

# Student and graduate feedback

## Framework and application

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This document is subject to regular review. To make suggestions for improvement or to share feedback, please contact the University's Education quality team at [quality@uni.lu](mailto:quality@uni.lu) or the University's Education quality office at [ego@uni.lu](mailto:ego@uni.lu).

Access for staff: [University Intranet](#) and [Teacher's Corner](#) in Moodle.

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## About this handout

The purpose of this handout is to inform the University community about the dimensions on which the opinions of current and former students are being asked for feedback. Readers will also find information on the channels currently in place at the University of Luxembourg to collect feedback from students and graduates.

The handout is available in the documentary repository of the Vice-Rectorate for Academic Affairs (VRA) on the [University intranet](#) and it is equally accessible on the [Teacher's Corner](#) in Moodle.

For further questions or suggestions, please contact the University's Education quality team at [quality@uni.lu](mailto:quality@uni.lu) or the University's Education quality office at [ego@uni.lu](mailto:ego@uni.lu).

## Overview

An open and responsible dialogue between the members of the University is a hallmark of a lively academic community and significantly contributes to the development of teaching and learning. The feedback instruments in place at the University of Luxembourg support such a dialogue by offering an easily accessible, regular, and confidential opportunity for current and former students to reflect on their study experience and offer their perspectives to University staff. They are intended to spur exchanges about the quality of teaching and learning at all levels of educational provision.

Giving feedback and engaging in dialogue with academic staff is also an important aspect of the learning experience at the University, insofar as it requires a reflection on what has been learned and on the possible reasons for the success of the respective learning processes. It thus hones the ability respectfully and responsibly to articulate and discuss judgements about oneself and others.

Student and graduate feedback constitutes an essential part of the University's Quality Assurance Framework for Education within which it is continuously developed. Where feedback is not anonymous, this is clearly highlighted.

Professional ethics and University's academic honour code require that staff do not use or consider student feedback in student assessment. The same way, the University's honour code for students as expressed in the *Charte des usagers* commits students to treating all staff and fellow students with respect, including when giving anonymous feedback.

Should students and graduates be dissatisfied with any aspect of their experience at the University, they are strongly encouraged to avoid making abusive or offensive comments when giving feedback and to seek advice on how to proceed by sending an email to [egq@uni.lu](mailto:egq@uni.lu).

# Dimensions and channels to give feedback

Currently, students at the University of Luxembourg can provide feedback on several dimensions and via different channels. Some of the most relevant dimensions are the following ones:

- Academic support
- Application & admission
- Arrival and orientation
- Assessment and feedback
- Attainment of learning objectives
- Communication
- Facilities
- Institution-wide monthly topics
- Learning resources
- Quality of the academic offer
- Quality of the learning experience
- Quality of the teaching and learning infrastructure
- Student housing
- Student voice
- Student well-being in courses
- Study programme organisation
- Support services

The existing channels through which feedback can be provided at the University are as follows:

- Student and graduate surveys (University wide)
- Student questionnaires in courses and study programmes
- Student programme representatives
- Student delegation
- Other ways

In the short and long term, the University plans to develop alternative channels (instruments) to enlarge the possibilities for students and graduates to share their feedback. The following formats are now under development:

- Polling apps: for instant (live) feedback during course sessions and/ or for continuous feedback after course sessions
- Mentors for teachers
- Direct peer observation
- 360° feedback

If you would like to share your thoughts about possibilities to give feedback and/or you would like to share any further initiatives, suggestions, or ideas to improve the quality on learning and teaching for your study programme, please let us know at [quality@uni.lu](mailto:quality@uni.lu) or at [ego@uni.lu](mailto:ego@uni.lu).

## Student and graduate surveys (University wide)

Student and graduate surveys are designed to encourage structured reflection of experiences and expectations, and to provide constructive commentary.

The following surveys are offered at the University of Luxembourg:

### Student satisfaction survey

The Student satisfaction survey aims to measure the level of satisfaction of bachelor and master students with various aspects of their studies and services at the University, including the application, arrival and orientation phase; the content of their study programme and the quality of the academic offer, assessment and feedback, learning resources, and student housing.

### Graduate survey

In order to better understand how the University can help students prepare for their professional life after graduation, bachelor and master graduates, as well as doctoral graduates, are asked for feedback on their study experience, the transition from University studies to the labour market, and their employment situation. The questionnaire is administered to all graduates of a given academic year following graduation.

### Other surveys

One-off surveys are conducted to collect information and allow students to share their views and opinions on current topics of importance to the University community. Past topics have included, research experience of doctoral students, career trajectories of doctorate holders, mobility, student opinion on remote teaching, etc.

## Student questionnaires in courses and study programmes

Questionnaires are offered to all students at the University to get insights on their learning experiences at a course level and a programme level. Once a particular questionnaire is open, students, via email and other communication channels (Moodle, Facebook, Instagram, etc.), receive an invitation to participate.

### Course feedback questionnaire (formerly Course evaluation)

The Course feedback questionnaire is an essential assessment component of the quality of all courses offered at the University, with the exception of doctoral studies. Doctoral candidates can provide feedback about their courses (transferable skills, disciplinary and interdisciplinary trainings) through specific forms after each course. For more information on this topic, please refer to the [Moodle](#) pages about Doctoral Education.

The Course feedback questionnaire is an online questionnaire that gathers input from students on their study and learning experiences. It provides information that aims to help instructors and students raise the quality of their teaching and learning. It is offered once per semester.

For further guidance on how to collect feedback on courses, please refer to the handout on *Course feedback. Framework and application* available on the [VRA pages on the intranet](#) and on the [Teacher's Corner](#) in Moodle.

### Assessment and fairness questionnaire

The main objective of the Assessment and fairness questionnaire is to provide teachers with a new instrument to better understand how their assessment is perceived by their bachelor and master students, and an opportunity for students to voice their concerns, reflections, etc., regarding assessment.

The Assessment and fairness questionnaire is a work in progress, planned to be launched in a pilot phase during the winter semester 2022.

## Study programme representatives and Student delegation

Students can contact their Study programme representatives or the Student delegation to give feedback concerning their study programme, study experience or the life at the University more generally.

For more information on the Study programme representatives and the Student delegation, please refer to the [Student participation pages](#).

### Study programme representatives

Volunteering as a Study programme representative gives students the opportunity to pass on the feedback of their peers directly to teaching and programme staff.

Any information on the election process of Study programme representatives can be provided by the Study programme administrator or the Study programme director of each respective study programme. Information on the role of Study programme representatives can be found on the [Academic Regulations webpage](#).

Doctoral candidates also have the possibility to represent their doctoral programmes through Doctoral programme representatives. For more details on this topic, please see the information pages of the different [Doctoral schools](#) of the University.

### Student delegation

The Student delegation, elected every two years, represents all bachelor, master and doctoral students at the level of the University and in several University committees.

The mission of the Student delegation is to inform the students of the decisions and activities concerning them, represent and defend their interests, communicate on behalf of the students to the governing bodies and entities of the University, and to contribute to their daily life by participating in the management of the Office of Student Life.

The Student delegation is composed of a president and seven members and coordinates its activities with Study programme representatives and liaises with the Vice-Rector for Academic Affairs through a joint Steering Committee.

For more information on the role of the Student delegation and on the basic modalities of its election, please refer to article 41 of the [Law of 27 June 2018](#) concerning the organisation of the University of Luxembourg.

The Student delegation can be contacted via [email](#) of delegates individually. Contact details are available on [Moodle](#).

### Other ways of involvement to provide feedback

- Being involved in different institutional projects and programme accreditation.
- Through direct communication with teaching and programme staff (by email, phone, and/or face-to-face).
- When feedback is required on specific issues or initiatives, through dialogue in different formats (student focus groups, discussion groups, semi-structured interviews, etc.).