

Module Evaluation Survey (MES) Guide

University of
West London

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Executive Summary

This operations manual has been developed to provide guidance for Heads of Schools (HoS) and Subjects, and Module Leaders (MLs) to perform their functions correctly and effectively in order to ensure the smooth delivery of the Module Evaluation Survey (MES). It will reduce misunderstandings and inform everyone precisely what they need to do, who they are responsible to and for whom they are responsible.

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Module Evaluation Survey (MES) Guide

Each semester the University asks all students to complete module evaluations that are supported by a UWL campaign. The survey will be set up and administered by the Module Evaluation Team (ModuleEvaluation@uwl.ac.uk). Please refer to the [Teaching Hub](#) for further information and support materials.

Module Evaluation Questionnaire

There are four core areas in the survey that ask questions which the students respond to with a scale from 'Strongly Agree' to 'Strongly Disagree' including a N/A.

1. Teaching Quality & Learning Opportunities
2. Assessment & Feedback
3. Resources
4. Engagement

There is also an opportunity to provide qualitative feedback.

Mid-Module Evaluation (for year-long & Level 6 modules)

The purpose of the mid-module evaluation is to provide staff with interim feedback on the students' experience of the module. Early feedback should allow time for improvements and adjustments to be made, if needed, before the module delivery is completed.

The four core areas are included in the mid-year survey, however, the questions included in each area are phrased slightly differently and the number of questions included in each area are smaller.

There is also an opportunity to provide qualitative feedback only in one question: 'Any other comments'.

Key points of contact within Schools

The Head of School (HoS) or a nominated Head of Subject is the first point of contact for any queries at a School level.

School	Name	UWL email	MES email
SLC	Philip Ells	Philip.Ells@uwl.ac.uk	slcmes@uwl.ac.uk
LCM	Daniel Hagan Gavin Baker	Daniel.Hagan@uwl.ac.uk Gavin.Baker@uwl.ac.uk	lcmes@uwl.ac.uk
CNMH	tbc		cnmhmes@uwl.ac.uk
LGCHT	Anil Padhra	Anil.Padhra@uwl.ac.uk	lgchtmes@uwl.ac.uk
LSFMD	Andy Fox Dorota Watson	Andy.Fox@uwl.ac.uk Dorota.Watson@uwl.ac.uk	sfmdmes@uwl.ac.uk
SCE	Fehmida Mohamedali	Fehmida.Mohamedali@uwl.ac.uk	scemes@uwl.ac.uk
SHSS	Daniele Alge	Daniele.Alge@uwl.ac.uk	shssmes@uwl.ac.uk
SBS	Bernadine Idowu	Bernadine.Idowu@uwl.ac.uk	tbc
CLBS	Paul Byrne	Paul.Byrne@uwl.ac.uk	clbsmes@uwl.ac.uk

To ensure confidentiality of the EvaSys reports, a MES account is set up for each School. To request the password for your MES email, please contact the Module Evaluation Team.

For any further clarification or assistance, please contact the Module Evaluation Team (ModuleEvaluation@uwl.ac.uk).

Student engagement and Response rates

When surveys are open, please ensure that your students are aware of the designated MES slot, so they can participate.

The UWLSU will, if possible, attend during the MES slot for your module. Please contact your School representative(s) if you would like their support.

Good response rates are important to ensure a representative picture of the student voice and rich meaningful data to support TEF and other UWL initiatives, such as the inclusive curriculum, NSS etc. The smaller the cohort, the higher the response rate must be to obtain reliable and actionable student feedback (preferably **55%** or more).

Schedule and Key Dates

The survey dates have been agreed for the 2020-21 academic year. This is to ensure that evaluation is completed during teaching while students are engaged in the module delivery, and student feedback can be acted upon if required.

Module Evaluation Survey for Semester 2 will be open on **Monday 19th April** for two weeks.

If you teach a **non-standard module** (e.g. running over summer, a module with several intakes throughout the academic year etc.), please contact the Module Evaluation Team (ModuleEvaluation@uwl.ac.uk) to confirm the start of the evaluation period.

In addition, the **HoS or Head of Subject** should inform the Module Evaluation Team and UWLSU as to which timeslot in their module(s) delivery will be designated the MES slot.

The table below illustrates a detailed schedule and key dates for the smooth implementation and delivery of MES.

MES Schedule and key dates for Semester 2

SEMESTER 2	w/c 22 nd March	Strategic Planning will produce the MES list including module-related details and circulate it to the Schools for review. HoS or Head of Subject will receive the MES email and password details.
	w/c 29 th March	Schools will have the opportunity to correct, alter or add any additional data to the MES list. HoS or Head of Subject should return the revised file and the agreed timeslots with the names of tutors that will run the MES session either online or in class. This is required by 9th April to the Module Evaluation Team. If Schools require assistance from UWLSU, they should tick the relevant box on the spread sheet; UWLSU will be in touch to confirm whether they can assist them or not. Schools should provide room number or weblink and time of the session.
	w/c 12 th April	A final MES data list (i.e., modules & students) will be taken by the Strategic Planning team; no changes will be made after this date. Module Evaluation Team uploads modules and student data on EvaSys (MES software). MLs/tutors should brief students regarding MES and the importance of the student voice. Please refer to the Teaching Hub for the MES video and in class presentation.
	Monday, 19th April at 9am	<ul style="list-style-type: none"> • Surveys go LIVE • The enrolled students will each receive an email in their UWL mailbox for each module for which they are to be surveyed. • HoS or Head of Subject should remind their teaching teams regarding the designated MES slots, so students can complete the survey online or in class.
	w/c 26 th April	<ul style="list-style-type: none"> • Weekly Response Rate Reports will be available to the Schools. • HoS/Head of Subject must inform the MLs regarding participation rates. • MLs must take an action to increase participation when necessary. • A reminder email will be sent centrally to all students who have an outstanding MES
	Sunday, 2nd May at 11:59pm	<ul style="list-style-type: none"> • Survey Closes¹ • HoS/Head of Subject will receive the EvaSys reports for the surveyed modules in the MES email account. • HoS/Head of Subject must circulate the reports to the MLs within one week.
	w/c 3 rd May	MLs must review EvaSys reports and produce a summary and response, to the feedback received, which will be confirmed by the School Exec before posting on BB. Also a central announcement will be sent to the students thanking them for participating in the survey
	May - June, 2021	MES results will be made available to the Schools committee meeting(s), School Boards and to the Student Experience Group by the Strategic Planning Department.

¹ PVC Student Experience & Education may decide to extend the survey, if response rates are low.

Criteria for modules which will be excluded from MES

- Enrolments of less than 5 students; this is due to GDPR regulations
- NCM: Non-credit modules
- LPC: Legal practice course
- LLM modules
- Stand-alone modules

FAQs

How long do the surveys remain open?

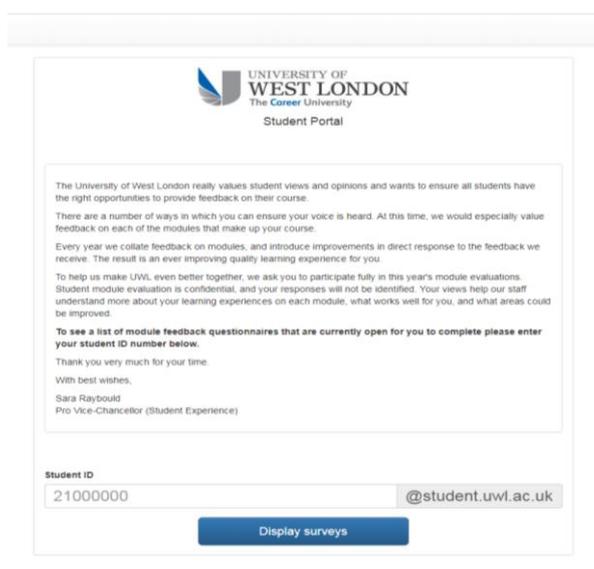
The surveys are usually open for **two weeks**. However, timelines of the surveys may be extended based on participation rates. The decision to extend the surveys will be taken by the PVC Student Experience & Education.

How are surveys issued to students?

Surveys are set up by the Module Evaluation Team and sent out via automated emails to students' UWL email accounts. The email text explains the purpose of the module evaluation survey. The message is signed off by the PVC (Student Experience & Education) and UWLSU President.

How do students access the MES survey for their Modules?

A link will be given out in a designated module slot and an email will be sent to every student for each module upon which they are enrolled. The email contains a link (www.uwl.ac.uk/surveys), to the student portal. Once in, students are required to provide their ID number and click on the 'Display Surveys' button, which directs them to a list of all modules to which they may respond.



The screenshot shows the 'Student Portal' page for the University of West London. At the top, the university logo and name are displayed. Below this, a text box contains the following information:

The University of West London really values student views and opinions and wants to ensure all students have the right opportunities to provide feedback on their course.

There are a number of ways in which you can ensure your voice is heard. At this time, we would especially value feedback on each of the modules that make up your course.

Every year we collate feedback on modules, and introduce improvements in direct response to the feedback we receive. The result is an ever improving quality learning experience for you.

To help us make UWL even better together, we ask you to participate fully in this year's module evaluations. Student module evaluation is confidential, and your responses will not be identified. Your views help our staff understand more about your learning experiences on each module, what works well for you, and what areas could be improved.

To see a list of module feedback questionnaires that are currently open for you to complete please enter your student ID number below.

Thank you very much for your time.

With best wishes,
Sara Raybould
Pro Vice-Chancellor (Student Experience)

Below the text, there is a form with a 'Student ID' label and a text input field containing '21000000'. To the right of the input field is a dropdown menu with '@student.uwl.ac.uk' selected. Below the form is a blue button labeled 'Display surveys'.

Hint! Completion rates are higher when students complete the survey(s) in the relevant class.

Will a student receive reminder emails?

Yes. Reminder emails will be sent during the defined Survey Window to those students who have not completed the survey at that point in time. Reminders will cease once the student responds, or the survey closes.

Hint! Please tell your students that if they respond to the survey(s) we will not bother them about it anymore!

How can we encourage students to complete the module evaluation survey?

Please advise your academics to allow 10 minutes at the beginning, middle or end of the session, either online or in class, to brief the students regarding the purpose of MES and to encourage them to complete the survey. Academics/tutors are encouraged to explain any action plans or changes that have been made based on previous evaluation feedback.

Hint! This is all about students understanding that their voice counts and has impact. Academics are encouraged to brief the students regarding the MES in the week prior to the survey going live. In their presentation they should highlight the importance of honest feedback required from their students.

How to advise students to answer a question(s) that is not relevant to the curriculum?

The questionnaire provides an option for the students to choose **N/A** when something is not relevant to the module. Please explain to your students the difference between the option of 'Neither Agree/Disagree' and 'N/A'. N/A is something that is not relevant to the surveyed module whereas 'Neither Agree/Disagree' depends on student's overall experience and whether they are unsure about their answer.

Is there any assistance for my academics? Is there any guidance for module leaders for the provision of initial feedback to students following MES?

Yes. Please direct your academics to the Module Evaluation section on the [Teaching Hub](#)

Who will receive the EvaSys reports?

At the close of the survey, the HoS/Head of Subject will receive the EvaSys reports in their MES email accounts. They should then circulate the reports to the CLs/MLs **within one week**.

I am the key point of contact for my School, how do I login to the MES email account?

Please ensure that you set up the MES email account; IT will be able to assist you with it. Then you should be able to log in by typing the username of the MES account and password. The username is the initials of your School followed by 'mes'. For example, if your School is the SHSS then the username is **shssmes**. Please contact the Module Evaluation Team to provide you with the password details.

Can I run a MES outside of the agreed deadlines?

MES data (including modules and students) will be prepared to run in the agreed deadlines for Semester 1 and 2. However, there is a possibility to run a MES outside the agreed deadlines which will be on a case by case request to the PVC Student Experience & Education.

Hint! You are encouraged to use PollEverywhere for additional student feedback.

Will the overall MES outcomes be disseminated to the Schools?

Yes. The PVC Student Experience & Education along with the Strategic Planning Department will run a series of statistical analyses to evaluate the student feedback; and to feed into the predictive model for the NSS. Analyses will be disseminated in committee meetings, School Boards and the Student Experience group.

How will the MES data be used?

The four core areas of MES will be targeted towards module level, not individual teaching staff. This will be used to help us to understand the perceptions of students regarding their module experience and identify any necessary action(s). It will also give us an early warning system for future NSS survey results and support Schools to make improvements, where needed. In addition, Departments can use this information to help contextualise NSS results, particularly if they are unexpected. The data will also support the TEF and APP portfolios.

How do I access the Module Evaluation Survey results?

MES results are made available as a Tableau file into the [Planning SharePoint](#).

Further details can be found on the Teaching Hub.

I have problems with the programme Tableau Reader. Who can help me?

Please contact IT services on 0300 111 4895 (EXT: 2222) or Email: itservicedesk@uwl.ac.uk