LONDON INSTITUTE OF ACTUARIAL STUDIES

Student Feedback Policy

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1. Purpose and Scope

This policy sets out how LIAS collects, considers and acts on feedback from students. LIAS is committed to continuous improvement and to ensuring that students have a genuine voice in how the programme is delivered and developed. The policy explains how students can give feedback, how quickly we respond, what we do with it and how we tell students what has changed as a result.

This policy applies to all students on programmes delivered by LIAS, including the MSc in Actuarial Science, which is provided and awarded by Euro American Institute, Malta (EAI). LIAS is the actuarial science school of EAI, and this policy sits within EAI's student feedback policy, which applies to all of EAI's schools. Where the two differ, EAI's policy takes precedence.

This policy covers feedback on:

- teaching, lectures, tutorials and doubt-clearing sessions;
- modules, course materials, coursework and assessment;
- the LIAS Student Portal, ExamLab and other learning technology;
- mentoring, student support and administration;
- the Industry Project and any other part of the student experience.

It does not cover complaints or academic appeals, which have their own procedures (see Section 9).

2. Definitions

- **Feedback** is any comment, suggestion or view a student shares about their learning or experience, whether positive or negative.
- **Formal feedback** is feedback collected through LIAS surveys and reviews at set points in the programme.
- **Informal feedback** is feedback a student gives at any time, through any of the routes in Section 4.
- **Working day** means Monday to Friday, excluding UK public holidays. All times in this policy are UK time.
- **LMS** is EAI's learning management system, on which the LIAS Student Portal runs.

3. Principles

LIAS will:

- make it easy for every student to give feedback, at any time and through more than one route;
- respond to feedback promptly, fairly and within the times set out in this policy;
- take all feedback seriously, whether it is positive or critical, and whether it comes from one student or many;
- tell students what we have done in response, including where we have decided not to make a change and why;
- ensure that no student is disadvantaged for giving feedback in good faith;
- protect students' anonymity and personal information, as set out in Section 8;
- use feedback, alongside attendance, results, external examiner reports and other evidence, to monitor and improve the quality of the programme;

- share what we learn with EAI, so that feedback is seen outside LIAS as well as within it.

Because our programmes are delivered wholly online, students cannot raise an issue by walking into an office. We therefore actively ask for feedback at set points in every term, rather than waiting for students to come forward.

4. Feedback Mechanisms

Module evaluations

Halfway through each term, students complete a short survey on each module they are taking, so that any issues can be put right while the module is still running. At the end of each taught module, students complete a fuller survey covering the quality of teaching, the clarity and relevance of module content, the appropriateness of assessments and the support available. Surveys are run through the LMS, are anonymous and stay open for at least seven days. Completion is voluntary but strongly encouraged.

Mid-programme check-in

At the end of Term 1, students complete a longer survey covering their experience of the programme overall. This is in addition to the module evaluations and covers areas such as student support, workload, communication from the programme team and the online learning environment.

Industry Project review

At the end of the Industry Project, students give feedback on the project, the industry actuary's supervision and the senior leadership panel.

Student representative

Each cohort elects one student representative at the start of the programme. The representative meets the Head of School at the end of each term to discuss feedback raised by the cohort, and may raise urgent matters at any time. Notes from these meetings are kept on record.

Exit survey

On completion of the programme, all students are asked to complete an exit survey covering the full eighteen months of study. This includes questions on teaching quality, programme structure, assessment, student support, the Term 3 Industry Project and overall satisfaction, and on how well the programme has prepared them for their careers.

Open channels

Students may give feedback at any time through any of the routes below.

Route	Best for
LMS chat to the Module Lead	Teaching, materials and coursework in a module
LMS chat to the teaching assistant	Practice questions, quizzes and catch-up
One-to-one mentor meetings, every three weeks	Anything about the student's studies or experience
LMS chat to the Head of School	Anything the student wants to raise directly
Support hub ticket	Technology, fees, disability and welfare
Email to StudentHelpDesk@lias.org.uk	Any suggestion or concern about the programme
EAI's online feedback system	Feedback directly to EAI, independent of LIAS

Students may also raise feedback in live sessions, on the moderated Microsoft Teams channels and in discussion forums. Feedback given in these places is welcome, but a student who wants a personal response should use one of the routes in the table.

5. Response Times

Where a student gives feedback that needs a personal reply, we will respond within these times:

Route	Response time
LMS chat to the Module Lead	Urgent matters: the same working day. General matters: within 48 hours
LMS chat to the teaching assistant	Within 24 hours
LMS chat to the Head of School	Within 48 hours
Support hub ticket	Acknowledged within 4 working hours; help or an update within one working day
Email to StudentHelpDesk@lias.org.uk	Acknowledged within two working days
Microsoft Teams channels and discussion forums	Monitored daily

A response may be a full answer or, where a matter needs looking into, an acknowledgement that says what we are doing and when the student will hear from us. Anonymous survey comments cannot receive a personal reply, but they are reviewed in the same way as all other feedback and reflected in our termly summary (Section 7).

The results of each module evaluation are reviewed within two weeks of the survey closing.

6. How Feedback is Reviewed

Review

- **Module Leads** review the evaluation results and informal feedback for their own modules and agree any changes with the Head of School.
- **The Head of School** reviews all feedback across the programme, alongside attendance, quiz and coursework results, exam results and response times, and decides what action to take. Where concerns are identified, the relevant lecturer is informed and a response is agreed before the next teaching term, or sooner where the matter can be put right during the term.

- **The Operations Consultant** collates the survey results, student representative notes and the feedback log, and prepares them for review.

Annual programme review

The mid-programme check-in results, student representative meeting notes and exit survey results are considered together as part of the annual programme review, which takes place each autumn. The review is attended by the Head of School and relevant members of the teaching team, and is reported to EAI. All feedback is considered alongside external examiner reports and any other quality assurance information available at the time of the review.

Reporting

Each term, the Head of School reports a summary of student feedback and the actions taken to:

- **EAI's Quality Assurance Cell (QA cell)**, which reviews student feedback and complaints each term, reports to the Rector's office and follows up any action plans the next term;
- **the LIAS Advisory Board**, which advises on programme direction and the student experience.

7. Acting on Feedback and Closing the Loop

Acting on feedback

Where feedback shows something needs to change, the Head of School agrees an action plan that names who is responsible and by when. Changes that can be made during a term, such as adjusting the pace of a module or adding a catch-up session, are made straight away. Larger changes, such as to module content or assessment, are made for the next term or cohort and, where they affect the approved programme, go through EAI's approval processes. Every change to the programme, teaching materials, assessments or student support arrangements is documented in the annual programme review record.

Where feedback raises a concern about the quality of a lecturer's teaching, it is handled in steps: informal feedback and support, then a written development plan, then, if quality does not improve, a change of lecturer for the following term.

Closing the loop

LIAS is committed to ensuring that students can see the connection between the feedback they provide and the decisions the institution makes. We will tell students how their feedback has been used:

- **Termly summary.** Within four weeks of each end-of-term survey closing, we publish a "You said, we did" summary on the LIAS Student Portal. It sets out the main themes, what we have changed and, where suggestions are not acted on, the reasons.
- **Mid-term changes.** Changes made during a term are announced on the module's page on the LMS and, where relevant, in the next live session.
- **Start of term.** At the start of each term, the Head of School explains to the cohort what has changed since the previous term as a result of student feedback.
- **Individual feedback.** A student who raises a matter personally is told the outcome through the same route they used.
- **Student representative.** The student representative shares the outcome of each termly meeting with the cohort.

Summaries never identify individual students.

8. Anonymity, Confidentiality and Fair Treatment

- **Anonymous surveys.** Survey responses are anonymous. Lecturers see only combined results and comments, never who gave them.
- **Small groups.** Where a module has fewer than five responses, its results are shared with the lecturer only as part of a wider summary, so that no student can be identified.
- **Personal feedback.** Feedback given through a named route, such as LMS chat or a mentor meeting, is seen only by the staff who need it to respond, and is not shared more widely without the student's agreement.
- **No disadvantage.** Giving feedback, including critical feedback, will never affect a student's marks, progression or treatment. Marking is anonymous where possible, and exams are set and marked by an examiner who does not teach the module wherever possible.
- **Respectful feedback.** We ask students to give feedback respectfully. Comments that are abusive or discriminatory are not shared with staff and may be addressed under EAI's regulations and the LIAS Equality, Diversity and Inclusion Policy.
- **Data protection.** Feedback is handled in line with EAI's Privacy Policy and Data Protection Policy.

9. Feedback, Complaints and Appeals

This policy covers feedback and suggestions for improvement. Sometimes a student is dissatisfied and wants a specific matter put right; that is a complaint. A student who wants an academic decision, such as a mark or a progression decision, reviewed is making an academic appeal.

	What it is	Where it goes
Feedback	A view or suggestion on any part of the student experience	Any route in Section 4
Complaint	Dissatisfaction that the student wants resolved	LIAS informally in the first instance; then EAI, if the student is not satisfied
Academic appeal	A request to review an academic decision	EAI, independent of LIAS

Complaints and academic appeals are handled under EAI's published procedures, which are open to every LIAS student and are independent of the LIAS team. If feedback reveals a matter that is better treated as a complaint, we will tell the student and explain how to raise it. Giving feedback never stops a student from making a complaint or an appeal.

10. Roles and Responsibilities

Who	Responsibility
Students	Take part in surveys, raise issues early and give feedback respectfully
Student representative	Gather the cohort's views, meet the Head of School each term and share outcomes with the cohort
Module Leads	Respond to feedback on their modules, review module evaluations and carry out agreed changes
Teaching assistants	Respond to queries within 24 hours and pass on feedback to the Module Lead
Mentors	Ask for feedback at each mentor meeting and pass on themes, with the student's agreement
Student administration team	Run surveys, log feedback and support hub tickets, and send reminders
Operations Consultant	Collate survey results, representative notes and the feedback log, and track response times
Head of School	Own this policy, review all feedback, agree action plans and report to EAI and the Advisory Board
LIAS Advisory Board	Review the termly summary and advise on the student experience
EAI QA cell	Review feedback and complaints each term, report to the Rector's office and follow up actions

11. Record-Keeping and Monitoring

All feedback that needs a response, and every support hub ticket, is recorded in a feedback log with the date received, the route, the response time and the outcome. Survey results are kept for each module and term, and notes from student representative meetings are kept on record.

Each term, the Head of School checks:

- survey response rates;
- student satisfaction, by module and overall;
- response times against the standards in Section 5;
- the actions agreed and whether they have been completed.

These measures are reported to EAI's QA cell and the LIAS Advisory Board.

12. Related Policies

- EAI's student feedback policy, within which this policy sits
- EAI's complaints and academic appeals procedures
- EAI's Privacy Policy and Data Protection Policy
- LIAS Equality, Diversity and Inclusion Policy
- LIAS Access and Participation Statement

These are available at www.lias.org.uk/policies and on the LIAS Student Portal.

13. Accessibility and Review

This policy is published on the LIAS website and the LIAS Student Portal, and is explained to students at induction. It is available in alternative formats on request, and students who need support to give feedback, for example because of a disability, can ask the student administration team for help.

This policy is owned by the Head of School. It will be reviewed by 30 June 2027 and annually thereafter as part of the programme review cycle, taking account of student feedback, EAI's policies and the requirements of the Institute and Faculty of Actuaries. Any material changes are communicated to current students.

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