Feedback options for Service Units

# Feedback mechanisms by target audience

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| Target Audience | Possible feedback mechanisms |
| A particular demographic  (For example, second year Biology students; students with disabilities) | * **Focus group** * **Survey** targeted at student cohort * **Student Representative Option**: Consult relevant Students’ Association Officers or Representatives, or Subcommittees |
| A representative sample  (For example, a small number of students from each year group) | * Targeted invitation for **1:1 Feedback** or **Focus Group** * **Student Representative Option:** Request to attend Student Representative Council (or relevant Students’ Association Committee) meeting |
| Specific users  (For example, students who have had a CV appointment) | * **Post-service questionnaire** * Staff administered **Pre- and Post-Service Assessment**   + For example, “rate your knowledge of [x]” as part of the service delivery * Targeted email **Survey** to users (pre- or post-service) * **Focus Group** pulled from specific service users * **User Testing Session** * **Student Representative Option:** Discuss data themes with relevant student Officers or Representatives |
| Any user or student | * **Pop-Up Feedback Booth** such as comments on a whiteboard, voting with ping-pong balls, or a feedback kiosk * **Social Media Giveaway** where followers respond to a poll or comment on a post * **Passive Feedback Collection** such as a comment box, form on website, or digital kiosk * Conduct a **User Testing Session** * Host an **Open Forum** open to any student |
| All students | * All-student **Survey** * **Open Forum** where students can provide feedback in-person * **Pop-Up Feedback Booth** * **Student Representative Option:**  Request to attend Student Representative Council (or relevant Students’ Association Committee) meeting |

# Incentives guidance table

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| Feedback Mechanism | Free food or meal and drink | £10-£35 per hour in vouchers or equivalent | Drawing for a grand prize (valued £100-£400) and/or smaller prizes (£25-£100) | Drawing for 10-20 smaller prizes (£25-£100) | Discount, treat, or another non-monetary prize | One-time voucher |
| Focus group (or 1:1 feedback) | Recommended | Recommended | Possible | Possible | Possible |  |
| Survey (or post-service questionnaire) |  |  | Recommended | Recommended | Recommended |  |
| Pre- and post- service assessment | Possible |  | Possible | Possible | Possible | Recommended |
| Open forum | Recommended | Possible | Recommended | Recommended | Possible | Possible |
| Pop up feedback booth |  |  | Recommended | Recommended | Recommended |  |
| Social media giveaway |  |  | Recommended | Recommended | Possible |  |
| Passive feedback collection |  |  | Recommended | Recommended | Possible |  |
| User testing session | Recommended | Recommended | Possible | Possible | Possible |  |

Service Units can consider using a combination of incentives depending on the intended outcomes of their project. For instance, units might consider utilising both large incentives like a grand prize drawing and smaller or immediate incentives like free baked goods at a Pop-Up Feedback Booth.

# Students’ Association consultation options

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| Feedback Mechanism | Examples of feedback mechanism | Examples of possible incentives |
| Consult relevant Students’ Association Officers, Representatives, or Subcommittees | 1. Offer an incentive to Students’ Association Officers or Representatives in exchange for running a Focus Group 2. Ask Students’ Association Officers or Representatives if they have an existing or historical data source relevant to the topic 3. Meet 1:1 with relevant Students’ Association Officers or Representatives to hear their perspectives | 1. £100 voucher per officer or representative (for organising and running a Focus Group) 2. Credit Students’ Association Officers or Representatives for contributing to policy or change by naming them as a contributor 3. Offer to buy the Students’ Association Officers or Representatives coffee or a meal in exchange for their insights or perspectives. Officers should inform their Sabbatical Line Managers ahead of meetings. |
| Request to attend Student Representative Council (or relevant Students’ Association Committee) meeting | 1. Request to put a specific topic on the agenda of the Student Representative Council (SRC) or other Students’ Association Committee; send a staff member to attend the meeting to dialogue with student leaders 2. Ask the Student Representative Council (SRC) or other Students’ Association Committee to formally review and vote to endorse or reject a policy change or activity | 1. Consider providing refreshments at the meeting; and/or offer a small voucher to Council or Committee members (valued £5-£10) 2. Thank the Student Representative Council (SRC) or Committee and credit officers by name who contribute relevant ideas to change or enhance the proposal in documentation relating to the proposal or activity. |
| Discuss data themes with relevant student Officers or Representatives | 1. Meet 1:1 with relevant Students’ Association Officers or Representatives to share current findings and hear expert perspectives 2. Ask the relevant Students’ Association Officers or Representatives to review data or themes independently and send in additional thoughts or comments | 1. Offer to buy the Students’ Association Officers or Representatives coffee or a meal in exchange for their insights or perspectives 2. Credit Students’ Association Officers or Representatives for contributing to policy or change by naming them as a contributor |