Feedback Procedures

It is the aim of SCL International College to obtain different types of feedback covering all aspects of the students' experience during their time here. This includes not only their learning experience but also the accommodation, facilities, the social programme, and service they receive before and after in the UK.

STUDENTS

Feedback Forms

All students are directed to a google form using a QR code to complete both 2nd day and end of stay feedback. 2nd day feedback ensures any initial problems are brought to light and dealt with promptly. End of stay feedback is designed to implement overall improvements to the college and further tailor our services to the needs of the different students we have.

Students from short stay groups complete the 'Groups Initial Feedback' and 'Groups End of Stay Feedback' forms.

Longer term individuals complete the 'Adult Individual 2nd Day Feedback' and 'Adult Individual End of Stay Feedback'.

IFP students complete the 'Term Course Evaluation'.

All 2nd day feedback forms are checked on the day of receipt and any problems acted on immediately. This is recorded on a 2nd Day Feedback Action Log.

End of Stay Responses/Course Evaluation for groups, individuals and Group Leaders are analysed quarterly, and graphical data is produced to summarise the findings. The academic team highlight salient comments/suggestions and positive feedback and comments are relayed to teachers and staff in staff meetings.

Feedback is discussed and addressed in academic & operations and development plan meetings to agree on clear action points. These are then recorded alongside the analysis and then measured against objective success criteria agreed by the senior management team.

Long term action points are added to the development plan.

The following quarter, the management team will review whether the action points have been successful against the criteria set.

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Student Forums

Students are invited to monthly Student Forums run by the Student Services and Welfare Manager. Students are invited to share their opinions on a range of topics relating to the development of the school. All responses are recorded and passed onto the relevant departments.

Meetings and Tutorials

Every student has an Initial (2nd day) Tutorial with the Student Services and Welfare Manager to identify any initial concerns or positive feedback.

Longer term language and IFP students meet with the Academic Team to complete Progress Tutorials every 4-8 weeks to identify areas for improvement and attend to any academic matters raised by the student.

Finally, students can arrange meetings on an informal basis with the Academic Coordinator, Academic Director or Student Services and Welfare Manger.

All comments and actions are recorded in the meeting notes.

GROUP LEADERS

Group Leaders are invited to complete the second day 'Group Leader Initial Feedback' and 'Group Leader Satisfaction' forms.

Data is analysed and impact of action points is measured against the criteria set.

STAFF

An annual staff survey is carried out.

This is checked and analysed by the and any suggestions acted on or included in the Development Plan.

TEACHERS

Student feedback is reviewed and discussed at teacher meetings. Any serious issues arising from student feedback are discussed privately with individual teachers as and when necessary and any action taken recorded.

Teachers also present a QR code to students to collect and record 'Instant Lesson Feedback'. This is a short 5 question attending to Aims and Objectives, Resources, Instructions, Usefulness and Engagement and provides data for the Academic Director to monitor continuous teacher performance and development needs. Emerging patters are identified, and clear action points are agreed upon. This is then measured against success criterion to ensure the action/intervention has led to noticeable improvement in performance across the 5 indicators.

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