Accessibility

- Multiple platforms
- Noticeboard
- On VLE / VLE discussion board
- Feedback forms
- Social media
- Class rep meetings
- Graduation pack w/info regarding feedback and changes inspired
- Engaging infographics
- Physical space for feedback sessions - well-structured sessions, groups organised by network, manageable group sizes
- HISA comment boxes
- Red Button equivalent
- Focus groups / workshops
- Assemblies
- Visible – bathroom awareness campaign, video, verbal, online
- Constant open dialogue via lecturers, social media, VLE, MyDay, class reps, local and regional deputes, newsletter
- Question time with staff and SM team
- Regional we said you did officers situated at each of the campuses
- Local ambassador - increased relevance
- Informal feedback gathering - cup of tea

Effectiveness

- Opportunity for commenting on feedback
- What was last feedback? How did that change for students?
- Knowing your voice is heard and listened to (what changes were made last time? How did the last survey affect us?)
- Staff engagement with feedback / buy-in from staff
- Making sure all voices are heard
- Remember that every college has a different experience
- Leave a reflection period after giving feedback before seeking more
- Involve everyone
- Summative review
- Establishing continuous and sustainable workstreams
- Compromise
- Tailored to students
- Allow more time to change curriculum
- Similar to SPA where we choose fewer tasks and focus on them?
- Cohesive uniformity across UHI

STUDENT FEEDBACK: CLOSING THE FEEDBACK LOOP & 'YOU SAID, WE DID'

Communication

- Transparency
- Clear information and delivery
- Class rep feedback reports
- More room for positive feedback
- Personal you said I did from staff
- Emoji buttons
- Responsive
- Establishing a continuous feedback loops by class reps and local officers- handover time
- Local focus of news
- Share positivity across the network
- Email can be sent to all students
- Open dialogue between staff and students
- Reps need to have designated time to feed back
- Mutual communication

Frequency

- Don't overload students
- Send survey when it's not busy assessment time
- Ask how often we want to take surveys
- Multiple/more opportunities
- Once per semester discussion about results and what is to come next
- Once per semester discussions between regions
- Quarterly updates
- Once every 2 months and class rep meetings
- More strategic assessment scheduling

Engagement

- Actually meeting students
- Being approachable
- Constant updates
- 1 on 1 with lecturers/reps
- Both local and regional
- Develop a list of options as solutions with students
- More dialogue!
- Connective instead of distant
- Collaborative
- Monthly sessions with their students discussing their problems