

## **STUDENT, GRADUATE AND EMPLOYER EVALUATION SURVEYS**

### **1. 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 College 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 UK Quality Code for Higher Education, Quality Assurance Agency.

### **2. SCOPE**

This procedure covers all College-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.

### **3. STUDENT SURVEY STRATEGY WORKING GROUP**

3.1 The 'Student Survey Strategy Working Group' operates as a sub-group of the Teaching Quality Committee. It supports the delivery of the Colleges 'Strategy for Enhancement and Assurance of the Quality of Learning, Teaching and Assessment, 2014- 21' to:

- i. review and refine the methods in which the College gathers feedback from students through surveys;
- ii. develop effective processes for the administration of all Student Surveys, ensuring ease of access for students and staff (including undergraduate/postgraduate, those managed internally/externally);
- iii. ensure Student Surveys are effective in amplifying the impact of student engagement in quality enhancement.

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

3.3 Membership of the Working Group includes: TQC Chair (Chair), Senior Academic Quality Officer – Student Engagement (Secretary), Course Directors for BVetMed/ Undergraduate Bio Sciences/FdSc and BSc Veterinary Nursing/Graduate Diploma Veterinary Nursing, Vice-Principal (Students), SU Vice President for Representation and Communications, SU Postgraduate Officer, other course staff as required.

### **4 NATIONAL STUDENT SURVEYS RESULTS WORKING GROUP**

4.1 The National Student Surveys Results working group operates as a sub-group of the Teaching Quality Committee who will receive its minutes. The group considers the results of two annual national satisfaction surveys – National Student Survey (NSS) and Postgraduate Taught Experience Survey (PTES).

4.2 The group reports its conclusions and recommendations to the 'College Executive Committee'. The working group meets at the beginning of the autumn term in order to provide Course Directors/Year Leaders with its conclusions/recommendations and actions being taken at a College wide level in advance of the submission of their 'Annual Quality Improvement Reports' (See Academic Committee Handbook for further details on the purpose and the membership)

## RVC STUDENT SURVEYS

- 4.3 Student opinion is gathered by a variety of means, including through the SU 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.
- 4.4 In response to COVID-19, the College has adopted a revised approach to conducting internal student surveys for 2020-21. This includes introducing a termly student survey for all taught students and suspending module surveys/strand surveys/RVC Undergraduate Year 1 Satisfaction surveys. Details of suspended internal RVC surveys are included in Appendix 3.
- 4.5 During 2020-21 the College will conduct the following internal student surveys:
- Termly student survey: new survey, to be conducted mid-term with all taught students
  - Rotations surveys: continuing survey, to be conducted for each rotations with BVetMed students.
  - RVC Graduate survey: continuing survey, to be conducted with graduates of preceding year for Biosciences, FdSc/BSc Veterinary Nursing and BVetMed.
  - RVC Staff Teaching survey

### You Said...We Did...

- 4.6 '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 communicated through the intranet, Students Union website and other internal communication methods.
- 4.7 The identification and submission of new entries are encouraged from staff and students. Entries can be submitted directly to the Academic Quality Office or via the standing agenda item of the relevant [Course Management] Committee.

### Termly student survey

#### Administration

- 4.8 All taught students will receive a standard RVC termly student survey, normally during the middle of each academic term.
- 4.9 Surveys are administered through the college's online survey system. Surveys will go live at around 09:00 on the survey start date and close at midnight on the survey end date.
- 4.10 Students will receive an email containing a link to the survey and can also access their surveys via the RVC App and Learn.
- 4.11 Surveys will remain open for 10 calendar days.
- 4.12 Surveys contain 2 parts:
- i. overall satisfaction question – provide overall evaluation of the course as either 'satisfied' or 'dissatisfied'
  - ii. full survey – provide response to specific statements and open comment questions.

4.13 The Academic Quality Team will attempt to process termly survey results within a week of the survey end date.

#### Dissemination of results

4.14 A response rate of below 25% is considered low and consequently no analysis of the results will be conducted, however open comments will be circulated for information only.

4.15 Low scores are defined as;

- i. overall satisfaction question - 79% or below 'satisfied' (as a % of number responded satisfied/dissatisfied)
- ii. full survey - question with a median of 2 or below. If the overall median is 4 this will normally be considered excellent.

4.16 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (as outlined in 4.10) any instances of low response rates/low scores.

4.17 The results of termly surveys will be circulated to the Course Director, Year Leader, all Module/Strand and Deputy Module/Strand Leaders, RVCSU Course Representatives, Chair of Course Management Committee [including open comments].

4.18 The results of termly surveys will be published on the intranet [excluding open comments].

4.19 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.

#### Responding to results

##### Year Leader/Course Director 'reflective response'

4.20 The Year Leader/Course Director is required to respond to the results of each survey through publication of a 'reflective response' within 2 weeks following dissemination of the results.

4.21 The reflective response should be published on the course/year groups Learn homepage and posted as a 'news announcement' on the Learn homepage for the Course/Year group.

4.22 Students should be signposted to the 'reflective response' wherever possible and it should be emailed to RVCSU 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.

#### 4.23 Reflective responses must contain:

- i. Appreciation and thanks to the students who completed the termly survey, emphasising the value which the College places on their feedback in helping it to improve students' experiences.
- ii. A summary of positive feedback and things which many respondents highlight as working well. The open comments questions will be particularly helpful.
- iii. A summary of the key areas students highlight as requiring improvement:
  - If you are able to take simple and relatively immediate action to address their concerns then you can tell students here.
  - If the issue is more complex and requires wider consideration, perhaps through other course activities or committees, you should flag this to students and where possible provide a timescale as to the next steps.
  - In some cases, it may not always be appropriate or feasible to implement changes. However, these issues should not be ignored and a response should be included to tell students why change cannot be implemented to demonstrate that their feedback has been considered.
- iv. A contact to whom any queries or comments may be directed. Usually this would be the author of the response.

4.24 Course Directors and Year Leaders will continue to provide an annual response to all student satisfaction surveys, including termly feedback surveys, through completion of their Annual Quality Improvement Report.

#### Module/Strand Leaders

4.25 Module/strand leaders may respond to the results if they feel it is appropriate to do so, however this is not a requirement. Where results are available, module/strand leaders may wish to respond to open comments relating specifically to their module/strand, through completion of their module/strand review.

#### Course Management Committees and Teaching Quality Committee

4.26 Results [excluding open comments] will be discussed at the appropriate Course Management Committee to help identify course wide issues and where timely, to inform the Year Leader/Course Directors reflective response.

4.27 Where possible results will be tabled at the corresponding terms committee meetings, alternatively at the next terms meeting.

4.28 This will facilitate discussion of the results amongst committee members who include RVCSU Course representatives and to which module leaders are able to attend (for Undergraduate Medicine CMC members include strand leaders).

4.29 In addition, results will be considered by the Teaching Quality Committee in order to identify College-wide issues, which will be reported to the appropriate academic committee(s).

### Module/Strand specific feedback

- 4.30 An opportunity for students to highlight feedback relating to specific modules/strands is provided in the termly survey through open comment questions.
- 4.31 Module/Strand leaders are encouraged to discuss the results of these open comment questions with the relevant Year Leader/Course Director. Where open comment results are available, module/strand leaders may also wish to respond to them through completion of their module/strand review (however please note this is not a requirement).
- 4.32 Support will be provided by the Academic Quality office 'to module/strand leaders who wish to obtain additional feedback relating specifically to their module/strand, for example in relation to a specific change made to delivery of the module/strand. Mechanisms to gather such feedback could include discussions with RVCS Course Representatives, online discussion forums, turning point voting, polling apps.

### **BVetMed Intra-Mural Rotation surveys**

- 4.33 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.
- 4.34 Surveys are administered through the colleges online survey system and are normally issued on the last Friday on a rotation.
- 4.35 On the survey live date students receive an email containing a link to the survey. Students can also access their surveys via the RVC App and Learn.
- 4.36 Surveys contain 2 parts:
  - iii. overall satisfaction question – provide overall evaluation of the rotation as either 'satisfied' or 'dissatisfied'
  - iv. full survey – provide response to specific questions
- 4.37 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

- 4.38 A response rate of below 25% is considered low and consequently no analysis of the results will be conducted.
- 4.39 Low scores are defined as;
  - i. overall satisfaction question - 79% or below 'satisfied' (as a % of number responded satisfied/dissatisfied)
  - ii. full survey - question with a median of 2 or below. If the overall median is 4 this will normally be considered excellent.
- 4.40 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (as outlined in 5.28) any instances of low response rates/low scores.
- 4.41 The Rotation Leader is required to respond to the results of the rotation survey, particularly any low scoring question, through their Rotation Review.

- 4.42 The results of surveys are returned to:
- Rotation Leader
  - Rotations Director
  - Chair of Teaching Quality Committee
  - Rotation Leaders Head of Department

4.43 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.

### **'Teaching and Learning in Higher Education' (TLiHE)**

4.44 Upon completion of the TLiHE course, students are invited to provide an overall evaluation of the course and to complete a full survey to provide further details.

4.45 Administration of the survey is as detailed in paras 4.7-4.14.

4.46 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (as outlined in 4.47) any instances of low response rates/low scores.

4.47 The Course Director is required to respond to the results of the survey, particularly any low scoring question, through completion of their Course Review form.

- 4.48 The results of surveys are returned to:
- Course Director
  - Deputy Course Director
  - Chair of Teaching Quality Committee
  - Course Directors Head of Department

### **RVC Staff Teaching Survey**

#### Administration

4.49 Each member of academic staff, who take a minimum of 3 eligible sessions,<sup>1</sup> is evaluated every three years, unless their evaluation for the previous year scored a median of 2 or less in any of the questions, in which case they will be re-evaluated at the next opportunity. This does not apply to new staff, who will be evaluated twice during their first three years at the college, usually in the first and final year and will also be re-evaluated if their evaluation scored a median of 2 or less in any of the questions.

4.50 The Academic Quality Office identifies members of staff who need to be evaluated during the forthcoming year and an eligible module/strand upon which to conduct a survey. In exceptional circumstances, members of staff are able to submit a request for an alternative module/strand to be surveyed within a given timeframe.

4.51 Student evaluation of staff teaching is conducted using a standard survey issued by the Teaching Quality Committee. Surveys are administered through the colleges online survey system.

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<sup>1</sup> "Session" includes lecture, practical, tutoring or Directed Learning  
Senior Academic Quality Officer 'Student Engagement', last updated: 04.09.2020

- 4.52 At the end of teaching on the identified module/strand, students receive an email containing a link to the survey. Students can also access their surveys via the RVC App and Learn.
- 4.53 Survey contain 2 parts:
- i. overall satisfaction question - provide overall evaluation in relation to a staff members teaching as either 'satisfied' or 'dissatisfied'
  - ii. full survey – provide response to specific questions.

## Results

- 4.54 A response rate below 25% will be considered low and consequently no analysis of the results will be conducted.
- 4.55 Low scores are defined as;
- i. overall satisfaction - 79% or below 'satisfied' (as a % of number responded satisfied/dissatisfied)
  - ii. full survey - questions with median of 2 or below. If the overall median is 4 this will normally be considered excellent.
- 4.56 A median of 2 or lower for any question in the 'full survey' will normally be considered to represent an unsatisfactory performance. Where a member of staff's ratings are considered unsatisfactory they will be required to make a response which will be forwarded to the relevant Head of Department and Chair of Teaching Quality Committee for consideration.
- 4.57 A median of 4 in a broad category will normally be considered to represent an excellent performance, and will be taken into account by the Panel adjudicating on the award of Educator Prizes, should that member of staff be nominated.
- 4.58 In addition, if a member of staff scores an overall median of 4 across all categories in the full survey and there is a response rate of at least 25%, they will receive a 'Memorandum of Excellence' from the Teaching Quality Committee which will also be passed to HR and relevant Head of Department.
- 4.59 The results of staff teaching surveys are returned in confidence to;
- member of staff concerned
  - relevant Head of Department (in addition for 'Clinical Science and Services' the Director of Teaching and relevant Section head)
  - Human Resources.
- 4.60 Summaries of evaluation 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, Quality Assurance Agency Higher Education Review, quality assessment and accreditation. The Human Resources Office will retain survey results for three years for the same purposes.

## **RVC Graduate Survey**

### Administration

- 4.61 Graduate surveys are conducted online annually:
- between May-July with the cohort of students who completed their studies on the BVetMed, BSc Bio Sciences, FdSc Veterinary Nursing/BSc Veterinary Nursing in the preceding academic year.
  - between October-February with students who completed their Graduate Diploma in Veterinary Nursing during that period.

## Results

- 4.62 A response rate of below 25% is considered low and consequently no analysis of low scores will be conducted.
- 4.63 Low scores are defined as any question where 50% or above respond 'mostly disagree'/'definitely disagree'.
- 4.64 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).

## **RVC Employer Survey**

### Administration

- 4.65 An Employer survey is conducted online annually between:
- May-July by the employers of UG Bio Sciences, FdSc and BSc Veterinary Nursing who completed their studies in the preceding academic year. November-February by the employers of Graduate Diploma Veterinary Nursing students who completed their studies during that term.
- 4.66 Relevant graduates are asked to provide the contact details of their employer, who are subsequently sent the RVC Employer Survey.
- 4.67 RVC Employer survey for BVetMed was replaced in 2016/17 with the Veterinary Schools Council Employer Survey which is conducted biennially.

### Results

- 4.68 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').



## 5. EXTERNAL STUDENT SURVEYS

5.1 The College 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.

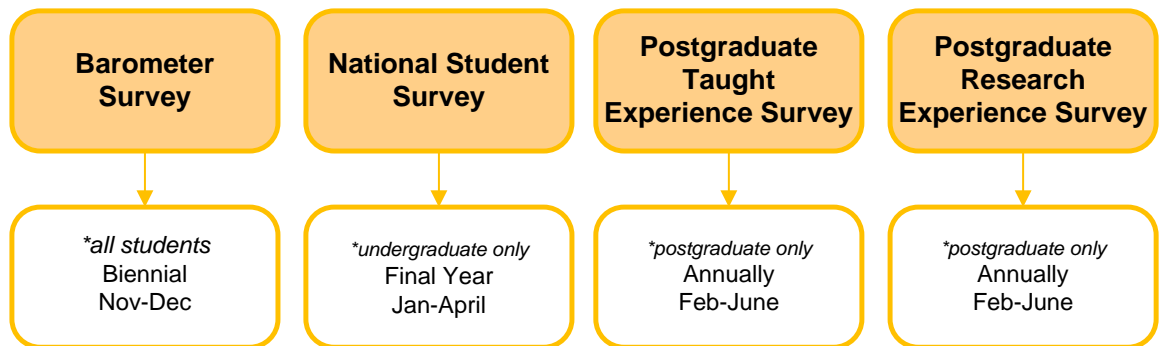






Fig 2: External Student Surveys

### National Student Survey (NSS)

5.2 The NSS is managed by Office for Students (OfS) (former Higher Education Funding Council for England). It is conducted annually between January-April by Ipsos MORI. Students are surveyed in their final year of Undergraduate study for UG Bio Sciences/BVetMed/FdSc and BSc Veterinary Nursing.

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

5.4 Thresholds are applied to quantitative data, highlighting questions as:

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

5.5 During the Autumn term the results are considered and college-wide themes identified by the National Student Surveys Results Working Group. Subsequently, relevant Course Director(s) 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 'Monitoring and Review of Courses').

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

### **Postgraduate Taught Experience Survey (PTES)**

- 5.7 The College participates in the annual Postgraduate Taught Experience Survey (PTES) which is run by the Advance HE together with the College.
- 5.8 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.
- 5.9 All postgraduate students are contacted via email between February and June and asked to complete an online survey.
- 5.10 During the Autumn term the results are considered and college-wide themes identified by the National 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 AQA+E Procedure for 'Monitoring and Review of Courses').

### **Postgraduate Research Experience Survey (PRES)**

- 5.11 The College participates in the annual Postgraduate Research Experience Survey (PRES) which is run by Advance HE together with the College.
- 5.12 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.
- 5.13 All postgraduate research students are contacted via email between February and June and asked to complete an online survey.
- 5.14 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.

### **Barometer Survey**

- 5.15 The College 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.
- 5.16 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.
- 5.17 The results are considered by Student Development Committee, responsible for student support services, in order to identify any college wide issues and required responses/actions to be taken.

## **Graduate Outcomes Survey**

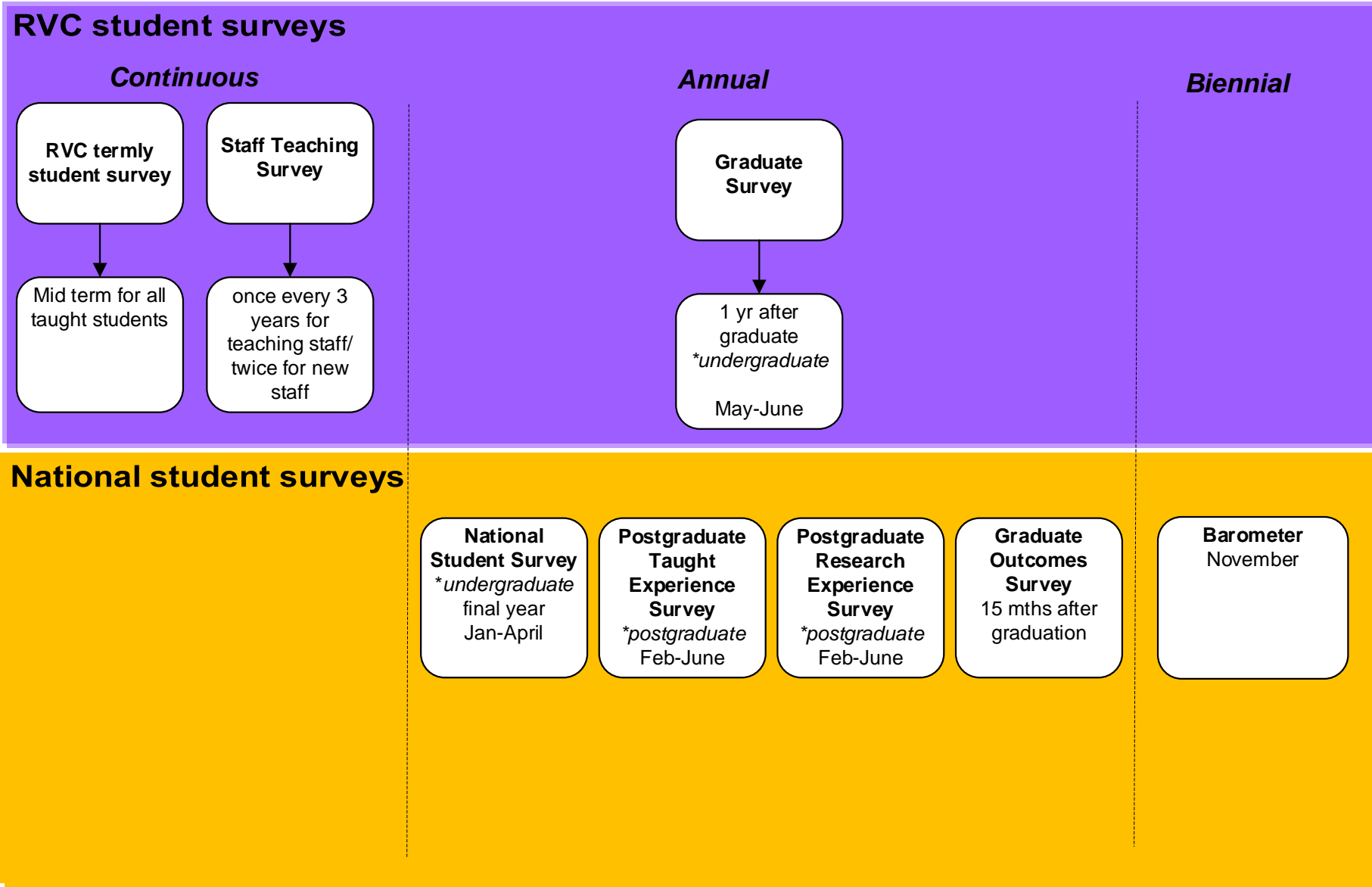
- 5.18 The Graduate Outcomes survey is a national survey which captures the perspectives and current status of graduates. All graduates who completed a higher education course in the UK after August 2017 will be asked to take part in the survey 15 months after they finish their studies.
- 5.19 The survey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

## **Intentions after Graduation Survey (IAGS)**

- 5.20 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.



Appendix 1 Student surveys



undergraduate and postgraduate students surveyed unless otherwise indicated by \*

Veterinary Schools Council conducts a survey with BVetMed graduates of the preceeding 3-5 years Summer, once every 3 years

## **Appendix 2 Student survey template titles**

**RVC termly student survey**

**RVC Staff Teaching Survey**

**RVC Graduate Survey (Recent Graduates - 1 year post graduation)**

- BVetMed
- FdSc Veterinary Nursing
- BSc Veterinary Nursing
- BSc/MSci Biosciences
- Graduate Diploma in Professional and Clinical Veterinary Nursing

**RVC Employer Survey:**

- FdSc Veterinary Nursing
- BSc Veterinary Nursing
- BSc/MSci Biosciences
- Graduate Diploma in Professional and Clinical Veterinary Nursing

### Appendix 3: internal RVC student survey procedure suspended for 2020-21

- 4.69 The College conducts internal surveys which enable students to give feedback on:
- individual modules/strands and rotations
  - the teaching of individual staff members
  - their satisfaction at the end of Year 1 (and at the end of Year 3 for BVetMed)
  - their satisfaction one year after graduation

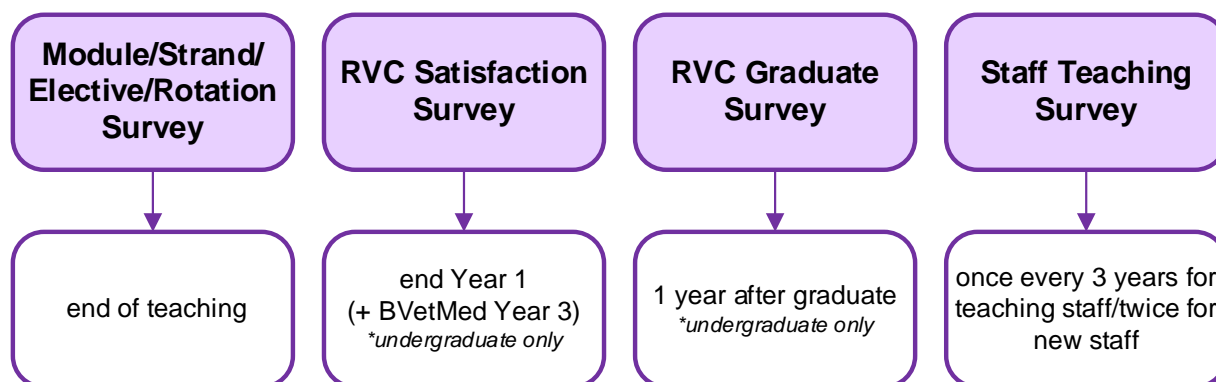


Fig 1. Internal Student Surveys

4.70 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.

4.71 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 3 respondents are required in order to administer/analyse a survey.

#### RVC Module Survey

##### Administration

- 4.72 Each module is evaluated annually. Surveys are administered through the colleges online survey system and are normally issued on the last day of teaching on a module.
- 4.73 Standard surveys are issued by the Teaching Quality Committee to evaluate modules within the BVetMed, FdSc/BSc Veterinary Nursing, Bio Sciences, Graduate Diploma and the Postgraduate courses.
- 4.74 On the survey live date students receive an email containing a link to the survey. Students can also access their surveys via the RVC App and Learn.
- 4.75 Surveys contain 2 parts:
- overall satisfaction question – provide overall evaluation of the module as either 'satisfied' or 'dissatisfied'
  - full survey – provide response to specific questions
- 4.76 Module surveys usually remain open for 10 calendar days (except Graduate Diploma in Professional and Clinical Veterinary Nursing which remains open for 26 calendar days). The Academic Quality Office will attempt to process module survey results within a week of the survey end date.

##### Results

4.77 A response rate of below 25% is considered low and consequently no analysis of the results will be conducted.

- 4.78 Low scores are defined as;
- iii. overall satisfaction question - 79% or below 'satisfied' (as a % of number responded satisfied/dissatisfied)
  - iv. full survey - question with a median of 2 or below. If the overall median is 4 this will normally be considered excellent.
- 4.79 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (as outlined in 4.16) any instances of low response rates/low scores.
- 4.80 The Module Leader is required to respond to the results of the module survey, particularly any low scoring question, through their Module Review. The Teaching Quality Committee would consider responses to low scoring questions via the Annual Quality Improvement Report.
- 4.81 The results of surveys are returned to:
- Course Director
  - Deputy Course Director
  - Year Leader (if applicable)
  - Module Leader
  - Deputy Module Leader
  - Student Course Representatives for the appropriate year
  - Chair of Course Management Committee
  - Module Leader's Head of Department
  - Programme Support Coordinator
- 4.82 The results of module surveys 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.
- 4.83 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.

## **RVC Strand Survey**

### Administration

- 4.84 One survey is conducted for each 'system' strand per academic year
- 4.85 A maximum of three surveys are conducted for 'non-system' strands per academic year i.e. Professional Studies, Population Medicine and Veterinary Public Health and Principles of Science.
- 4.86 Surveys are administered through the colleges online survey system and are normally issued on the last day of teaching on a strand.
- 4.87 On the survey live date, students receive an email containing a link to the survey. Students can also access their surveys via the RVC App and Learn.
- 4.88 Surveys contain 2 parts:
- i. overall satisfaction question – provide overall evaluation of the strand as either 'satisfied' or 'dissatisfied'
  - ii. full survey – provide response to specific questions
- 4.89 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

- 4.90 A response rate of below 25% will be considered low and consequently no analysis of the results will be conducted.
- 4.91 Low scores are defined as;
- i. overall satisfaction question - 79% or below 'satisfied' (as a % of number responded satisfied/dissatisfied)
  - ii. full survey - questions with median of 2 or below. If the overall median is 4 this will normally be considered excellent.
- 4.92 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (as outlined in 4.40) any instances of low response rate/low scores.
- 4.93 The Strand Leader is required to respond to the results of the strand survey, particularly any low scoring questions, through their Strand Review. The Teaching Quality Committee will consider responses to low scoring questions in the Annual Quality Improvement Report.
- 4.94 The results of strand surveys are returned to:
- Course Director
  - Deputy Course Director
  - Year Leader (if applicable)
  - Strand Leader
  - Deputy Strand Leader
  - Student Representatives for the appropriate year
  - Chair of Course Management Committee
  - Strand Leader's Head of Department
  - Programme Support Co-ordinator
- 4.95 The results of strand surveys 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
- 4.96 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.

## **RVC Satisfaction Survey**

### Administration

- 4.97 Each undergraduate taught course is evaluated at the end of the first year by the means of an internal Satisfaction Survey. The BVetMed is also evaluated at the end of the third year.
- 4.98 Standard Satisfaction Surveys are issued by the Teaching Quality Committee to evaluate the following undergraduate courses:
- BVetMed (inc intercalated)
  - Accelerated BVetMed (Graduate Year)
  - Gateway
  - FdSc/BSc Veterinary Nursing
  - Biological sciences
  - Bioveterinary sciences

4.99 Surveys are administered through the colleges online survey system. On the survey live date, students receive an email containing a link to the survey. Students can also access their surveys via the RVC App and Learn.

4.100 Surveys contain 2 parts:

- i. overall satisfaction - provide overall evaluation of the course as either 'satisfied' or 'dissatisfied'
- ii. full survey – provide response to specific questions.

## Results

4.101 A response rate of below 25% is considered low and consequently no analysis of low scores will be conducted.

4.102 Low scores are defined as;

- i. overall satisfaction - 79% or below 'satisfied' (as a % of number responded satisfied/dissatisfied)
- ii. full survey - any question 50% or above mostly disagree/definitely disagree.

4.103 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').