



THE UNIVERSITY OF  
BUCKINGHAM

MEDICAL SCHOOL

**MB ChB**

**EMER Feedback system**

There is a system within the EMER application for reporting informal feedback regarding the delivery of the MBChB programme. This is available to all students and staff members of the Medical School and is administered by the quality team.

### *1 What is feedback?*

The feedback system can be used to provide comments regarding aspects of the programme delivery such as the following:

- Provision and quality of course materials
- Teaching and assessment methods (but not assessment results)
- Issues with facilities, equipment or staff
- Timetabling/scheduling issues
- Policies and procedures

### *2 What is not feedback?*

Please note that issues relating to an individual student's behaviour, academic performance or well-being should instead be raised as a concern regarding that student, to be dealt with by the Concerns Group. The feedback system is for more general educational-related matters that are likely to affect more than one student. Cases such as the following should be raised as concerns and NOT as feedback:

- Poor assessment performance
- Student attendance and engagement
- Personal and/or health problems
- Inappropriate student conduct
- Breaches of university regulations

### *3 How to use the system*

- If you are a student, click the Informal Feedback link in the Useful Forms section of the Moodle homepage.
- If you are a staff member, log into EMER and select the 'Feedback forms' menu option, which is available both on the home page and under the 'Feedback' section of the header bar.
- To submit a new piece of feedback, click the 'New form' button and fill in the form. All fields are required and should be self-explanatory.
- When typing the name of the person who raised the feedback, the system will suggest matching staff names in a similar manner to Google search suggestions. If the name you want to use is not suggested you can type it in and you are not restricted to the contents of the list.
- There is a two-stage saving process to ensure the data is correct. First click 'Preview before saving' to show what will be saved. You can then click 'Edit' to make further changes or

'Save' to submit the form, but until the 'Save' button is clicked your feedback will not be submitted.

- The quality team ([med-quality@buckingham.ac.uk](mailto:med-quality@buckingham.ac.uk)) will be notified by email that you have submitted this feedback.
- The following applies only to staff members who have an EMER account:
  - You can view all of the feedback you have submitted on the main feedback page. Click an ID number to view full details of an individual form and/or edit it.
  - The quality team will fill in the follow up section with their response and you can view this on the full details page.
  - Individual feedback forms can also be exported as PDF files using the button at the bottom of the page.

#### *4 Quality team only*

- The quality team have some extra privileges to manage the feedback system, which are only available to user accounts that have the 'quality' role.
- Other users can only see their own feedback, but the quality team can see all feedback regardless of who it was raised by.
- The quality team can enter details of the follow up actions, which are read-only to other users, and have the ability to close and reopen cases.

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