BRADLEY University

Facilitating Student Feedback:

Gathering Groans and Garnering Grace

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Conflicts of Interest and Disclosures

Neither the planner(s) or presenter(s) indicated that they have any real or perceived vested interest that relate to this presentation.

Learning Objectives

1. Participants will be able to develop a plan for eliciting ongoing student feedback.

2. Participants will be able to: synthesize, evaluate, & prioritize student feedback and to develop timely improvements based on the information provided by students.

3. Participants will be able to plan and implement necessary real-time improvements to meet student needs and model behaviors in which feedback is received.

Your Thoughts on Feedback?

How do you feel about receiving student feedback?

What does your student feedback look like?

Some feedback can be positive,.......but not helpful

Amy Grugan is hands-down one of the best professors I have ever had. I wish I could have had her for the entire section of this class.

LOVE BOMB

Feedback can be negative,......and DEFINITELY not helpful

• By far the worst professor I had.

THERE ARE NO BAD KIDS
ONLY HAPPY LITTLE CLASSROOM CHALLENGES

Why we need to receive (and give) feedback

"Mastery requires feedback." (Brown, 2018)

The Essentials (2021) - Competency-based education
"Students are the center of the learning experience and performance expectations are clearly delineated along all pathways of education and practice."

It's not going to go away - professional performance evaluation

Daring Feedback
THE ENGAGED FEEDBACK CHECKLIST

I know that I'm ready to give feedback when ...

_____ I'm ready to sit next to you rather than across from you.

_____ I'm willing to put the problem in front of us rather than between us (or sliding it toward you).

_____ I'm ready to listen, ask questions, and accept that I may not fully understand the issue.

_____ I'm ready to acknowledge what you do well instead of picking apart your mistakes.

_____ I recognize your strengths and how you can use them to address your challenges.

_____ I can hold you accountable without shaming or blaming.

_____ I am open to owning my part.

_____ I can genuinely thank someone for their efforts rather than criticize them for their failings.

_____ I can talk about how resolving these challenges will lead to growth and opportunity.

_____ I can model the vulnerability and openness that I expect to see from you.

_____ I am aware of power dynamics, implicit bias, and stereotypes.

Challenges with Present Method of Receiving Student Feedback

- Inability to address issues in real time
  - Summative Course evaluations
  - Can't ask clarifying questions
- Generational changes
  - "Participation Trophy"
  - Less exposure to negative communication/evaluation
  - Not comfortable with face to face communication
    - Technology (keyboard warriors)
- Lack of accountability
  - Inability to directly discuss with "offending party"

(Schroth, H. 2019; Williams, C. 2019)

BRACE YOURSELF

THE KEYBOARD WARRIOR IS COMING!

Delivering the Mail to the Right Address

- Leadership experiences with feedback

- Transition to the realm of education

Setting the Expectation

"My commitment to each of you"
- Accessible
- Will consider new ways of doing things
- Transparent & honest
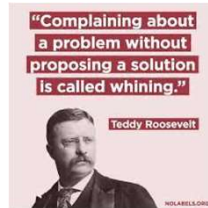- Address and follow-up on concerns
- Support you in your success

Moving Forward

"What I need from you…"
- **Feedback**

"What feedback do you have for me?"
- Timely
- One-on-one
- In class
- In person
- Constructive & professional

"Complaining about a problem without proposing a solution is called whining."
Teddy Roosevelt
NOLABELS.ORG

Strategies/Best Practices for Delivering Feedback

1. Introduce the conversation
2. State your motive
3. Describe the observed behavior
4. Share the impact or result
5. Share dialogue
6. Make a suggestion or request
7. Build an agreement on next steps
8. Say "thank you"

HOW TO Say ANYTHING TO ANYONE
A GUIDE TO BUILDING BUSINESS RELATIONSHIPS THAT REALLY WORK
SHARI HARLEY

(Harley, 2013)

Additional Strategies

Strategies: Post Exam Accountability

- Poor exam performance
  - Student meetings
  - Questionnaire
  - Discussion

- Good exam performance
  - Study strategies
  - Helpful tips/tricks
  - Share strategies to aid in success

Questions for Students: Poor Exam Performance

1. Did you attend all scheduled class sessions?
2. What was helpful in class?
3. What did you feel you needed more explanation on?
4. Provide an estimate of how much time you spent reading the assigned material.
5. Did you watch the lecture recordings? If so, was it helpful to you?
6. Did you attend one of the scheduled Question and Answer sessions?
   If no, what was the barrier?
   a. Time wasn't convenient for me
   b. Did not feel I needed to attend
   c. Other reasons

Strategies: Post-Class Assessment

- Method - Google Form deployed at the end of each class
- Rationale
  - Provides timely formative feedback
  - Includes student self-reflection
  - Improved response rate
  - Anonymous vs. Accountable

Mental Health - Check in & Support

- Assessment of other factors related to performance
- Mental health check in – Anonymous short survey

Audience Strategies

- What strategies have you utilized to gather student feedback?

We Have Feedback…..Now What?

- Factors to Consider When Reflecting on Feedback:
  - Timeframe
  - Repetitive Themes
  - Impact
  - Follow-Up Needed

- Take Action
  - Acknowledgement of feedback
  - Response to feedback
  - Rationale for any limitations
  - Encourage ongoing dialogue/feedback

WELL, NOW…
THAT'S SOMETHING TO CONSIDER
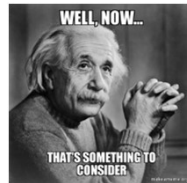
Wrap Up - Points to Consider

- Start with the heart - Get ready to listen (Patterson, K. et al., 2012)
  - Be sincere
  - Be curious
  - Stay curious
  - Be patient
- Model acceptance of feedback – "Thank you for the feedback"
- Understand feeling defensive
  - Acknowledge time for self-reflection is/may be necessary.
- Demonstrate willingness to accept feedback
  - Publicly acknowledge receipt of information
  - Discuss what is going to change
  - Demonstrate changed behavior
- Follow up to see if performance is different

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Questions?