

## Student Guide to Feedback - FAQs

### How long will it take to get my feedback?

You should expect to receive feedback on coursework normally within 4 weeks of the published submission deadline. (not including College closure days)

- The process of marking and providing detailed feedback is an essential task that can take time to carry out. It is an important part of the learning process and it is important that sufficient time is spent ensuring it is carried out effectively. A large number of people are involved, including markers, moderators and administrative staff. Departments are committed to ensure that marking and feedback is carried out in a timely manner and is of a high quality.
- Sometimes marking is unavoidably delayed. When this is the case, your department will let you know. If your feedback is regularly late, tell your programme director or your personal tutor.

### How much feedback will I get?

- Feedback can be any response to a piece of work that helps you improve and can come in many different forms. For example it can be in the form of written feedback, oral feedback or verbal generic feedback provided to the whole class. Different assessments have different learning goals, and the kind of feedback you receive has usually been carefully considered to reflect these.
- Feedback on your work might come from sources you might not expect. Other students can be an invaluable source of feedback on your work, either in group discussions or independently if you have asked them to look at your work. You should take all forms of feedback into consideration when you think about how to improve your work.

### What are Marking Criteria?

- Marking Criteria are used as guidelines to assess student work. You can use the criteria to help you understand your marks and what you need to do to achieve higher marks. Marking criteria for your programme are normally included in your programme handbook.

### I don't think I have enough feedback. I don't understand my feedback. What can I do?

- If you have taken into account all the forms of feedback that has been provided and *still* think you have not been given enough indication of what you can do to improve, you should speak to the module tutor, or the marker to request clarification or more detail. You can also discuss feedback issues with your personal tutor or programme director.
- Be clear in any request for additional feedback on what you require assistance with. You could also consider providing information, when you submit a piece of assessment, on which areas you are most keen to see feedback on.

### **I have received my feedback. How can I use it to improve my work?**

- Feedback on assessment consists of a mark and information on how you did and how you can improve next time. Remember to not only look at the mark but to use the feedback to reflect on how you can improve on your assessment next time.
- The purpose of all feedback is to help you hone your academic skills and improve your work. Before you submit your next piece of work, look back over any assessment criteria and feedback from other assignments.
- Use your judgement and see how you think you performed against the marking criteria – even if your tutors disagree, this process will help you get a better understanding of the kind of standard of work that is expected from you. Check to see whether you have made similar mistakes again. Ask other students if they will allow you to see their work, so that you can get a better sense of what other good work looks like and what strategies may help you do better.