GRADUATE STUDIES

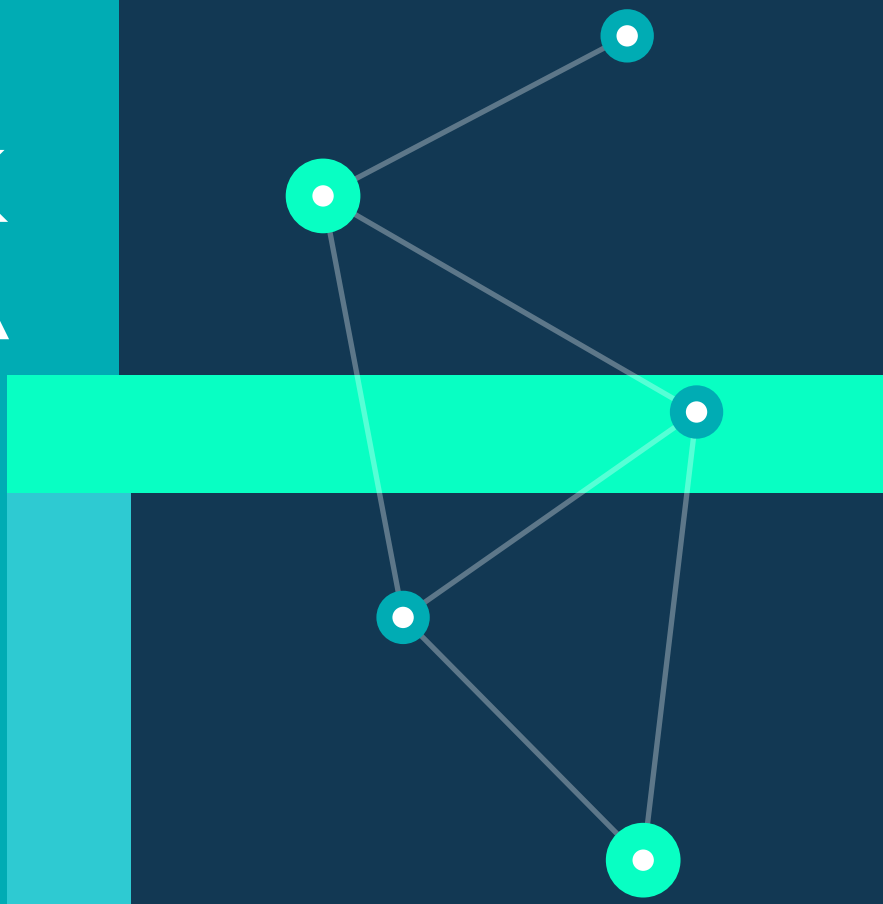
HOW YOUR FEEDBACK SHAPED THE LEARNER EXPERIENCE

YOU SAID. WE LISTENED. HERE'S WHAT CHANGED.

At IMI, learner feedback plays a vital role in helping us continuously improve our programmes and services. Throughout the year, learners shared insights through surveys, conversations with staff and programme feedback channels. While feedback was overwhelmingly positive, you also identified opportunities to enhance the learning experience.

We've listened carefully and taken action. Here's how your feedback has influenced improvements across our Graduate Studies programmes.

2026



IRISH MANAGEMENT INSTITUTE

THEME 01

CLEARER LEARNING. STRONGER SUPPORT.

Learners asked for clearer expectations, easier access to materials and more guidance on academic work.

Clearer learning outcomes

YOU SAID

"Standardise the learning outcomes across modules and facilitators."

WE DID

We reintroduced the practice of clearly communicating learning outcomes at the start of every workshop. Programme-level learning outcomes remain available through Diploma Handbooks and Programme Directors.

THE IMPACT FOR LEARNERS

Our learners now benefit from clearer expectations and a more consistent learning experience across workshops, helping them understand how each session contributes to their overall development.

Easier access to learning materials

YOU SAID

"Information on the VLE for preparation ahead or review after the class was not always easy to find."

WE DID

Following feedback on navigation of our learning management system, we have completed a review of content. As a result, the content will be updated to be easier to follow and access.

THE IMPACT FOR LEARNERS

Our learners can more easily access programme materials and information, making it simpler to prepare for workshops, revisit content and stay engaged throughout their learning journey.

Additional academic support

YOU SAID

"Provide more information on what the assignments are trying to achieve and what is required e.g. what is reflective writing, what critical writing means."

WE DID

We created a self-paced academic induction course covering referencing, academic writing, reflective writing, critical thinking and study skills, introduced one-to-one appointments with our Librarian and expanded our regular drop-in clinics.

THE IMPACT FOR LEARNERS

Our learners have access to enhanced academic resources and support, helping them better understand assignment requirements and develop the skills needed to succeed in their studies.

WHAT OUR LEARNERS SAID

"Environment, lecturers and content is fantastic. There is great support for completing projects etc which takes away from the anxiety."

THEME 02

A BETTER START

Learners asked to know more about their faculty and for a clearer, more consistent introduction to their programme.

Better Associate Faculty introduction

YOU SAID

Learners told us they wanted to know more about Associate Faculty before their programme and that in-session introductions were inconsistent.

WE DID

We refreshed our Associate biography templates, updated qualifications and areas of expertise, and made faculty information available in advance of programmes. We also introduced branded guidelines and instructions to ensure biographies are presented consistently.

THE IMPACT FOR LEARNERS

Our learners can gain a clearer understanding of faculty expertise before their programme begins, helping them engage more confidently and make stronger connections with the learning experience.

A better welcome experience

YOU SAID

Learners told us they wanted clearer information and a more consistent introduction to their programme experience.

WE DID

We introduced a welcome video shown on the first morning of programmes, covering practical information, campus facilities, health and safety guidance and key programme information.

THE IMPACT FOR LEARNERS

Our learners receive a more consistent introduction to IMI, helping them feel informed, supported and ready to make the most of their programme from day one.

THEME 03

EASIER TO SHARE. EASIER TO EXPLORE.

Learners asked for quicker ways to give feedback and greater visibility of the programmes available at IMI.

Easier access to feedback surveys

YOU SAID

Learners told us that providing feedback should be quicker and easier.

WE DID

We introduced QR codes alongside email-based learner feedback surveys, making it quicker and easier to access surveys from mobile devices.

THE IMPACT FOR LEARNERS

Our learners can share feedback more easily, helping ensure learner voices continue to inform enhancements to the learning experience.

Easier programme discovery

YOU SAID

Learners told us they would like greater visibility of the full range of programmes and development opportunities available at IMI.

WE DID

We enhanced website navigation and programme discovery, making it easier to explore related programmes, future learning opportunities and development pathways.

THE IMPACT FOR LEARNERS

Our learners can more easily identify programmes and learning pathways that align with their personal and professional development goals.

THANK YOU

To everyone who shared feedback throughout the year.

Every survey completed, suggestion made and conversation held helps us improve the learner experience for future participants.

Your insights continue to shape how we design programmes, support learners and deliver meaningful learning experiences. We look forward to building on this feedback as we continue to enhance the Graduate Studies experience at IMI.

YOUR FEEDBACK CONTINUES TO SHAPE OUR PROGRAMMES.

THINK DIFFERENTLY. FEEL DIFFERENTLY. ACT DIFFERENTLY.