

Student Feedback Matters

- How and Why Student Feedback Works



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About this Guide

Who is this guide for?

All Maynooth University students



Time to read guide

5 mins

When should I use this guide?

Anytime you are asked for feedback on your university experiences

Purpose of this Guide

This guide explains what student feedback is, why it is collected, and how you can best use student feedback processes to improve your experiences of teaching and learning and those of your fellow students.

What is Student Feedback?

Student feedback is any information, formal or informal, that students provide about their university experiences. This guide discusses feedback that students communicate to university staff about their experiences of teaching and learning.

Why is Student Feedback Valuable?

Good quality feedback helps staff to improve their courses.

Providing feedback encourages you to assess what is important for your own learning.

Providing frequent feedback can promote ongoing partnership between staff and students.

What should you Expect from Student Feedback Processes?

You might be asked to provide feedback on several different things, such as your experience of your whole programme or of a single module.

You might be asked to give feedback in a variety of ways such as through a survey, providing information to your student rep, or attending a focus group.

There will be safeguards to ensure confidentiality which will be discussed with you in advance.

You should be told what your feedback will be used for and who will have access to it.

You should expect a response to the feedback that you provide - when and how this will happen should be explained to you when you are asked to give feedback.

You should expect to be given opportunities to develop your feedback giving skills.

Feedback Tips

Feedback is about your opinion of teaching and learning, and you should feel free to express this in a way that reflects your own experiences. Following these tips, however, may make it easier for staff to respond constructively to your feedback:

- Be specific, for example if you found some assessments difficult, say which assessments you had the most trouble with and why.
- It is important to highlight aspects of teaching that you were not happy with, but avoid making personal comments. Focus on the teaching process not the person!
- Highlight what is working well, as well as what you would like to see changed.
- Find out how your feedback will be responded to by staff, and in turn, find out how you can give your opinion on staff responses to your feedback.

As a student you are in a unique position to provide feedback that really improves teaching and learning!

Resources

ABCD of Effective Feedback sparqs (student partnerships in quality Scotland)

A Guide for Students' Union and Student Engagement Staff National Student Engagement Programme (NSteP)

Giving Feedback - Resources for Students - University of Edinburgh

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