WYCLIFFE HALL

Student Feedback and Representation Policy

Student feedback and representation plays an important role at Wycliffe Hall, contributing to the continuous improvement of the standard of our academic and other provision, as well as enabling us to report back to our main stakeholders (Ministry Division, University of Oxford, Durham University). This document outlines Wycliffe Hall's approach to student feedback and representation.

Student representation

Students are represented on a number of internal committees:

- Two representatives, elected from Common Awards students, sit on the Common Awards Management Committee;

- The CRC President and Studies Rep sit on Education Committee;

- The CRC President, President-Elect, and Independent Students Rep (where neither the President nor President-Elect are independent students) attend Hall Council;

- One student representative, drawn from the CRC, sits on Development Committee.

In addition, the CRC President, President-Elect, and Independent Students Rep (where neither the President nor President-Elect are independent students) have regularly scheduled meetings with the Principal and Vice Principal. There is also a termly lunch shared by all tutors and the full CRC.

Principles of feedback process

- Proportionate: the process must be workable, and not be an inappropriate burden on either students or staff

- Reliable: sufficient responses should be gathered to ensure that feedback is representative of the whole student body, particularly ensuring that minority groups are heard.

- Purposeful: positive reinforcement is welcome, but feedback should also effect change where appropriate. Students should be able to easily see the results of their feedback.

- Transparent: summary responses should be communicated across all groups within the Hall

- Comprehensive: feedback should be gathered from all student groups, at all levels (paper, course, and totality of experience), and all Hall provision

- Integrated: all feedback should be seen as part of one process, not as multiple independent processes

- Owned: tutors, students, other staff should all feel ownership of feedback processes as part of the Hall's desire for excellence

- Regular: overall surveys must be conducted annually

- Anonymous: students must not be concerned that giving feedback will result in any negative consequences for them as individuals

Input			Review + Prioritise		Share	Measure
What?	When?	How?	To Whom?	When?	Communicate?	How Monitored?
Teaching	At mid-point and end of module (usually MT8 and TT4)	Hard copies distributed and collected at the end of lectures; anonymous; Deputy Academic Administrator	Tutor and Line Manager Also sent to Course Director and SMT	<4 weeks after paper/module finished; as part of annual PDR process	Tutor produces three points on which they wish to respond, which are considered by a Tutors' Meeting before being sent to students	Line Manager; Course Director;
Courses and Community Life	TT 2	Online; anonymous; Senior Tutor	Tutors' Meeting; Student President and President-Elect	September	Principal produces summary document with actions/explanations. Report and response (actions/explanations) to Education Committee in September, then shared with students.	Senior Tutor; Course Directors; Student President and President-Elect.

VERSION CONTROL					
Version Number	Policy Gatekeeper	Date of Approval	Committee	Date to Take Effect	Date of Next Review
V.3	JT	10.05.17	Education	10.05.17	Hilary 2019
V.4	KAR	16.05.19	Education	16.05.19	Hilary 2021
V.5	KAR	16.02.22	Education	16.02.22	Hilary 2024

It is the responsibility of the Gatekeeper of each policy to check annually whether there have been any legislative and/or University policy changes that are relevant to Wycliffe Hall.