

BOOST Feedback Model

How to Provide Effective Feedback

B – Balanced

“The online module resources are really helpful – the recorded lectures and weekly quizzes make it easier to stay on track with the material.”

O – Objective

“However, several students have pointed out that the discussion forums are rarely responded to, which makes it hard to clarify questions in a timely manner.”

O – Observed

“I’ve also noticed that when I post a question, it can take over a week to get a reply, and sometimes there’s no response at all.”

S – Specific

“Would it be possible to assign a teaching assistant or designate specific days for staff to check and respond to forum questions more regularly?”

T – Timely

“I’m raising this now, midway through the term, so there’s still time to improve the experience for this cohort before assessments begin.”