



Policy on Student Feedback

Policy Statement

It is CES policy to provide as many ways as possible for students to provide us with their feedback. It is only through acquiring such feedback that CES can improve the quality of provision to its students. This quality of provision is to be assessed across all areas of school activities and the structure of questionnaires reflects this fact.

We have systematic procedures in place not only to gather information but also to report on this information in such a way that management can make effective choices in improving our services, choices that are based on objective information provided to us by our students.

Feedback Types

Student Questionnaires

Any students integrated in adult classes have access to CES Online where they can complete their 'week one' and 'end of course feedback' questionnaires. Teachers will ask students to complete these weekly, during their guided e-learning sessions.

It is essential that all students complete an end of course questionnaire and end of first week questionnaire. 'Week one' questionnaires help us identify any problems that have arisen during the student's first week, and to take immediate action where possible. 'Final feedback' forms give us invaluable help when assessing our courses and services and we place great importance on the suggestions that students make. Blank questionnaires are in the administration section of the staffroom which are used in the event of IT issues making the on-line versions unavailable.

All departments receive automatic email notification of any negative feedback. All departments keep records of these complaints and any action taken by way of follow up. This information is recorded in individual student records on CES online.

Information from all online questionnaires (i.e. for adult students) automatically feeds into the CES Online reporting module. This means that pie charts can be generated at the click of a mouse detailing levels of student satisfaction across a wide variety of areas.

In the case of group students, questionnaires are completed via Google Drive and QA reports can be produced similar to those produced by CES Online

Week one student feedback forms

This is to ensure student satisfaction during their first week. We hope that any students who have problems will come to see us directly, but this provides them with a forum to bring problems to our attention without having to come to the office. All schools have set up an automatic email service whereby any negative responses are flagged to relevant departments by an automatic email. The principal (or a designated person) should also receive a copy of these negative feedback forms. As this questionnaire is comprised entirely of yes/no questions, it is not as important to look at both positive and negative responses. Once a negative response is received, the relevant department follows up with the student and any action taken can be stored in an email folder or on CES Online. The principal should look at all feedback forms at the end of every week and make any notes necessary. Once the principal has looked at all forms and ensured that all staff have commented appropriately, it is then marked as checked by the principal.

End of course student feedback forms

As with the above, all schools should have an automatic email trigger set up within CES Online to alert relevant departments and the principal of any negative responses. We also look at the positive responses on an individual level. Once feedback has been completed online, it is visible on CES Online. Relevant staff then look at the comments relating to their particular department and make notes in the box provided on actions taken. The principal looks at all feedback forms at the end of every week and make any notes necessary. Once the principal has looked at all forms and ensured that all staff have commented appropriately, it is then marked as checked by the principal.

Student focus groups

In addition, regular student focus group meetings are held with the DoS to obtain overall feedback about the school, to address any concerns and to make suggestions for any improvements. A representative from each CEFR level is expected to attend the meeting. Minutes are taken and filed by the DoS with copies distributed to the students in the focus group.

Student suggestion box

A student Suggestion Box is offered in the student lounge.

Open door policy

We encourage an open-door policy in the school whereby all members of staff are readily available to speak to a student regarding any concerns or issues they may have. The Principal, Director of Studies, teaching staff and administrative staff are all always available to meet with students at any time outside of normal class time.