

## Responding to lecturer feedback

Taking the right steps now can make a huge difference to your next assessment!

Value your feedback:

- Take notice and reflect; opportunity to learn
- Thank people for positive feedback
- Thank people for critical feedback too and say thanks for telling me this
- Seek clarification so you understand why
- Make an action plan to improve.

You can learn from getting it wrong and getting it right. Study the marking rubric and note where you missed marks. Look where you scored well and where you could improve.

Feedback helps develop deeper learning, higher order thinking and academic literacy skills. Analyse the feedback and use it to improve your performance. Be receptive to get the most from your feedback.

Think about the key issues arising: *What could you improve? How can you create an action plan?* Your action plan should be manageable, practical and have some steps to take within a doable timeline.

## Try a SNOB Analysis

S = Strengths	N = Needs
<ul style="list-style-type: none"> <li>• What did I do well?</li> <li>• What can I continue to do in future assessments?</li> </ul>	<ul style="list-style-type: none"> <li>• What do I need to do before the next assessment to optimise my chances for better marks?</li> <li>• What do I need to do to further develop my academic literacy skills?</li> </ul>
O = Opportunities	B = Barriers
<ul style="list-style-type: none"> <li>• What did I miss that could have improved my results?</li> <li>• What could I have done better?</li> </ul>	<ul style="list-style-type: none"> <li>• What are the challenges to improve my next assessment?</li> <li>• What are the major and minor barriers?</li> </ul>

(University of Salford, 2019)

Some common responses:

- Happy, better than expected 
- Satisfied, got a reasonable mark 
- Relieved, passed the assessment 
- Disappointed, not the mark expected 
- Annoyed, could have done better 
- Defensive and/or angry 

Which face are you?

## Here's an example of a SNOB Analysis:

<p style="text-align: center;"><b>Strengths</b></p> <p>Linked textbook and readings to assessment topic Used discipline specific vocabulary effectively</p>	<p style="text-align: center;"><b>Needs</b></p> <p>Understand how to reference sources better More confidence in writing academic paragraphs</p>
<p style="text-align: center;"><b>Opportunities</b></p> <p>Use Libguides to get the referencing right Attend Learning Zone Workshops to improve academic skills</p>	<p style="text-align: center;"><b>Barriers</b></p> <p>More time to focus on study Work and family responsibilities</p>

(See the SNOB analysis template to make your own)

## After your SNOB analysis, start to make an action plan.

- Identify your key areas for improvement. These could be separated into major and minor.
- Set some realistic goals or targets, i.e., before the next assessment.
- Think about how to deal with each feedback item constructively.
- Ensure that you understand why you received that feedback.
- Talk to your lecturer and/or see a Learning Coach for advice.
- Ask for examples of the kind of work your lecturer would like to see you produce.

The following Action Plan resources are available as Quick Guide templates to assist you. Try the one that suits your purpose and helps you plan to improve your academic literacy skills.

### ***Snob Analysis – Strengths, Needs, Opportunities, Barriers***

Analyse the key areas of your feedback to see what you are doing well, what you need to improve, what opportunities you missed, and what challenges might make it difficult to achieve well the next time.

### ***Action Plan 1 – Identify Major and Minor Issues***

This action plan will help you identify and prioritise the key areas from your feedback for improvement.

### ***Action Plan 2 – Targets and Steps***

This action plan will enable you to pinpoint target areas and plan the steps you need to take. This action plan also has a section to note how you will know you have improved.

### ***Action Plan 3 – Personal Skills, Goals, Resources and Steps***

This action plan is personalised to your current skills, the skills you need to work on, your goals, your resources and the action steps you plan to take.

### ***Action Plan 4 – Personal Development, goals, deadlines, skills/knowledge and progress***

This action plan is personalised for you to set goals, deadlines, action steps and progress achieved.

### ***Assessment Tracker***

This template will help you track your assessment results on a graph so you can see if your action plan is working, your results are improving and by how much.

Check the [SCU Learning Zone](#) for more related Quick Guides.