

## Student Feedback Policy

### Introduction

We recognise it is important to be aware of the student's experience with us, and to use that knowledge to improve the quality of the education we provide.

To help achieve this goal, we collect formal feedback from our students.

We ask all full-time students to complete three feedback forms during their stay, and we have a suggestion box to collect ideas for improvements.

### Formal feedback - Initial feedback

Students are invited to an induction followed by another online meeting to check how the student is getting on. This allows Swansea College to make sure they have been placed in the right class and to make staff and teachers aware of any issues. The admin staff will look at each student's feedback and decide with the Principal on any course of action. This may involve informing teachers and other staff members of any issues to be noted or actions to be taken.

### Mid-term feedback

All students are asked to complete an online suggestions box form for feedback and suggestions. This allows us to check that they are happy with their class, their teacher and their experience with Swansea College and allows us to make staff and teachers aware of any issues. The admin staff will look at each student's feedback and decide with the Principal on any course of action. This may involve informing teachers and other staff members of any issues to be noted or actions to be taken.

### End-of-course feedback.

All students are asked to complete an online suggestions box form for feedback and suggestions. This allows us to check that they were satisfied with their class, their teacher and their experience with Swansea College and allows us to make staff and teachers aware of any issues. The admin staff will look at each student's feedback and decide with the Principal on any course of action. This may involve informing teachers and other staff members of any issues to be noted or actions to be taken. End-of-course feedback will also be used when deciding on any changes to the courses or other aspects of the education we provide.

\*This does not apply to students taking short citizenship courses. These students are asked to complete a short satisfaction feedback during their final lesson. The results are entered into a database and used for quality assurance purposes

### **Suggestion Box**

A suggestion box is located on the wall at the foot of the stairs and available online. Forms are provided for students to make comments and suggestions for improvement. The box is locked and checked regularly by senior staff. Students are shown the box and informed of its purpose during their induction to the College, and teachers remind the students of its purpose periodically throughout their stay here.

### **Informal feedback**

Through observations and conversations with students, agents, family members, visitors etc, staff will no doubt want to offer feedback on some aspects of the way the College operates. We encourage all staff and teachers to pass on comments, thoughts and ideas to improve the College, while respecting any issues of confidentiality.