

You Shaped UCL: Running a close-the-loop feedback campaign

The Office of the Vice-Provost (Education & Student Affairs) has produced a range of editable templates to help you share with students the specific changes that have happened in your department, institute, faculty or division because of student feedback.

This will help departments run their own You Shaped UCL campaigns, focusing on local improvements inspired by student feedback, alongside the [UCL-wide campaign](#) which will launch in December 2019.

Key actions you can take to get your campaign up and running include:

1. Start the conversation with key staff such as module and programme-leads to help you begin collating a list of the specific changes that have happened in your area during the last year, in response to student feedback.
2. Refine your list and seek senior staff approval. We recommend picking 3-5 initiatives that clearly demonstrate an improvement to the local student experience. Last year, for example the UCL School of Pharmacy's campaign included: 'You asked for prompt feedback on your work. The School of Pharmacy policy is now to return coursework within three weeks; a week earlier than UCL policy.'
3. Identify the most effective channels in your area to share your feedback with students. That could include poster boards, digital TV screens in public areas, your website or an SSCC Moodle page. We would recommend liaising with your faculty or departmental communications managers and officers for their guidance.
4. Download the [customisable templates](#) to promote changes inspired by student feedback in department. If you need assistance, the UCL Student Partnership team can guide you through editing the templates or provide personalised digital templates to use in email signatures or on Moodle.
5. We recommend starting promotion of your local You Shaped UCL campaign in early December to coincide with the wider UCL campaign and ensure as many students as possible know their voice is being heard.

For more information on the You Shaped UCL campaign, please contact student.engagement@ucl.ac.uk.