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COVERSHEET FOR COMMITTEE PAPERS

Committee:			
Date of Meeting:		**Paper Reference:**	
Title of Item:			
Author:			
Sponsor:			

Category: *(select only one box)*

For formal approval	
Item for discussion	
Item for report	
Recommend Approval	

Executive summary and purpose of paper: *(200 words max.)*

Action required from Committee: *(include a clear indication where formal approval is required)*

At which Committee(s) (if any) has this paper been considered previously?

Next Steps: *(outline what will happen next/who will action items and timescales)*

UNIVERSITY OF LEEDS
TAUGHT STUDENT EDUCATION BOARD

IN MODULE STUDENT FEEDBACK
FOR INFORMATION

This paper describes the rationale, purpose and process for introduction of a discussion board in all taught modules from 2019/20, to provide students with a consistent mechanism to offer feedback on modules as they are being taught, in addition to mechanisms already in operation. Colleagues are asked to note the paper and ensure that module leaders are aware of the new initiative.

1. A student evaluation task and finish group was established in October 2018, led by the LUU Education Officer and the Dean of Digital Education, with Pro-Deans and student members. This group was established as a result of concerns from students about the extent to which the university listened to and responded to the 'student voice'.
2. The group established principles for gathering feedback from students during modules, to improve the opportunities for students to shape their learning and experience, and to provide staff with opportunities to act on student feedback during the module.
3. The principles proposed: (i) that staff should provide students with opportunities to give feedback within teaching sessions, using a variety of tools and approaches; (ii) all modules should have a student feedback discussion board where students could provide feedback (see Appendix 1).
4. The discussion board was intended to offer an additional mechanism for students to be able to offer feedback during modules, in an effort to provide a consistent experience to all students, particularly those who may be studying modules across different schools. It is not expected that the discussion board will replace existing in-module feedback mechanisms.
5. The use of the discussion board was piloted during semester 2 in 37 modules from 4 faculties, and staff feedback was positive.
6. Therefore, the task and finish group recommended that a discussion board should be provided in all taught modules in Minerva from September 2019, provided as part of the module rollover process, and within a new Minerva template. This recommendation was endorsed by the Pro-Deans for Student Education.
7. The in-module discussion board will be included in the Minerva module template for 19/20, for all taught modules (see Appendix 2). Instructions for staff on how to use the discussion board are provided in Appendix 3.
8. Note that students will have the option to post anonymously to the discussion board, but will be required to do so in line with the university's policy on mutual respect and dignity. Staff may wish to discuss professional expectations with students when introducing this feature.
9. In addition, module leaders are requested to consider additional opportunities to gather student feedback during modules, including use of in-class activities, discussions, mobile voting and use of online pinboards (e.g. Padlet).
10. It is suggested that the following text is included in School Handbooks to inform students about the in-module feedback opportunities:
    "The university has introduced a discussion board into all modules in Minerva to enable students to provide feedback at any point during modules. This discussion board is intended to be used only when other mechanisms to provide feedback on the student experience have not been possible. Students can expect to receive a response to their feedback in the discussion board within 5 working days. Students will also be offered other opportunities to provide feedback to staff during modules."
11. The Student Education Service will be communicating the introduction of this discussion board to staff and students in advance of the new teaching session in September 2019.

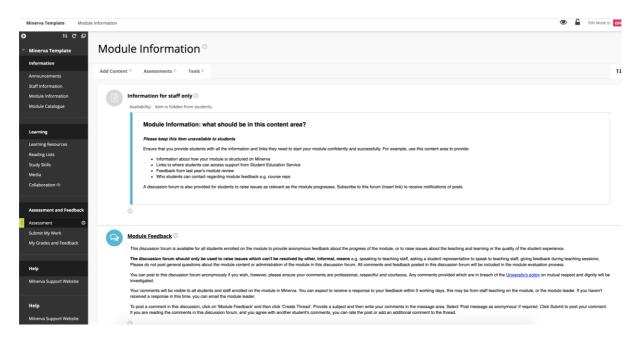**APPENDIX 1 – In module student feedback principles**

Within module evaluation – continuous improvement

A. There will be mechanisms in place for all students to provide real-time <u>informal</u> feedback on the progress of the module, whilst the module is running. This might be via mobile voting system (e.g. quiz in class), padlet board, VLE survey, in-class discussion or other tools / approaches. This feedback will be gathered by module teachers, and will be openly available to all students and teachers on the module. Module teachers will respond to, and act upon, this feedback, informing students of changes made to learning and teaching provision.

B. There will be a mechanism in place for all students to provide <u>formal</u> feedback on the progress of the module, whilst the module is running.

    I. This will be via a dedicated VLE discussion board in all modules, where students are able to give anonymous feedback. This feedback will be monitored by the module leader, who will be responsible for responding to feedback and acting on it. The module manager will be responsible for informing students how feedback has been acted upon. The course rep will also have access to this discussion forum and may escalate feedback to the module leader, programme leader or Director of Student Education. Guidance will be provided within the discussion forum about its purpose, use and monitoring, to manage student expectations. Staff will be expected to respond to feedback within 5 days. It is expected that the discussion forum will only be used for formal feedback which has not been raised, or resolved, by informal mechanisms.

    II. If there have been a large number of informal or formal issues raised by students on a module, there will be an opportunity for all students on the module to request a conversation with the module leader about the progress of the module. This may be via office hours or a dedicated session, which could take place virtually via Blackboard Collaborate. This session should not use Central Teaching Space facilities.

Module leaders will be required to document the mechanisms used to achieve A and B above within module review documentation (with input from the module team), summarise the feedback received, and the actions taken. These will feed into programme and School-level activities (e.g. Action Plans and Student Staff forum).

APPENDIX 2 – Discussion forum text

The following discussion board will be included automatically in all taught modules for 19/20, situated in the Module Information area.

Discussion board text:

"This discussion forum is available for all students enrolled on the module to provide anonymous feedback about the progress of the module, or to raise issues about the teaching and learning or the quality of the student experience.

The discussion forum should only be used to raise issues which can't be resolved by other, informal, means e.g. speaking to teaching staff, asking a student representative to speak to teaching staff, giving feedback during teaching sessions. Please do not post general questions about the module content or administration of the module in this discussion forum. All comments and feedback posted in this discussion forum will be included in the module evaluation process.

You can post to this discussion forum anonymously if you wish, however, please ensure your comments are professional, respectful and courteous. Any comments provided which are in breach of the University's policy on mutual respect and dignity will be investigated.

Your comments will be visible to all students and staff enrolled on the module in Minerva. You can expect to receive a response to your feedback within 5 working days, this may be from staff teaching on the module, or the module leader. If you haven't received a response in this time, you can email the module leader."

To post a comment in this discussion, click on 'Module Feedback' and then click 'Create Thread'. Provide a subject and then write your comments in the message area. Select 'Post message as anonymous' if required. Click Submit to post your comment. If you are reading the comments in this discussion forum, and you agree with another student's comments, you can rate the post or add an additional comment to the thread.
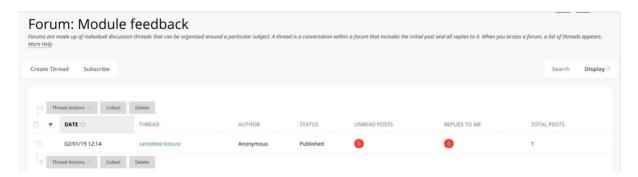
APPENDIX 3 – using the discussion board

Using the discussion board

This document is intended for staff (i.e. module leader, module tutor) using the discussion board to view and respond to student comments, and how to subscribe to the discussion forum.
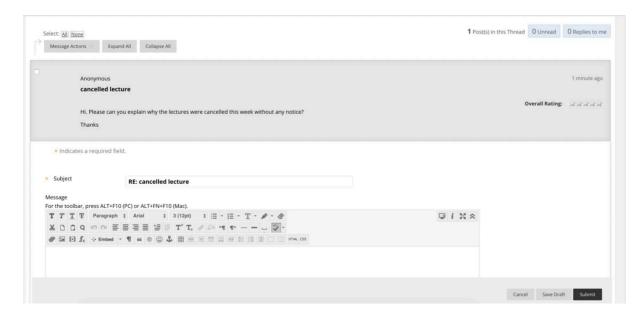
Responding to discussion board comments

A. Navigate to the 'module information' menu item

B. Click on 'module feedback' forum

C. Select and open thread to respond to by clicking on thread title (e.g. 'cancelled lecture')

D. Click Reply

E. Respond to thread by typing in 'Message'. Click Submit to post response. Staff are encouraged to provide detailed responses to student feedback and to ensure that students are fully informed about how feedback has been acted upon.

Subscribing to discussion forum to receive notifications

Please note: students have been informed that they can expect to receive a response to their feedback within 5 working days.

1. Navigate to the 'module feedback' menu item to display the discussion forum.
2. Click 'Subscribe' – you will receive email notifications of any new posts to the discussion forum.

For more information on using Minerva discussion forums see:

http://www.leeds.ac.uk/vle/staff/collab/discussion/