
1. INTRODUCTION

1.1 For academic skills support to be effective, it is crucial that the Skills for Learning (S4L) team is kept abreast of current needs across the University. There are multiple ways in which development can take place involving both student and teaching staff feedback.

2. AIMS

2.1 The aims of this statement are to:

2.1.1 Formalise the S4L team's methods for gathering and implementing feedback.

2.1.2 Share with University staff the recommended routes for providing feedback.

3. SCOPE

3.1 This statement focusses on the S4L team, and does not consider the support provided by other services across the University (unless directly relevant).

4. POLICY

4.1 Staff feedback

4.1.1 S4L will have a representative at all key faculty meetings (in the form of either a Liaison Librarian or the Skills for Learning Manager). These meetings are an opportunity for staff to suggest new ways S4L can support students (eg: a new workshop, updates to online support). Where the S4L Manager is not present, all feedback will be shared.

4.1.2 The S4L Manager regularly liaises with other relevant staff in the university – especially Academic Coaches, who frequently contact students facing particular issues with their studies. This also feeds into the development of S4L support.

4.2 Student feedback

4.2.1 As noted above, it is imperative that student needs are also addressed. Therefore the S4L team will continuously solicit feedback from students, incorporating relevant points into the support offer (see related policies below).

4.2.2 All students who have attended an in-house S4L workshop will be contacted up to one month after the session, with a request to complete a short [feedback survey](#).

4.2.3 A designated member of the S4L team will regularly review feedback responses, providing regular reports on key trends or specific support requests. These reports will be shared with the S4L team and other colleagues roughly four times a year.

4.2.4 Where actions can be taken to develop the S4L offer in response to student feedback, this will be recorded in the team's 'Feedback Action Tracker'. This form will serve as a useful summary of the S4L response to student needs.

4.4.1 The S4L Manager will share this tracker at appropriate meetings, especially those involving the Students' Union or faculty staff.

5. RESPONSIBILITIES OF STUDENTS

5.1 It is the responsibility of students to engage with S4L feedback where they have identified a specific need which the team could incorporate into their support offer.

6. RESPONSIBILITIES OF S4L STAFF

6.1 S4L staff will clearly signpost to the feedback survey where possible, not only via regular emails but also through the team's webpage.

6.2 S4L staff will also develop their support wherever possible in line with student feedback.

6. RELATED POLICIES

This policy should be read in conjunction with the following policies and guidance:

7. DEFINITIONS

NA

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