SHEEC

**Scottish
Higher Education
Enhancement Commitee**

QAA
Scotland

FOCUS ON: FEEDBACK FROM ASSESSMENT 2017–18

Focus On projects aim to help higher education institutions and students' associations with work in their key priority areas. The topics we choose come out of the recommendations and commendations from Enhancement-led Institutional Reviews (ELIR). Focus On ties these outcomes to developmental activities, resources and events that the whole sector can get involved in.

Focus On projects last one academic year (from October to June). We try to focus on the most practical things we can do, that are timely and helpful, and can help colleagues make a real difference in a short space of time.

Each year, we invite all Scottish higher education institutions and students' associations to tell us how we can give them the best support around each topic. This guarantees what we do will be useful and relevant.

WHY FEEDBACK FROM ASSESSMENT?

Feedback from Assessment was an area for development in nine reviews in Scotland during the last ELIR cycle. The things the review teams thought could be better were:

- timeliness of feedback
- helping students to use feedback to understand grades
- consistency of feedback across different subject areas
- the quality of feedback.

THE PROJECT

We consulted with Scottish HEIs and students' associations to see where they thought we should focus our work on feedback. As a result, we worked on how to improve students' experiences of feedback from assessment. This included work in the following areas:

- **Feedback from assessment: what do students think?**
  What do students think about the feedback they receive? What's helpful and what isn't? How can we support students to engage with feedback? We have worked with a wide range of students at all stages of study in a variety of institution types. We have also looked at what the evidence might be telling us (for example evidence from the student-led teaching awards and student surveys).

- **Following up on Feedback: where are we now?**
  In 2014–15, we ran a Focus On: Assessment and Feedback project. We looked at how the sector has progressed since then with institution-wide approaches to improving feedback from assessment. We also explored how developments in technology can help to support staff to provide effective feedback.

WORKING WITH COLLEAGUES ACROSS THE SECTOR, THIS PROJECT HAS DELIVERED...

1 sharing practice event attended by over 100 staff and students from 15 Scottish institutions

4 webinars on the use of technology in feedback and students' perceptions of feedback

3 films featuring staff and students reflecting on different aspects of assessment feedback

2 Tweetchats on current feedback practice and developing feedback literacy

1 project report on students' perceptions of good feedback

Resources produced from these activities fall into one of the three interconnected themes highlighted on the next pages.

SUPPORTING STUDENTS TO ENGAGE WITH FEEDBACK

Staff and students considered the ways that students' experience feedback and how institutions could better support students in dealing with feedback. Resources include:

A film on what staff and students say about feedback. What do students think works and what do staff think and is there a difference?

What can we learn from Teaching Awards? project report and webinar.

Presentations and workshops at a sharing practice event including guidance for students on *How to spot, love and use feedback*.

Two Tweetchats involving staff, students and experts in the field of feedback from assessment sharing their experience and insight into the process. Follow the conversation from the #unifeedback and #unifeedbackready discussions on Twitter.

You can access these resources at:
www.qaa.ac.uk/scotland/focus-on

USING TECHNOLOGY FOR ASSESSMENT FEEDBACK

The use of different technologies for providing feedback emerged as a theme throughout the project. Resources include:

A film on using technology for assessment feedback. How can we use technology effectively to improve feedback? What works?
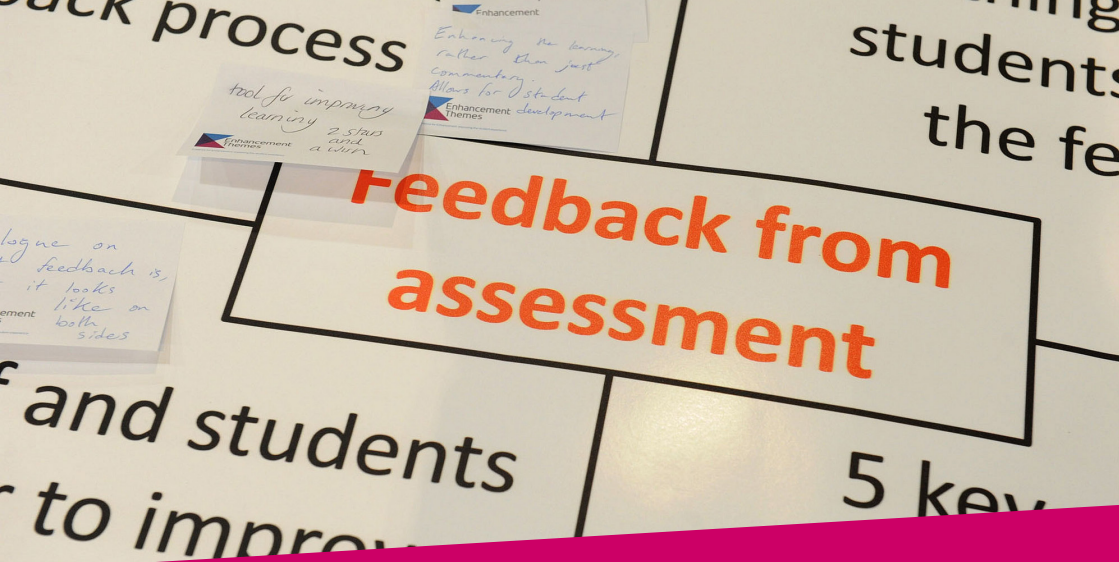
Presentations and workshops at the sharing practice event including contributions on using audio-visual feedback to support student attainment and on the more effective use of rubrics for digital and online assessment feedback.

A series of webinars exploring how audio and video feedback can be used to create and deliver effective and engaging feedback on assessment. You can view these webinars on QAA Scotland's YouTube channel.

SECTOR AND INSTITUTION-WIDE PROGRESS

Staff and students reflected on the progress that has been made at a sector and institutional level since the topic of assessment and feedback was examined in the 2014-15 Focus On project. Resources include:

A film on staff and student views on the progress that the sector has made on feedback from assessment in recent years.

Presentations and workshops at the sharing practice event including contributions on how to use institutional National Student Survey (NSS) data and on the role of institution-wide initiatives such as Transforming the Experience of Students through Assessment (TESTA).

A report on what students, students' representatives and staff across the sector can learn about feedback from student-led teaching awards nominations.

You can access these resources at:
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