

## 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 Chapter B5 of 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. ASSOCIATED SURVEY TEMPLATES

#### Module/Strand Survey templates:

- Undergraduate modules
- Undergraduate strands
- UG Biosciences Research Project Year 2
- UG Biosciences Research Project Year 3
- BSc Veterinary Nursing Final Year Project Year 4
- BVetMed Year 3 Pre-POD (Professional Orientation and Development)
- BVetMed Year 3 Post-POD (Professional Orientation and Development)
- BVetMed Pre-Rotation Taught Tracking modules
- BVetMed Post-Rotation Taught Tracking modules (formerly known as 'Electives')
- Graduate Diploma in Professional and Clinical Veterinary Nursing Intro/Non-intro modules
- Postgraduate modules (except MVetMed, Intensive Livestock Health and Production)
- MVetMed modules
- MSc/Postgraduate Certificate in Intensive Livestock Health and Production
- BVetMed Intra-Mural-Rotations (IMR)
- King's College modules (UG Biosciences Year 3)

#### Staff Teaching Survey template

#### Satisfaction Survey templates:

- BVetMed first year students (including Gateway, Graduate Year and Combined Degree entrants)
- BVetMed third year students (including Gateway, Graduate Year and Combined Degree entrants)
- FdSc/BSc Veterinary Nursing first year students
- UG Biosciences first year students

#### Graduate Survey templates:

- Recent Graduates - 1 year post graduation (BVetMed, FdSc Veterinary Nursing, BSc Veterinary Nursing, UG Biosciences, Graduate Diploma in Professional and Clinical Veterinary Nursing)

#### Employer Survey template:

- UG Bio Sciences, FdSc Veterinary Nursing, BSc Veterinary Nursing, Graduate Diploma in Professional and Clinical Veterinary Nursing

## 4 STUDENT SURVEY STRATEGY WORKING GROUP

- 4.1 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:
- review and refine the methods in which the College gathers feedback from students through surveys;
  - 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);
  - ensure Student Surveys are effective in amplifying the impact of student engagement in quality enhancement.
- 4.2 The approval of the working group must be sought for proposals relating to the administration of all course/cohort wide student surveys.
- 4.3 Membership of the Working Group includes: TQC Chair (Chair), Academic Quality Officer – Student Engagement (Secretary), Course Directors for BVetMed/ UG 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.

## 5 RVC STUDENT SURVEYS

- 5.1 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.
- 5.2 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 (and 3 years after for BVetMed)

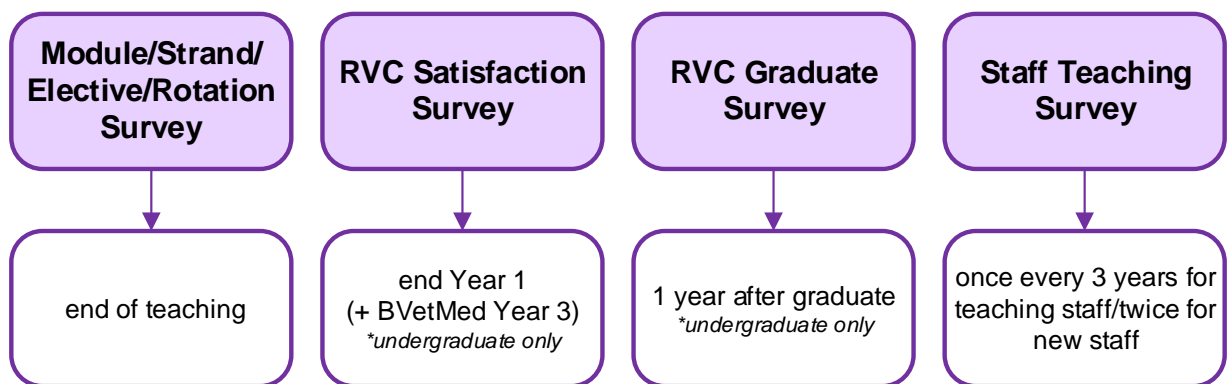


Fig 1. Internal Student Surveys

- 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 in order to administer/analyse a survey.

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

- 5.5 '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.
- 5.6 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.

### **RVC Module Survey**

#### Administration

- 5.7 Each module is evaluated annually (except 'B' modules of the Master in Veterinary Medicine course which are not evaluated). Surveys are administered through the colleges online survey system and are normally issued on the last day of teaching on a module.
- 5.8 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.
- 5.9 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.
- 5.10 Surveys contain 2 parts:
  - i. overall satisfaction question – provide overall evaluation of the module as either 'satisfied' or 'dissatisfied'
  - ii. full survey – provide response to specific questions
- 5.11 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

- 5.12 A response rate of below 25% is considered low and consequently no analysis of the results will be conducted.
- 5.13 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.
- 5.14 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (as outlined in 5.16) any instances of low response rates/low scores.
- 5.15 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.
- 5.16 The results of surveys are returned to:
- Course Director
  - Year Leader (if applicable)
  - Module Leader
  - Student Course Representatives for the appropriate year
  - Chair of Course Management Committee
  - Module Leader's Head of Department
  - Programme Support Coordinator
- 5.17 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.
- 5.18 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.

## Intra-Mural Rotation surveys

- 5.19 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.
- 5.20 Surveys are administered through the colleges online survey system and are normally issued on the last Friday on a rotation.
- 5.21 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.
- 5.22 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
- 5.23 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

- 5.24 A response rate of below 25% is considered low and consequently no analysis of the results will be conducted.
- 5.25 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.
- 5.26 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.
- 5.27 The Rotation Leader is required to respond to the results of the rotation survey, particularly any low scoring question, through their Rotation Review.
- 5.28 The results of surveys are returned to:
- Rotation Leader
  - Rotations Director
  - Chair of Teaching Quality Committee
  - Rotation Leaders Head of Department
- 5.29 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.

## **RVC Strand Survey**

### Administration

- 5.30 One survey is conducted for each 'system' strand per academic year
- 5.31 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.
- 5.32 Surveys are administered through the colleges online survey system and are normally issued on the last day of teaching on a strand.
- 5.33 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.
- 5.34 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
- 5.35 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

- 5.36 A response rate of below 25% will be considered low and consequently no analysis of the results will be conducted.
- 5.37 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.
- 5.38 The Chair of the Teaching Quality Committee will draw to the attention of the relevant members of staff (as outlined in 5.40) any instances of low response rate/low scores.
- 5.39 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.
- 5.40 The results of strand surveys are returned to:
- Course Director
  - Year Leader (if applicable)
  - Strand Leader
  - Student Representatives for the appropriate year
  - Chair of Course Management Committee
  - Strand Leader's Head of Department
  - Programme Support Co-ordinator
- 5.41 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
- 5.42 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 Staff Teaching Survey**

### Administration

- 5.43 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.
- 5.44 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.

---

<sup>1</sup> "Session" includes lecture, practical, tutoring or Directed Learning  
Academic Quality Officer 'Student Engagement', last updated: April 2019

- 5.45 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.
- 5.46 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.
- 5.47 Surveys contain 2 parts:
- i. overall satisfaction question - provide overall evaluation in relation to a staff member teaching as either 'satisfied' or 'dissatisfied'
  - ii. full survey – provide response to specific questions.

## Results

- 5.48 A response rate below 25% will be considered low and consequently no analysis of the results will be conducted.
- 5.49 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.
- 5.50 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.
- 5.51 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.
- 5.52 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' which will also be passed to HR and relevant Head of Department.
- 5.53 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.
- 5.54 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 Satisfaction Survey

### Administration

- 5.55 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.
- 5.56 Standard Satisfaction Surveys are issued by the Teaching Quality Committee to evaluate the following undergraduate courses:
- BVetMed
  - Graduate Year
  - Gateway
  - FdSc/BSc Veterinary Nursing
  - BSc Bio Sciences
- 5.57 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.
- 5.58 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

- 5.59 A response rate of below 25% is considered low and consequently no analysis of low scores will be conducted.
- 5.60 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.
- 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 AQA+E Procedure for 'Monitoring and Review of Courses').



## **RVC Graduate Survey**

### Administration

- 5.62 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 Veterinary Nursing during that period.

### Results

- 5.63 A response rate of below 25% is considered low and consequently no analysis of low scores will be conducted.
- 5.64 Low scores are defined as any question where 50% or above respond 'mostly disagree'/'definitely disagree'.
- 5.65 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

- 5.66 An Employer survey is conducted online annually between:
- May-July by the employers of UG Bio Sciences, FdSc&BSc Veterinary Nursing who completed their studies in the preceding academic year. RVC Employer survey for BVetMed has been replaced in 2016/17 with the Veterinary Schools Council Employer Survey which is conducted biennially.
  - November-February by the employers of Graduate Diploma Veterinary Nursing students who completed their studies during that term.
- 5.67 Graduates are asked to provide the contact details of their employer, who are subsequently sent the online Employer Survey (except BVetMed).

### Results

- 5.68 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').

## 6. EXTERNAL STUDENT SURVEYS

6.1 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.

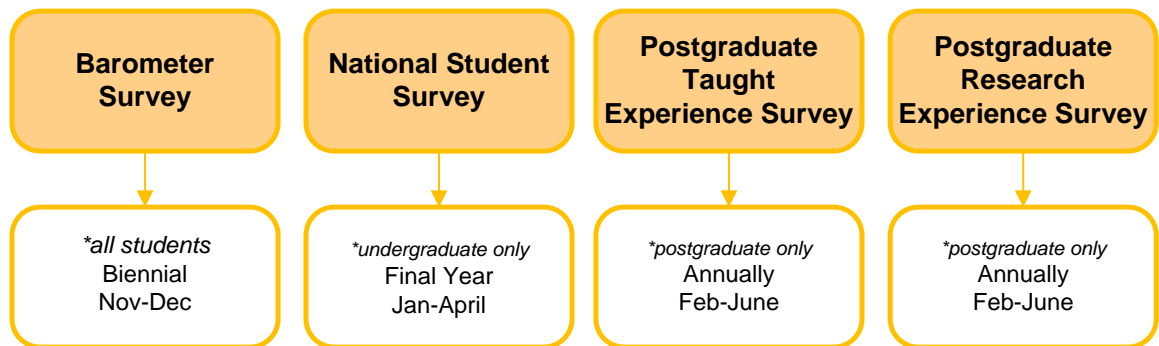






Fig 2: External Student Surveys

### National Student Survey (NSS)

6.2 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.

6.3 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.

6.4 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

6.5 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').

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

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

- 6.7 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.

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

- 6.8 The College participates in the annual Postgraduate Taught Experience Survey (PTES) which is run by the Advance Higher Education together with the College.
- 6.9 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.
- 6.10 All postgraduate students are contacted via email between February and June and asked to complete an online survey.
- 6.11 During the Autumn term the results are considered by the relevant Course Director(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').

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

- 6.12 The College participates in the biennial Postgraduate Research Experience Survey (PRES) which is run by the Higher Education Academy together with the College.
- 6.13 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.
- 6.14 All postgraduate research students are contacted via email between February and June and asked to complete an online survey.
- 6.15 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.

## **Graduate Outcomes Survey**

- 6.16 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.
- 6.17 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.

## **Barometer Survey**

- 6.18 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.
- 6.19 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.
- 6.20 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.

# Appendix 1 Student surveys

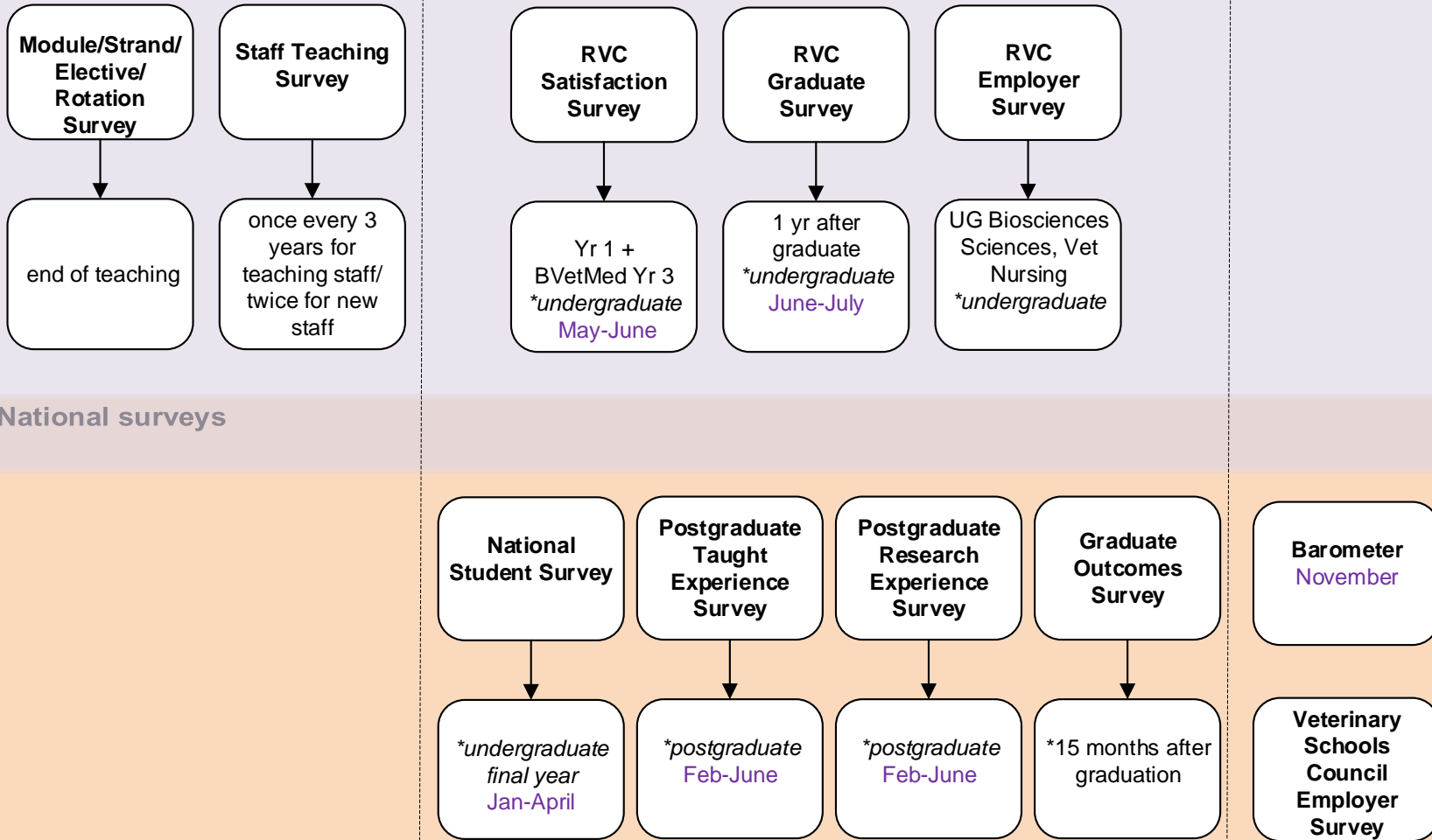
## Student satisfaction surveys

### RVC surveys

*Continuous*

*Annual*

*Biennial*



\* both undergraduate and postgraduate students surveyed unless otherwise indicated