



# **UKBC Feedback Loop**

**September 2024**

**Version 1.1**  
**Approved by the Board of Governors**

## **1. UK Business College (UKBC) Ltd: Statement on Feedback and closing the feedback loop**

UKBC are confident that our assessment and feedback practices will provide students with consistent opportunities to become confident learners. Constructive and timely feedback (formative and summative) will be provided to support learners. Based on strong pedagogic principles we know that students value feedback when it is informative, timely and prompt so that students have the time to reflect on the feedback from all assessments to improve their performance.

The college is committed to the view that assessment is integral to the learning and teaching process, and it is used to improve students learning experience. Students learn best when they understand clearly what they are trying to learn and what is expected of them. Their learning experience is enhanced by relevant feedback about the quality of their work; it helps them to understand how to improve where necessary, especially when they are fully involved in decisions about what needs to be done and who can help them.

Student feedback is invaluable for the continuous improvement of high-quality learning and teaching and overall educational experience. UKBC will systematically and proactively gather informal and formal feedback from students through a variety of feedback mechanisms.

## **2. External surveys**

The National Student Survey (NSS) is an annual survey of all final-year undergraduate students. It runs across all publicly funded higher education institutions in England, Wales, Northern Ireland and some HEIs in Scotland. Results are published and used in league tables.

UKBC will be required by the government to undertake the Destinations of Leavers from Higher Education (DLHE) survey on behalf of the Higher Education Statistics Agency (HESA). This involves collecting destination data from graduates 6 months after they have graduated. Data needs to be validated by staff and then submitted in XML format via the HESA system.

### **3. Internal surveys**

Reporting directly to the Board of Governors, the Student Union Committee will be the senior forum for students to engage with UKBC and to consider, recommend and approve changes to the student experience.

Student Experience Mid-Term Survey will measure the satisfaction of students with the services and facilities. The survey will be held every semester. In addition, at the programme level, one student from each study group will be elected by fellow classmates to represent them as a Student Representative.

All students will have the opportunity to complete the Student Module Evaluation questionnaire which, in turn, will contribute to into the Module Monitoring and Review process. The Student Module Evaluation considers the learning, teaching, and assessment of the module along with comments on resources and the general learning experience. Student Module Evaluations are analysed by the Module Leaders and reported to the Course Leaders, the Dean of Learning and Teaching and the Principal. All students can do the mid-term student experience survey to feedback on their overall experience and services at UKBC.

The Dean will meet with the student representatives once a year to address any matters or concerns, they wish to raise. This opportunity will enable students at to share their voice and to make comments about their academic satisfaction, and any concerns or issues on their campuses; those comments are important for further developments and improvements.

It is important for students to have faith in the surveying process and that their responses are considered and that they receive feedback. Following the publication of survey results and other forms of formal feedback, action plans will be drafted by academic and relevant professional units to further enhance provision and address any issues highlighted by students.

### **4. Closing the feedback loop**

Clear communication mechanisms will be in place to inform students about how their feedback has been used, how it has been acted upon and where action cannot be taken in response to feedback given.

Associate Dean will be leading on Focus Group which is a meeting with the Associate Dean and all the students from different cohorts to receive feedback from their experience as a student in UKBC. The feedback will be used to make improvements within college to ensure students receive highest quality of student experience.

UKBC will provide a 'You Said, We Did' campaign to promote changes and new developments which have been introduced in response to student feedback. Additionally, the SU will play a significant role in feeding back actions undertaken by UKBC to the SU membership.

