

# Feedback Coverage-policy-first edition

## Introduction and purpose

This policy is drafted in corresponding with How we measure attendance and Responding to low levels of attendance sections in UAL Student Attendance Policy 24/25.

There is clear communications from students that low levels of Feedback Coverage in student interest from delivery of Teaching and Learning onsite evidently causes a low attendance from the students and affects student performance.

The policy aims to ensure the student experience is:

- Consistent – each student has a similar experience in gaining feedback from their tutors
- Responsive and supportive – the quick identification of staff issues from students to ensure their learning experience
- Transparent – the potential consequences for staffs and student choice to rate Feedback Coverage(FC) according to this policy is clear

## How we measure Feedback Coverage (FC)

Central Saint Martins will monitor **Feedback Coverage(FC)** at timetabled scheduled teaching activities.

A scheduled teaching activity can, among other things, include:

- Lectures
- Seminars
- Tutorials
- Technical Workshops
- Briefings and demonstrations
- Supervised studios

- Any other staff led course activity (onsite if the delivery mode is Face to Face)
- Assessment feedback

For online delivery the online version of the above sessions would be used.

The college will use the **Feed-back Form** titled "Employee Performance Review" to support the monitoring of Feedback Coverage. Staff delivering sessions should encourage / support students to use this.

Where Feedback Coverage(FC) is not able to be captured by reviewers/students immediately, other solutions, such as **audio recording will be permitted.**

## **Responding to low levels of Feedback Coverage in student's interest**

**Staffs are expected to deliver all teaching activity including tutorials up to UAL Higher Education curriculum standard: holistic, coherent, student-centred. Refer to UAL Tutorial Policy.**

**Where staffs Feedback Coverage in a tutorial falls below 50%, a reminder email will be sent encouraging staffs to improve their scheduled teaching sessions. Staffs whose Feedback Coverage is below 25% would be contacted as outlined in the staged process below.**

### **Stage 1**

Staffs will be contacted via email/phone call with a focus on highlighting enhancement areas, noted on **Feed-back Form** by reviewer/student.

### **Stage 2**

If by Week 5 of the autumn term the staff has an average of low (below 25% of Feedback Coverage) they would be required to make contact with their manager to discuss why they have not been able to do their job properly and to identify any area needed to improve in their feedback delivery.

### **Stage 3**

If by the end of Week 8 the staff is still not delivering to student satisfaction, they will be formally contacted and signposted for training. This communication will include signposting to Dean of Academic Strategy and Associate Dean of

Learning Teaching & Enhancement training services and their manager to encourage the staff to return to teaching or to be referred for action under another procedure (for example time out or transfer to another position, such as research staff, subject to availability).

#### **Stage 4**

If the staff fails to respond to interventions and continues to have low levels of feedback coverage at the end semester, they will be formally contacted with options on how to proceed with their teaching. These would include continuing with their teaching but with assigned supervisor, taking Time Out or withdrawing voluntarily which may include transfer to another position, such as research staff, subject to availability.

**Feedback Coverage** will be monitored throughout the academic year and where staffs fall to low rating **below 25%** for three weeks or less they will be contacted and asked to make contact with manager. If there is low rating **below 25%** for five weeks the Dismissal process will be triggered.