



# Feedback

Providing feedback to students in a clinical environment

# Purposes of feedback



- The purpose of feedback is to improve the learner's knowledge, skills, or behavior
- Aims to narrow the gap between actual and desired performance
- Bonus outcomes: supports student self-assessment and reflection on performance.

# Good feedback principles



Is based on observations



Focuses on things that the student can change



Is actionable



Is not judgemental



Focuses on a few things, not everything



Is a normal part of the student-CE relationship

# Feedback areas in clinical settings



# Supports at the University

- Professional Plus
- University Resources
  - Academic Skills
  - Counseling and Psychological Services
  - Wellbeing and mental health supports
  - Disability Liason
  - Health Services
  - International Student Services
- Department Clinical Supports
  - Clinical Education Coordinators
  - Clinical Placement Officers

# Feedback Models



## Feedback Sandwich

Reinforcing, correcting, reinforcing  
Short sentences, simple feedback

### Cautions:

Use of “but”

Power balance is in your favour--> make it a conversation (two way)



# Feedback Models



## Pendleton Model

Ask learner how they felt

Learner then teacher reflect on:

- What was good
- What and how to improve

Teacher summarises strengths and up to three things to concentrate on

**Cautions:** Making it too artificial/ forced into the model.

# Feedback Models



## Hattie's 3 Questions

Where am I going?--> goals

How am I going?--> progress feedback

Where to next?--> strategies and processes to work on the tasks



# Feedback Models



## AERO model (Trumble)

**Affective-** how did that feel?

**Effective-** what did you do that was most effective?

**Reflective-** what would you have done differently?

**Objective-** here are some suggestions.

# Summary- take home messages



- Your feedback is important
- Feedback needs to be focused and actionable
- Feedback is the **FIRST** step- there needs to be a plan for what comes after the feedback
- Models of feedback can be useful to apply flexibly
- The University is here to support **you** and students on placement