The Rectorate
Vice-Rector for Academic Affairs

Student and graduate feedback

Framework and application

Contents

About this reference guide

The purpose of the present reference guide is to inform the University community about the key dimensions on which feedback is requested from current and former students. It also provides information on the channels currently in place at the University of Luxembourg to collect this feedback.

The guide is available in the documentary repository of the Vice-Rectorate for Academic Affairs (VRA) on the University intranet – Student feedback (internal access) and can alternatively be accessed on the ULwebpage – Student and graduate feedback.

For further questions or suggestions, please contact the University's Education Quality Office (EQO) at eqo@uni.lu.

Overview

An open and responsible dialogue among University members is a hallmark of a lively academic community and plays a crucial role in enhancing teaching and learning. The feedback instruments in place at the University of Luxembourg facilitate this dialogue by offering current and former students with an easily accessible, regular, and confidential opportunity to reflect on their educational experience and share their insights with the University staff. These tools are intended to foster discussions about the quality of teaching and learning at all levels of educational provision.

Providing feedback and engaging in dialogue with academic staff is also an important aspect of the learning experience at the University. It encourages students to reflect on their learning and the possible factors contributing to their success. It thus hones the ability respectfully and responsibly to articulate and discuss judgements about oneself and others.

Student and graduate feedback constitute 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 indicated.

In line with professional ethics and University's academic honour code, staff are prohibited from using or considering student feedback in student assessment. The same way, the University's honour code for students, as outlined in the *Charte des usagers*, requires students to treat all staff and fellow students with respect, including when giving anonymous feedback.

Should students and graduates be dissatisfied with any aspect of their University experience, they are encouraged to avoid making abusive or offensive comments when giving feedback. Instead, they should seek advice on how to proceed by sending an email to eqo@uni.lu.

Dimensions and channels to give feedback

Currently, students at the University of Luxembourg can provide feedback on various dimensions of their study experience, including:

- Academic support
- Application & admission
- Arrival and orientation
- Assessment and courses
- 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

Current feedback channels:

- University-wide surveys to collect structured reflection and constructive feedback from students and graduates
- Course and study programme questionnaires
- Study programme representatives
- Student Delegation
- Other methods, such as micro-surveys, written commentary, focus groups, and informal discussions between students and instructors, can also be used.

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 eqo@uni.lu.

Feedback formats

University-wide surveys

Student satisfaction survey

The Student satisfaction survey assesses bachelor and master students' satisfaction with various aspects of their studies and services at the University. This includes the application process, arrival and orientation, programme content, academic quality, assessment and feedback, learning resources, and student housing.

Graduate survey

To support graduates in their transition to the professional world, the Graduate survey collects feedback from bachelor, master, and doctoral graduates. This survey focuses on their study experience, the transition from University studies to the labour market, and their employment situation.

Other surveys

Occasional surveys are conducted to collect information and allow students to share their views and opinions on specific topics relevant to the University community. Past surveys have covered areas such as doctoral research experiences, career trajectories of doctorate holders, mobility, and student opinions on remote teaching.

Course and study programme questionnaires

Course feedback questionnaire (formerly Course evaluation)

The Course feedback questionnaire, formerly known as the Course evaluation, is an essential tool for assessing the quality of all bachelor's and master's courses offered at the University. First introduced in the 2009/2010 academic year, the questionnaire gathers student feedback on their learning experiences through an online platform, available once per semester.

Since the summer semester of 2020, the University has utilized a single data collection platform, and since the winter semester of 2021, all three faculties have adopted the same online questionnaire format to collect student feedback. The insights obtained from the questionnaire help instructors and students continuously raise the quality of teaching and learning.

For further guidance on how to collect feedback on courses, please refer to the document *Feedback at course level. Framework and application* available on the [VRA pages on the intranet under Student feedback](#) (internal access) and on the [ULwebpage – Student feedback.](#)

Assessment feedback questionnaire (formerly Fairness in Assessment questionnaire)

The Assessment feedback questionnaire is designed to help instructors to gain insights into bachelor and master students' perceptions of assessment practices and to offer students a space to voice their concerns and reflections regarding assessment. The questionnaire was first implemented during the winter semester 2022/2023 and it is offered once per semester.

Student representation

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 representation pages.

Study programme representatives

Volunteering as a Study programme representative (SPR) allows students to directly relay their peers' feedback to teaching and programme staff and usually involves participation in Study programme steering committees. SPRs may also participate in regular sessions with the Educational Quality Office (EQO) and/ or the Office of the Vice-Rectorate for Academic Affairs (VRA) to discuss relevant issues.

For information on the election process for Study programme representatives, please contact the Study programme administrator or the Study programme director of each respective study programme. Detailed information on the role of Study programme representatives can be found on the document entitled The role of Study programme representatives.

Doctoral candidates can also represent their doctoral programmes through Doctoral programme representatives. For further details, please see the information pages of the various Doctoral schools and programmes at 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 Delegation's mission includes:

- Informing the students about the decisions and activities affecting them.
- Representing and advocating for student interests.
- Communicating with University's governing bodies.
- Contributing to student life by participating in the management of the Office of Student Life.

The Student Delegation is composed of a president and seven members, coordinating their activities with Study programme representatives and working 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. You can contact the Student Delegation via email at student.delegation@uni.lu.

Other ways of involvement to provide feedback

- Students may participate in various institutional projects and accreditation processes, including internal programme reviews. In these reviews, students play a key role in sharing their experiences and views, which help evaluate the quality and effectiveness of their programmes. Their feedback is vital in identifying areas for improvement and ensuring that programmes meet the needs of the student body.
- Students can provide feedback directly to faculty and programme staff through a variety of channels, such as email, telephone, or face-to-face meetings. This direct communication allows for immediate and constructive dialogue.
- When feedback is required on specific issues or initiatives, students can participate in a variety of dialogue formats, such as focus groups, discussion groups and semi-structured interviews. These formats allow for more in-depth feedback and suggestions from students in structured environments.

List of links

- Charte des usagers. Annexe 1. Règlement des études du 6 septembre 2022. https://www.uni.lu/wp-content/uploads/sites/9/2023/07/2.2.5-Reglement-des-etudes-du-6-septembre-2022-2022A.pdf

- Doctoral schools and programmes: https://www.uni.lu/research-en/doctoral-education/schools-and-programmes/

- Documentary repository of the Vice-Rectorate for Academic Affairs (VRA) on the University intranet – Student feedback (internal access): https://uniluxembourg.sharepoint.com/sites/tr/SitePages/VRA-Documents.aspx

- Law of 27 June 2018: https://www.uni.lu/wp-content/uploads/sites/9/2023/11/Loi-du-27-juin-2018-modifiee-ayant-pour-objet-lorganisation-de-lUniversite-du-Luxembourg.pdf

- Student representation: https://www.uni.lu/en/education/student-representation/

- The role of Study programme representatives: https://www.uni.lu/wp-content/uploads/sites/29/2024/03/SPR_role_28092023.pdf

- ULwebpage – Student and graduate feedback: https://www.uni.lu/en/education/student-feedback/

- ULwebpage – Student feedback: https://www.uni.lu/en/education/student-feedback/course-feedback-questionnaire/