



gathering feedback and example questions

The following list of suggestions is by no means exhaustive and it is not necessary to collect this feedback all at one time, you may find it more appropriate to collect specific feedback at certain times, such as after assessments or at a time when students may not be as pressured with workload.

you can gather feedback about

any of the following topics:

+ Curriculum

The curriculum element is all about what you learn and how that learning is structured.

+ Learning resources

This relates to what equipment and materials are provided that help you learn.

+ Learning and teaching

This is all about the transfer of information from the academic staff to you, how you process that information and apply it to real life settings.

+ Assessment and feedback

This is about measuring your achievements through exams, practicals, presentations, assignments or projects. It is also about how staff provide you with information to learn what you are doing well and where you need to improve. Feedback is often given verbally, or informally, as well as written.

+ Student progression and achievements

How the university designs and supports the transition from one module to another or from one year to the next.

+ Guidance and support

This is how the university helps you navigate your way through your course. It also relates to how they provide advice to when things are not going so well.

+ Quality enhancement and assurance

Quality enhancement is how your institution and the staff that run your course are looking to improve what they are doing. A key part of that is how they involve you in the process. Quality assurance relates to how the institution can say to you and the outside world that your qualification meets the standards set out for the course.

example questions:

curriculum

- + How effectively is the course organised?
- + How clear is the timetable?
- + Does the curriculum match your expectations from the prospectus/applicant day?
- + Were learning expectations and deliverables clearly outlined?
- + Is the curriculum sufficiently diverse and with diverse representation?

learning resources

- + Are there adequate library and computing facilities?
- + Do you have access to materials you need? For example, books, lab equipment and art materials.
- + If you are studying a practical course, do you have access to the right resources?

learning and teaching process

- + Were you guided to practise your skills throughout your course?
- + How good is the teaching?
- + Are the teachers considering your learning style?
- + Are there any forms of learning you would like in addition to lectures and tutorials?
- + Are there any barriers to your learning/engagement in teaching materials?



assessment & feedback

- + Does the assessment adequately and fairly represent the content of the course?
- + Do you perceive the grading to be fair?
- + Do you receive adequate and timely feedback from your assessments?
- + Can you comment on the types and timings of assessment on your course – are they varied and adequately spaced?

student progression & achievements

- + Do you feel you have developed by completing this course?
- + Are you able to move from one module to the next?
- + Do you think your course has made you more employable?
- + Do you feel prepared to go into your desired industry?
- + Do you understand how each module fits into the wider context of the qualification?

guidance & support

- + Do you feel that you are getting the necessary support from staff?
- + Is there a place or person you can get help from if you're struggling with the subjects?
- + Do you get relevant careers advice?

quality enhancement & assurance

- + Do you feel that your department is receptive to concerns?
- + Do you know how to communicate issues about the student experience to your programme team?
- + Has your programme/ department responded to issues raised about the student experience?

you are not expected to deal with:

Issues that are specific to an individual.

This includes issues regarding:

- student finance,
- housing,
- personal circumstances etc.

You should signpost this student to the UPSU Advice Centre, which is an independent, impartial and confidential advice service run by the Students' Union, their email address is advice@su.plymouth.ac.uk.

You will have an opportunity to feedback to staff at Programme Committee Meetings and informal meetings, they may ask you to give specific feedback on any of these topics, so it's important that you ask the students on your course for feedback relating to each of these points.