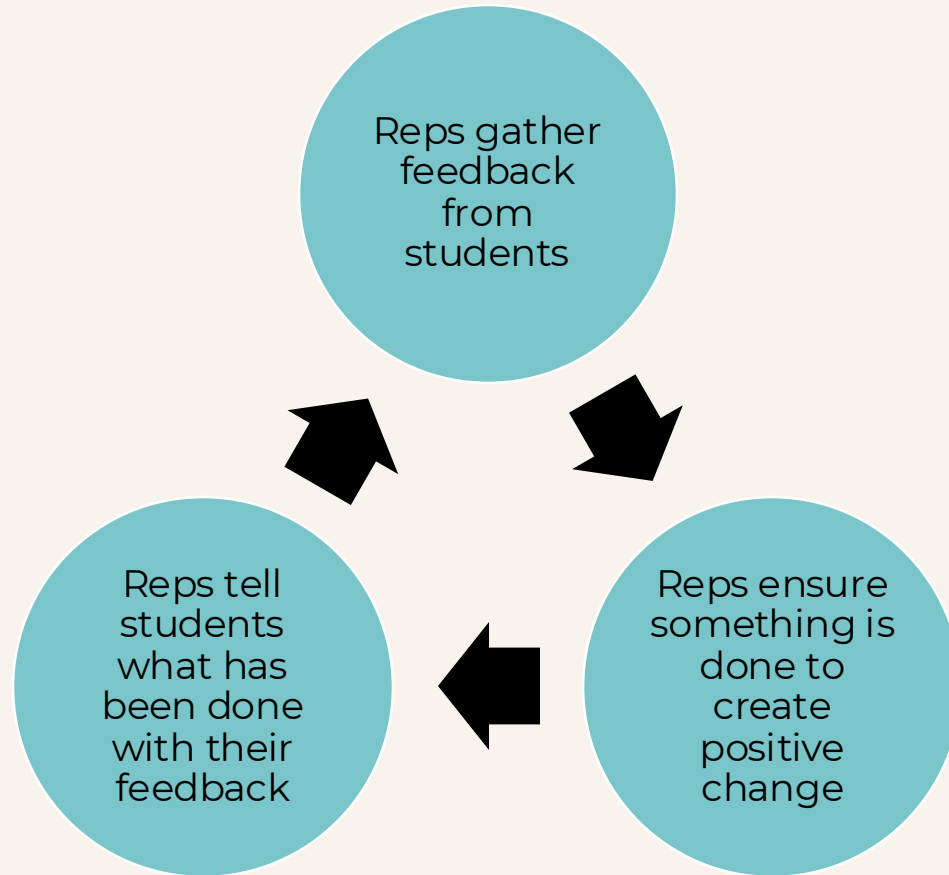
Precise information and feedback will lead to better outcomes

The feedback loop

As an academic rep, the feedback loop follows this structure:

Reps gather feedback from students

Reps ensure something is done to create positive change

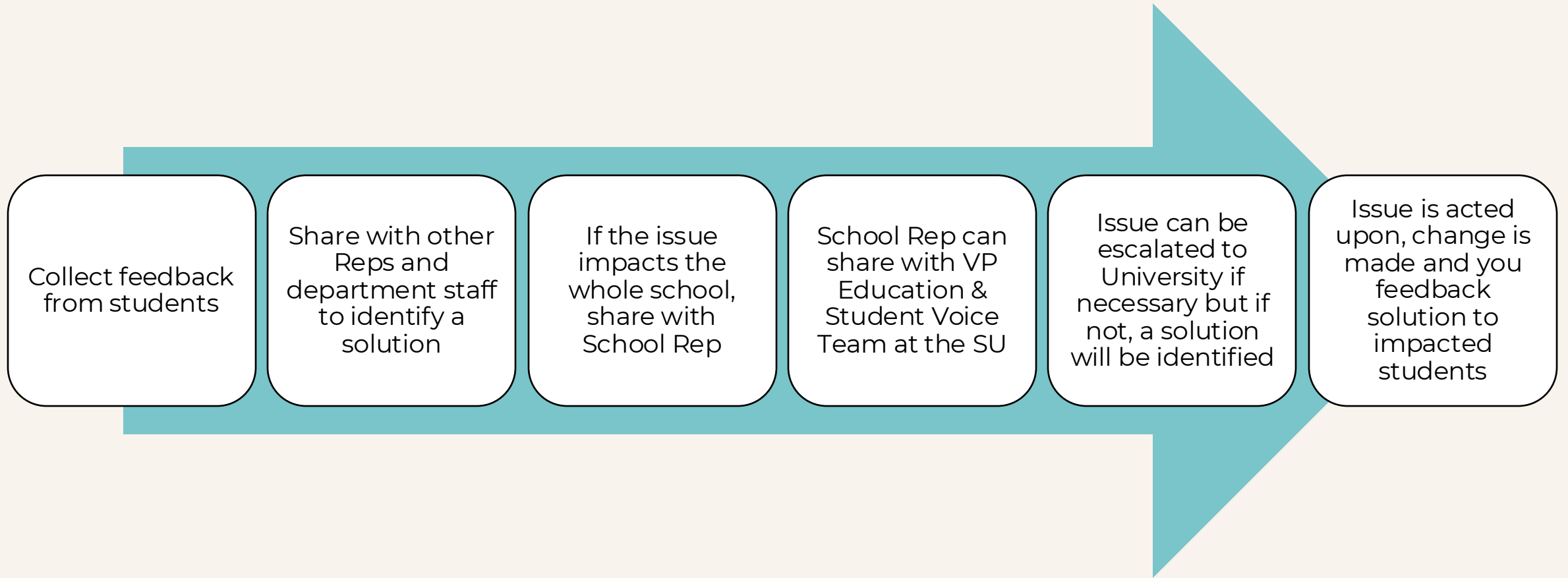Reps tell students what has been done with their feedback

It is important to close the feedback loop even when there has been no action taken from the feedback.

Students would often prefer knowing that something has been raised with no solution rather than not being updated at all.

How it works

Collect feedback from students

Share with other Reps and department staff to identify a solution

If the issue impacts the whole school, share with School Rep

School Rep can share with VP Education & Student Voice Team at the SU

Issue can be escalated to University if necessary but if not, a solution will be identified

Issue is acted upon, change is made and you feedback solution to impacted students

Ways of closing the feedback loop

As reps, there are loads of ways you can close the feedback loop:

- Your Impact submission

- Sharing the outcomes with other reps in conversation

- Informing your peers in the department through messages/in class

- Regularly updating your Action Log in MS Teams

- Reply directly to the person that has given you the feedback

- Work with the School Rep to utilise their Instagram

- Create slides for lecturers to put at the start of their lectures

- Create a poster and/or a newsletter which detail what has happened at the SSAM

How can the SU help close the feedback loop ?

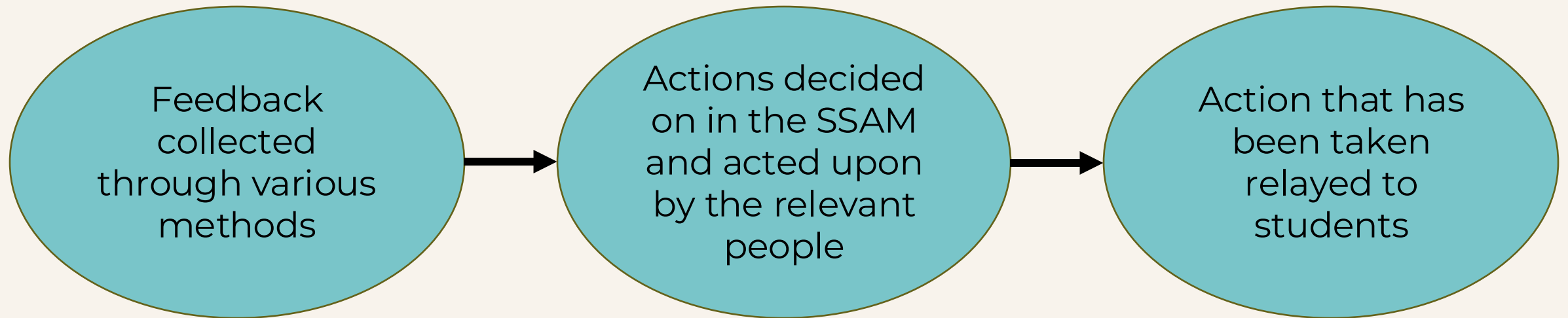Similarly, the Students' Union can help to close the feedback loop through:

- Selecting a Rep of the Month winner to share their work

- Sharing the outcomes with reps on social media

- Creating termly impact blogs on the SU website

- Uploading Action Logs onto the [Find My Rep](#) page of the SU website

What to consider

The method you use to close the feedback loop will depend on:
- the feedback collected
- the method of collecting the feedback
- the actions that have resulted from the feedback.

Feedback collected through various methods → Actions decided on in the SSAM and acted upon by the relevant people → Action that has been taken relayed to students

Activity

The following slides contain some scenarios of feedback that may be brought to you as a rep.

Discuss what would be the best methods of closing the feedback loop when the actions have been decided.

Get ready to feed back to the group at the end..

Your 10 minutes start now

"I cannot access all of the books that I need to for the module through the library system. It would be great if the department could find a way to give us access to them."

- in person conversation

"My lecturer for the module doesn't upload the slides to Moodle so I am unable to prepare for my lecture fully."

- online form

"My lecturer has not returned the results from my work yet and it has been over a month."

- your personal experience

"We are struggling to understand the content and where to access the resources for our module. It is starting to affect my understanding of my whole course."

- Email from student

Equality and Diversity Monitoring Form

Please complete the Equality and Diversity Monitoring Form if you haven't already.

This data helps identify the demographics of students who join our student communities and allows us to determine where additional support or action may be needed.