

Student feedback campaign: implementation requirements for academic year 2010-11



This leaflet explains how LJMU is working with the Liverpool Students' Union to support implementation of the LSU campaign for better feedback. **It also sets out the implementation requirements for programme teams that have been agreed for the academic year 2010-11.**

Background

'10 ways for LJMU to make feedback better for students' is a Liverpool Students' Union campaign consultation document for students and staff. See www.tiny.cc/lsufeedback/ for the full document.

In October 2009, in response to student opinion and the results of the National Student Survey, the Better University Forum led by LSU Vice President (Academic Quality) Jemma Blease-Dudley decided to make improving the student experience of feedback a priority. The document sets out the 10 objectives of the LSU campaign for better feedback that resulted from these discussions.

The LSU consultation document is intended to promote dialogue on feedback between staff and students. LSU very much wants this to be seen as a living document that describes action and success.

The Academic Board has welcomed and in principle endorsed all 10 Objectives, referring the campaign consultation document to the Senior Management Group (SMG) in order to determine a practical and realistic implementation strategy and schedule.

implementation requirements for programme teams 2010-11

Implementation Timescale: It was agreed by the SMG that objectives 1-4 of the feedback campaign should be implemented by the start of the 2010-11 academic year.

Programme teams will need to make explicit how they are implementing Objectives 1-4 in information to students, for example, in programme and module handbooks and on Blackboard sites.

Objective One

Student assessment deadlines will be published alongside University feedback deadlines

Programme and module handbooks must specify a feedback deadline alongside assessment submission deadlines.

Objective Two

Feedback will be available three weeks after the assessment deadline

The expectation is that feedback on assessed written coursework (not examinations) will be available three weeks after the assessment deadline. Where this is not feasible for operational reasons, for example in the case of rotating lab classes, this must be stated in the module/programme handbook.

Objective Three

Feedback will relate to the assessment criteria

It is already a University requirement that all assessments have defined criteria, published in advance. This objective ensures that students are assessed against the published criteria and that feedback specifically relates to the criteria. Information about criteria should be clear and explicit.

What is key here is that students are able to understand and use the feedback they are given by explicitly relating it back to the criteria for the assessment task.

Objective Four

Students will be entitled to face-to-face feedback on their first piece of assessed work

Programme and module teams must provide an early opportunity in each year of study for students to receive face-to-face feedback on their first piece of assessed work. This does not have to be in a one to one meeting. Feedback could be given in a group setting such as a tutorial but the opportunity must be provided for students to be able to discuss feedback on their work. Audio feedback by email, while an excellent means of providing personalised feedback to students, would not be appropriate for this first piece of assessed work. Programme teams will need to decide which modules they wish to focus on for this early feedback opportunity. Feedback could, for example, be based on a piece of diagnostic work done as part of induction.

further
dialogue...

Further development work

There will be further dialogue and developmental work on Objectives 5-10. The University sees itself as working towards these objectives in partnership with students.

Contact for follow-up

LSU welcomes the opportunity to engage in dialogue with programme and module teams to explore how we can work together in partnership to enhance the student experience of feedback.

- Jemma Blease-Dudley, Vice President (Academic Quality),
Liverpool Students' Union
email j.l.blease-dudley@ljmu.ac.uk
- Gary Hughes, Representation and Democracy Manager
email g.hughes@ljmu.ac.uk

Links and further resource support

For the full LSU campaign consultation document '**10 Ways for LJMU to make feedback better for students**' see www.tiny.cc/lsufeedback/

See the LJMU guide to '**Effective Practice in Assessment**' (the 'Blue Book'), 3rd edition, September 2008.
http://www.ljmu.ac.uk/lid/lid_docs/Effective_Practice_in_Assessment.pdf

See also the leaflet on '**Effective programme feedback in the context of 24 credit modules**' <http://www.ljmu.ac.uk/Quality/102160.htm>

- For further advice and support
email learningdevelopment@ljmu.ac.uk

