

RVC Student Survey Procedure

Version	Update and Reason	Author	Teaching Quality Committee Approval Date	Effective Date	Review date
3	Changes to survey roles and responsibilities	SP Manager. AR for SRC	March 2025	April 2025	March 2028
2	Addition of 'RVC Staff and Student Electives survey'	Academic Quality Manager	To Note	June 2024	March 2028
1	Transfer to new template	Senior Academic Quality Officer (Student Engagement)	To Note	March 2023	March 2028

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1. Introduction and Purpose

- 1.1. The purpose of this procedure is to ensure that there is a systematic collection of student, graduate, and employer views on the education which the Royal Veterinary College (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

- 2.1. 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.
- 2.2. Annual reports summarising the student and employer survey results will be submitted to the Teaching Quality Committee for oversight and consideration.

3. General Principles

- 3.1. Annual reports summarising the student and employer survey results will be submitted to the Teaching Quality Committee for oversight and consideration and then in some cases disseminated to other groups who produce actions plans to address findings (External surveys results working groups; Careers Steering groups). The report should include survey data including themes from open comments aligned with its role to identify cross course issues and good practice.
- 3.2. The Student Resolution and Compliance (SRC) Team are responsible for making sure the TQC chair and Head of Department have access to all survey results using a shared protected platform.
- 3.3. The Student Resolution and Compliance (SRC) Team facilitates and administratively manages all activities and tasks related to internal and external student surveys. More information on the main responsibilities and where SRC resides within the Academic Registry structure can be found on the [Student Resolution and Compliance](#) intranet section.

4. Student Engagement and Surveys Working Groups

4.1. 'Student Engagement in Quality Enhancement' working group

- 4.1.1. The 'Student Engagement in Quality Enhancement' working group (SEQEWG) operates as a sub-group of the Teaching Quality Committee (TQC). It supports the delivery of the RVC's 'Strategy for Enhancement and Assurance of the Quality of Learning, Teaching and Assessment' and the 'Student Voice Strategy' 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.
- 4.1.2. The approval of the working group must be sought for proposals relating to the administration of any course wide student surveys. (To note: approval is not needed for Student Panel activities)
- 4.1.3. Membership includes: TQC Chair (Chair), Student Participation Manager, Student Participation Officer, Course Directors for BVetMed; Undergraduate BioSciences; FdSc and BSc Veterinary Nursing; Certificates in Advanced Veterinary Nursing, Vice Principal Students, SU Vice President for Representation and Communications, SU Postgraduate Officer, PSD Directors and other course staff as required. Further information relating to this working group can be found in the [RVC's 'Academic Committee Handbook'](#).
- 4.2. 'External Student Survey Results' working group**
- 4.2.1. The 'External Student Surveys Results' working group (ESSRWG) 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).
- 4.2.2. 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 [RVC's 'Academic Committee Handbook'](#).
- 4.2.3. Dashboards which track the annual survey results for the NSS, PTES, PRES and Student Barometer can be accessed from the Student Survey area in the [Student Voice section of RVC LEARN](#).
- 4.2.4. 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 institutional statement responding to the survey results. The statement will be drafted by the Vice Principals in consultation with the RVCs 'College Executive Committee'.
- 4.2.5. The final statement will be approved by the following committees in the Autumn and published in the [Student Voice section of RVC LEARN](#) by the Student Resolution and Compliance Team.
- 4.2.6. Approving committees:
- Learning, Teaching and Assessment
 - Student Development
 - Academic Board
- 4.2.7. The statement will be published annually by the end of December to ensure it can be used to inform the development of Course Directors 'Annual Quality Improvement Reports'.

5. Responding to student survey results

- 5.1. 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 Programme Management procedure [‘Reviews of Modules, Strands, Intra-Mural Rotations, Research Project 2 and the TLiHE course’](#)).
- 5.2. The Module/Strand/Rotation Leader should submit the Module/Strand/Rotation Review form within 20 working days of the Module/Strand/Rotation teaching finishing.
- 5.3. The reviews should demonstrate consideration of student feedback received by whatever available means e.g. from results of student surveys provided by Student Resolution and Compliance, 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.
- 5.4. 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.
- 5.5. Year Leaders (and where they do not exist, the 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&A sessions, forums and any other informal routes.
- 5.6. The Reflective Response should be drafted in consultation with staff teaching the cohort. The Reflective Response should be published as a ‘course announcement’ on the LEARN homepage for the Course/Year group.
- 5.7. 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 a timetabled session in partnership with the RVCSU Course Representatives.
- 5.8. Course Directors and Year Leaders will continue to provide an annual response to the results of relevant student satisfaction surveys through the completion of their ‘Annual Quality Improvement Report’.

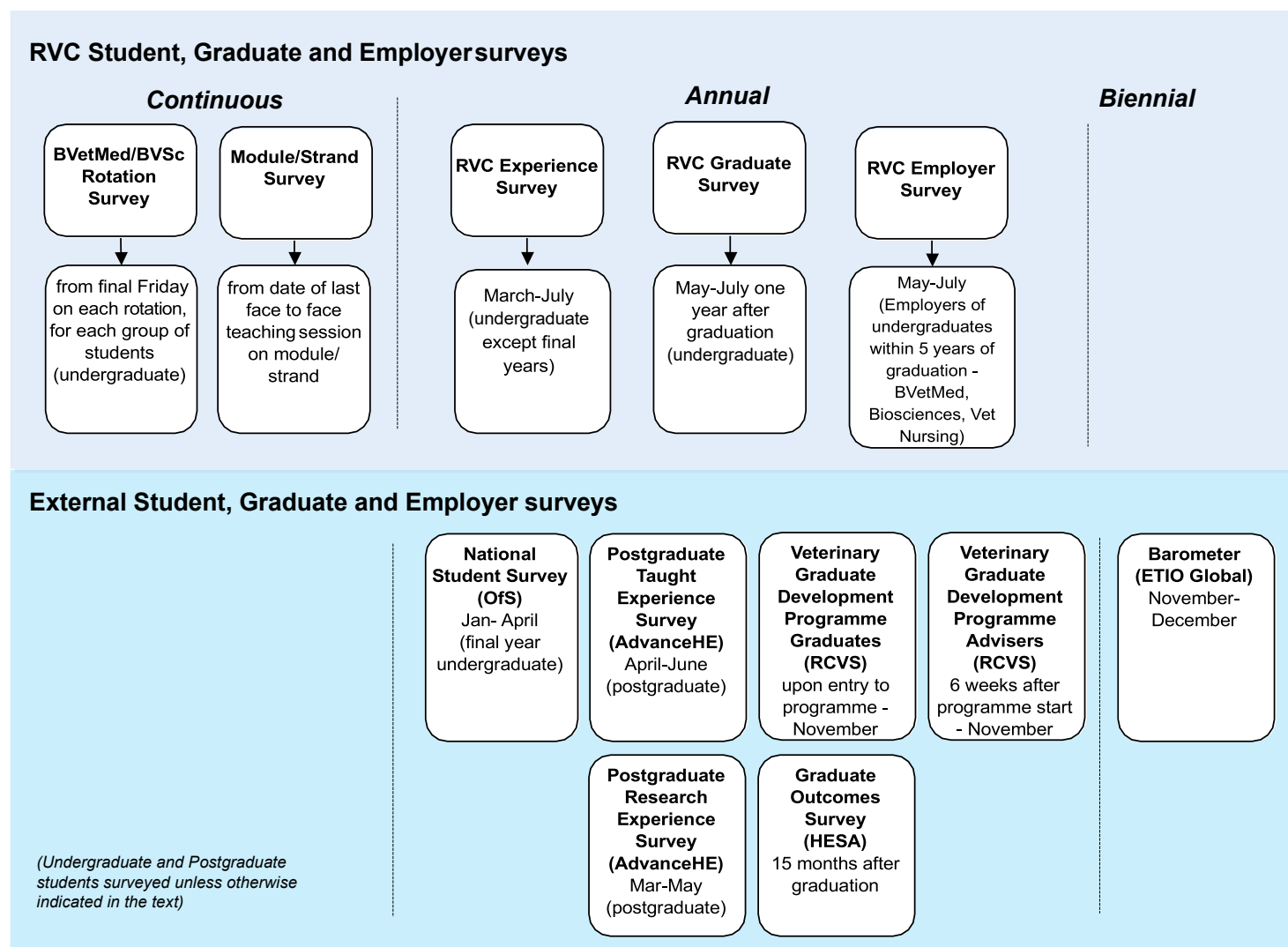
6. You Said... We Did...

- 6.1. ‘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 Student Resolution and Compliance team, is part of the Student Voice Strategy and championed by the Vice Principal (Students).
- 6.2. ‘You Said...We Did...’ items are published in the [Student Voice section of RVC LEARN](#) and advertised to students via LEARN course announcements.
- 6.3. The identification and submission of new entries are encouraged from staff and students. Entries can be submitted directly to the Student Resolution and Compliance section at studentparticipation@rvc.ac.uk or via the standing agenda item of the relevant Academic Committee.

7. RVC Student Surveys Principles

- 7.1. 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.
- 7.2. The RVC conducts internal surveys which enable students to give feedback on individual Modules/Strands/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).
- 7.3. The RVC conducts internal surveys which enable students to give feedback on individual Modules/Strands/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).
- 7.4. 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 three respondents are required to administer/analyse a survey.

Figure 1. RVC Student, Graduate and Employer Surveys



8. Module and Strand Survey Process

8.1. Each module and/or strand is evaluated annually.

8.2. From 2022/23, the following strand surveys will be conducted¹:

Course	Year	Period	Total Surveys	Purpose
BVetMed	1	End of Term 1	1	To gather feedback on all first-visit strand teaching.
BVetMed	1 & 2	End of Strand teaching (Term 2 & 3)	1 for each strand	To gather feedback at the end of all teaching.
BVetMed/BVSc	3 & 4	End of Strand teaching (Term 1, 2 & 3)	1 for each strand	To gather feedback at the end of all teaching.
BVetMed/BVSc (Principles of Science – POS)	1, 2 & 3	End of each Term	1 per Term per Year	To gather feedback at the end of POS teaching each Term.

8.3. 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 and/or strand.

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

8.5. On the survey live date students receive an email at around 9:00 am from surveys@rvc.ac.uk (a no-reply account) containing a link to the survey. Students can also access surveys via the navigation menu on their LEARN course homepage.

8.6. Module and Strand 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.

8.7. Module and Strand surveys usually remain open for 10 calendar days. The Student Resolution and Compliance team aim to process module survey results within a week of the survey end date.

¹ In addition, 1 survey for: 'Principles of Science' strand for each relevant year group, in relation to teaching received each term. 'Principles of Veterinary Practice / Professional Studies' strand for each year group, in relation to teaching received each academic year. 'Population Medicine and Veterinary Public Health' strand for BVetMed/BVSc Year 2, 3 and 4.

9. BVetMed/BVSc Intra-Mural Rotation Survey Process

- 9.1. 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.
- 9.2. Surveys are administered through the RVC's online survey system and are normally issued on the last Friday of a rotation.
- 9.3. On the survey live date students receive an email at around 9:00am from surveys@rvc.ac.uk (a no-reply account) containing a link to the survey. Students can also access surveys via the navigation menu on their LEARN course homepage.
- 9.4. 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.
- 9.5. Rotation surveys usually remain open for 10 calendar days. The Student Resolution and Compliance team will aim to process survey results within a week of the survey end date.
- 9.6. BVetMed/BVSc 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 / BVSc course.

10. BVetMed/BVSc Student Elective Survey Process

- 10.1. Electives teaching conducted with BVetMed / BVSc Year 5 students is evaluated annually. A standard survey is issued by the Teaching Quality Committee and is administered through the RVC's online survey system. The survey is normally issued on the date of the last face to face teaching session on electives. On the survey live date students receive an email at around 9:00am from surveys@rvc.ac.uk (a no-reply account) containing a link to the survey. Students can also access surveys via the dashboard page of LEARN.
- 10.2. The elective survey contains two parts:
 - Overall satisfaction question – respondents are asked to provide an overall evaluation of electives as either: very satisfied/satisfied/dissatisfied/very dissatisfied.
 - Full survey – respondents are asked to provide a response to two open comment questions.
- 10.3. The Student Electives survey usually remains open for 10 calendar days. The Student Resolution and Compliance team aim to process survey results within a week of the survey end date.
- 10.4. The Electives Director is required to respond to the results of the Staff and Student Electives survey through their Electives 'Annual Quality Improvement Report'.

11. BVetMed/BVSc Staff Electives Survey Process

- 11.1. Electives teaching conducted with BVetMed Year 5 students is evaluated annually. A standard survey is issued by the Teaching Quality Committee to all staff involved in delivering electives teaching. The survey is normally issued once all teaching on electives has been completed.
- 11.2. The Staff Electives survey usually remains open 10 calendar days. The Academic Quality Office attempt to process survey results within a week of the survey end date.

12. Teaching and Learning in Higher Education (TLiHE) Process

- 12.1. Upon completion of the TLiHE programme, students are invited to complete a survey to provide an evaluation of the programme. Surveys are administered through JISC and one survey remains open through each calendar year. A survey link is emailed to students from the TLiHE Programme Administrator (Programme Management team) upon completion of the programme.
- 12.2. The Student Resolution and Compliance 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.

13. RVC Undergraduate Experience Survey Process

- 13.1. 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.
- 13.2. A standard survey is issued by the Teaching Quality Committee to evaluate the following undergraduate courses:
 - BVetMed and BVSc (including intercalated)
 - Graduate Accelerated BVetMed Year
 - Veterinary Gateway Year
 - FdSc/BSc Veterinary Nursing
 - Certificate in Advanced Veterinary Nursing
 - BSc/MSci Biosciences (all pathways)
- 13.3. 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 surveys@rvc.ac.uk (a no-reply account) containing a link to the survey. Students can also access their surveys via the menu on their LEARN course homepage.
- 13.4. 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.
- 13.5. Surveys usually remain open for 10 calendar days. The Student Resolution and Compliance team will aim to process the survey results within a week of the survey end date.
- 13.6. 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'](#)).

14. RVC Graduate Survey Process

- 14.1. Graduate surveys are conducted online annually:
- Between May-July with the cohort of students who completed their studies on the BVetMed/BVSc, BSc/MSci Biosciences, FdSc/BSc Veterinary Nursing in the preceding academic year.
 - Between February-March with students who completed their Certificate in Advanced Veterinary Nursing during the current academic year.
- 14.2. 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.
- 14.3. Low scores are defined as any quantitative question where 50% or above respond 'mostly disagree'/'definitely disagree'.
- 14.4. During the Autumn term the results are considered by the Careers Steering Working Group which reports to the Student Development Committee.
- 14.5. The relevant Course Director(s)/Year Leader(s) respond to any low scores 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').

15. RVC Employer Survey Process

- 15.1. 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 with a BVetMed/BVSc, BSc/MSci Biosciences, FdSc/BSc Veterinary Nursing degree.
 - March-July with employers of RVC Graduates who left the RVC within the last 5 years, and who graduated with a Certificate in Advanced Veterinary Nursing.

15.2. Three sources of employee contact details will be utilised 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'.
- RVC Continuing Professional Development team – list of UK veterinary practices who have consented to receive RVC communications.
- RVC Clinical Services (Beaumont, QMHA, Boltons Farm and Acorn House)

15.3. During the Autumn term the results are considered by the relevant Course Director(s)/Year Leader(s) and low scores are responded to through their completion of the standard Annual Quality Improvement Report.

15.4. The 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').

16. Survey Results Process

16.1. 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 current guideline flags it as low scoring only if less than 79% are satisfied and there are at least 20 responses to the survey.

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

16.3. The Student Resolution and Compliance Team will draw to the attention of staff (as outlined in section 5) who are recipients of the survey results, any instances of low response rates/low scoring questions.

16.4. The relevant course lead is required to respond to the results of the survey, particularly any low scores for the 'overall satisfaction question' through an independent review.

16.5. In the case of any low scoring questions, the response provided in the review will be considered by the Teaching Quality Committee.

16.6. Survey results are returned to the relevant course leads for example:

- Course Director and Deputy Course Director
- Year Leader and/or Rotation Leader
- Module/Strand Leader and/or Deputy Module/Strand Leader
- Electives Director (Staff and Student Electives Survey)
- Student Course Representatives for the appropriate year
- Programme Administrator

- 16.7. The results of the surveys which meet the response rate threshold, are published on the Student Resolution and Compliance 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 course lead (refer to section 9.5).
- 16.8. Summaries of survey results will be retained by the Student Resolution and Compliance team in a form such that they can be used in appraisal and offered as evidence in promotion applications, institutional audits, quality assessments and accreditation.

17. External Student Surveys Process

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

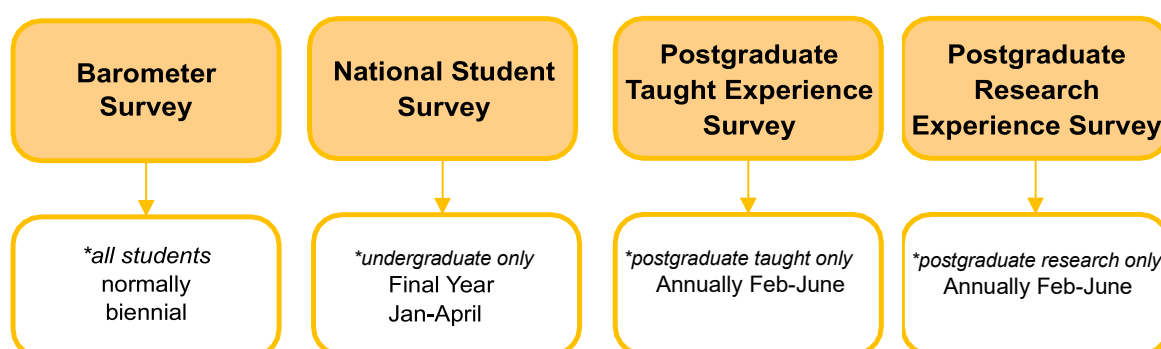


Fig 2: External Student Surveys

- 17.2. External survey results are published in the [Student Voice area on LEARN](#) in the [data dashboards](#) to show year-on year trends.

18. National Student Survey (NSS)

- 18.1. The NSS is managed by the Office for Students (OfS). It is conducted annually between January and April by Ipsos MORI. Students are surveyed in their final year of BSc and MSci Biosciences/BVetMed/BVSc/FdSc and BSc Veterinary Nursing.
- 18.2. The results of the NSS are published in July. The quantitative and qualitative data are collated and analysed according to the course by the Student Resolution and Compliance team. Qualitative data is organised under key themes.
- 18.3. 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

- 18.4. During the Autumn term the results are considered and University-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 response to the survey is approved by the TQCs' 'Annual Quality Improvement Group' (see AQA+E Procedure for 'Annual Quality Improvement Reporting process').
- 18.5. Members of staff will utilise 'You Said...We Did...' to report feedback regarding progress against their actions.

19. Postgraduate Taught Experience Survey (PTES)

- 19.1. The RVC participates in the annual Postgraduate Taught Experience Survey (PTES) which is run by the Advance HE together with the RVC.
- 19.2. 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.
- 19.3. All postgraduate students are contacted annually via email between February and June and asked to complete an online survey.
- 19.4. 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 Programme Management procedure for 'Reviews of modules, TLiHE and BVetMed: Strands/Rotations/ Electives and Research Project 2').

20. Postgraduate Research Experience Survey (PRES)

- 20.1. The RVC participates in the annual Postgraduate Research Experience Survey (PRES) which is run by Advance HE together with the RVC.
- 20.2. 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.
- 20.3. All postgraduate research students are contacted annually via email between February and May and asked to complete an online survey.
- 20.4. 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.

21. Graduate Outcomes Survey

- 21.1. 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.
- 21.2. 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.
- 21.3. During the Autumn term, the results are considered by the Careers Steering Working Group which reports to the Student Development Committee.
- 21.4. The results of the survey are shared with Course Directors using the [Careers Insights Reports](#) for completion of their 'Annual Quality Improvement Reports' (see Academic Quality Procedure for 'Annual Quality Improvement Reporting'). The Careers Insights report and associated dashboards are [published annually on the intranet](#). The 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').

22. Barometer Survey

- 22.1. 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 ETIO Global.
- 22.2. 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.
- 22.3. The results published in the [Student Voice area of LEARN](#) and 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.