

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 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 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.

3. GOVERNANCE

STUDENT ENGAGEMENT IN QUALITY ENHANCEMENT WORKING GROUP

- 3.1 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:
 - i. 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.
 - ii. Develop effective processes for the administration of all student surveys, ensuring ease of access for students and staff (including undergraduate/ postgraduate).
 - iii. 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.
 - iv. Recommend to the Teaching Quality Committee policy and procedures governing student engagement in quality enhancement activities.
 - v. Identify opportunities to disseminate information about student representation and engagement activities to both staff and students.
- 3.2 The approval of the working group must be sought for proposals relating to the administration of any course/cohort wide student surveys.
- 3.3 Membership includes: TQC Chair (Chair), Senior Academic Quality Officer – Student Engagement, Course Directors for BVetMed/ Undergraduate Bio Sciences/FdSc and BSc Veterinary Nursing/Certificate in Advanced Veterinary Nursing, Vice-Principal (Students), SU Vice President for Representation and Communications, SU Postgraduate Officer, other course staff as required.

EXTERNAL STUDENT SURVEYS RESULTS WORKING GROUP

- 3.4 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).
- 3.5 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 in order 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'](#).

4. RESPONDING TO STUDENT SURVEY RESULTS

Module/Strand/Rotation Reviews

- 4.1 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*').
- 4.2 The Module/Strand/Rotation Leader should submit the Module/Strand Review form within 20 working days of the module/strand/rotation finishing.
- 4.3 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.
- 4.4 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.

Year Leader/Course Director 'Reflective Response'

- 4.5 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.
- 4.6 The Reflective Response should be drafted in consultation with staff teaching the cohort.
- 4.7 The Reflective Response should be published as a 'news announcement' on the LEARN homepage for the Course/Year group.
- 4.8 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.
- 4.9 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](#)'.

You Said...We Did...

- 4.10 '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).
- 4.11 'You Said...We Did...' items are published on the RVCs LEARN platform.
- 4.12 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.

5. RVC STUDENT SURVEYS

- 5.1 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.
- 5.2 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 through the annual 'RVC Experience Survey' and one year after graduation through the 'RVC Graduate survey' (figure 1 below).

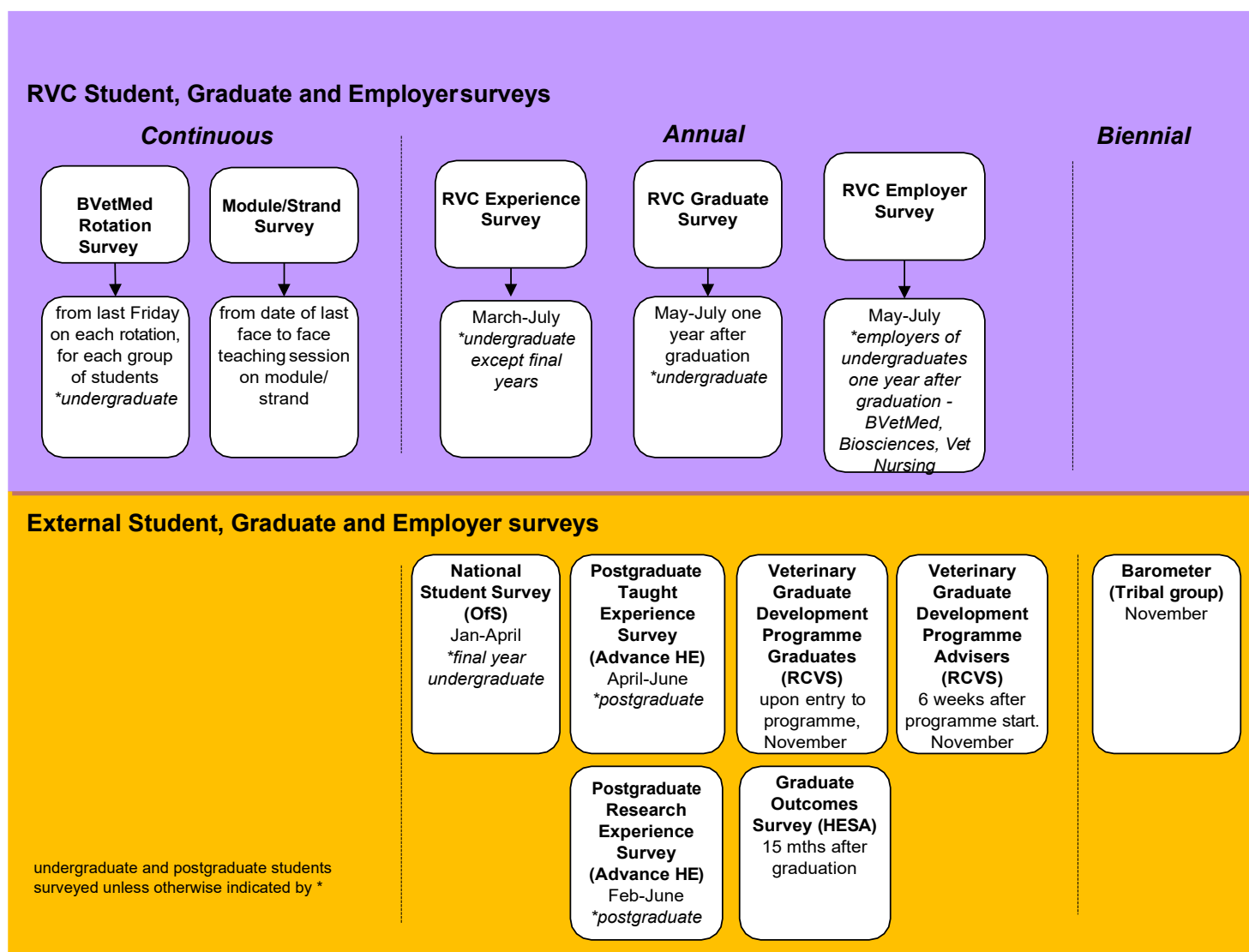


Figure 1. RVC Student, Graduate and Employer surveys

- 5.3 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.
- 5.4 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 to administer/analyse a survey.

Administration

- 5.5 Each module is evaluated annually. Surveys are administered through the RVCs online survey system and are normally issued on the date of the last face to face teaching session for the module.
- 5.6 A standard survey is issued by the Teaching Quality Committee to evaluate modules within the BVetMed, FdSc/BSc Veterinary Nursing, Biosciences, Graduate Diploma, Graduate Certificate and Postgraduate taught courses.
- 5.7 On the survey live date, students receive an email at around 9:00am containing a link to the survey. Students can also access surveys via the RVC App and LEARN.
- 5.8 Surveys contain 2 parts:
 - i. overall satisfaction question – provide overall evaluation of the module as either very satisfied/satisfied/dissatisfied/very dissatisfied
 - ii. full survey – provide response to 2 open comment questions.
- 5.9 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

- 5.10 A response rate of below 25% and/or less than 3 students is considered low and consequently no analysis of the results will be conducted.
- 5.11 Low scores are defined as;
 - i. overall satisfaction question - 79% or below responded as either 'very satisfied' or 'satisfied' (as a % of total respondents)
 - ii. full survey – in the case of any questions with limited choice answers, 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.
- 5.12 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (para 5.14) instances of low response rates/low scores.
- 5.13 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 surveys, the response provided in the Module Review will be considered by TQC.
- 5.14 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
- 5.15 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.

- 5.16 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

- 5.17 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.
- 5.18 Surveys are administered through the RVCs online survey system and are normally issued on the date of the last face to face teaching session for the strand.
- 5.19 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.
- 5.20 Surveys contain 2 parts:
- overall satisfaction question – provide overall evaluation of the strand as either very satisfied/satisfied/dissatisfied/very dissatisfied
 - full survey – provide response to 2 open comment questions.
- 5.21 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

- 5.22 A response rate of below 25% and/or less than 3 students will be considered low and consequently no analysis of the results will be conducted.
- 5.23 Low scores are defined as;
- overall satisfaction question - 79% or below responded as either ‘very satisfied’ or ‘satisfied’ (as a % of total respondents)
 - full survey - in the case of any questions with limited choice answers, 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.
- 5.24 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (para 4.31) instances of low response rate/low scores.
- 5.25 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 surveys, the response provided in the Strand Review will be considered by TQC.

- 5.26 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
- 5.27 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
- 5.28 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.

BVetMed Intra-Mural Rotation surveys

- 5.29 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.
- 5.30 Surveys are administered through the RVCs online survey system and are normally issued on the last Friday of a rotation.
- 5.31 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.
- 5.32 Surveys contain 2 parts:
- i. overall satisfaction question – provide overall evaluation of the rotation as either 'satisfied' or 'dissatisfied'
 - ii. full survey – provide response to specific questions
- 5.33 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

- 5.34 A response rate of below 25% and/or less than 3 students is considered low and consequently no analysis of the results will be conducted.
- 5.35 Low scores are defined as;
- i. overall satisfaction question - 79% or below 'satisfied' (as a % of total respondents)
 - ii. full survey - question with a median of 2 or below. If the overall median is 4 this will normally be considered excellent.
- 5.36 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (as outlined in 4.53) any instances of low response rates/low scores.
- 5.37 The Rotation Leader is required to respond to the results of the rotation survey, particularly any low scoring question, through their Rotation Review.

5.38 The results of surveys are returned to:

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

5.39 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)

5.40 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.

5.41 Administration of the survey is as detailed in paras.

5.42 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (para 5.44) any instances of low response rates/low scores.

5.43 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 which reflects on each calendar year.

5.44 The results of surveys are returned to:

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

RVC Experience survey

Administration

5.45 Each undergraduate taught course is evaluated at the end of each year, except final year, 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.

5.46 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
- BSc/MSci Biological and Bioveterinary Sciences

5.47 Surveys are administered through the RVCs online survey system and on the survey live date, students receive an email at around 9:00am containing a link to the survey. Students can also access their surveys via the RVC App and LEARN.

5.48 Surveys contain 2 parts:

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

- 5.49 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

- 5.50 A response rate of below 25% and / or below 3 students is considered low and consequently no analysis of low scores will be conducted.
- 5.51 Low scores are defined as;
- overall satisfaction - 79% or below 'satisfied' (as a % of total respondents)
 - full survey - any question 50% or above mostly disagree/strongly disagree.
- 5.52 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](#)').
- 5.53 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
- 5.54 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.

RVC Graduate Survey

Administration

- 5.55 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/Graduate Certificate and Postgraduate Certificate in Advanced Veterinary Nursing during that period.

Results

- 5.56 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.
- 5.57 Low scores are defined as any question where 50% or above respond 'mostly disagree'/'definitely disagree'.
- 5.58 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

RVC Employer Survey

Administration

- 5.59 An Employer survey is conducted online annually between:
- May-July by the employers of UG BVetMed, 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.
- 5.60 Relevant graduates are asked to provide the contact details of their employer, who are subsequently sent the RVC Employer Survey.

Results

- 5.61 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'](#)).

6. EXTERNAL STUDENT SURVEYS

- 6.1 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.

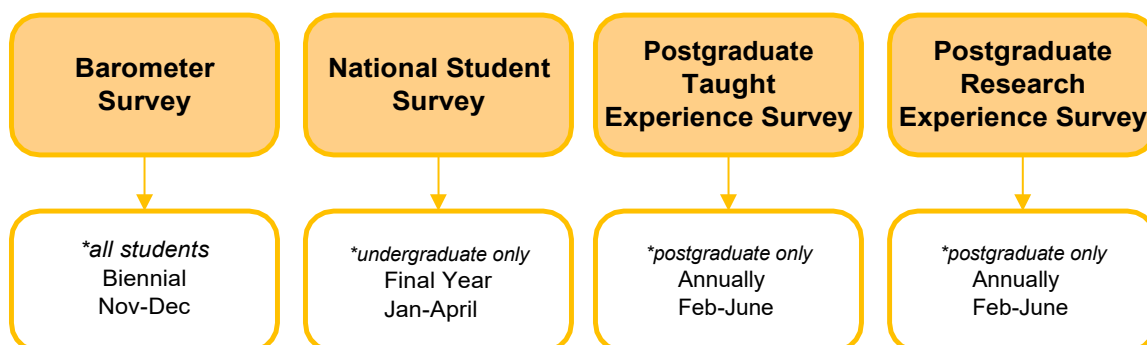


Fig 2: External Student Surveys

National Student Survey (NSS)

- 6.2 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.
- 6.3 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.
- 6.4 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
- 6.5 During the Autumn term the results are considered and college-wide themes identified by the National Student Surveys Results Working Group. Subsequently, relevant Course 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').
- 6.6 Members of staff will utilise 'You Said.... We Did...' to report feedback regarding progress against their actions.

Postgraduate Taught Experience Survey (PTES)

- 6.7 The College participates in the annual Postgraduate Taught Experience Survey (PTES) which is run by the Advance HE together with the College.
- 6.8 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.
- 6.9 All postgraduate students are contacted via email between February and June and asked to complete an online survey.
- 6.10 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 Academic Quality procedure for '[Reviews of modules, TLiHE and BVetMed: Strands/Rotations/ Electives and Research Project 2](#)').

Postgraduate Research Experience Survey (PRES)

- 6.11 The College participates in the annual Postgraduate Research Experience Survey (PRES) which is run by Advance HE together with the College.
- 6.12 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.
- 6.13 All postgraduate research students are contacted via email between February and May and asked to complete an online survey.
- 6.14 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

- 6.15 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.
- 6.16 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.
- 6.17 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.

Graduate Outcomes Survey

- 6.18 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.
- 6.19 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.
- 6.20 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'](#)).

Intentions after Graduation Survey (IAGS)

- 6.21 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.

Appendix 1 RVC Student survey template titles

RVC Module/strand student survey

Undergraduate RVC Experience survey

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

- BVetMed
- FdSc Veterinary Nursing
- BSc Veterinary Nursing
- BSc/MSci Biosciences
- Graduate Certificate and Postgraduate Certificate Advanced Veterinary Nursing

RVC Employer Survey:

- FdSc Veterinary Nursing
- BSc Veterinary Nursing
- BSc/MSci Biosciences
- Graduate Certificate and Postgraduate Certificate Advanced Veterinary Nursing
- BVetMed