

## Feedback policy

At Weybridge International School of English (WISE), we aim to obtain feedback from our students on all aspects of the student experience. We ask our students for their feedback on: teaching & support, resources and learning environment, assessments, social events and for general comments and suggestions. We try to deal with any issues that arise from student feedback quickly and efficiently.

### **Procedure**

On a student's first day at WISE, they are advised of who to talk to if they have a concern or issue, for example:

<b>Issue</b>	<b>Who to speak to?</b>
Classes	Class teacher(s)
General queries	Reception (Liz Denham/Katie Mansfield)
Personal problems	Welfare officer (Liz Denham)
Complaint	Please refer to the Complaints policy in the Student Handbook and on the Reception noticeboard

Students are sent via email a PDF copy of the student hand book together with a quiz which helps guide the students and better understand the handbook. The handbook informs the students about the different policies and procedures we have in place at WISE.

### **Initial feedback**

During in-class tutorials, which take place in-class during week 3 of each term, students are asked to give feedback on their time at WISE and are asked to raise any concerns. The main aim here is to find out if students are dissatisfied in any way with their time at WISE. With this feedback, the Academic Manager (Katie Mansfield) writes a report and gives recommendations on how to overcome the issues raised. We also use this information to celebrate the positive feedback that students offer and utilise this to motivate the team and ensure we continue to do the things we are getting right.

### **Meeting with class representatives**

Once per term, the Academic Manager meets with the class reps. During the meeting, the reps are encouraged to give feedback on the classes likes and dislikes and possible suggestions for improvement.

The information given at the student rep meeting will be fed back to teachers, the Managing director and directors in a written report.

## **End of course feedback**

In their final week, students are asked to complete a questionnaire about their time at WISE. The students are asked to rank and comment on: teaching & support, resources and learning environment, assessments, social events and general comments and suggestions.

The questionnaires are given to the Academic Manager who then makes a report highlighting the main strengths, weaknesses and recommendations for greater student satisfaction.

## **Complaints**

Any complaints that are brought up at any stage throughout any feedback stage are acted on immediately and in consideration of WISE's complaints policy.

Originator: Katie Mansfield  
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