**Appendix 13 - Student Feedback Questionnaires - Code of Practice**

1. Schools/Departments are required to elicit feedback from students by, inter alia, the use of questionnaires called Module Feedback Forms which are read by Optical Character Recognition (OCR). Questionnaires are processed by IT Services, in conjunction with the Teaching Centre, which ensures the maintenance of appropriate confidentiality.

2. All modules shall be the subject of student feedback questionnaires on a regular cycle, and all programmes annually via the [National Student Survey](http://www.lboro.ac.uk/admin/ar/general/nss/).

3. About one third of modules in each School/Department should be assessed per year, with each module being assessed every 3 years, and new modules or modules that have undergone major revision being assessed in their first year of operation. Outside this arrangement, assessment can be instigated where Staff/Student Liaison Committees or others identify a particular need, and where areas of concern are highlighted (for example, where one-sixth of the responses to questions have scored 3 or less).

4. A number of statements relating to University support for all modules will be standard to all questionnaires, and the responses to these will be analysed by the Teaching Centre on behalf of the University, with results being reported to the Learning and Teaching Committee for consideration. Outcomes will be reported back to the Schools/Departments concerned by the AD(T)s.

5. Schools/Departments may also choose their own questions from a bank of Optional Questions, giving the opportunity to invite feedback on particular aspects of modules. Responses to these questions will be available directly to the Dean of School/Head of Department or their nominee via IT Services, and will not be received by the Teaching Centre.

6. Students are also invited to write comments on the rear of the questionnaire form.

7. When distributing the forms, students should be advised that:

* Participating in module feedback is a valuable opportunity for them to provide feedback in order that a consistently high quality of teaching and learning can be assured for all students. This advice should be reinforced by student reps.
* Their views are confidential and that the quantitative data is processed centrally.
* Students writing comments on the questionnaire form are invited to enter their student I.D. number or name in the box provided. These comments would not be made public

8. Upon completion, all forms will be collected by a nominated student, placed in an envelope and sealed. The envelope will be returned by the staff member to a single designated person within each School / Department for inspection (i.e. to the Dean of School/Head of Department or their nominee). S/he will remove and destroy any forms containing offensive comments. Such forms will not form part of the statistical survey. S/he will send all other forms will be sent to IT Services for OCR processing.

**USE OF STUDENT FEEDBACK QUESTIONNAIRES**

9. Student feedback questionnaires are part of the University's continuing process of evaluating and improving the quality of its programmes, and responses are used in conjunction with other data derived from such sources as External Examiners' reports, as outlined in the [Student Handbook](http://www.lboro.ac.uk/students/welcome/handbook/assuringacademicquality/). Feedback is also used in Annual and Periodic Programme Reviews in accordance with the University's Academic Quality Procedures, and thus is a fundamental part of the Academic Quality Cycle.

10. The responses to University-level questions will be used by the Dean of School/Head of Department or their nominee to monitor and enhance the provision of central services by the Library, IT Services and Facilities Management.

11. School/Departmental questions will be used by the Dean of School/Head of Department or their nominee to monitor and enhance programme structures, curriculum content, teaching and assessment.

12. Feedback which relates to individual members of staff will be used as part of the underpinning of their personal career development programmes: to facilitate this, the statistical data and any written comments from students will be made available, via the Dean of School/Head of Department or their nominee to the staff member, appraisers and/or to probationary supervisors. It will not be made public.

13. Members of staff may themselves, if they wish, use student feedback in teaching folders/portfolios as part of their submission for confirmation of probation, for example, for promotion purposes.

14. Deans of School/Heads of Department or their nominee will report to the appropriate Staff-Student Liaison Committee on the quantitative outcome of student feedback questionnaires. As a minimum, this report should be submitted annually and will present the scores per module for questions 1 – 12 and any actions taken.

15. Student representatives will be apprised of the pedagogic purpose of sharing quantitative data and that the improper use of such data would be a University disciplinary matter.

16. Whilst it would be inappropriate to share with students the scores for questions relating to individual staff, open and constructive dialogue about programmes and modules should be a central feature of SSLCs in order that the maintenance and enhancement of quality in teaching and learning can be assured

**This Code of Practice was approved by Senate on 27 June 1997 and last updated on 9 March 2012.**