SEDBERGH INTERNATIONAL

SUMMER SCHOOL

Feedback Procedure	
Version	2020.2
Effective from	October 2020
Extent of policy	Sedbergh International Summer School
Policy owner	Gemma Newton
Review by	September 2021
Frequency	Annual
Circulation	Parents (by request)
Publication	Website

Introduction

At Sedbergh International Summer School, formal, recorded feedback is used to make informed decisions about the future of the course in general, to improve the experience of both the students and staff that make up the Summer School community. The below table outlines the method(s) used during the course.

Staff feedback (staff)

- **Induction:** Feedback on induction is taken at the end of the induction process to help inform future induction sessions.
- **Interim:** any feedback offered by staff during the course (during meetings, observation feedback sessions, via email or verbally) will be recorded and actioned as appropriate.
- **End of course:** We value our staff feedback and take this at the end of the course to help make any changes necessary to future courses.

Student feedback

- **Electronic feedback (Survey Monkey forms online):** When the technology (a computer for each student) is available (e.g. when a teacher is holding a lesson in the computer suite), pupils may be directed to an online survey to record their feedback. Attempts have been made in the past to have this as a School-wide system, however not all students' mobile phones are able to access the links provided, so it is not a thorough system and should not be used primarily, or to record initial student feedback.
- **Physical feedback (paper forms):** For initial student feedback (which highlights any initial and important issues such as room damage, inadequate bedding, etc) must be

conducted in the first two days of the course, so that any initial problems can be addressed quickly. These forms are reviewed by the Course Director, who informs the relevant staff of any issues. More general student feedback is conducted (through either electronic surveys or paper forms, as appropriate) throughout the course to review the success of lessons, activities and excursions. Final student feedback is conducted the day before a student departs the course. This should be done using the feedback form, or electronic survey if the computers are available.

Data Protection – retaining and use of feedback

-   All electronic feedback is anonymous (the student can choose to include their name, but this is optional) and is secured online using the Survey Monkey password, which only the Director of Studies and Operations Director has. The information is kept online for review and for planning the future courses. It is then deleted from the system 18 months after the end of the course it relates to.
-   At times we will use quotes from surveys or paper forms that students have written, for publicity and marketing purposes. The student's first name and country will be mentioned if it has been provided, but it will not include their surname, age or picture.
-   Paper feedback forms (from both staff and students) are also kept on file for review and to help inform future courses. These are again destroyed via secure shredding after 18 months.

Complaints

Complaints are a valid form of feedback – please see the Complaints Procedure.