STUDENT SATISFACTION SURVEYS
SCHEDULE 2018

The University will be surveying “satisfaction levels” amongst all categories of taught-students before the end of the academic year. This year we will be returning to a schedule that sees each of the main survey tools launched in a single survey period. This is to improve the visibility and promotion of the relevant survey for each level of student – which will help to improve response rates and the robustness of any data collected.

The Scheduled Survey Period will incorporate:

<table>
<thead>
<tr>
<th>Survey</th>
<th>Start Date</th>
<th>Close Date</th>
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</thead>
<tbody>
<tr>
<td>The National Student Survey (Final Year Undergraduates)</td>
<td>Monday 22nd January 2018</td>
<td>30th April 2018</td>
</tr>
<tr>
<td>HEA UK Engagement Survey (UKES) for non-final year undergraduate students</td>
<td>Thursday 1st February 2018</td>
<td>30th April 2018</td>
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<tr>
<td>HEA Postgraduate Taught Experience Survey (PTES)</td>
<td>Thursday 1st February 2018</td>
<td>30th April 2018</td>
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<tr>
<td>HEA Postgraduate Research Experience Survey (PRES)</td>
<td>Thursday 1st February 2018</td>
<td>30th April 2018</td>
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For Information - Student Easter Vacation Dates:
26th March 2018
6th April 2018

The first and primary focus for all Faculties and Departments is the National Student Survey.

The response rate has a mandatory minimum threshold for results to be published set at 50% of all respondents at the institutional level; and at subject level a minimum 50% response rate and a minimum 10 student respondents must be met.

Last year we achieved a 70% response rate overall (as compared to the national average of 73%) This year we have set ourselves a target to reach the national response rate and we should be aiming for a minimum of 73%!

This year we are focussed on early completion, even more than previously...
The research evidence tells us that early completers are more likely to be positive than late completers (after having had 15 nagging messages from Ipsos Mori).

Although we have set a launch date of 22nd January, the National Student Survey is live and accessible from Monday 8th January – and all students can participate in the survey from this date.

Students can access the survey on a PC, tablet or smartphone via www.thestudentsurvey.com
To encourage early engagement we are again offering an incentive...

All eligible students who complete the NSS on-line will automatically be entered into a prize draw to win a £500 Amazon voucher. (Please note – we will not be offering a £5 printer credit this year).

The NSS Population:
The sample population is based on a student’s estimated completion date, based on normal progression, and is derived from information held in SITS and as returned to HESA. Each Faculty has access to a copy of their own Faculty population so as to be able to target communications and encourage responses.

Please remember that the NSS population includes:

All students studying on courses leading to undergraduate credits or qualifications (such as Bachelors Degrees, Foundation Degrees, Higher Education Certificates and Diplomas) will be surveyed in their final year of study. This includes all final year higher education students at colleges in England. In addition:

- Students on more flexible part-time programmes (whose final year cannot be easily predicted) will normally be surveyed during their fourth year of study.
- Students who have withdrawn from study during their final year will be included in the survey as their feedback is equally valuable.
- Students repeating their penultimate year will be surveyed (NOT when they eventually progress to their final year).
- Students who were already surveyed in 2017 will not be surveyed in 2018 – students who were eligible to complete the survey last year (even if they did not participate) are not eligible again.

Promoting the National Student Survey:

- It’s fine to organise “mass completion sessions” – so long as you don’t look over students’ shoulders or in any way influence the respondent during the survey.
- It is absolutely fine to promote the survey within taught sessions, in fact this is encouraged. Evidence of the most effective means of promoting the survey always points to the classroom as the most effective means of encouraging positive participation.
- It’s also perfectly fine to discuss with students the positive changes that the Faculty has undertaken in response to the previous year’s survey – although this should have been on-going before January!
- It is not fine however to suggest to students that they should complete the survey positively because anything other than a positive outcome will impact on the standing of their award or job prospects. Students should always be encouraged to complete the survey honestly and fairly: with a view to their whole experience while at the University.
- It is not fine to influence students to answer the survey questions in a particular way. Phrases such as “Don’t be neutral” should be avoided as they may place pressure on students to respond in a particular way, whereas phrases such as “Make yourself heard” or “Take part in the National Student Survey” encourages students to engage with the survey but do not influence responses.

As previously, the Dean of Students will issue regular response rate updates so that Faculties can identify and act on low/slow response rates. Previous and regular slow to complete subject areas should be targeted for special attention to encourage early completion - thus avoiding nagging “at-risk” messages. In addition to which, Ipsos Mori (who are contracted to conduct the survey) will follow the same methodology of e-mail, text (SMS) and telephone call reminders throughout the survey period.
Promoting the other taught-student surveys:

The University will participating in the HEA UK Engagement Survey (UKES) for undergraduate students (not in their final year), the Postgraduate Taught Experience Survey (PTES) and the Postgraduate Research Experience Survey (PRES) from 1st February to 30th April 2018.

Each of the available surveys should be promoted to students via faculty staff - the appropriate survey to the matching student group. The more students who participate in each corresponding survey, the more robust and meaningful the response data. Students will receive an initial invitation e-mail to participate in the surveys from 1st February. Links to all of the available surveys will be from: [www.wlv.ac.uk/surveys](http://www.wlv.ac.uk/surveys)

This year we are aiming for a target response rate of no less than 25% for the UKES and PTES in line with the national response rate average. The response rate target for the PRES is 70% - and so we would be grateful for all support from colleagues with the promotion of all of these.

All eligible students who complete the PRES/PTES/UKES will be entered into a prize draw to win a £100 Amazon voucher, per survey.

**Survey Period Promotion**

Publicity materials will be delivered to Faculty Registrars for display and distribution at appropriate times.

**Materials should also be distributed to franchise provision partners by Faculties. NSS leads should ensure regular contact is maintained with college colleagues to encourage participation levels.**

For quick and easy access, links to all three surveys will be available at: [www.wlv.ac.uk/surveys](http://www.wlv.ac.uk/surveys)

*All taught-students at every level and in every mode of study should be encouraged to “make themselves heard” during the single survey period.*

*Thank you for all of your support.*
Staff Guide

This guide has been produced to help you support students through the survey process.

What you should tell your students

The UK Engagement Survey (UKES), Postgraduate Taught Survey (PTES) and Postgraduate Research Survey (PTES) are national surveys, co-ordinated by the national body for improving teaching and learning in Universities, the Higher Education Academy.

The survey is confidential and the results are made anonymous so that no individual can be identified.

Students will receive an email from the Bristol Online Survey name asking them to complete the survey by clicking on a unique link. The individual survey will also be available via the eVision under the My Surveys tab.

Frequently asked questions

How will the Surveys be carried out?

The surveys are carried out by the Office of the Dean of Students (for UKES and PTES) and the Research Policy Unit (for PRES) and the questionnaires hosted online by Bristol Online Surveys.
On 1st February students will receive an email asking them to complete the survey.

Any students not completing the survey within the first couple of weeks will receive further reminders. The survey will close on 30th April 2018.
What will be asked?
The survey questions are broken down into the following areas:

<table>
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<tr>
<th>UKES</th>
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<th>PRES</th>
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| • higher-order learning  
• collaborative learning  
• staff-student interaction  
• course challenge  
• reflective and integrative learning  
• time spent  
• skills development  
• engagement with research and inquiry  
• students as partners | • The experience of teaching and learning, including: staff, learning materials, working with other students, workload, and feeding back on experience;  
• Assessment and feedback, including supervisor support for dissertation or major project;  
• Organisation and management, including induction and involvement in course decisions;  
• Resources and services, including learning resources and overall support;  
• Skills development, including independent learning, research skills and career skills;  
• Motivation for taking the programme and information provided by the institution to help course choice;  
• Demographic details, including on previous education and fluency in English. | • supervision  
• resources  
• research community  
• progress and assessment  
• responsibilities  
• research skills and professional development  
• opportunities  
• overall experience  
• personal outlook  
• demographic details |

Students are encouraged to take an overview of the whole course and have an opportunity to comment after each section, as well as at the end of the questionnaire.

What if students don't want to take part?
We strongly encourage students to fill it in as soon as possible because their experience is very important. However, it is not compulsory. Students are able to opt out and can let the University know at any point if they don't want to take part, either by responding to an invitation email or by emailing opinions@wlv.ac.uk.

How will I see the results?
The results of institutions aggregated together are published by the HEA. Institutions own their results and can decide whether to make them public. Detailed results will be available to staff by the Office if the Dean of Students and the Research Policy Unit, and disseminated by August 2018. Results for the sector, this institution and student comments can be made public. Other results, for example for groups of institutions or sector quartile results, cannot be made public. All reporting should be provide a fair and balanced picture of provision, and should be directed towards enhancing practice.

More information?
For more information please contact Kirsty Dorward in the Office of the Dean of Students (for UKES and PTES) and Jill Morgan in the Research Policy Unit (for PRES). You can also read more about the surveys by going to www.wlv.ac.uk/surveys.