

## 2.3 Teaching Feedback

Teaching feedback comes via three principal mechanisms: the formal course feedback system; feedback provided by stream academic representatives, and feedback which arises at the termly stream meetings which are chaired by the Programme Director.

### Course Feedback System

The School systematically obtains feedback from students at the end of each course of study on the quality of the course, the teacher's performance, and the learning environment. Evaluation data is collected for taught courses only, not for project or doctoral supervision, nor for administration. The Research and Faculty Office use a standard and short Qualtrics survey form which students access via Canvas in order to collate Degree Education and PhD feedback. Executive Education handles the process for their courses. Copies of the evaluation feedback are subsequently shared with faculty as a PDF report upon submission of the course grades.

Overall summary reports are produced and sent to the Subject Area Chairs, the Dean's Office, the Deputy Dean (Faculty) and the Director of the Research & Faculty Office. The summary reports form a part of the information taken into account for annual, performance, promotional and salary reviews.

Due to the important nature of the feedback for faculty reviews and that a 60% response rate (or 20 responses) limit currently exists in order for feedback to be reported on, the following points are encouraged:

1. **Students in class should be asked to open the link to the feedback survey in Canvas and be given 5-10 minutes to complete and submit it during the final teaching session.** *It is to the faculty's discretion when in the final session they would like to allocate those 5-10 mins for students to complete the survey.* Depending on the format of the class, the allocated time should take place either before the end of the class, leaving some content to follow, or at the end of class with the faculty member waiting outside the room to say goodbye to the students.
2. Faculty should **clearly communicate to the students that their feedback is essential** in supporting course design and improvement and for the faculty member's own performance review and development.
3. Faculty should **consider the best ways to encourage students to complete the survey.** Some possible ideas are as follows: having a QR code to the survey on the screen in class or sending a link to the survey via email.
4. After the final teaching session, some faculty also choose to send a **follow up** email with a link to the survey to those students who have not yet completed it. Your faculty assistant can support you with this.

### General notes:

- The course evaluation survey is set up by default to open to students 15 mins\* before the end of the final session, and students should be encouraged by the faculty teaching the course to complete it in that time.
- The survey then remains open for 3 days before closing (except for instances where the exam for the course falls within those 3 days - in which case, the survey

is set to close to students 1hr before the start of the exam). This is to ensure survey responses are not influenced by elements such as how difficult the exam was.

- The survey completion window can be shortened to less than 3 days e.g. some faculty prefer to only allocate 1hr, but it must **not** be extended in order to keep things fair across all courses.

\*Please note, we are on occasion, able to accommodate requests for alterations to the release date/ time of the survey. If you require this, or if any changes are made to the date/ time of the course sessions, please do inform us.

For queries on the course feedback survey, please contact:



[teachingfeedback@london.edu](mailto:teachingfeedback@london.edu)