**LQEH Section 9 – Student Surveys Operational Procedures**

**National Student Survey (NSS)**

1. **Purpose**

The NSS provides final year undergraduate students an opportunity to feed back on their experience to help future students with their Higher Education choices and to help providers identify areas of the student experience which can be enhanced.

1. **Scope**

The NSS includes full and part-time undergraduate students based in the UK only. **The eligibility criteria can be found on the staff intranet:**

<https://www.intra.mdx.ac.uk/key-information/student-feedback/national-student-survey>

1. **Operational procedures**

**3.1 Timing**

The NSS is open from January until the end of April although institutions can choose which week students are first invited to take the survey. Following the first week of promotion, Ipsos Mori will commence following up eligible students who have not completed the survey.

**3.2 Promotion and information for students and staff**

Ipsos MORI, a specialist survey company, will contact eligible students directly and invite them to complete the survey via email. This is then followed up with email and text reminders and phone calls to non-respondents after Middlesex’s first week period of promoting the survey.

The Student Engagement and Advocacy team are responsible for producing and implementing a communication strategy for promoting the survey to students.

Academic members of staff have a critical role in promoting student completion of the NSS. Approval of any key messages to students is taken by the University Executive team. Additionally, for apprenticeship programmes academic members of staff should encourage employers to promote apprentice completion of the NSS, particularly for apprentices undergoing distance learning during the promotional period.

**3.3 Survey questions**

The survey questions can be found on the [staff intranet pages](https://www.intra.mdx.ac.uk/key-information/student-feedback/national-student-survey). The University can choose to add additional, optional questions for students to answer if they wish. The University Executive team decides on whether to use additional questions and if so which ones.

**3.4 Response rates**

Response rates are produced by Faculty and by programme and distributed on a regular basis to the appropriate Deputy Dean and other key staff as well as being posted on the staff intranet.

* 1. **Release of results**

Results are usually released in July.

To protect the anonymity of students the publication of results is dependent on a programme or subject meeting a certain number of responses and/or response rate. These publication thresholds are detailed on the [staff intranet pages](https://www.intra.mdx.ac.uk/key-information/student-feedback/national-student-survey).

The results are released publicly on the Office for Students website <https://www.officeforstudents.org.uk/advice-and-guidance/student-information-and-data/national-student-survey-nss/>

NSS results are distributed to the University Executive team, Deputy Deans, Heads of Departments, and relevant Professional Services.

Results and actions should be discussed with Student Voice Leaders at Programme Voice Groups.

**The Postgraduate Taught Experience Survey (PTES) & the Postgraduate Research Experience Survey (PRES)**

1. **Scope**

[PTES](https://www.advance-he.ac.uk/reports-publications-and-resources/postgraduate-research-experience-survey-pres) & [PRES](https://www.advance-he.ac.uk/reports-publications-and-resources/postgraduate-research-experience-survey-pres) are provided by AdvanceHE to all higher education providers to collect feedback from postgraduate taught and research students respectively. The only imposed eligibility for PTES is that the students must be studying a programme of at least 60 credits, the majority of which is at level 7 (masters) and taught. Part-time students in their first year of study will be surveyed in their second year. Students eligible for PTES are only surveyed once during their postgraduate programme. Unless otherwise specified by a Faculty, eligible students are all those who meet the above criteria and commenced their programme the same academic year as the survey (part-time students are surveyed in their second year).

Students eligible for PRES are surveyed annually (excluding their first year). (January starters will be surveyed the following year). Part-time students in their first year of study will be surveyed in their second year.

Students at overseas campuses are not included in the Hendon based survey due to UK sector benchmarking. Students at UK collaborative partners are surveyed separately.

1. **Operational procedures**

**2.1 Timing**

The survey is open during February– April. PTES & PRES run on an annual basis.

**2.2 Survey questions**

Details of the survey questions can be found on the student feedback pages of the staff intranet.

The University can choose to add additional, optional questions for students to answer if they wish.

**2.3 Distribution and promotion**

The survey is conducted online using [JISC](https://www.onlinesurveys.ac.uk/). Students receive an email inviting them to take part with a personalised link to the survey.

Students receive information about the PTES & PRES in an introductory email and are also pointed to the dedicated page on [UniHub](https://unihub.mdx.ac.uk/student-life/your-voice) with further information.

**2.4 Response rates**

### Response rates are produced by Faculty and by programme and distributed on a regular basis to the appropriate Deputy Dean and other key staff.

**2.5 Release of results**

To protect the anonymity of students the publication of results is dependent on a programme attaining a minimum number of responses and/or response rate. These **publication thresholds are detailed on the** [**staff intranet pages**](https://www.intra.mdx.ac.uk/key-information/student-feedback)**.**

Results are released by AdvanceHE in July each year and include comparative results from other benchmarking groups to allow comparison against the sector.

### Results are distributed to Academic Deans, Research Deputy Deans as appropriate for further circulation to Programme Leaders, Link Tutors (where relevant) and Heads of Department. A University wide overview with is produced for distribution to the same group and members of the University Executive team and relevant Professional Services. Results are also made available on the student feedback pages on the staff intranet.

Results should be discussed with Student Voice Leaders at Programme Voice Groups/Research Voice .

## **Module Surveys**

**Scope**

The approach to module feedback will be agreed by Learning & Teaching Committee. A standard set of questions is provided and module surveys are conducted centrally using the Evasys survey platform. Further details are available on the [staff intranet](https://www.intra.mdx.ac.uk/key-information/student-feedback).

Results are distributed to Deputy Deans, Heads of Departments and Module Leaders via the Evametrics platform. Departments will be expected to review the data identifying issues in the Educational Monitoring Enhancement report as well as identifying good practice and themes for enhancement at Faculty Learning & Teaching Enhancement Committees.

**Programme Surveys**

The Middlesex Programme Survey is conducted from March to May for students at FHEQ Level 3, 4 and 5 (Years 0,1 and 2) at Hendon campus. A standard set of questions is used and surveys are conducted centrally using a survey platform.

The Higher and Degree Apprenticeship Learner Survey is conducted in May using a standard set of questions and conducted centrally using the Evasys survey platform.

Further operational details of the surveys listed above are provided on the staff intranet (link provided above). The Student Engagement and Enhancement team provides operational support for these surveys and can be contacted at surveys@mdx.ac.uk