



Instructor Talking Points For:

How To Provide Meaningful Feedback¹

Practicing Professional Skills In University Classes

- **Student feedback is important and meaningful for me**
 1. End-of-term student feedback is mandated for all instructors, which can sometimes feel like a meaningless exercise.
 2. But to me your feedback is actually quite important for several reasons:
 - a. Student feedback contributes to my record of teaching effectiveness, which is a factor in my professional advancement
 - b. I am committed to becoming better teacher year after year, and your feedback can be valuable for helping me see what I can do to improve my teaching and your learning.
 3. So I take this seriously and I encourage you to do so as well.
- **Your feedback will be more valuable and more meaningful when it reflects characteristics of high-quality feedback**
 1. We have all had low-quality feedback that is unhelpful for improvement, such as when it is:
 - a. Vague
 - b. Unclear and confusing
 - c. Overwhelmingly negative/including nothing about what was done well
 - d. Lacking suggestions on how to improve
 2. Knowing how to provide higher-quality feedback is a skill that can be learned
 - a. Giving feedback to instructors is a great opportunity to regularly practice those skills
 - b. These skills will be valuable in your professional life (feedback to employees, peers, etc.)
 3. Higher-quality feedback consistently reflects the following characteristics:
 - a. More specific (vs. more vague)
 - b. Based on observed behaviors (vs. based on inferences about behaviors)
 - c. Includes positives (vs. just negatives)
 - d. Suggests alternatives (vs. no suggestions for improvement)
- **The “Quality Feedback” handout provides details and examples**
 1. Notice that “quality” doesn’t necessarily mean “positive” – this talk is not to persuade you to evaluate anyone more positively, just how to provide more effective feedback whether your comments happen to be more positive or more negative
 2. Also notice that each “more helpful” example is longer than the “less helpful” example, which means higher quality feedback takes more time and thought – I encourage you to invest that time and thoughtfulness so that your input will make a real difference
 3. The more your feedback reflects these characteristics, the more useful and meaningful it will be for the recipient (in this instance, me; in the future your employees)

¹ To accompany the CTLT’s handout for students, “How To Provide Meaningful Feedback”