

# WEA Student Feedback Policy

## 1. Purpose

To define how WEA collects and analyses feedback from students and uses this to inform a continuous cycle of quality improvement that enhances the student's experience. "Feedback" is taken to mean comments, compliments or complaints.

## 2. Values

The WEA believes that:

- Feedback from students is essential to enable it to fulfil its mission of enhancing individuals' potential through lifelong learning
- Students, like other stakeholders, have unique perspectives on the WEA that provide valuable insights about WEA policy and practice
- Students and other stakeholders should be given regular opportunities to contribute to WEA policy and practice through regular and systematic feedback activities
- The WEA should consider such feedback within the context of overall planning and ensure it responds with appropriate action.

## 3. Scope

This Policy is intended primarily to improve the experience of students by collecting information across regions for national analysis. However, there are associated procedures that collect feedback from other stakeholders. Stakeholders in this context means students (and potential students), tutors, branches and volunteers, partners, staff and members.

Special mention should be made of the WEA's commitment to enhancing the voice of students through extending membership to all students, enabling them to participate in the WEA's democratic structures, including governance.

## 4. Policy

This policy:

- Defines a range of opportunities for Association-wide collection of feedback from students, see <http://www.wea.org.uk/feedback>
  - Tell Us About It (end of course evaluation form)
  - Suggestions Mailbox and Suggestions Line
  - WEA Impact Survey
  - Complaints by telephone, letter or email to regions
  - Learner View survey (external survey, Ofsted)
  - FE Choices Student Satisfaction survey (external survey, Department for Business, Innovation and Skills (BIS))
- Identifies appropriate reporting mechanisms for feedback to ensure that action is taken.
- Sets out the monitoring, evaluation and review of the design and delivery of feedback on an annual basis.

## **5. Implementation**

Students are informed about methods of feeding back during student induction, through the "Student Handbook" and through the website.

National survey results will (where possible) be disaggregated by region and fed into self-assessment.

## **6. Management**

Through the Director for Curriculum and Quality, the Director for Student Services and Regional Management Teams where appropriate.

## **7. Monitoring**

- Through appropriate data collection, analysis and reporting in regions and nationally as part of our self assessment process.
- Through annual policy review.
- Through monitoring the results of any action taken in our Quality Improvement Plan.

## **8. Links to other policies and documents**

This policy is part of a suite of Student Support Policies defining student support entitlements. Most relevant policies are publicly available through the WEA's website at

<http://www.wea.org.uk/about/policies>