

The feedback journey - transcript

Slide 1: Welcome to this presentation on feedback. You may be here for more information about types of feedback or perhaps you have received feedback but aren't entirely sure how to act upon it. It is recommended that you make notes during this presentation so that you are actively learning. You can pause, rewind and fast forward this presentation or stop and come back at a different time.

Slide 2: When you receive your feedback, what do you notice first? In most cases people notice their grade or score. They either feel happy because it is what they expected or more or disappointed because it is below expectations. In each case it is easy to ignore the feedback that you have been provided, however it is equally important in both cases to take note of this feedback as it shows you where you are at on your learning journey and the steps you need to take to progress.

Slide 3: When reading feedback there are a few things to keep in mind; all feedback is useful, even if it isn't always the feedback you wanted, be grateful for your feedback, someone has spent time and effort to provide you with the information you need to help you to progress, be proactive, if you haven't received feedback or if you are unclear, seek out clarification, once you know what you need to do, act on this feedback. It is also a good idea to keep a record of your feedback, perhaps as a list of 'common mistakes', so that you can refer back to this for future assignments.

Slide 4: Sometimes feedback can be difficult and there is a temptation to avoid it at all costs. You need to remember that feedback is not a personal attack or a measure of you as a person.

Slide 5: Feedback is most effective when it is broken down into manageable chunks, particularly if you have received a lot of it. You couldn't eat a pizza or an apple whole, often it needs to be broken down into more manageable pieces. Pick out one or two things that you think are achievable for next time and set them as your future assignment goals. Remember, it is not the responsibility of the marker to tell you how to achieve these feedback goals, it is up to you to figure out how.

Slide 6: You may wish to do this by making a plan of how you will tackle your feedback goals. So for example you may have a simple sentence that says 'more reading required' and you may then throw a hissy fit because you spent all week reading and they have no idea what they are talking about. Ok, calm down and slow down. Perhaps you did read a lot but the sources weren't the right ones, or perhaps you didn't manage your time as well and you ran out of time or maybe you just weren't sure how to use journal articles so you stuck completely to websites. When you are told that more reading is required, this does not mean you haven't done enough, it just means that you have not been selective enough in your reading.

Think about how a text message can sometimes give the wrong impression, well the same applies to feedback. So now you have your possible reasons, you can start to think of solutions. One of these might be to visit your Academic Skills Tutors to support you with time management, using correct search methods and referencing or perhaps you are in the library, our librarians can also support you with searching and referencing.

Slide 7: If you are unsure about your feedback you should always ask for clarification as it can eliminate misunderstandings. This may be during a face to face appointment with the marker or via email. Do not leave it because you don't understand it as you may find yourself going round in a feedback circle and not making the required progress.

Slide 8: As previously mentioned, keep a record of your feedback, this could take the form of a checklist that you can tick off once you feel you have achieved one of your goals. Make sure this checklist is visible at all times so that you can revisit it whenever you need to and most importantly, apply this feedback, once you have solved your problem, show your marker what progress you have made. Don't worry if it takes you several times to achieve your goals, the important thing is that every accomplishment starts with the decision to try.

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Slide 9: So in summary, face those feedback demons, choose one or two things to work on at once, get advice from a peers, your Academic Skills Tutors, your librarians and your lecturers. Be kind on yourself, learning is about the journey not the destination and do what works for you.