CREATING A CULTURE OF FEEDBACK

Using YouthTruth's surveys to gather data about your students' experiences in school is just the start of creating a culture of feedback. The next important step is to let your students (and families and staff) know that their feedback is important to you.

Unfortunately, we frequently read in students' open-ended responses comments like, "Nobody is going to read this anyway" and "Nothing changes. We never hear back about our comments."

Here is a suggestion for closing the feedback loop that you can do soon after receiving your YouthTruth reports. This simple act of reflecting what you heard back to your students makes feedback in your community a two-way conversation and ignites a feedback loop with the power to fuel your improvement processes.

Compose a simple message of "Thank you. I heard you." This might take the form of a short presentation at assembly or a written note of appreciation to students and their families. You might want to focus on just your students' open-ended comments, or you might want to include reflections on both your quantitative and qualitative data. Here are some sentence prompts to help you get started.

Dear Students, thank you. I heard you.

I learned that _____

I was surprised that _____

Here's a question that I have: _____

I am proud that _____

Here are three quotations from your comments that I'm still thinking about:

_____

_____

_____

I plan to follow up on hearing from you by _____

_____