



## Feedback: User Manual

Feedback is helpful information about your writing, given by another person in written or oral form on any text type or product, e.g. notes, mind-maps, clusters, drafts, concepts, structures, first drafts, finished texts etc.

Feedback can be given and received during all phases of a writing project. However, it has to be adjusted according to the writing phase, the text type and your personal needs.

### Feedback levels:

- 1) Content: Is there anything missing? What is the topic? Is there a clear research question?
- 2) Structure: Coherence, clarity, approach, transitions between ideas (sentences/paragraphs/chapters), comprehensive and following the guidelines.
- 3) Language: Length of sentences, change in style, grammar (tenses, spelling etc.), usage of terms/phrases (academic English), repetitions, filler-words etc.

### What is constructive feedback?

- Be objective: The focus solely lies on the text, not on the author or your different perspectives on the topic.
- Be friendly: Address positive aspects of the text. Try to phrase your criticism as a suggestion and an impulse to revise the text.
- Be respectful: Towards the text, the topic and the author. The text belongs to the author – he or she decides what to do with feedback.
- Be honest: No unnecessary flattery, but give praise where praise is due.
- Be straightforward: Talk *to* the author, not about him or her!

### Rules for giving feedback:

- Be specific and precise: Give examples!
- Be clear: Point out possible actions.
- Be helpful, optimistic and constructive.
- Be respectful: Do not attack or ridicule the author. Do not devalue the author's work.
- Be thorough and ask questions.
- Be positive: Point out the strengths and major achievements of the text.
- Use subjective, 1<sup>st</sup> person language: Use "I think that...", "From my point of view..." (instead of "you are / you have") and describe the impressions you got while reading the text.

### Rules for accepting (oral) feedback:

- Listen carefully and take notes.
- Do not explain or justify the decisions you made in your text.
- The author decides whether he/she wants to accept suggestions. They are the ones responsible for their texts.
- Thank the person for giving you feedback.