



ACADEMIC QUALITY POLICY & PRACTICE 2024 V1.6

Section 9: Student Evaluation and Feedback Mechanisms

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9. STUDENT EVALUATION AND FEEDBACK MECHANISMS

This section covers feedback from students on their experience of programmes, modules and University processes. For information on assessment feedback to students please see the [Student Performance Feedback Policy](#), an associated policy to the GCU Assessment Regulations.

The University, in partnership with GCU Students' Association, encourages students to become actively involved in providing constructive feedback about all aspects of University life. Student representation is a key element of student engagement and partnership working. The University has worked with GCU Students' Association to produce a [Guide to Student Representation at GCU](#) that is fully aligned with our [Student Partnership Agreement](#).

GCU has an academic representation structure that is created by GCU Students' Association and the University to facilitate the collection and dissemination of students' views on the quality of their learning experience at all levels across the institution, and to provide students with feedback on the actions taken by the University to enhance their student experience. Academic representation and student feedback are critical elements of GCU Quality Assurance and Enhancement processes; students are partners in the formulation, operation and evaluation of the University's approach to enhancement. The academic representation structure is managed between GCU Students' Association, the Department of Quality Assurance and Enhancement and the academic Schools/units.

Academic representatives are elected or recruited as Class Reps, Department Reps, Postgraduate Taught (PGT) Reps and Postgraduate Research (PGR) Reps. Programme Leaders are responsible for ensuring the recruitment of Class Reps, normally through an election process, and providing details to GCU Students' Association. GCU Students' Association is responsible for working with the academic schools to appoint Department, Postgraduate Taught and Postgraduate Research Reps. The role description for each academic representative can be accessed at <https://www.gcustudents.co.uk/academicrepresentation>.

9.1 Student Partnership Forums

Student Partnership Forums are one of the principal mechanisms used within the University to receive feedback and evaluate the student experience on programmes, and to communicate to students details of actions resulting from the evaluation.

The purpose of the Student Partnership Forum is:

- to provide a space for students and staff to work in partnership to enhance the academic and wider student experience for students on the programme
- to act as an effective and representative forum in which students and staff meet to discuss matters of mutual interest arising from the content, teaching and development of the programme, and aspects of the wider student experience at the University

- to provide an opportunity to obtain views representative of students on all levels and modes of the programme, and to take these into account in contributing to programme monitoring and review processes
- to provide feedback to students on how the programme team, or the University more widely, has responded to issues raised and utilised positive comments to inform future enhancements

Details of the operation of the Student Partnership Forum can be found in the [Guidelines on the Operation of Student Partnership Forums](#).

9.2 Module Feedback

In addition to the Student Partnership Forum, toward the end of each trimester students are invited to provide feedback on their module experience via the online Student Module Surveys. These are administered centrally, with students able to access them via their email invitations as well as via GCU Learn. Module leaders are asked to allow some time during a lecture or seminar to encourage students to complete them. Following the close of the module evaluations, results are shared with the Schools, and module leaders are invited to provide written feedback on the results via the online [Closing the Feedback Loop](#) process.

9.3 Student Surveys

In addition to the internal Student Module Surveys, the University regularly participates in a number of sector surveys. These currently include the International Student Barometer (ISB); the Postgraduate Research Experience Survey (PRES); and the National Student Survey (NSS), a mandatory UK-wide survey of final year undergraduate students.

9.4 Reporting

The University's Learning Enhancement Sub-Committee and Education Committee will each receive reports from Schools and the relevant professional services on the actions taken in response to these surveys. In addition, the Education Committee will consider University-wide implications of the survey results.