Student Feedback Policy

Scope
Policy outlining mechanisms for monitoring and considering student feedback received in formal settings and through student surveys.
This Policy will apply to partnership provision unless equivalent alternative arrangements have been specifically agreed between City and the partner institution. Details will be included the Memorandum of Agreement for the partnership and student handbooks.

Date approved/re-approved:
14 December 2011, minor revision in, June 2012, September 2021

Date for review:
To be reviewed on a periodic basis, with allowance for minor annual updates of roles and responsibilities by Educational Quality Committee, as required.

Equality and Diversity statement

City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.

Student Feedback Policy

Principles Feedback from students is essential to inform the development of the University's programmes and to help shape all aspects of their current and future learning and broader experience. The University actively seeks and encourages students to share their views. Our approach aims to create openness, responsiveness and a sense of partnership.

If staff have any questions or would like to discuss gathering student feedback, please contact the Student Communications and Voice team.
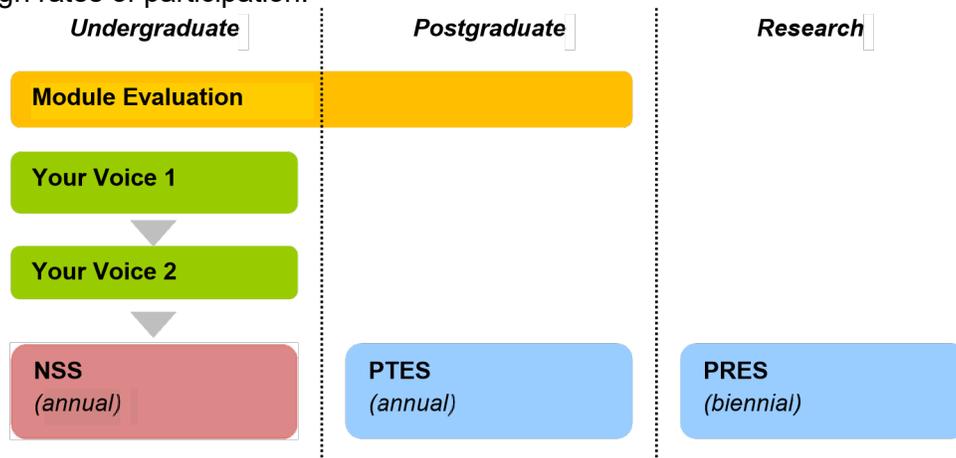
How feedback is received

In addition to day-to-day dialogue between students and staff, feedback is received from students in more formal settings. These include:

- Programme-based Staff-Student Liaison Committees for engaging with students; considering their views on the quality of the programme; seeking views on strengths, areas for improvement and responding to issues raised.

- School-based Student Experience Committee (for some Schools known as the Student Experience Forums), responsible for discussion and provision of advice on matters concerning the broader student experience.

- Membership of committees and working groups in the broader University academic governance structure (e.g. Boards of Studies, Senate) and the Governing Body.

- Membership of Programme Approval and Periodic Review panels and broader strategic working groups about the future development of the University.

- Regular meetings between the Students' Union Sabbatical Team and University management.

Central survey campaign

The University also regularly invites students to participate in anonymous surveys (Appendix 1). The central surveys take place in a single 'survey window' in Term 2, with activity to close the feedback loop from the previous year taking place in Term 1. This principle enables the University to work in conjunction with the Students' Union to undertake targeted promotional work which highlights changes as a result of feedback both at School and University level with the aim of eliciting high rates of participation.

The University invites students to participate in only one programme-related survey per year. This approach is to minimise survey fatigue as well as to target the most relevant feedback from our students to monitor and enhance their experience.

Question sets for Your Voice Surveys mirror the National Student Survey (NSS) questions, with an additional transition from college to University question in Your Voice 1. The aim of this is to prepare students from their first year of study for the upcoming NSS survey in their final year of study. Your Voice and NSS are designed to track student satisfaction across three years of our undergraduate provision. The Postgraduate Taught Experience Survey (PTES) and Postgraduate Research Experience Survey (PRES) are designed to measure satisfaction at postgraduate level. All questions for the Your Voice surveys are approved by Senate. Question sets for the NSS, PTES and PRES survey are set nationally.

All undergraduate and taught postgraduate students are also invited to participate in online module evaluation each term. The University operates a common question set for module evaluation so that we are consistent in how we monitor the quality of our taught programmes as detailed in the Module Evaluation Policy. The survey questions are designed to gather constructive feedback directly from students so we can understand what worked well on the module and what could be improved in future.

Module evaluation takes place in addition to informal check-in discussions that may take place between students and staff during a module. Should any urgent matters occur during the module, these should be raised immediately with the module leader, programme staff, or Staff-Student Liaison Committee so that a resolution can be discussed as soon as possible.

Further information about the survey questionnaires and process can be found on the [Student Hub Module Evaluation pages](#).

Consideration of Feedback
Feedback from students will comprise both positive experiences and areas for development. Where actions need to be taken, the nature of the feedback will indicate who needs to address this. Day-to-day matters relating to programme content and delivery will normally be addressed by the Programme Director and Programme Team. Broader issues may require management action at Departmental, School or University level. Student-Staff Liaison Committees (SSLCs) are the main forum where all student feedback is discussed between staff and students. Where feedback indicates that actions are required beyond the Programme Team, these will be referred.

All feedback and associated actions, including those that will be undertaken beyond the programme team, will be recorded, tracked and monitored within the Annual Programme Evaluation (APE) plan. This rolling document will be used throughout the year as the definitive programme development plan. It makes provision for identification of issues, proposed action that will be taken, who is responsible for taking the action and when it is likely to be achieved.

Each SSLC should have the APE as a standing agenda item and will monitor progress. Plans should be kept up to date and published to all students on that programme, for example, via Moodle. Minutes arising from SSLCs and Student Experience Committees (SEC) must also be published to all students within two weeks of the meeting with actions incorporated into the APE plan or cross-referenced appropriately. Where it is not possible to take action in response to feedback from students, the rationale for this should be discussed at SSLCs and made available to the wider student cohort.

Monitoring of issues and actions

Boards of Studies are responsible for monitoring APE plans and ensuring that actions are being taken in response to issues arising. Boards of Studies are also responsible for monitoring response rates for student surveys and for determining action to improve them, where necessary.

Senate takes an overview of Boards of Studies minutes to ensure APE plans are being monitored. In addition, Senate receives termly reports of collated themes arising from School Student Experience Committees to identify current view of students about their broader experience and to ensure actions are in place. Senate also takes an overview of Your Voice and NSS, PTES and PRES outcomes.

Additional surveys

From time to time, there will be proposals for additional mechanisms to be used to gather feedback from students on specific topics. Any such proposals at School-level will require consideration and approval by the Board of Studies so as to ensure they are valuable and will feed into formal oversight mechanisms stated in this policy, and should be reported to Student and Academic Services.

Normally, extra surveys must be timed so that they do not coincide with the spring term 'survey window.' No University-wide surveys may be undertaken without the approval of Vice President Education. All proposals, including any suggested by Professional Services, should be discussed with Student Communications and Voice manager and are subject to final approval by the Vice President Education.

Appendix 1 – Framework of surveys

What	When	Who	How	Programme consideration	University consideration
Module evaluation	Each term during module teaching period	All UG and PG students	Online questionnaire, set questions	SSLCs and Programme Committees. Actions in APEs Oversight by Boards of Studies	Aggregate reports at Senate. Common themes to inform Learning and Teaching Committee
Your Voice 1	Annual Conducted February/ March	1st year UG students	Online survey	SSLCs and Programme Committees. Actions in APEs Oversight by Boards of Studies	Aggregate reports at ExCo/Senate Common themes within LT Operational Plan

Your Voice 2	Annual Conducted February/ March	2nd year UG students	Online survey	SSLCs and Programme Committees. Actions in APEs Oversight by Boards of Studies	Aggregate reports at ExCo/ Senate Common themes within LT Operational Plan
National Student Survey (NSS)	Annual Conducted February-June	Final year UG students	Online survey, follow up calls from survey provider to non-respondents	SSLCs and Programme Committees. Actions in APEs Oversight by Boards of Studies	UET/Senate Actions within LTS Operational Plan
Postgraduate Taught *Experience Survey (PTES)*	Annual Conducted March-May	PG taught students	Online survey	SSLCs and Programme Committees. Actions in APEs Oversight by Boards of Studies	ExCo/Senate Actions within LTS operational plan
Postgraduate Research Experience Survey (PRES)	Biennial Conducting	PG research students	Online survey	SSLCs and Programme Committees. Actions in APEs Oversight by Boards of Studies	ExCo/Senate Senior Tutors for Research Forum Actions with LTS Operational Plan