

UKBC Feedback Loop

September 2025

Scope	All Staff and Students at UK Business College
Strategic Plan	Pillar 1
Access:	Public

1. UK Business College (UKBC): Statement on feedback and closing the feedback loop

1.1 UKBC are confident that our assessment and feedback practices will provide students with consistent opportunities to become confident learners. Constructive and timely feedback (formative and summative) will be provided to support learners. Based on strong pedagogic principles we know that students value feedback when it is informative, timely and prompt so that students have the time to reflect on the feedback from all assessments to improve their performance.

1.2 The college is committed to the view that assessment is integral to the learning and teaching process, and it is used to improve students learning experience. Students learn best when they understand clearly what they are trying to learn and what is expected of them. Their learning experience is enhanced by relevant feedback about the quality of their work; it helps them to understand how to improve where necessary, especially when they are fully involved in decisions about what needs to be done and who can help them.

1.3 Student feedback is invaluable for the continuous improvement of high-quality learning and teaching and overall educational experience. UKBC will systematically and proactively gather informal and formal feedback from students through a variety of feedback mechanisms, and provide clear responses to any feedback provided through 'You Said, We Did' activities.

2. External surveys

2.1 The National Student Survey (NSS) is an annual survey of all final-year undergraduate students. It runs across all publicly funded higher education institutions in England, Wales, Northern Ireland and some HEIs in Scotland. Results are published and used in league tables.

2.2 UKBC will also be required to engage with the Graduate Outcomes survey, which involves collecting destination data from graduates 15 months after they have graduated.

3. Internal surveys

3.1 Reporting directly to the Board of Governors, the Student Union Committee will be the senior forum for students to engage with UKBC and to consider, recommend and approve changes to the student experience.

3.2 Student Experience semester surveys will be completed towards the end of each semester (twice per year), which will include a range of questions focused on themes such as teaching, support, community, assessment, and security, which are aligned to the NSS. All students will have the opportunity to complete the Student Experience Survey which, in turn, will contribute to the completion of the Module Monitoring and Review process.

3.3 Student Representatives will also be required to complete a semester report, and an overall academic year report, detailing key themes emanating from student feedback, and the methods adopted to obtain student views across the breadth of their respective cohorts.

3.4 The Associate Dean or nominated role, will meet with the student representatives formally at least once per semester. This opportunity will enable students to discuss and provide feedback on their overall experience at UKBC, and highlight any concerns, issues, and/or areas of good practice.

3.5 This is in addition to designated student representatives scheduling their own meetings, and also forming part of the membership across a number of key committee meetings scheduled throughout the academic year as part of the UKBC governance.

3.6 It is important for students to have confidence in the surveying process and recognise that their responses are considered and that they receive feedback.

3.7 Following the publication of survey results and other forms of formal feedback, action plans will be drafted by academic and relevant professional teams to further enhance provision and address any issues highlighted by students.

4. Closing the feedback loop

4.1 Clear communication mechanisms will be in place to inform students about how their feedback has been used, how it has been acted upon and where action cannot be taken in response to feedback given.

4.2 UKBC adopt a 'You Said, We Did' campaign to promote changes and new developments which have been introduced in response to student feedback. Additionally, the SU will play a significant role in feeding back actions undertaken by UKBC to the SU membership

