

# A Communication Tool for Closing the Feedback Loop

**your voice. HEARD**

## your voice. HEARD Background

NAIRTL Funded Research Project by Students in Higher Education Evaluation Network (SHEEN)

Recommendations:

- **Engagement**- connecting with the student body at various stages of the feedback cycle
- **Culture**- the feedback process as an opportunity for positive change - for both staff members and students alike
- **Communication**- Appropriate mechanisms to promote and value dialogue between students and the institution are essential in delivering a feedback system that is both credible and transparent to those involved

## your voice. HEARD What is it?

A student friendly, web-based hub providing information on student centred initiatives developed as a direct response to student feedback. Including,

- Results from internal student surveys
- Communicating initiatives aimed at enhancing the student experience, based on student feedback
- Anytime, anywhere feedback facility on academic and non-academic issues.
- Links to student support sites, events and initiatives

## your voice. HEARD Potential Benefits

**For the Student Body:**

- Access to the results of student surveys which students participated in.
- Greater awareness of student-centred initiatives undertaken within the university community
- Increased student satisfaction with the DCU student experience in the long term.

**For DCU Staff:**

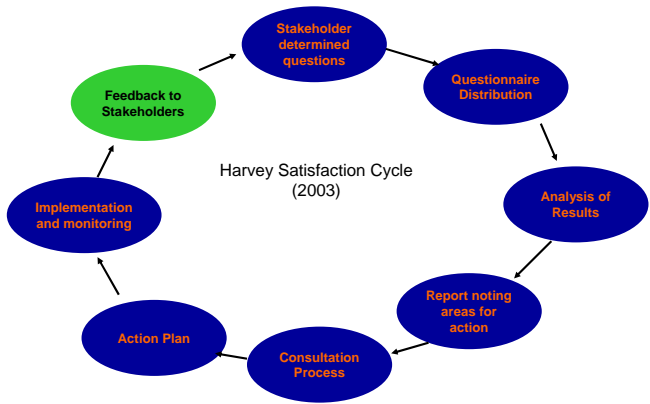
- Easy to access portal for the results of student experience surveys to aid decision making and planning
- Recognition for units and departments for student-centred initiatives undertaken within the university

**For the University:**

- Positive communication with the student body in relation to student centred initiatives and developments building into a "portfolio of improvements"
- Embedding a culture of student feedback as an opportunity for positive change
- Further developing the importance, in a positive way, of successfully closing the feedback loop in relation to the student experience.

## your voice. HEARD In Practice

## Developing a Communication Tool for Closing the Feedback Loop



## your voice. HEARD Why?

- Heightens visibility and awareness of student survey results
- Greater transparency on how student surveys are analysed, and how the results are used
- Recognition of departments and units who use student feedback as a catalyst to positively enhance the student experience
- Aimed at improving student participation in student feedback in the long run.
- A joint project between DCU and DCU Students' Union communicating student centred projects, as part of the partnership between the student body and the university.

## your voice. HEARD Future Developments

- Creation of Archives to keep only recent "Heards"
- Greater Detail on Faculty/ School level initiatives
- Dynamic and Media Rich Content
- Possible blog or forum facility

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