**Roehampton SU Reps: The Ultimate Feedback Guide**

**Make student voices heard – and make real change happen**

Gathering feedback can sometimes feel like an uphill battle, we get it. Students are busy, distracted, or unsure if their opinion matters. But you, as a **Programme or School Rep**, *can* break through that and get the insights that lead to real wins for your cohort.

Here’s your cheat sheet to help you ask for feedback in smarter, more engaging ways.

**Start With “Why”**

Don’t just ask for feedback *give them a reason to care*. Students are more likely to respond when they know:

* How their voice will make a difference
* What you’ll do with their feedback
* What might improve as a result (e.g., timetable changes, clearer assessments, better communication)

**Set Expectations**

Respect their time:

* Tell them how long it’ll take (“2–3 mins max”)
* Keep surveys short and easy to complete
* Let them know upfront what kind of questions to expect

**Make Feedback Feel Worthwhile**

Even small incentives boost engagement:

* Offer a prize draw (ask RSU for help with vouchers or goodies!)
* Let them know when and how feedback led to change, show it matters
* Share *quick wins* from past feedback (“We raised this, and it’s now fixed!”)

**Make It Pop**

Students are more likely to engage with something that looks fun, friendly, and informal:

* Use emojis, icons, and colours
* Add images or gifs (even memes, where appropriate)
* Use tools like Canva or Forms themes to create engaging survey designs

**Make It Personal**

When possible, ask in person or over voice chats, online surveys work best *after* you've warmed people up.

Try things like:

* Quick “How’s it going?” check-ins before or after lectures
* WhatsApp or group chat prompts: “Got 2 mins to help me help you?”
* Tailored requests to specific issues students have already raised

**Make It Easy**

Avoid clunky or confusing questions:

* Mix short ratings with open comment boxes
* Use clear, everyday language
* Avoid jargon or long winded explanations

**Encourage *All* Kinds of Feedback**

Feedback isn’t just complaints! Encourage:

* Praise for good teaching and support
* Suggestions for improvement
* Comments on facilities, wellbeing, or anything affecting the student experience

**Remind Them It’s *Their* Experience**

Some students think feedback needs to be deep or detailed remind them:

“If it affects your uni life, it counts. No point is too small.”

**Close the Loop**

Always follow up! Let students know:

* What feedback was received
* What action was taken
* What’s being worked on

This builds trust and increases future engagement.

**Need Help?**

Your RSU Student Voice Team is here to support you with survey ideas, forms, graphics, or incentives.

Email: **StudentVoice@roehampton.ac.uk k**  
Want a template? Just ask we’ve got your back.

**Be the Rep Who Gets Results**

Students want to be heard but it’s *how* you ask that makes the difference. With this guide, you're not just collecting feedback you're leading positive change.