

Academic Quality Assurance and Enhancement Procedure

Student, Graduate and Employer Evaluation Surveys

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Contents		Page
1	Introduction and purpose	3
2	Scope	3
2.1	'Student Engagement in Quality Enhancement' working group	3
2.2	'External Student Survey results' working group	4
3	Procedures	5
3.1	Responding to student survey results	5
3.1.1	Module/Strand/Rotation Reviews	5
3.1.2	Year Leader/Course Director ' <i>reflective response</i> '	5
3.1.3	You Said...We Did...	5
3.2	RVC student surveys	6
3.2.1	Module surveys	7
3.2.2	Strand surveys	8
3.2.3	BVetMed Intra-Mural Rotation surveys	9
3.2.4	Teaching and Learning in Higher Education (TLiHE)	10
3.2.5	RVC Experience survey	10
3.2.6	RVC Graduate survey	11
3.2.7	RVC Employer survey	12
3.3	External student surveys	13
3.3.1	National Student survey	13
3.3.2	Postgraduate Taught Experience Survey	14
3.3.3	Postgraduate Research Experience Survey	14
3.3.4	Barometer survey	14
3.3.5	Graduate Outcomes survey	15
3.3.6	Intentions after graduation survey	15
4	Associated documents and procedures	15
4.1	RVC survey templates	15

1. Introduction and purpose

The purpose of this procedure is to ensure that there is systematic collection of student, graduate, and employer views on the education which the RVC provides, and that this data is used to enhance the quality of educational provision and students learning experience. It seeks to fulfil the expectation relating to student engagement as set out in the Office for Students ongoing conditions of registration and the UK Quality Code for Higher Education, Quality Assurance Agency.

2. Scope

This procedure covers all RVC based taught programmes of study including those taught at a distance, both undergraduate and postgraduate. It does not cover research degrees or non-award bearing continuing education.

2.1 'Student Engagement in Quality Enhancement' working group

The 'Student Engagement in Quality Enhancement' working group operates as a sub- group of the Teaching Quality Committee (TQC). It supports the delivery of the RVCs 'Strategy for Enhancement and Assurance of the Quality of Learning, Teaching and Assessment' to:

- Create, review, refine and promote a range of opportunities for students to engage in dialogue with the RVC to assure and enhance the quality of their learning.
- Develop effective processes for the administration of all student surveys, ensuring ease of access for students and staff (including undergraduate/ postgraduate).
- Promote and enable effective "closing of the loop" on quality assurance and enhancement activities, including administering and advising on processes for publishing and disseminating timely responses to student survey feedback.
- Recommend to the Teaching Quality Committee policy and procedures governing student engagement in quality enhancement activities.
- Identify opportunities to disseminate information about student representation and engagement activities to both staff and students.

The approval of the working group must be sought for proposals relating to the administration of any course/cohort wide student surveys.

Membership includes: TQC Chair (Chair), Senior Academic Quality Officer – Student Engagement, Course Directors for BVetMed/ Undergraduate Bio Sciences/FdSc and BSc Veterinary Nursing/Certificates in Advanced Veterinary Nursing, Vice Principal Students, SU Vice President for Representation and Communications, SU Postgraduate Officer, other course staff as required. Further information relating to this working group can be found in the [RVCs 'Academic Committee Handbook'](#).

2.2 'External Student Surveys results' working group

The 'External Student Surveys Results' working group operates as a sub-group of TQC who will receive its minutes. The group considers the results of two externally conducted satisfaction surveys, run annually – the National Student Survey (NSS) and the Postgraduate Taught Experience Survey (PTES).

The group reports its conclusions and recommendations to the Academic Board, via the Teaching Quality Committee. The working group meets at the beginning of the autumn term to provide Course Directors/Year Leaders with its conclusions/recommendations and actions being taken at a RVC wide level in advance of the submission of their 'Annual Quality Improvement Reports'. Further information relating to this working group can be found in the [RVCs 'Academic Committee Handbook'](#).

Based on discussions held at the working groups Autumn meetings, the Vice Principal for Students and the Vice Principal for Learning, Teaching and Assessment, will draft an RVC statement responding to the survey results. The statement will be drafted by the Vice Principals in consultation with the RVCs 'College Executive Committee' and the 'Principals Advisory Group'. The final statement will be approved by the RVC Principal and Head of External Relations to be published on RVCs moodle platform 'LEARN'. The statement will be published annually by the end of October to ensure it can be used to inform the development of Course Directors 'Annual Quality Improvement Reports'.

3. Procedures

3.1 Responding to student survey results

3.1.1 Module/Strand/Rotation Reviews

Annual Module/Strand/Rotation Reviews are used to document any necessary future changes to the delivery of content, things that went well and not as well as hoped, and to share good teaching practice (see Academic Quality procedure '*Reviews of modules, TLiHE and BVetMed: Strands/Rotations/Electives and Research Project 2*').

The Module/Strand/Rotation Leader should submit the Module/Strand Review form within 20 working days of the module/strand/rotation teaching finishing.

The reviews should demonstrate consideration of student feedback received by whatever available means e.g. from results of student surveys provided by Academic Quality, from academic committee meetings, as reported by SU course reps etc, and any actions arising from their feedback should be clearly outlined. This may include detailing changes to the course as a result of the feedback or actions supporting communications to students about changes that will not be made or, to provide explanation or clarity where no change is possible.

Module/Strand/Rotation Leaders are asked to ensure that their reviews are completed in a timely fashion and to engage with the relevant Year Leader/Course Director/Rotations Director as required to discuss any issues raised within the student's feedback.

3.1.2 Year Leader/Course Director 'reflective response'

Year Leaders (and where they do not exist Course Directors) are required to publish a 'reflective response' for their cohort at the end of each term on LEARN, to consider and respond to student feedback as appropriate for their cohort. This student feedback could be received via SU course reps, module/strand surveys, Q and A sessions, forums and through any other informal routes.

The reflective response should be drafted in consultation with staff teaching the cohort. The reflective response should be published as a 'news announcement' on the LEARN homepage for the Course/Year group.

Students should be signposted to the reflective response wherever possible and it should be emailed to RVC SU Course Representatives for the cohort. Where possible the Course Director/Year Leader should brief the year group on the response through an [online] timetabled session in partnership with the RVCSU Course Representatives.

Course Directors and Year Leaders will continue to provide an annual response to the results of relevant student satisfaction surveys through completion of their '[Annual Quality Improvement Report](#)'.

3.1.3 You Said...We Did...

'You Said...We Did...' aims to close the feedback loop by reporting actions taken and responses made to feedback from students, including student evaluation results and feedback from student representatives. The project is overseen by the Academic Quality Office and championed by the Vice Principal (Students).

'You Said...We Did...' items are published on the RVC's LEARN platform.

The identification and submission of new entries are encouraged from staff and students. Entries can be submitted directly to the Academic Quality Office at AQOfficerSE@rvc.ac.uk or via the standing agenda item of the relevant Academic Committee.

3.2 RVC Student surveys

Student opinion is gathered by a variety of means, including through the RVC Students Union course representative system and informal staff/student discussions. In addition, surveys are commended as an effective means of gathering systematic and comparable data if used at appropriate intervals and the results are given consideration and responded to.

The RVC conducts internal surveys which enable students to give feedback on individual modules/strands and rotations. In addition, undergraduate students are able to feedback on their overall RVC experience, both academic and otherwise, through the annual 'RVC Experience Survey' and one year after graduation through the 'RVC Graduate survey' (figure 1 below).

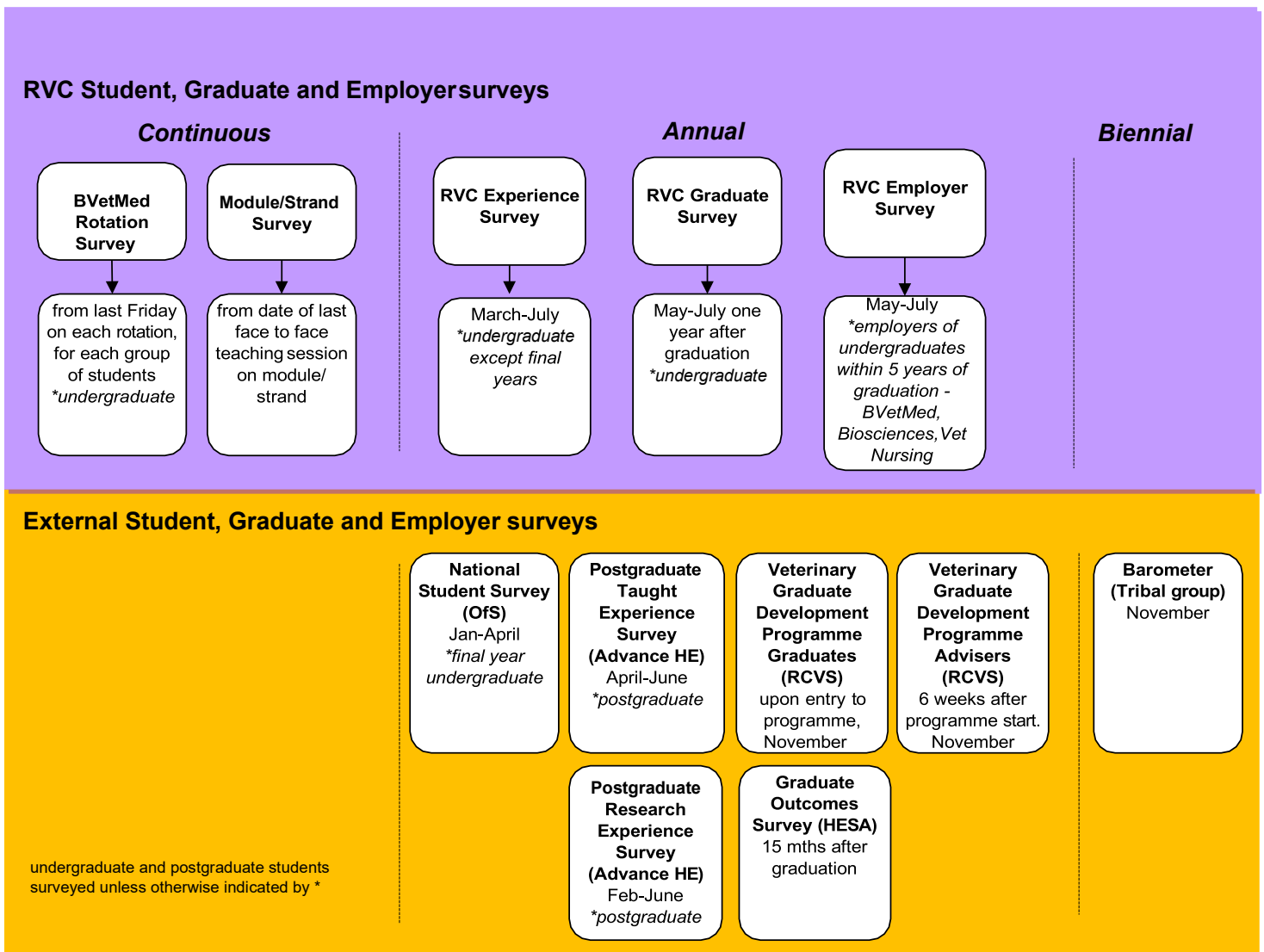


Figure 1. RVC Student, Graduate and Employer surveys

Students' opinions are not necessarily objective judgements about the quality of education, but perceptions of the student experience. They should therefore be considered alongside other sources of evidence including feedback through the student representative system, group discussions with students, peer observation of teaching and External Examiners reports.

All RVC student surveys are anonymous, and no student will be identifiable from any results or reports produced. To protect anonymity and ensure valid results a minimum of three respondents are required to administer/analyse a survey.

3.1.1 RVC Module Survey

Administration

Each module is evaluated annually. Surveys are administered through the RVC's online survey system and are normally issued on the date of the last face to face teaching session for the module.

A standard survey is issued by the Teaching Quality Committee to evaluate modules within the BVetMed, FdSc/BSc Veterinary Nursing, BSc and MSc Biosciences, Graduate Certificate in Advanced Veterinary Nursing and all Postgraduate taught courses.

On the survey live date students receive an email at around 9:00am from StudentSurveys@rvc.ac.uk, containing a link to the survey. Students can also access surveys via the navigation menu on their LEARN course homepage.

Module Surveys contain two parts:

- overall satisfaction question – respondents are asked to provide an overall evaluation of the module as either very satisfied/satisfied/dissatisfied/very dissatisfied
- full survey – respondents are asked to provide a response to two open comment questions.

Module surveys usually remain open 10 calendar days. The Academic Quality Office attempt to process module survey results within a week of the survey end date.

Results

A response rate of below 25% and/or less than 3 students is considered low and consequently no analysis of the results of any quantitative questions will be conducted.

Low scoring questions are defined as;

- overall satisfaction question - 79% or below responded as either 'very satisfied' or 'satisfied' (as a % of total respondents)
- full survey – where quantitative questions are included, the question with a median of 2 or below will be considered a low score. If the overall median is 4 this will normally be considered excellent.

The Chair of the Teaching Quality Committee will draw to the attention of staff who are recipients of the survey results, any instances of low response rates/low scoring questions.

The Module Leader is required to respond to the results of the module survey, particularly any low scores for the 'overall satisfaction question' through their Module Review. In the case of any low scoring questions, the response provided in the Module Review will be considered by the Teaching Quality Committee.

The results of surveys are returned to:

- Course Director and Deputy Course Director
- Year Leader (if applicable)
- Module Leader and Deputy Module Leader
- Student Course Representatives for the appropriate year
- Chair of Course Management Committee
- Module Leader's Head of Department
- Programme Support Coordinator

The results of module surveys which meet the response rate threshold, are published on the Academic Quality intranet pages (excluding open comments). RVCSU Course Representatives are encouraged to direct their year group to the results as published on the intranet. They are also encouraged to discuss the results with the relevant module leader.

Summaries of survey results will be retained by the Academic Quality Office in a form such that they can be used in appraisal and offered as evidence in promotion applications, Institutional Audit, quality assessment and accreditation.

3.1.2 RVC Strand Survey

Administration

From 2022/23, the following strand surveys will be conducted:

- 1 survey with Year 1 at the end of term 1 to gather feedback on all 1st visit strand teaching
- 1 survey for each strand during Year 1+2, normally at the end of all teaching
- 1 survey for each strand during Year 3+4, normally at the end of all teaching
- in addition, for:
- 'Principles of Science' to conduct a survey for each Year group, in relation to teaching received each term.
- 'Principles of Veterinary Practice/ Professional Studies' to conduct a survey for each Year group, in relation to teaching received each academic year.
- 'Population Medicine and Veterinary Public Health' to conduct a survey for Year 2, 3 and 4.

Surveys are administered through the RVC's online survey system and are normally issued on the date of the last face to face teaching session for the strand.

On the survey live date, students receive an email from StudentSurveys@rvc.ac.uk containing a link to the survey. Students can also access their surveys via the menu on their LEARN course homepage.

Strand surveys contain 2 parts:

- overall satisfaction question – respondents are asked to provide an overall evaluation of the strand as either very satisfied/satisfied/dissatisfied/very dissatisfied
- full survey – respondents are asked to provide a response to two open comment questions.

Strand surveys usually remain open for 10 calendar days. The Academic Quality Office will attempt to process strand survey results within a week of the survey end date.

Results

A response rate of below 25% and/or less than 3 students will be considered low and consequently no analysis of the results of any quantitative questions will be conducted.

Low scoring questions are defined as;

- overall satisfaction question - 79% or below responded as either 'very satisfied' or satisfied' (as a % of total respondents)
- full survey - where quantitative questions are included, the questions with median of 2 or below are considered to be a low score. If the overall median is 4 this will normally be considered excellent.

The Chair of the Teaching Quality Committee will draw to the attention of staff who are recipients of the survey results, instances of low response rate/low scoring questions.

The Strand Leader is required to respond to the results of the strand survey, particularly any low scores for the 'overall satisfaction question' through their Strand Review. In the case of any low scoring questions, the response provided in the Strand Review will be considered by the Teaching Quality Committee.

The results of strand surveys are returned to:

- Course Director and Deputy Course Director
- Year Leader (if applicable)
- Strand Leader and Deputy Strand Leader
- SU Course Representatives for the appropriate year
- Chair of Course Management Committee
- Strand Leader's Head of Department
- Programme Support Co-ordinator

The results of strand surveys which meet the response rate threshold, are published on the Academic Quality intranet pages (excluding open comments). Student course representatives are encouraged to direct their year group to the results as published on the intranet. They are also encouraged to discuss results with a relevant Strand Leader

Summaries of survey results will be retained by the Academic Quality Office in a form such that they can be used in appraisal and offered as evidence in promotion applications, Institutional Audit, quality assessment and accreditation.

3.1.3 BVetMed Intra-Mural Rotation surveys

Online evaluations of rotations are conducted throughout the year with students. At the end of each rotation students are invited to provide an overall evaluation of the rotation and to complete a full survey to provide further details.

Surveys are administered through the RVC's online survey system and are normally issued on the last Friday of a rotation.

On the survey live date students receive an email from StudentSurveys@rvc.ac.uk containing a link to the survey. Students can also access their surveys via the menu on their LEARN course homepage.

Rotation Surveys contain two parts:

- overall satisfaction question – respondents are asked to provide an overall evaluation of the rotation as either 'satisfied' or 'dissatisfied'
- full survey – respondents are asked to provide a response to specific quantitative questions.

Rotation surveys usually remain open for 10 calendar days. The Academic Quality Office will attempt to process survey results within a week of the survey end date.

Results

A response rate of below 25% and/or less than 3 students is considered low and consequently no analysis of the quantitative results will be conducted.

Low scoring questions are defined as;

- overall satisfaction question - 79% or below 'satisfied' (as a % of total respondents)
- full survey - question with a median of 2 or below. If the overall median is 4 this will normally be considered excellent.

The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (as outlined in 5.38) any instances of low response rates/low scores.

The Rotation Leader is required to respond to the results of the rotation survey, particularly any low scoring question, through their Rotation Review.

The results of surveys are returned to:

- Rotation Leader
- Rotations Director
- Chair of Teaching Quality Committee
- Rotation Leaders Head of Department

In addition, BVetMed Intra-Mural Rotations are evaluated by means of a 'Rotation Evaluation Forum' held twice per annum, once mid-year and once after the rotation session has ended. Students are invited to attend and give an evaluation on this part of the BVetMed course.

3.1.4 Teaching and Learning in Higher Education (TLiHE)

Upon completion of the TLiHE programme, students are invited to complete a survey to provide an evaluation of the programme. Surveys are administered through *Survey Monkey* and one survey remains open through each calendar year. A survey link is emailed to students upon completion of programme.

The results of surveys are returned to:

- Course Director and Deputy Course Director
- Chair of Teaching Quality Committee
- Course Directors Head of Department

The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff any instances of low scoring questions.

The Academic Quality team provide an annual summary of survey results during December to the Course Director. The TLiHE Course Director is required to respond to the results of the survey, particularly any low scoring questions, through completion of their Annual Course Review form which reflects on each calendar year.

3.1.5 RVC Undergraduate Experience survey

Administration

Each undergraduate taught course is evaluated at the end of each year, except final years, by the means of an internal student survey. The scheduling of the survey will be agreed by the Academic Quality team with the relevant Year Leader or Course Director.

A standard survey is issued by the Teaching Quality Committee to evaluate the following undergraduate courses:

- BVetMed (inc intercalated)
- Accelerated BVetMed (Graduate Year)
- Veterinary Gateway
- FdSc/BSc Veterinary Nursing
- Graduate Certificate in Advanced Veterinary Nursing
- BSc/MSci Biological and Bioveterinary Sciences

Surveys are administered through the RVC's online survey system and on the survey live date, students receive an email at around 9:00am from StudentSurveys@rvc.ac.uk containing a link to the survey. Students can also access their surveys via the menu on their LEARN course homepage.

RVC Experience Surveys contain two parts:

- overall satisfaction question – respondents are asked to provide an overall evaluation of their RVC experience, academic or otherwise, as either very satisfied/satisfied/dissatisfied/very dissatisfied.
- full survey – provide response to two open comment questions.

Surveys usually remain open for 10 calendar days. The Academic Quality Office will attempt to process module survey results within a week of the survey end date.

Results

A response rate of below 25% and/or below 3 students is considered low and consequently no analysis of quantitative results will be conducted.

Low scoring questions are defined as;

- overall satisfaction - 79% or below 'satisfied' (as a % of total respondents)
- full survey - where quantitative questions are included, any question 50% or above mostly disagree/strongly disagree, will be considered a low score.

During the summer term the results are considered by the relevant Year Leader or where they do not exist the Course Director and responded to through:

- publication of a student facing 'reflective response' at the end of the summer term
- completion of the standard Annual Quality Improvement Report including responding to any low scoring questions. Their responses to these surveys will then be approved by the TQCs' 'Annual Quality Improvement Group' (see Academic Quality Procedure for '[Annual Quality Improvement Reporting](#)').

The results of surveys are returned to:

- Course Director
- Deputy Course Director
- Year Leader (if applicable)
- Student Course Representatives for the appropriate year
- Year Leader or Course Directors Head of Department
- Programme Support Coordinator

The results of RVC Experience surveys which meet the response rate threshold, are published on the Academic Quality intranet pages (excluding open comments). RVCSU Course Representatives are encouraged to direct their year group to the results as published on the intranet. They are also encouraged to discuss the results with the relevant year leader.

3.1.6 RVC Graduate Survey

Administration

Graduate surveys are conducted online annually:

- between May-July with the cohort of students who completed their studies on the BVetMed, BSc/MSci Bio Sciences, FdSc/BSc Veterinary Nursing in the preceding academic year.
- between February-March with students who completed their Graduate/Postgraduate Certificate in Advanced Veterinary Nursing during the current academic year.
- Results

A response rate of below 25% and/or less than 3 students is considered low and consequently no analysis of low scores will be conducted.

Low scores are defined as any quantitative question where 50% or above respond 'mostly disagree'/'definitely disagree'.

During the Autumn term the results are considered by the relevant Course Director(s)/Year Leader(s) and low scores responded to through their completion of the standard Annual Quality Improvement Report. Their responses to these surveys will then be approved by the TQCs' 'Annual Quality Improvement Group' (see AQA+E Procedure for 'Monitoring and Review of Courses').

3.1.7 RVC Employer Survey

Administration

An Employer survey is conducted online annually between:

- May-July with employers of RVC graduates who left the RVC within the last 5 years, and who graduated in BVetMed, BSc/MSci Biosciences, FdSc/BSc Veterinary Nursing..
- March-July with employers of RVC Graduates who left the RVC within the last 5 years, and who graduated in Graduate/Postgraduate Certificate in Advanced Veterinary Nursing.

Three sources of employee contact details will be utilized in order to distribute the 'RVC Employer survey'; and to invite responses from employers:

- RVC Graduate survey - Graduates are asked to provide the contact details of their employer through completion of the 'RVC Graduate survey'
- 'Vet File' – list of veterinary practices owned by Veterinary Business Development, who have consented to receive third party information
- RVC Continuing Professional Development team – list of UK veterinary practices who have consented to receive RVC communications

Results

During the Autumn term the results are considered by the relevant Course Director(s)/Year Leader(s) and low scores responded to through their completion of the standard Annual Quality Improvement Report. Their responses to these surveys will then be approved by the TQCs' 'Annual Quality Improvement Group' (see Academic Quality procedure for ['Reviews of modules, TLiHE and BVetMed: Strands/Rotations/Electives and Research Project 2'](#)).

3.3 External student surveys

The RVC normally takes part in national student satisfaction surveys to enable both current and future students to compare the College with other institutions. These include the National Student Survey, Postgraduate Taught Experience Survey, Postgraduate Research Experience Survey and the Barometer Survey.

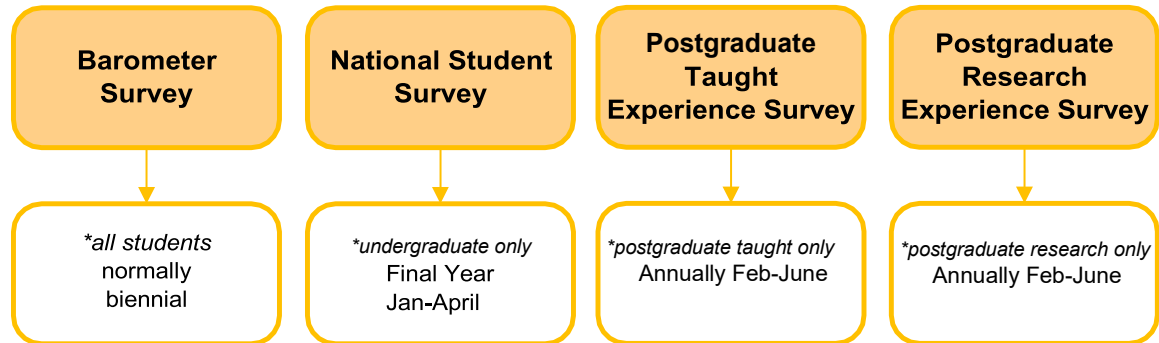


Fig 2: External Student Surveys

3.2.1 National Student Survey (NSS)

The NSS is managed by Office for Students (OfS). It is conducted annually between January-April by Ipsos MORI. Students are surveyed in their final year of BSc and MSci Bio Sciences/BVetMed/FdSc and BSc Veterinary Nursing.

The results of the NSS are published during July. The quantitative and qualitative data are collated and analysed according to course by the Academic Quality office. Qualitative data is organised under key themes.

Thresholds are applied to quantitative data, highlighting questions as:

	Blue status where 90% or more of respondents Strongly Agree/Agree
	Green status where 80-89% of respondents Strongly Agree/Agree
	Amber Status where 50-79% of respondents Strongly Agree/Agree
	Red status where less than 50% of respondents Strongly Agree/Agree

During the Autumn term the results are considered and college-wide themes identified by the External Student Surveys Results Working Group. Subsequently, relevant Course Directors respond to low scores through their completion of the standard Annual Quality Improvement Report. Their responses to the survey is approved by the TQCs' 'Annual Quality Improvement Group' (see AQA+E Procedure for 'Annual Quality Improvement Reporting process').

Members of staff will utilise 'You Said..... We Did...' to report feedback regarding progress against their actions.

3.2.2 Postgraduate Taught Experience Survey (PTES)

The RVC participates in the annual Postgraduate Taught Experience Survey (PTES) which is run by the Advance HE together with the RVC.

The survey gathers views from postgraduate students on a number of areas including their experience of learning and teaching, supervision, infrastructure, skills and personal development and professional and career development. The survey aims to identify areas where further enhancements can be made to programmes.

All postgraduate students are contacted annually via email between February and June and asked to complete an online survey.

During the Autumn term the results are considered and college-wide themes identified by the External Student Surveys Results Working Group. Subsequently, the relevant Course Director(s) respond to low scores through their completion of the standard Annual Quality Improvement Report. Their responses to the survey are approved by the TQCs' 'Annual Quality Improvement Group' (see Academic Quality procedure for '[Reviews of modules, TLiHE and BVetMed: Strands/Rotations/ Electives and Research Project 2](#)').

3.2.3 Postgraduate Research Experience Survey (PRES)

The RVC participates in the annual Postgraduate Research Experience Survey (PRES) which is run by Advance HE together with the RVC.

The survey gathers views from postgraduate research students on a number of areas including their experience of learning and teaching, supervision, infrastructure, skills and personal development and professional and career development. The survey aims to identify areas where further enhancements can be made.

All postgraduate research students are contacted annually via email between February and May and asked to complete an online survey.

During the Autumn term the results are considered by the Research Degrees Committee in order to identify issues and required responses/actions to be taken.

3.2.4 Barometer Survey

The RVC participates in the Barometer Survey on an ad-hoc basis as decided by the Teaching Quality Committee. The Barometer Survey is run by research company, I-Graduate.

The survey gathers views from all students, both international and domestic, on a number of areas including their experience of pre-arrival at the RVC, induction, teaching and learning, living and student support.

The results are considered by RVC Student Development Committee, responsible for student support services, in order to identify any college wide issues and required responses/actions to be taken.

3.2.5 Graduate Outcomes Survey

The Graduate Outcomes survey is a national survey which captures the perspectives and current status of graduates. All graduates who completed a higher education course in the UK after August 2017 will be asked to take part in the survey 15 months after they finish their studies.

The survey is delivered by HESA (Higher Education Statistics Agency). HESA has delivered a survey of graduates since 1994/95 under the name of Destination of Leavers from Higher Education (DLHE). DLHE captured the 'destinations' (what graduates did after education) of millions of graduates over the years. In 2016, HESA carried out a full review and as a result, created the Graduate Outcomes survey.

The results of the survey are shared with Course Directors to respond to through completion of their 'Annual Quality Improvement Reports' (see Academic Quality Procedure for '[Annual Quality Improvement Reporting](#)').

3.2.6 Intentions after Graduation Survey (IAGS)

The Intentions after Graduation Survey (IAGS) is an optional survey attached to the end of the NSS. It is a national survey asking final year undergraduates about their plans after graduating, with a specific focus on their views on postgraduate study. Participation is optional and responses to the NSS would not be affected if a student decides not to complete the IAGS. IAGS results are not currently available at provider level, rather the Office for Students undertake analysis at sector level which is published annually.

4. Associated documents and procedures

4.1 RVC survey templates

- RVC Module/Strand student survey
- Undergraduate RVC Experience survey
- Teaching and Learning in Higher Education survey
- RVC Graduate Survey (recent graduates - 1 year post graduation)
 - BVetMed
 - FdSc Veterinary Nursing
 - BSc Veterinary Nursing
 - BSc/MSci Biosciences
 - Graduate/Postgraduate Certificate Advanced Veterinary Nursing
- RVC Employer Survey (employer of recent graduates – within 5 years post graduation):
 - BVetMed
 - FdSc Veterinary Nursing
 - BSc Veterinary Nursing
 - BSc/MSci Biosciences
 - Graduate/Postgraduate Certificate Advanced Veterinary Nursing