student hub live is the OU's live online interactive platform to support academic community

Margaret Greenhall is a study skills specialist. She tutors on science courses including SM123, S112 and Environmental science S206.

She is also studying geology.

Her hobbies are rowing, baking and Lego.

What are student hub live online sessions?

- All student hub live sessions are non modular and focus on skills relevant to study at university level

- Polls are anonymous to other participants but the chat box will have your logged in name associated with your comments during the live session.

- All online sessions are recorded and available to view on catch up on a public facing website.

- Slides are available to download during the session(*not accessible on mobile devices*) and from http://studenthublive.open.ac.uk/.
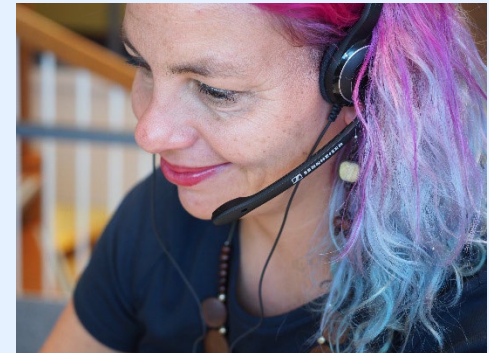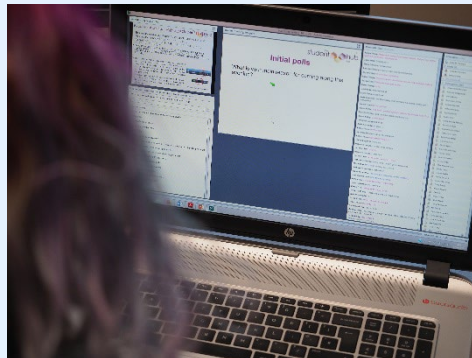
Workshop

- This is going to be a structured workshop to help you to make the best use of feedback

- We'll look at what is meant by feedback and why it exists as well as types and themes

- There is a lot of interaction so please be ready to answer polls (questions) or add to chat pod during the session

- You'll get the chance to discuss with others in a small group / or alternative discussion activity (dependent on numbers)

Session purpose

- **<u>Is for:</u>**

- Looking at the purpose of feedback and what to do with it

- Give some guidance about ways to use feedback effectively

- Provide a space to share ideas and connect with other students

- **<u>Is not for:</u>**

- Telling you what you HAVE to do

- Providing any module specific advice

Please be aware

- These sessions are large scale

- They are very busy

- There is lots of interaction

- They are not the same as other tutorials

- You can maximise slides on your own screen by clicking the icon

Please

- Do NOT share any personal information in the chat pod during the session

- On the recording names will be anonymised to user number

- However if you type anyone's full name or any other personal information in the chat pod it can be seen by everybody and it would also show up on the recording

This was our advert…

- Feedback is a vital part of your study journey. And whether you've completed one or 20 assignments, knowing how to best utilise your tutor's thoughts on your work can be difficult. What would you do differently next time? What did you do well? What do other students do? In this workshop we will look at the types of feedback you might receive and offer quick fixes as well as ways of making more substantial changes.

- Pick up new ideas, discuss your own experiences and see how other students use feedback in the most effective and constructive ways.

.

First thoughts poll

How do you feel about receiving feedback?

Celebrate success! ☺

- First and foremost, think about what you have done well

- Reflection is about identifying what has been done well, work out why it was done well and seeing how you can do that again

- This could be the actual facts, managing the activities, answering correctly etc.

Poll time

What is the most important thing to you from your TMA?

- The score
- Assessment summary (PT3)
- Marked script (assignment)

Using feedback

- Feedback is the marking from your tutor that includes the actual marks gained and lost as well as comments to direct your thoughts and future study

- In the OU it has 2 main forms, the marked script and the assessment summary (PT3 form)

- **Remember to look at both!**

- Make sure you save a copy so you can refer back to it

Poll

What's the purpose of feedback?

Types of feedback

Which of the following have you seen on a marked TMA:

- Ticks

- Praise comment e.g. good, well done, ☺

- Mark allocation

- Link to further information

- Spelling / grammar correction

- Prompt for further thought

- Learning outcome table

- Factual error correction

- Factual information missing

Feedback has a purpose

- Purely to acknowledge relevant / good points

- To help you know what is missing

- Correct factual errors

- Encourage wider thought

- Help develop relevant skills e.g. grammar, academic English

- Justify the given mark

- Feed forward to help you with next part

- **Each comment may not have equal weight in terms of marks / eventual benefit**

Changes…

- The assumption is that everyone wants to get better but this isn't always the case

- It is personal choice based on various reasons

- You may also only want to change some things

Looking at feedback poll

How many times do you normally look at feedback on assignment?

- Never
- 1
- 2
- 3
- 4+

Poll

What do you do with your feedback?

Working through feedback

- Read through feedback –set aside a specific chunk of time to read & respond to each point and identify the themes to those points and prioritise what to do with them

- Put it away (maybe for a week)

- Come back to it and read through again objectively

- Check you can see what needs to stay the same and what needs to change, and for what outcome

- Make a specific list of action points so that you can refer back to this when working on the next assignment

Poll best feedback

- What's the most useful feedback you've received?

Assessment process

- Course team write questions
- Course team write answers with suggested student commentary
- Tutor and student see the questions
- Student submits assignment
- Re-download your assignment
- Tutor downloads
- Tutor marks, adds feedback using marking scheme
- Zips and uploads
- Should be 10 working days from due date

Feedback process

- Student gets an email and can download assignment
- Student reads feedback
- Few weeks later tutor gets a sample monitored
- Monitor is another tutor on same course
- They comment on both marking numbers and the quality of feedback
- Monitoring form sent to tutor's line manager for additional comments
- Then returned to tutor
- Open process the monitor puts their name on and tutor can contact them for further clarification

Appeals process

- Read it thoroughly

- Decide on what you need help with

- Contact tutor with clear idea –
    - Are you questioning the mark?
    - Are you wanting clarification on feedback?

- Make sure you do it when you are calm

- Have a polite discussion with tutor

- If you still feel that the things are incorrect you can appeal

- If things have gone wrong in your life affecting marks submit special circumstances

https://help.open.ac.uk/documents/policies/complaints-and-appeals-procedure
https://help.open.ac.uk/documents/policies/special-circumstances-policy/files/242/special-circumstances-policy-Oct%2024.pdf

https://csr-eweb-live.open.ac.uk/Vantage/SpecialCircumstances/

Undergraduate Grade bands

Band	University scale score	Performance standard
A	85-100	Pass 1
B	70-84	Pass 2
C	55-69	Pass 3
D	40-54	Pass 4
E	30-39	Bare fail
F	15-29	Fail
G	0-14	Bad fail

- The OU does mark on the full 0-100% (unlike most other universities)

- Every TMA indicates where the marks are allocated to obtain 100%

Types of marking

- Additive – each point has an associated mark/s and they are added up.
  - Not much leeway for alterative answers

- Deficit – against learning outcomes
  well demonstrated, demonstrated, just, not quite, not.
  List of requirements if any missing go down a grade.
  - Lumpy just missing one point can drop 4-5 marks

- Range – range of marks with criteria for each range eg 70-80% Good flow to essay
  - Quite subjective

Acting on feedback

- As a student you need to decide which of the points you want to act on and how you are going to go about it

- You may decide some are not as important to you personally whilst others critically affect your ability to communicate your understanding effectively

- Some of this involves reflection

Reflection polls

Have you had to do reflection as a part of any study / work previously?
- Yes
- No

And…

Would you be more likely to reflect on something that you have:
- done well
- done badly?

Conversation
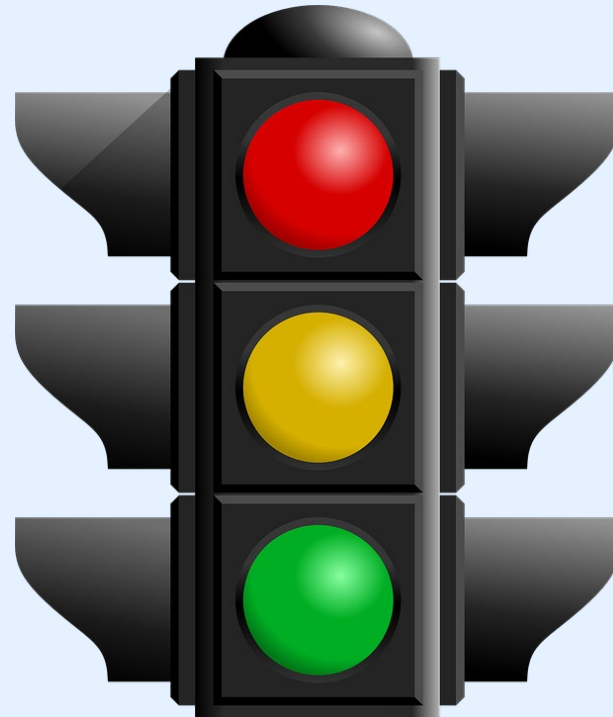
How do we deal with feedback?

Reflection

- Is about what went well and also what didn't go so well

- It is important to recognise both – please don't just look at the mark and focus on the negative if you didn't get 100%

- It is about realising and recognising what is most and least successful

- What is your evidence?
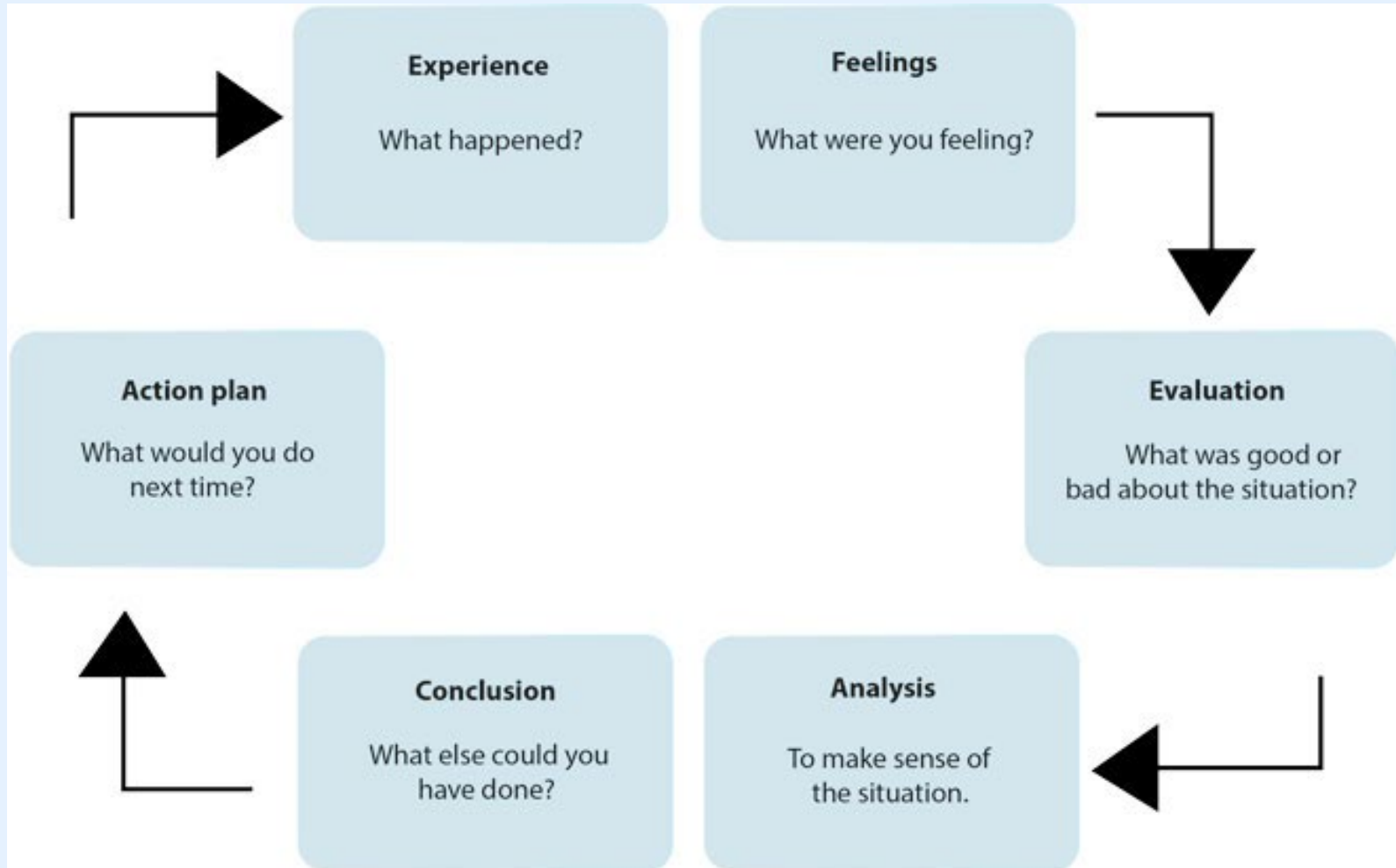
Reflection SSC

What should you

- Stop

- Start

- Continue

Reflection What?

- What?
  - What is it that happened?
- So what?
  - What's the significance to you?
- Now what?
  - What do you need to change?

Reflection – Gibbs cycle

Feedback reflection

- What three things were good about it?

- What three things could have been improved?

- What was most useful or interesting?

- What questions do I have about the subject that haven't been answered?

- What advice would I give myself?

- What actions should I take?

Mindmap of ideas

Some things to think about. Just an example ☺

Understanding feedback

- Try and work out what it was that you didn't understand – for instance was it…
  - o The question
  - o The topic
  - o Something else?

Understanding poll

If you don't understand your feedback do you:
- Just move on and forget it
- Keep going with reading until you do understand
- Talk it through with friend
- Ring your tutor to ask
- Email your tutor to ask
- Post a message in a module forum (module wide / cluster / tutor group)
- Ask a study buddy
- Ask on social media (Facebook / Whatsapp etc)

Reflection poll

What helps you to reflect?

Understanding

- The best option is always to ask someone who should know so your tutor directly or in the OU module forum (your tutor or a cluster / module one will answer)

- It's OK to ask questions

- SST can organise an individual support session

- Do make sure you have read all the instructions though – they are there to help ☺

- NB: Feedback NOT Faceback

More help

- Check for tutorials on the topic, also look at module resources (e.g. additional guides such as maths ebook or English skills guides)

- https://help.open.ac.uk/developing-academic-english

- https://help.open.ac.uk/reading-and-writing-maths

- https://help.open.ac.uk/critical-reading-techniques

- https://help.open.ac.uk/academic-writing-style

- https://help.open.ac.uk/preparing-assignments

Skills

- All modules are developing study skills as well as building factual knowledge

- Study skills include key skills such as note taking, managing information and time, writing clear academic English

- Others include digital and information literacy (how to use information, evaluate it, know whether it is any good, utilise technology etc)

- Often related to employability

Study skills

- If you know how to study, how to find information, how to use information and write clearly then this is transferable to many different modules and tasks

- It is worth the time input initially as it saves lots of time in the long run

- https://help.open.ac.uk/booklets#developing-effective-study-strategies

Discussion activity

- There will be 2 specific questions in chat pods for you to explore some of the elements we have discussed further.

- *What is your best advice on feedback?…*

- *What are you going to do with your feedback to be more successful?…*

- You are welcome to add your thoughts and we will then pick up some of the themes and talk through them.

- Chat does have names on but the recording will be anonymised so you will appear as 'user number'

Take home message

- Look at the feedback you have received

- Have a system for capturing it

- Decide what actions to take

- Not everyone's a waver

- Re read the good stuff

Feedback please

Please use the following link to provide feedback to help the studenthublive team to continue to improve what we do

- https://forms.office.com/e/qEEq8Bkygu

Selected upcoming events

• 10 Dec	11 am	Keeping motivation
• 18 Dec	6.30 pm	Christmas Party (90 mins)
• 9 Jan	11 am	Managing your time
• 14 Jan	4 pm	Making use of digital tools
• 16 Jan	7 pm	OU essentials
• 21 Jan	11am	Well being for students
• 23 Jan	7 pm	Academic communication
• 28 Jan	11 am	Studying with disability, keeping enthusiasm
• 29 Jan	11 am	Neuro-diversity Progressing effectively
• 04 Feb	11 am	Managing high intensity study

For more information on all past and upcoming events, go to http://studenthublive.open.ac.uk/