



Centre for
Teaching
and Learning



AI-driven Feedback Loops

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Aims: Student Evaluation

- Drafting questions, collecting the information, analysing the results and then responding
- Automate feedback processes
- Reduce admin burden
- Shorten feedback cycles
- Upskill staff

Scope

- No undergraduate evaluation, surveys only, no development of custom AI systems, no direct student involvement
- “Analysing survey data” was consistently rated the highest priority, followed by refining survey questions.
- Participants consistently reported the AI misclassified, overlooked or fabricated feedback. Trust in the AI’s analysis accuracy was low

Challenges

- ChatGPT was consistently inconsistent
- Limitations in sharing information with colleagues
- Cumbersome chats
- Licensing concerns

Next Steps

- Simple, well-defined, repeatable tasks. Build human checks into the process.
- Invest early in staff training; consider using tasks
- Use small data sets; keep process records externally
- Suggest that feedback is pre-processed and AI be used for summary/presentation purposes only. Even then, verify its efficacy.