

Your voice matters: Help shape your University experience!



At UM, student feedback is more than a formality — it is a vital part of shaping how the University grows and improves. That is why UM has a dedicated [Student Feedback Policy](#) in place, ensuring that the student voice is heard and acted upon.

However, getting students to participate in feedback can be challenging. To tackle this, the [Faculty of Media & Knowledge Sciences](#) (MAKS) partnered with the Faculty's student organisation, [Media & Knowledge Sciences Association](#) (MKSA), to put in place a collaborative approach to gathering student feedback. Together, they co-designed a feedback questionnaire tailored to students' academic experiences. This initiative did not stop at questionnaires — it included an in-person feedback session and a [promotional video](#) created by students themselves to encourage participation. In addition, Faculty administrators and MKSA representatives visited a lecture of every study-unit offered by MAKS in a semester and encouraged students present in class to complete the questionnaire.

The result? A noticeable improvement: 54% of registered students submitted the feedback questionnaires — a significant increase from previous efforts. While attendance at the in-person session was not as high as hoped, the feedback collected provided valuable insights. The Faculty in collaboration with student representatives analysed the responses and shared the key strengths and areas for improvement with the relevant Boards of Studies, who in turn are working on practical solutions.

Your feedback matters. It leads to real changes. And now, we need *your* ideas too — not just on programmes, but on how feedback can be gathered more effectively.

Take part. Speak up. Help us build a better UM — together.

Through this [Quality Mailshot Initiative](#), the [QAC](#) aims to disseminate best practices at UM that align with both national and European standards for quality in higher education. If you have an example of good QA practice which you would like us to share, please get in touch with us at qac@um.edu.mt