Module evaluation questionnaires

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Module Evaluation Questionnaires

Guidance for Staff and Students

This guidance outlines the process for gathering module evaluation data from students using questionnaires. It covers the purpose of collecting the data, and how the data is collected, shared and used at institutional and School levels.

1. Purpose of Module Evaluation Questionnaires

At the end of each taught module (usually at the end of the semester) students have the opportunity to complete online Module Evaluation Questionnaires (MEQs). These questionnaires provide feedback on module content, structure, presentation, workload and resources.

The principal purpose of MEQs is to enhance learning, teaching and assessment. This valuable feedback contributes to:

- improving the student experience for current and future students;
- providing staff with information that can be used to guide and evaluate changes in module content and teaching; and
- enhancing learning and support across the curriculum and wider University.

2. Question setting and design

For undergraduate and postgraduate modules, there are 4/5 blocks of questions set and defined at institutional level (core; engagement, free text and tutor/lecturer), and an optional block of questions set by the School which is responsible for the module (max. of 5 questions in block). Please note you can only have one additional question block per module, the same block can be used in multiple modules. Questions are a mix of scaled questions (scale1-5), single choice questions (select 1 answer), multiple choice questions (select multiple answers) and free text.

Separate institutional level questions have been set for dissertation modules.

- [Institutional questions for undergraduate and postgraduate modules](#)
- [Institutional questions for dissertation modules](#)

3. Key dates

Students can access MEQs by selecting the Module Evaluation Questionnaire link in their My Modules portlet in MySaint, MMS or Moodle. Some module staff may also provide students a URL link or QR code that will direct students to the questionnaires. The questionnaires can be accessed during the following dates:

- Undergraduate and postgraduate module MEQs are available from: ***Monday of week 10 at 07:00*** *until* ***Friday of week 12 at midnight;***
- Dissertation MEQs are available during the Summer (usually around end of July/ beginning of August).

All MEQs should be evaluated in one of the 3 sessions: Semester 1, Semester 2 and Summer. Special cases will be considered if necessary, please contact module-evaluation@st-andrews.ac.uk for advice.

4. Guidance for students on the completion of MEQs

4.1 <u>Anonymity of responses</u>

All MEQ responses are anonymous with no student identifiers being passed to the MEQ system. In order to remain anonymous, students should not make any comments in the questionnaire that may identify them.

4.2 <u>Unconscious bias</u>

Students have a responsibility to be professional in their responses and be aware of potential Unconscious Bias when providing feedback. It is important that students do not comment on Protected Characteristics of staff or students.

5. Guidance for Director of Education (DoEd) and School Presidents

The DoEd will lead a campaign to encourage students to complete the MEQs. The DoEd will liaise with School Presidents in this regard.

In week 10, the DoEd will receive confirmation from the Proctor's Office that MEQs are open (referred to in Section 6.2).

School Presidents will receive regular updates on response rates from DoTs. School Presidents will liaise with class representatives on the response rates, with particular attention paid to those modules with low response rates.

6. Guidance for Schools/Director of Teaching (DoT)

6.1 <u>Updating School-specific information</u>

The following actions must be taken by the end of week 9 of each semester:

- The School contact list, module and staff information should be updated in MMS with care taken to indicate which staff should be evaluated.
- Optional School-specific questions should be updated in EvaSys and the question codes should be entered into MMS. See the guidance notes on how to add/amend questions to EvaSys.

If this information is not updated by the end of week 9, please contact module-evaluation@st-andrews.ac.uk for advice.

6.2 <u>Communications</u>

Week 9: DoTs will contact School Presidents/students/staff informing them of the MEQ dates. The following paragraph should be included in the email to students:

'Please be professional in your responses and be aware of potential Unconscious Bias when providing feedback. It is important that students do not comment on Protected Characteristics of staff or students.'

Week: 10: On the first day that MEQs open the Proctor's Office will email DoTs/DoEd with the following information:

- Confirmation that MEQs are open
- Dates when students will receive automated reminder emails
- Links and instructions on how to check response rates at module level and response rates by School
- Any other relevant information.

6.3 Response rates

It is the DoT's responsibility to monitor the response rates and actively encourage students to complete MEQs for each of their modules. DoTs should liaise with colleagues and School Presidents in this regard.

Some examples found to improve MEQ responses are:

- Allow students time during tutorials/lectures to complete MEQs.
- Demonstrate to students where they can find the Module Evaluation system and how to use it.
- Keep tutors informed of the MEQ ranking scores by modules. This can work as both a reminder to tutors to encourage students to complete the MEQs and as a soft incentive.
- Regularly remind students to complete the MEQs by email and in person. Email reminders are automatically sent to students on each Tuesday during the MEQ period and on theThursday before MEQs close.
- Keep students informed of the response rates by module.
- Explain to students how the module feedback is used (e.g., give students examples of previous feedback and how it has been used to improve the module).
- Showing appreciation to students for taking the time to complete MEQs and assuring them that their feedback is important and is acted upon.
- Reiterate that student responses are anonymous.
- Acknowledge and thank students for their participation in the MEQ process.

6.4 Reports and feedback

- Module reports are available to staff immediately after MEQs have closed. These can be accessed by clicking on the Module Evaluation Questionnaire link on the Modules page or the Module Overview page in MMS, or in the My Modules portlet in MySaint.

  Note: *The University is aware that MEQ results may be biased depending on the personal characteristics of staff. If staff are concerned about MEQ scores or free text comments, in the first instance please read the University ED&I committee's best-practice guide on 'How to interpret and use MEQ feedback'.*

Access permissions to reports are as follows:

Role holder	Numerical responses		Free-text responses		Tartan Rug
	Module	Individual	Module	Individual	
Director of Teaching	Y	Y	Y	Y	Y
Module coordinators	Y	Y	Y	Y	N
Lecturers/tutors	Y	Y	N	N	N
PGR tutors	Y	Y (only if set for evaluation)	N	N	N
Administrators	Y	Y	Y	Y	N

- It is the responsibility of the DoT to ensure that lecturers, tutors and PGR Teaching Assistants have sight of their own specific MEQ data (quantitative and free text).
- The 'Tartan Rug' may only be shared with the Head of School. The Teaching Committee may also have sight of the 'Tartan Rug' on the proviso that individual members of staff are not identifiable.

7.   Institutional response to MEQs

- MEQ results and response rates are collated and presented in report form to the Academic Monitoring Group (AMG) who are responsible for noting and making any recommendations.
- The AVP Dean of Learning and Teaching will provide feedback to Schools. This feedback will include good practice identified as well as highlighting any problematic modules. Schools will be asked to respond to the feedback. This will be shared with AMG.
- Good practice identified will be included in the annual quality monitoring report submitted to LTC.
- Response rates and recommendations will be included in the annual reports to SFC and Audit & Risk Committee.

8.   School response to MEQ feedback

It is the responsibility of the DoT to respond to MEQ feedback by:

- Informing students of any enhancements/changes that have been made to a module as a result of MEQ feedback. The mode of informing students is the responsibility of each School. Some examples are:

  o Displaying any enhancements/changes in a prominent area within your School.
  o Explain the changes made to module content or delivery in response to previous feedback at the beginning of the module
  o Including action taken as a result of student feedback as an Agenda item at SSCC
  o Create a 'You said….we did' webpage or flyer
- Respond to the feedback provided by the AVP Dean of Learning and Teaching and address any recommendations identified.

- Summarise the School/Department's review of the MEQ 'Tartan Rug' reports in the annual AAM report. This should include potentially problematic modules identified and the actions being taken in response to these, as well as examples of strong performance identified.

MEQ Flowchart

Week 6-9
Schools/DoTs
Information updated to MMS and questions updated to EvaSys

Week 9
Schools/DoTs
Email students advising of MEQ dates, access to MEQs etc

Week 10 (Monday)
MMS Team
Open MEQs to students

Week 10 (Monday)
Proctor's Office
Email DoTs/DoEd with MEQ information

Week 10-12
Schools/DoTs/DoEd/School Presidents/class reps
Actively encourage students to complete MEQs

Week 10-12
MMS Team
Automatic reminders sent to students each Tuesday/last Thursday

Week 12 (Friday midnight)
MMS Team
Close MEQs to students

Week 13 (Monday)
DoTs/Schools
Reports available via MMS

Following semester

AMG
Note/make recommendations on MEQ results/response rates

AVP Dean of L&T
Provide feedback to Schools

DoTs/Schools
Close feedback loop

DoTs
Respond to AVP Dean of L&T

LTC
Receive recommendations/feedback for discussion

SFC/Audit & Risk Committee
Response rates/recommendations to be included in annual reports.