



Student Feedback Policy/Procedures

Aim:

To get feedback from our students on facilities, buildings, teaching, admin, social programme, accommodation, transfer service – in other words all aspects of a student's stay in Bristol, so that we can continue to improve our service to students.

System currently in place at ELC includes

- From the first day inductions, students are encouraged to talk to us and to let us know how they feel. They are also told about the Complaints Procedure at the Welcome Talk.
- Suggestions box – in the hallway in Pembroke and Abon House – rarely used.
- First week feedback forms – only kept if issues are raised.
- Regular interviews with teachers. Always in the first week and then every subsequent 3/4 weeks depending on the course length
- Weekly Friday staff meetings with teachers and a member of the admin team where feedback from each individual student is given by their 'main' teacher. Academic and welfare issues are both raised.
- Informal chats with teachers, the Principal, the Director, the Vice Principal, the Accommodation Officers, the Social Organiser, conversation-club teacher, and homestay families
- Every class has a nominated class representative whose role (attached) is to help new students to integrate and to pass on general student feedback to management. These student reps meet with the Vice Principal (Abon) and Director (Pembroke) twice a term.
- Mid-course reports from all students staying on at the end of a course – again this has to be signed off by every member of staff concerned with each particular student.
- Complaints procedure outlined in the student files and on the notice boards
- End of course leavers' reports – students are asked comment on and to grade their evaluation of their teacher, learning, their progress, the school buildings, school facilities, social programme, administration and staff support, accommodation, the service of their agency and their overall impression of the school. Records are kept on the database and reviewed at staff meetings. Records of homestay evaluations have been kept for 3 years.
- If points are raised or negative comments made in a leaver's feedback form, the senior manager concerned must follow up and write comments in the 'for office use only' box on page 2 of the form. This is kept 'live' until the issue is solved and then filed in a special area at the back of the feedback file with other such reports.
- When we have got the student end of course feedback in, we enter the data onto our database and produce charts which compare feedback in the different areas over each term. We are therefore able to see the level of student satisfaction in each area of our operation and how it compares over time. This is a key quality indicator and is analysed



by senior managers and admin staff biannually at the QDP (Quality Development plan) meetings, during which time targets for improvement can be set.

- Student reports given to agents on return home or feedback from agents during a student's course. We consider it a failure if something we did not know about gets back from the student to the agent while or after a student has been with us as it means that the feedback procedures we have in place have been inadequate. Fortunately this is very rare.

Reasons for reports/feedback procedures

- There is always room for improvement
- We want to avoid complacency
- We really want to know how students feel – both positive and negative opinions. Some students find it difficult to tell you what they think, particularly if it is negative. It is easier for them to write down their comments
- They are useful for assessing new families and new teachers
- They enable us to help and support individual teachers and homestay families and residential accommodation
- Without feedback procedures, we would get any negative comments directly from agents or even worse, might never hear those comments – the agency concerned just stops working with us. Agents often say to us that they love our school because they never have any problems. Our strength is that we deal with problems in house and therefore the only comments going back to the agents are positive ones. If we get an unexpected negative comment in a leaver's report, it shows that the on-going feedback procedures have not worked
- Students should be encouraged at all times to let us know how they feel
- EFL is a service industry and our students are our clients – there are feedback procedures in place in all service industries. Our student clients have the right to evaluate what they have paid for.

General Points

- From the positive feedback we get from both students and agents, we know we have great teachers, staff and families. We also understand that almost everyone gets negative feedback at some time or other
- We presume staff are not too upset if they read or are told there was not enough H/W, "I wanted more pronunciation," "I wanted to visit Scotland" etc. These things can be easily rectified or talked about with the student before they leave
- The difficult comments are the more personal ones



- We understand that there will always be ‘tricky’ students who ‘have an agenda’ and we should not take one-off cases too seriously. However, if there are several similar comments, we have to talk about the problem and try to solve it, even if this is quite difficult, as we want to help and support staff and families and to avoid the problem recurring.
- We try to get all student reports in on a Wednesday so that we have a chance to speak to students before they leave; negative comments are often not nearly as bad as they seem on paper when we speak to students about their comments
- We believe in transparency so everyone concerned must sign off that they have seen the first week, mid-course and leavers reports. If there is something that is particularly personal or upsetting for a member of staff, the DoS will keep the report aside and deal on a 1:1 basis with those concerned.

Supporting documents:

It’s good to talk

First week feedback form

Mid-course feedback form

Leavers’ report

Homestay summary feedback

Feedback – termly summary