

Guide to Student Feedback

Students in higher education are active participants in their own learning and are expected to make comments and suggestions, and also to engage with the development and delivery of higher education programmes. Often this happens informally, in discussion with your teachers or the HE delivery team but there are also various ways of giving your views formally. This guide deals with the ways of making your views known, and of engaging in the management and development of your course.

Informal Channels

Most issues which arise during your time at the National Centre can be dealt with informally through discussion with members of staff. You should ensure you have reflected fully on the issue and present it within the context of your wider learning experience

- **Academic Administration Manager and Student Support Manager** who can give advice on policy, procedure and regulations
- **Student Representatives** who can often advise on who the best person to talk to would be, and give student perspective
- **Any member of the HE administration Team** - if your feedback is regarding administrative processes.
- **Teacher** - If you have a direct query for a teacher, you should in the first instance address it to the member of staff concerned if you can

Formal Feedback – Student Reps

If you have feedback which you think affects a number of students, you may want to raise the issue with one of the student representatives nominated by your year group. Each year all year groups elect representatives ('reps') to be members of a range of committees that contribute to the running of the higher education programmes at the National Centre. This gives an opportunity for the student voice to be heard formally.

Nomination of reps for new students will be held around the fourth week in the autumn term. Students elect new reps at the beginning of each year, although it is fine for current reps to continue if they are re-elected. Two students represent each year group to ensure that at least one is available for each of the various meetings they sit on. Once the representatives have been elected, their photos and contact details are posted on TEAMS.

All student representatives sit on the Student Voice Committee. This meets around three times a year during term time and normally deals with day-to-day matters which have been raised by students, and also looks at future planning and relevant information such as the External Examiner Reports, Annual Course Monitoring Reports and Learning, Teaching and Assessment Strategy plans. Student representatives will be responsible for gathering student views/ issues prior to each meeting. Minutes of the meeting are circulated to the representatives and uploaded to TEAMS, and student reps are then responsible for passing on any resolutions to issues or relevant discussion to the rest of their respective year group.

Formal Feedback – Surveys and Group feedback

Your opinions are sought on the content and delivery of all the modules taught along with other aspects of the course. Regular opportunities for feedback give students the chance to communicate back to the Higher Education department on both good and less satisfactory experiences. This is primarily achieved in the form of student surveys and group feedback sessions. Where possible, this will be done during class time in a specifically timetabled session.

Surveys are anonymous and provide the opportunity to give your individual opinion. The feedback from surveys is a key part of the National Centre's short and long-term planning, helping it improve teaching and other academic provisions. To achieve this, a high completion rate is needed and therefore it is hoped that every student will use the opportunities given to inform the National Centre of their views.

There are four types of survey you will be asked to complete whilst studying at the National Centre:

1. **Module Evaluations** – these will usually take place at the end of a module, but occasionally you'll be asked to evaluate a module part way through. Module Evaluations are completed via TEAMS, usually at the end of your group feedback session
2. **Exit or Programme Surveys** – these are completed at the end of your programme when you can look back on the experience as a whole. These are also completed on TEAMS at the end of your last group feedback session
3. **The National Student Survey** – completed online by all students in their final year.
4. **The University of Kent student survey** – all students are asked to complete this each year by our validating university. This is completed online and sent directly by the University of Kent.

Group feedback sessions take place at the end of each term. Student representatives will lead a group discussion and collect feedback for each element of the course over the past term which is agreed by the group and submitted to the HE team. This feedback is documented and brought back to the year group to discuss at the next term briefing.

Some feedback can lead to change quite quickly. Often, however, changes are made for future years, and do not directly benefit you – but you benefit from student comments made in previous years. The HE team will always respond to feedback and attempt to explain why changes are or are not being made.

Higher Education Meeting and Committee Structure

- **Academic Board meeting** – attended by the student reps and takes place a few weeks after the Student Voice Forum. Official meeting with the academic board to discuss actions from across the term, feedback and regulatory outcomes.
- **Student Voice Forum** – three times per year normally around half term, led by the feedback the student representatives have gathered from their cohorts.
- **Teachers Meeting** – Once a term meeting with teachers to discuss modules, student support, events and pedagogy guidance.
- **Learning and Teaching** – three times per year and once in the summer. A focused meeting on the overall pedagogy, teaching body and aims of the course.
- **DPM** – Monthly meeting to discuss the upcoming month's modules and events.
- **DAM** – Weekly meetings to discuss student concerns, current modules, events and the day to day running of the degree.

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