HEYTHROP COLLEGE, UNIVERSITY OF LONDON
LEARNING AND TEACHING COMMITTEE

Written Feedback Policy (2013)

Republication with minor amendment (2015)

The term 'feedback' includes essay tutorials as well as any written or other forms of commentary on student work. As regards _written_ feedback, the College policy is as follows:

Written feedback should be provided and should minimally provide three things via the online marking system: (i) the mark, (ii) a typed general comment via the general comments box in the marking system, (iii) qualitative feedback via the cover sheet.

The general comment should be extensive enough to be considered _detailed,_ and should _focus on clarifying the things that the student did not understand._ (Other forms of feedback are valuable and will often be provided in addition. For example, written feedback may refer to issues for improvement that are most helpfully discussed in a tutorial that is subsequently arranged for the student.)

All work that is submitted by the due date must be marked within three weeks (21 days) of the deadline, and work submitted during any late period will normally be marked during this period also. If the date for return of marks falls outside a teaching term then the work must be marked by the first day of the following term, noting that it is of benefit to complete marking earlier than this where possible. If marking is completed early then Student Services should be informed immediately and they will then return marks and feedback early where possible.

The marker is responsible for the timely return of marks with all relevant deductions or caps correctly applied. Deductions for late work must be applied consistently by all markers, and where the work is being marked for a 40% cap, it is the marker's responsibility to ensure that work is capped at 40% if it passes. Where a team of markers is involved, the module co-ordinator will be responsible for ensuring that feedback is provided according to the policy. The return of marks and provision of feedback will be monitored centrally. Students will have the opportunity to comment on timeliness of feedback as part of module evaluation.