

Feedback Consistency

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During a Goldsmiths' Student Representatives Meeting on Assessment and Feedback, by far the strongest theme to emerge was concern about a perceived lack of consistency in the form, quantity and quality of feedback.

Here are some tips on how to increase consistency in feedback:

- Discuss, agree and produce guidelines on feedback for markers. Involve graduate tutors and students in the process.
- Set minimum and maximum limits on the number of in-text comments and the word-length of final general comments.
- The use of a feedback pro forma can help increase consistency across multiple markers. TaLIC has collaborated with Sociology and Politics to construct online feedback pro forma. If you would like support to develop something similar in your department please contact your department's E-learning Advisor or email talic@gold.ac.uk.
- In addition to department-level guidelines, individual staff who set work that other tutors will mark could write guidance notes specifically tailored to their assignment. Such bespoke guidance notes are particularly important for forms of assessments that deviate from more standard essays or reports.
- One can use the moderation process to not only check consistency on grades awarded, but also on the feedback provided. Feedback on feedback has the added advantage of providing an opportunity for continuing professional development to markers.
- Some departments conduct marking calibration exercises. Tutors are asked to mark the same two or three essays and provide feedback. They then come together to discuss and agree on marks and best practice in feedback.

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- Some universities (e.g., The Open University) bring teams of markers together before marking commences on each assessment. In this team meeting, the staff member who set the assessment outlines what they are looking for in the students' work and answers any questions the tutors might have.