SPLASH Introduction to Using Feedback

What is feedback?
Feedback is a term used in higher education to refer to the process by which someone (usually your tutor) gives you an indication of the quality of your work and your progress.

Feedback can be given in a number of ways including:
- Grade i.e. 68% or B+
- written annotations within your text
- a separate feedback summary sheet
- verbal communication
- Reflective Learning (self-feedback)
- online

Why is feedback given?
Feedback is a way to emphasize what you are doing well and to highlight any areas which need further development. It can enable you to reflect on your strengths and weaknesses. For many students, the feedback process is a way of ensuring that their subsequent work is better quality, as they have engaged and acted upon the feedback given.

How to get the most out of the feedback
Use any opportunity that you are offered to get feedback. Always read comments carefully and make sure you know exactly what the feedback means. Make sure you know what you did that was good and what you need to change next time. If it is hard to understand, go and ask for clarification BEFORE you begin your next piece of work.

Dealing with upsetting feedback
Sometimes we get feedback that we do not like. We may feel it is incorrect or unfounded. In these cases, it is always best to talk through your concerns with the person who gave the feedback.

Sometimes, we get feedback on an essay that is upsetting but we acknowledge that it is probably justified. It may be that you need some support to implement the feedback. SPLASH might be able to help you with this.

Either way, try not to dwell on your feelings about the feedback. Come and see us in SPLASH and we will try and help you turn the feedback into positive action.

Dealing with good feedback
When you get good feedback you should feel proud of your performance. However, remember to engage with the feedback and carefully as you would if it was negative. This will help you replicate and build upon your good performance. Ask yourself, ‘is this grade good enough or do I want to get the very best that I can?’

Giving feedback to others
Often you will be asked to comment on the work of your peers. You will be asked to give feedback on your modules. So what does ‘useful feedback’ look like?

- Concise: keeps to a few key points (not a long list)
- Objective: the feedback is directed to the writing/presentation/performance/module - not the person.
- Clear – explains why and how the aspects of writing/presentation/performance could be improved.

Reflection- giving yourself feedback
A powerful feedback tool is the process of reflection. Your success as a student will be enhanced if you set some time aside to think about your learning. Not just how you learn, what motivates you, what distracts you and the different skills you are developing as you go through your modules.

Feedback help
Giving and receiving feedback are meant to be dynamic, active processes. Feedback has the potential to change the way you do things next time. This will only happen if you listen to it, understand it and then apply it.

For support in using the feedback you have been given by your module staff, or additional feedback on your work, please come to a SPLASH drop-in session.