

Requesting Feedback Cheat Sheet

One of the main issues you may face as an academic rep is student engagement with your feedback request. We know this can be frustrating, especially if you're keen to get make positive change, so we've put together a 'cheat sheet' with some tips you might find helpful when you're asking the students you represent for your feedback.

This cheat sheet has been put together by academic reps who attended the 'How to Collect Feedback' workshop in January 2021.

- Let students know how filling in a survey/giving feedback would benefit their student experience – what will you do with this information? What will the outcomes be for the student?
- Outline the short-, medium- and/or long-term impact of their answers
- Make your surveys look fun! Use pictures and colours to make them more engaging
- Make it clear what feedback actually is – that it's anything they have to say about students' university experience – and that no feedback is too small. Be welcoming and encouraging, letting students know why their opinions are important
- When writing surveys, have a balance between more extensive optional answers and short required questions, so that it's not too much effort to fill in
- Provide a 'chance to win' or an incentive for giving feedback – contact the SU for support with this
- Let students know at the beginning how long a survey will take to fill out – and make sure that it's not too long. The easier and quicker a survey is to answer, the more likely it is the student will complete it
- Encourage positive feedback! Everyone enjoys recounting the good things that happened, and it might make students more amenable to giving feedback in the future
- Make sure your feedback questions are clear and not too complicated