

# Feedback Round

## HANDOUT FOR MODERATORS

*NB*

For the discussion, 45 min have been allocated. Please keep track of the time (we suggest you put a watch on the desk).

### 1 GREETING

(as short as possible)

Aim: to explain the procedure

c. 1 min

#### EXAMPLE OF AN INTRODUCTION:

Thank you for taking the time to participate in this discussion. My name is ... and I will be hosting today's meeting.

We aim to give our lecturer some feedback on her\_his course and teaching methods, to discover what we found positive and what we think should be changed or improved. What counts is your personal opinion, and each contribution is welcome and valuable.

The main points of our discussion will be taken down by ... .

The minutes will be sent to the lecturer and to the departmental head. They will be read out to us at the end of our discussion. I will then ask you if everything has been recorded correctly.

We have 45 minutes for our discussion.

### 2 EXPLANATION OF RULES

I would also like to make certain suggestions to ensure that our feedback round be as pleasant as possible for everybody:

c. 1 min

- Please switch your cell phones to silent mode or off.
- Please don't interrupt each other and let everyone finish their statements. Only one person should talk at a time.
- The minutes will not include any participant's name, which means you will remain anonymous. You may, however, mention people's names during the discussion.
- My role is primarily that of a listener asking questions when necessary. This means that I shall only participate in the discussion if any point seems especially important to me.
- In discussions, it is often the case that some participants talk a lot and others remain silent. However, you may have different experiences or opinions to share. For this reason, I might ask somebody who has already contributed a lot to allow others to have their say too. Do please have consideration for others! I would like to thank you for your respectful treatment of each other.

**NB**

At the beginning of the discussion, participants should not be asked to state their specific questions as this could easily lead away from the main points to be discussed. Should any queries arise that have nothing to do with the discussion itself (e.g. "What is the aim of this discussion?"), the moderator may draw attention to the fact that the issue in question will be dealt with at the end of the discussion.

### 3 DISCUSSION

(following the questions in the guideline)

**5-second pause**

Please be patient. Wait a little (c. 5 sec.) until the participants start to speak. Allow them enough time to think about their questions, or to formulate their opinions and arguments in their minds.

**Be careful what you communicate via body language.**

Your body language should convey that you are impartial, but attentive and interested. You should therefore refrain from expressing agreement or disagreement by nodding or shaking your head as this could prevent other participants from sharing their own, different stances.

1) When you are thinking of the course or the lecturer:

What do you associate with the course and/or the lecturer? What words come to your mind spontaneously? I would ask each of you to say 1 or 2 key words:

c. 3 min

.....

**NB:**

The first question serves as an icebreaker. Each participant should answer it since as soon as people have said something it becomes easier for them to say more. This question round is very short as each participant is asked to say just two words at most. Here it is important that the moderator ask no follow-up questions but to leave whatever is said as it is.

2) What do you find especially helpful or motivating about the course? What do you like most?

c. 10 min

.....

3) What is not so good about the course and how could this be improved? What would you like to change?

c. 10 min

.....

4) What do you think about this Feedback Round? Does this kind of course and lecturer feedback make any sense to you?

c. 10 min

.....

## 4 MINUTES

c. 5 min

The minute-taker reads the minutes out to the participants.

The moderator will then ask:

Does everybody agree to the content of the minutes? Is anything missing? Would anyone like to add an important fact? Are there any comments?

Please make it short!

## 5 ENDING: THANK YOU!

Thank you very much for participating in the discussion, and for your helpful contributions!

### *NB*

It may happen that after the discussion the participants start discussing what was said all over again. Should any new points be mentioned in the course of this, please inform the participants that the actual Feedback Round has been concluded, and that they have the opportunity of discussing certain aspects with the lecturer him- or herself.

Buffer time: c. 5 min