



UNIVERSITY OF WORCESTER

# **COURSE EXPERIENCE SURVEY**

## **Closing the feedback loop**

### **Example communication plan**

#### **Overall satisfaction scores**

Provide the current year overall satisfaction score, and if available compare to last year. As well as course level results, highlight key elements from the overall School and University results

*These will be provided as part of the overall dataset for your School*

#### **Strengths and opportunities**

Give a broad sense of emerging strengths and opportunities for change. Highlight the most favourable and least favourable scores revealed by the survey

#### **Past feedback**

Discuss what was learned from earlier efforts, and what actions were taken. Has this fed through to this year?

#### **Narrow the focus**

Provide scores for key questions that you have identified as priorities for students. Don't just give a positive picture if there are areas for improvement identified

#### **Context**

What new information has been learned from the feedback that may inform adjustments in the way that the course is delivered, or in how communications with students are managed?

#### **Comments**

Summarise constructive comments received via the survey to help understand the underlying issues more deeply

#### **Partnership**

What has been /is to be agreed with student representatives as priorities for action?



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of Worcester