

Feedback That Works

Education

Most feedback changes nothing. What separates the rest is known.

Kluger and DeNisi found a third of feedback interventions made performance worse.

Raises performance

Says what to do next, not just what went wrong

Arrives while the work can still be changed

Focuses on the task, not the person

Requires the pupil to act on it

Is followed by time to act

Lowers it or does nothing

A grade with a comment: pupils read the grade

Praise directed at ability

Comments longer than the work

Corrections the pupil only has to copy

Feedback with no time set aside to use it

Educational reference. If a mark and a comment appear together, the comment is largely ignored. Withhold the mark until the comment is