

## Closing the feedback loop

*Tom McMahon and Dr Danielle Sanderson from the UCL Bartlett School of Planning show how you can demonstrate the impact of students' feedback.*

*Speaker: Tom McMahon, Student Partnership Manager and Dr Dannielle Sanderson, Associate Professor of Real Estate*

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In the most recent NSS, 83% of final year undergraduate students agreed with the statement “I have had the right opportunities to provide feedback on my course”.

However, only 51% agreed that “It is clear how students' feedback on the course has been acted on”. But in The Bartlett School of Planning, that number rose to 67%. So, what might we learn from our colleagues in the School of Planning?

There are several ways we show our students how they have helped to shape their education.

In welcome presentations, we outline how new students benefit from changes inspired by feedback from previous students. You can include examples of how partnership activities such as ChangeMakers projects have helped too. For example, two students from The Bartlett School of Planning surveyed fellow undergrads across each of the year groups and ran focus groups to seek students' views on their programme. They wrote a report on the findings, and I have been making changes based on their suggestions.

The first SSCC meeting of the year is another great opportunity to Close the Loop. We post summaries of the discussions and actions from the session on the Shape UCL platform. It's also important to encourage (and help) student reps to be proactive in seeking the views of their peers and encourage all students to make effective use of the Shape UCL platform.

Do share any updates or completed actions by moving posts to the Together We Changed section of Shape UCL. It's worth adding links to this in survey invitations to show that we do listen to feedback.

To help you Close the Loop, you can download customisable templates and take part in the You Shaped UCL campaign in Term One.