CLOSING THE FEEDBACK LOOP

Closing the feedback loop refers to the process of letting students know how their comments from the Student Feedback on Modules survey have been used. The following models of closing the feedback loop were developed and tested by four different schools and may provide some inspiration for your own module or school.

**MODEL 1**

**Process**

Feedback was discussed at a school-level, at a subject level and also reviewed by individual lecturers before related back to students.

**Benefits**

- Provided a comprehensive overview of issues affecting module, school, and subject.
- Communication to students via a staff-student committee.

**Considerations**

- Students who provided the feedback were not likely to receive immediate feedback on their contribution or changes informed by this.

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**MODEL 2**

**Process**

Five strengths & weaknesses were identified from the survey. This information was emailed to students. Potential changes were discussed with an educational technologist.

**Benefits**

- Enabled an insight into students’ perceptions.
- Showed students their input is taken seriously.
- Discussions with colleagues provided ideas for changes.

**Considerations**

- Process was lengthy.
- Process requires several iterations before substantial changes can be made.

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CLOSING THE FEEDBACK LOOP

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MODEL 3

Student feedback from SFM survey
- MCs discuss feedback options to students
  - Follow-up meetings
  - In-class focus groups
  - Survey of students
  - Emails to class

Student response to feedback from MCs
- Students aware of changes to module
- Positive for student & staff
- Students interest in feedback process
- No response from students

Process
Four module coordinators (MCs) met to discuss how to close the loop. Three MCs met students and one emailed them, responding to SFM feedback and exploring their views on closing the feedback loop.

Benefits
- Students appreciated being kept informed & knowing feedback was used.
- Discussions with students were informative & insightful.

Considerations
- Views only representative of those who completed the surveys or participated in class discussions.

Dr. James Sullivan
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MODEL 4

Word clouds (www.wordle.net) were made from responses to open-ended items to show most common suggestions & posted on Blackboard. A version will also be posted for incoming students.

Process
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Benefits
- Open-ended questions provided feedback on issues that may not have been considered problematic.
- Word clouds show the main issues at a glance.

Considerations
- In a service teaching module, students will not see the impact of their own feedback.
- Low response rates.