

# Giving feedback: a student guide



For undergraduate and postgraduate taught students. There is a [separate guide](#) for postgraduate researchers.

## 'Have Your Say' Online Suggestion Box



**When:** Ongoing

**In brief:** Through our anonymous online suggestion box 'Have Your Say', you can tell us how we can make your student experience better, let us know what's working well or how could we improve

**Closing the loop:** All suggestions are considered, and regular updates of improvements are made available (see useful link below).

**Useful link:** <https://edin.ac/31nm9yE>

## Student Representation System



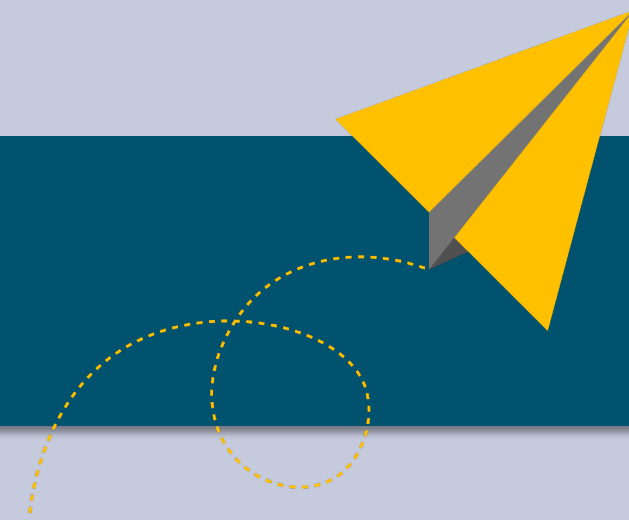
**When:** Ongoing

**In brief:** The Students' Association trains and supports over 1300 student representatives, from Programme and School Representatives, to the five full-time Sabbatical Officers. All students can share feedback with relevant student representatives, or raise issues directly via the monthly Student Council meetings.

**Closing the loop:** Issues are raised by student representatives directly with staff or at Student-Staff Liaison Committee meetings, and representatives work in collaboration with staff to identify solutions. Ongoing issues are shared between representatives in handover documents.

**Useful link:** <https://edin.ac/2qz69C2>

## Student Panel



**When:** Ongoing

**In brief:** Students are invited to engage with a range of topics to provide in-depth and specific feedback through questionnaires, focus groups, and interviews. This is an opportunity to shape the student experience for existing and prospective students.

**Closing the loop:** Feedback and reviews are analysed by the University and contribute to informing University decisions and actions.

**Useful link:** <https://edin.ac/2p2J4iZ>

## Course-level Feedback



**When:** During and / or after the course

**In brief:** An opportunity to engage in constructive dialogue with teaching staff about your course experience. Where possible, this allows improvements to be made that can enhance the student experience. The format of both mid-course and end-of-course feedback can vary by course.

**Closing the loop:** Changes made are communicated to students as soon as available. Methods of feedback can vary by course.

**Useful link:** <https://edin.ac/3udIJBK>



## Student-Staff Liaison Committees (SSLCs)

**When:** At least one formal meeting once each semester

**In brief:** Committee meetings where student representatives and staff discuss the student experience. SSLCs cover all matters connected with improving degree programmes at all levels of study. This may include issues and activities in courses, programmes and Schools, and the escalation of issues beyond the remit of the SSLC to resolve. Structures vary across the University and the format of SSLCs may be different to reflect this. Also, some Colleges have SSLCs.

**Closing the loop:** Staff and student representatives are responsible for letting students know how their feedback has been acted upon after a meeting. How this is done will vary across SSLCs.

**Useful link:** <https://edin.ac/3BiKqZ2>

## Internal Periodic Review



**When:** Minimum six-yearly

**In brief:** A significant, wide-ranging review is conducted of each programme at least every six years and includes a student panel member. Students are invited to meet the review team, propose aspects for review and provide feedback

**Closing the loop:** Outcomes include recommendations and follow-up which are shared online, via Student-Staff Liaison Committees and reported externally.

**Useful links:** <https://edin.ac/2qz59hg> <https://edin.ac/3NBJhyW>

## National Surveys

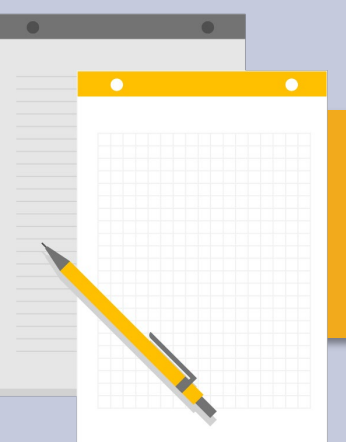


**When:** Annually

**In brief:** External, UK-wide surveys that provide an opportunity to give feedback on your experience at Edinburgh, before you graduate. Separate surveys exist for undergraduate (NSS) and postgraduate taught (PTES).

**Closing the loop:** The results are used to make improvements and are widely publicised to help inform future students' decisions on where to study.

## Pulse Survey



**When:** Twice per year

**In brief:** Surveys that allow students to provide feedback on their University experience. As well as a core set of questions asked in each survey, students are asked to provide feedback on topical issues that arise.

**Closing the loop:** The feedback is presented to key University committees and senior leadership and used to inform University decision making. Results are made available on Bite Size Insights.

**Useful links:** <https://edin.ac/3ONUMEA>

## Other Useful Links

Student Voice Policy: <https://edin.ac/2MXbzKd>

Student Partnership Agreement: <https://edin.ac/2i1pIDg>

Student Surveys: <https://edin.ac/2i1banf>

Student Engagement: <https://edin.ac/3nwri28>

Bite Size Insights: <https://edin.ac/3ONUMEA>