Module Survey Policy

1. Introduction

1.1 The University of Southampton is committed to receiving and responding to student feedback in order to monitor and enhance the quality of the student learning experience, and to ensure that the management of academic quality and standards incorporates student views. The feedback that students give, via a range of different methods, supports the University in enhancing the quality of the modules that it offers.

1.2 The overarching principles governing feedback are contained in the University's Student Feedback Policy in the Quality Handbook.

1.3 Feedback from students at the University is obtained through a combination of mechanisms. Module survey is the core process by which students are invited to give feedback on the modules that they study. The University is committed to encouraging module survey methods which promote the collection of reliable, high quality data.

1.4 Chapter B5 of the *UK Quality Code for Higher Education* entitled 'Student Engagement' states that:

1.5 'Higher education providers make available opportunities for individual feedback, including feedback provided anonymously (for example, through student evaluations or suggestion boxes), as well as opportunities for collective feedback through student representation systems'.

1.6 This policy applies to all undergraduate and postgraduate taught modules delivered by the University, including standalone and CPD modules.

2. Principles

2.1 Schools are responsible for managing the module survey process.

2.2 Schools inform students about the purpose of and the process for carrying out module survey, and about how their feedback is utilised.

2.3 Schools select the most appropriate mechanism for carrying out module survey. Should a School wish to use an externally owned system they should contact QSAT (qsa@soton.ac.uk) for confirmation that the system has been judged DPA compliant by Legal Services.

2.4 Each module is surveyed every time it is delivered at an appropriate point towards the end or at the end of teaching.

2.5 Student anonymity is maintained throughout the process.

2.6 Module Leaders consider the results from module survey when preparing their module report.

2.7 Schools provide students who have taken the module and students who take the module the next time it is offered with a summary of the feedback received and any action taken in response to that feedback. Where it has not been possible or desirable to act on issues raised by a significant number of students in their feedback, the reasons should be explained. This information must also be included in the module report published on SUSSED.

2.8 Schools decide the appropriate time in the academic year to respond to students regarding feedback received in module surveys, and the methods by which they will do so. Responsibility for ensuring that responses to students are provided lies with the Deputy Head of School (Education).

2.9 Module survey results are shared with the relevant Deputy Head of School (Education), Director of Programmes (and where relevant the Programme Leader) as well as with Module Leaders.

2.10 Module survey results are shared with students at the Staff:Student Liaison Committee closest to the relevant programme. Schools decide what level of data is shared. However, a list of numerical scores alone is insufficient.

3. Purpose

3.1 A primary purpose of module survey is to evaluate the student experience of the module and to engage in a process of continuous improvement. It also provides an opportunity to ensure that the content and presentation of the module is accessible and inclusive, and to identify good practice.

3.2 The analysis of student feedback gained through module survey is normally undertaken (at least in the first instance) by the Module Leader or by other member(s) of staff directly involved in the delivery of the module.

4. Management

4.1 Deputy Head of School (Education) are responsible for ensuring that anonymous module survey takes place for all taught provision within their School and that it is operated in a consistent and transparent way. Schools should consider, when making the arrangements, the best way to conduct the survey in order to achieve a good response rate and to obtain reliable, high quality data which can be used as the basis for decisions about future module or programme enhancements.

4.2 Deputy Head of School (Education) are responsible for confirming implementation of the policy to their School Programmes Committee. Module Leaders will confirm that the module has been surveyed in their individual module reports. Faculty Academic Registrars are responsible for ensuring that the Faculty Academic Registrars' network is made aware of the module survey mechanisms in use across Schools.

4.3 For modules that run across Schools, (including UOSM-coded modules), the owning School is responsible for carrying out module survey.

5. Survey content

5.1 There is one standard question that must be included in all module survey questionnaires (see Annex 1 below).

5.2 Schools are responsible for determining the remaining questions to be included in individual module survey questionnaires. This enables Schools to be responsive to changing School priorities or requirements, and to develop questions to address specific areas of concern. A bank of potential questions is given in Annex 1 below. This is for guidance, and is not intended to be exhaustive.

5.3 There is no requirement to ask a specific question about named members of staff contributing to a module's delivery. However, if Schools choose not to include such a question, they should ensure that they have other mechanisms in place to assess the quality of teaching on modules. Where Schools do include a specific question about named members of staff, see 6.1 below.

5.4 All module survey questionnaires must be approved by the relevant School Programmes Committee.

6. Retention

6.1 Completed questionnaires may be destroyed once the evaluation process has been completed, unless the School chooses to include a question asking students to comment on individual members of
staff. In these cases, the School must ensure secure retention of the completed questionnaires for a period of six years.

7. Use of information from module survey

7.1 Module Leaders comment on module survey results in their module report forms, include a description of how they plan to respond to student feedback and provide a rationale where it has not been possible or desirable to act on issues raised by a significant number of students in their feedback. In so doing, they should ensure that it is not possible to identify individual students. Schools, on behalf of Academic Quality and Standards Committee (AQSC), should monitor the quality and effectiveness of these responses.

7.2 Schools decide what level of data is published or shared. The minimum expectation is that module survey results should be shared with the Deputy Head of School (Education), Director of Programmes (and where relevant the Programme Leader) as well as the Module Leader. The headline results (at a minimum) from module survey should also be shared at Staff:Student Liaison Committees.

7.3 The Deputy Head of School (Education) is responsible for ensuring that a response is provided to students on the main issues raised and how these are being addressed. The response should focus on positive comments received as well as areas requiring enhancement. Where it has not been possible or desirable to act on issues raised by a significant number of students in their feedback, the reasons should be explained.

7.4 Students are able to see completed module reports through the student tab on SUSSED.

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Annex 1

The module survey questions

The question below must be included in all module survey questionnaires.

	5 (highest)	4	3	2	1 (lowest)
Please rate the overall quality of this module					

Below are banks of questions that Schools may wish to include in their module survey questionnaires. Schools can decide whether or not to use the questions below in their existing format (including a Likert scale for responses) or whether to reword them/ask more open questions.

CORE MODULE QUESTIONS:

The purpose of this section is to collect your views on the module as a whole. Please indicate the extent to which you agree or disagree with each of the following statements.

1. I feel that the module was intellectually stimulating. (NSS 4)
2. I feel that the module was well-organized and ran smoothly. (NSS 15)
3. I was comfortable with the amount of material covered.
4. I was comfortable with the level of prior knowledge assumed of me.
5. I understood at the beginning of the module what the assessment criteria would be.(NSS 5)
6. I found that the resources I needed for the module were easily accessible.
7. I received sufficient feedback during the module to have a sense of what I understood and what I still needed to work on. (NSS 10)
8. I feel that this was a very good module overall.
9. COMMENTS RELATING TO THE MODULE (prefaced by the paragraph 'Please use the space below to elaborate on your responses to the questions above and to add any additional comments you may have, including any commendations you wish to make about the module. In particular, we would like to hear about what went well this year, so that we can keep this for next year, and what you would like us to improve, so that we can work on this for next year.')

The next set of questions is for those modules with a single lecturer or small number of lecturers; in the latter case, the questions may be asked about each lecturer separately.

CORE LECTURER QUESTIONS:

The purpose of this section is to collect your views on the module lecturer (or lecturers). Please indicate the extent to which you agree or disagree with each of the following statements. Note that each of the module lecturers (where there is more than one) has their own set of questions.

1. I feel that this module lecturer explained the material clearly. (NSS 1)
2. I feel that this module lecturer made the subject interesting. (NSS 2)
3. In my experience, this module lecturer responded promptly to my queries about the module.
4. I feel that this module lecturer did a very good job overall.
5. COMMENTS RELATING TO THIS MODULE LECTURER (prefaced by the paragraph 'Please use the space below to elaborate on your responses to the questions above and to add any additional comments you may have, including any commendations you wish to make about this module lecturer.')

The next set of questions relates to those modules with coursework handed in and returned during the semester.

CORE QUESTIONS FOR FEEDBACK:
The purpose of this section is to collect your views on the quality of the feedback you received on any coursework handed in and returned to you during the semester. Please indicate the extent to which you agree or disagree with each of the following statements.

If you have not yet handed in your coursework or if you were not expecting to have received your coursework marks and feedback by now, please use the N/A response as appropriate.

1. I was informed at the beginning of the semester about all coursework deadlines. (University policy)
2. I was informed at the beginning of the semester about when I would be receiving my marks and feedback on my coursework. (University policy)
3. I knew where to find the marking criteria for the coursework. (NSS 5)
4. I received the feedback on my coursework by the deadlines given. (University policy)
5. The feedback on my coursework helped me to clarify things I did not understand.(NSS 9)
6. COMMENTS RELATING TO THE COURSEWORK (prefaced by the paragraph 'Please use the space below to elaborate on your responses to the questions above and to add any additional comments you may have, including any commendations you wish to make about how coursework was handled over the course of the module. If you disagree with any of the statements above we would appreciate hearing from you any specific reasons as to why.')

The next set of questions relates to laboratory modules.

LABORATORY QUESTIONS:
The purpose of these questions is to collect your views on the conduct of the laboratory sessions. Please indicate the extent to which you agree or disagree with each of the following statements.

1. I feel that the description of the work to be done in the laboratory sessions was well-structured and clear.
2. I found that the equipment used in the laboratory sessions worked reliably.
3. I was comfortable with the level of technical difficulty of the laboratory sessions.
4. I feel that the amount of time allowed for the laboratory sessions was sufficient.
5. I feel that the demonstrators in the laboratory sessions provided appropriate and useful assistance.
6. I felt safe during the laboratory session and I feel I knew what to do in case of an emergency.
7. COMMENTS RELATING TO THE LABORATORY SESSIONS (prefaced by the paragraph 'Please use the space below to elaborate on your responses to the questions above and to add any additional comments you may have, including any commendations you wish to make about the laboratory sessions. If you disagree with any of the statements above we would appreciate hearing from you any specific reasons as to why.')

The final set of questions below relates to project modules.

PROJECT MODULE QUESTIONS:
The purpose of these questions is to collect your views on the conduct of the project up to this point. Please indicate the extent to which you agree or disagree with each of the following statements.

1. I was able to choose a topic which interested me.
2. I received the information I needed to start work on my project.
3. I found it useful to prepare any abstracts, project briefs or progress reports before handing in the final   project.
4. I have spent on average the following amount of time working on this project(s) to date. (For this question, the possible answers are given by a drop down menu in half day increments from 'half a day per week' to 'more than two and a half days per week'.)
5. COMMENTS RELATING TO THE PROJECT WORK (prefaced by the paragraph 'Please use the space below to elaborate on your responses to the questions above and to add any additional comments you may have, including any commendations you wish to make about the project up to this point. If

you disagree with any of the statements above we would appreciate hearing from you any specific reasons as to why.')