Washington State University Carson College of Business

💬 **Feedback Loop**

User
Case Study

Summary

Washington State University Carson College of Business needed a more user-friendly solution for peer feedback than a standard survey tool offered, especially for reviewing results at scale and providing performance feedback back to students so they can learn from their peer reviews.

In their first year using Feedback Loop, Carson deployed the tool to several courses, including Nolan's Ethics and Teamwork course detailed here.

CHALLENGES

Before switching to Feedback Loop, Washington State University's Carson College of Business used a standard online survey tool that is not optimized for peer feedback. Combing through results was extremely time-consuming because we had to review each individual student response to determine if follow-up was needed. This approach put the instructors in the middle of the team's peer feedback and did not provide insights to student's on their performance within the team.

SOLUTION

Feedback Loop, through its deep Canvas integration, provides instructors with a much easier peer feedback process that works efficiently, even at scale.

The Carson College of Business leveraged Feedback Loop's built-in student performance report feature to build more accountability among student teams without creating more work for instructors.

Automated Student Guidance & Reflection

Fast assessment of Student and Team Performance

Overall Ease of Use

Nolan Yaws-Gonzalez
Global Instructor
WSU Carson

Integrating Feedback Loop has been a game changer! As an Instructor with 150 students enrolled in my course each semester, keeping a pulse on the groups has historically been challenging. With Feedback Loop, this is much easier for the students, myself and the co-instructors. I especially appreciate how easy it is to share anonymized feedback results back to students allowing them to reflect on their self-assessment compared to their how their peers assessed them.

960
Total students in year one, across several courses

OUTCOMES

1 | **Significant Time Savings for Instructors**
It's now much easier to quickly assess team and student performance and release those results, anonymized and with auto-generated performance insights, to students.

2 | **Improved Student Reflection**
Every student can reflect on their performance versus their teammate's perception of their performance. This has been especially valuable in a course where students learn how to work in teams.

3 | **Positive Student Reception**
Students really appreciate how easy it is to complete the peer feedback surveys and see how they scored themselves versus the scores they receive from their team.

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