

Student Survey and Module Evaluation Policy

POLICY COVERSHEET

# Key Details

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| **POLICY TITLE** | Student Survey and Module Evaluation Policy |
| **DATE APPROVED** | 9th October 2024 |
| **APPROVING BODY** | Learning, Teaching and Student Engagement Committee |
| **VERSION** | 4 |
| **PREVIOUS REVIEW DATES** | 4th October 2021 |
| **NEXT REVIEW DATE** | October 2025 |
| **OUTCOME OF EQUALITY IMPACT ASSESSMENT** | *\* No major change* |
| **RELATED POLICIES / PROCEDURES / GUIDANCE** | QED guidance for surveys and module evaluation can be found here: [National Student Survey](https://outlookuwicac.sharepoint.com/sites/QED/SitePages/National-Student-Survey-FAQs.aspx)[Student Satisfaction Survey](https://outlookuwicac.sharepoint.com/sites/QED/SitePages/Student-Satisfaction-Survey.aspx)[Postgraduate Taught Experience Survey](https://outlookuwicac.sharepoint.com/sites/QED/SitePages/Postgraduate-Taught-Experience-Survey-(PTES).aspx)[Module Evaluations](https://outlookuwicac.sharepoint.com/sites/QED/SitePages/Module-Evaluation.aspx) |
| **IMPLEMENTATION DATE** | 9th October 2024 |
| **POLICY OWNER (JOB TITLE)** | Laura Douds (Student Partnership and Engagement Lead) |
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# Version Control

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| --- | --- | --- |
| **VERSION** | **DATE** | **REASON FOR CHANGE** |
| 3.0 | 4th October 2021 | Third version |
| 4.0 | 9th October 2024 | Fourth version |

# Policy Hub

## For further information on policies:

1. You can go to the Secretariat pages on InSite at [https://outlookuwicac.sharepoint.com/sites/Secretariat](https://outlookuwicac.sharepoint.com/sites/Secretariat/);
2. You can go to the Policy Hub at [cardiffmet.ac.uk/about/policyhub](https://www.cardiffmet.ac.uk/about/policyhub); or
3. Contact [policies@cardiffmet.ac.uk](mailto:policies@cardiffmet.ac.uk).

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Student Surveys and Module Evaluation Policy

# Introduction

## **Purpose**

### The purpose of this policy is to set out Cardiff Met’s approach to students’ evaluation of their experiences through the medium of surveys, and the principles that underpin these surveys. The University gathers feedback from its students via internal and sector-wide surveys, and through an effective Student Representation system run by the Students’ Union. The analysis of the surveys allows the University to measure student satisfaction, share good practice and identify ways in which the student experience can be enhanced.

### Results from surveys contribute to key external metrics (e.g. University league tables), and University strategies. Results are used as part of various internal and external, regulatory quality assurance processes.

## **Scope**

### This policy is intended to cover all programme-level surveys and end-of-module evaluations at the University. Centrally administered surveys, referred to as ‘surveys’ in this policy, refer to any internally developed survey and sector-wide surveys that report to University Committee structures. This includes but is not exclusive to the National Student Survey (NSS), Postgraduate Taught Experience Survey (PTES) or the Student Satisfaction Survey (SSS). Module evaluations are referred to in a separate section.

### This policy is not intended to cover other surveys that may take place across the University e.g. student research projects, academic research projects, Students’ Union surveys etc. This survey is also not intended to cover the Postgraduate Research Experience Survey (PRES) which is administered by Research and Innovation Services.

# Principles

## Survey Principles

### Surveys such as (but not exclusively) the NSS, PTES and SSS will be centrally administered by the Quality Enhancement Directorate. Direction and advice will be sought from and provided to Schools or other University departments in the promotion, analysis or other phases of the surveys as necessary.

### The purposes of student surveys are to provide students with an opportunity to provide feedback about their educational experiences, and for the University to understand these experiences. Utilising this information will, in turn, improve levels of student satisfaction and student success, as measured through retention, progression, and achievement.

### Anonymity will be preserved for both students and staff wherever possible, and no action should be taken to identify individual students or staff members on the basis of survey results or qualitative comments.

### Every effort should be made to not bias the results of any survey, or prompt specific responses from students.

### Surveys will be conducted using online mechanisms wherever possible, in order for as many students as possible to be able to complete the surveys.

### The reason for conducting surveys should be outlined to students at the beginning of and/or during the promotion of every survey, so that students know what their feedback is being used for.

### Adequate time should be provided during teaching sessions to enable students to fill in relevant surveys.

### Once surveys have been completed, the results or actions arising from the feedback should be communicated back to students through appropriate mechanisms.

## Module Evaluation Specific Principles

### The main purpose of student module evaluation is to enhance the student learning experience which in turn, improves levels of student satisfaction and student success, as measured through retention, progression, and achievement, at module level. It seeks feedback for programme directors and module leaders and does not seek student opinion on the wider student experience.

### Student module evaluation involves measuring student satisfaction with their experience whilst studying specific modules on their programme, which are used to inform quality enhancement at module, programme, and University level. This is normally done towards the end of a module when most of the teaching has been completed.

### Module evaluations should be open for a minimum of two weeks, and timed to avoid assessment periods wherever possible.

### Anonymity will be preserved for students wherever possible, and for staff where the results are distributed outside School Leadership. No action should be taken to attempt to identify individual students on the basis of survey results or qualitative comments.

### Further to end-of-module module evaluations, academics are encouraged to check-in with students mid-module, using whichever tools they deem suitable, so that enhancements and adjustments can be made to the module before its completion. This process should also be as anonymous as possible.

# Roles and Responsibilities

## This policy applies to all staff engaged in survey or module evaluation activity within the scope outlined in section 1.2.

## The Quality Enhancement Directorate, and in particular, the Student Partnership and Engagement Team and the Student Partnership and Engagement Lead are responsible for maintaining and updating this policy periodically.

## The Learning, Teaching and Student Engagement Committee are responsible for the oversight of this policy and its implementation.

## Any further information or clarifications about the policy can be sought from the Student Partnership and Engagement Team can be contacted.

# Related Policies and Procedures

## Further information, including frequently asked questions and operational procedures behind recurring surveys and module evaluations can be found on the following pages:

### [National Student Survey](https://outlookuwicac.sharepoint.com/sites/QED/SitePages/National-Student-Survey-FAQs.aspx)

### [Student Satisfaction Survey](https://outlookuwicac.sharepoint.com/sites/QED/SitePages/Student-Satisfaction-Survey.aspx)

### [Postgraduate Taught Experience Survey](https://outlookuwicac.sharepoint.com/sites/QED/SitePages/Postgraduate-Taught-Experience-Survey-(PTES).aspx)

### [Module Evaluations](https://outlookuwicac.sharepoint.com/sites/QED/SitePages/Module-Evaluation.aspx)

# Review and Approval

## The policy will be reviewed on an annual basis, considering any changes to surveys that the University chooses to develop or participate in as well as wider policy and legislation that may impact on this process. Feedback from Schools and Service Departments will be sought.