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# STUDENT SURVEY FRAMEWORK AND PROCESS

# **Student Survey Management**

Internal and external student surveys are managed by the Academic Quality and the Strategic Planning, Performance and Projects teams. Taught student surveys are reported to the University Committee for Learning and Teaching (UCLT) via the Learning and Teaching Academic Operations Committee (LTAOC); the Research Degrees Committee (RDC) is responsible for research student surveys. An annual schedule is in place to ensure that surveys are appropriately timed and "survey fatigue" is minimised.

# **Key Student Surveys**

The University has a range of surveys covering the academic and wider student experience. There is an identifiable set of seven key annual student surveys, which contain both national and HWU-specific surveys; these are:

- National Student Survey (NSS)
- Postgraduate Taught Experience Survey (PTES)
- Postgraduate raught Experience Survey (PTES)
   Annual Survey (HWU Survey)
   Course Experience Survey (HWU Survey)
- Welcome Week Survey (HWU Survey)
- Early Experience Survey (HWU Survey)

The seven surveys are managed through a standard framework and common processes, ranging from survey launch to "closing the feedback loop", ie ensuring that survey results and actions are communicated (see link below to Student Survey Framework and Process). Collectively, through the seven surveys, students across all modes and all locations have the opportunity to comment on and enhance their learning experience and wider student experience. The survey framework is predicated on a partnership approach with students at institutional and School levels, as encapsulated in the annual *Student Partnership Agreement* (see link below).

### National Student Survey (NSS)

A national survey of final year UGs studying in the UK

# Postgraduate Taught Experience Survey (PTES)

A national survey of all PGTs (campus, partner + IDL/Online)

### **Annual Survey (AS)**

HWU survey of non-UK-based final year UGs and all non-final year UGs, across all campuses and modes

Results and analyses: LTAOC and UCLT

Also to Senate, University Executive and the Court's Global Student Life Committee (GSLC)

- · University Action Plan
- School Action Plans
- Service Action Plans
- Student Partnership Agreement

## Course Experience Survey (CES)

End-of-semester HWU survey of learning and teaching

# **Welcome Week Survey (WWS)**

HWU survey of all new students on their first experiences

## **Early Experience Survey (EES)**

HWU survey of all continuing students on their first experiences of the new academic year

Results and analyses: LTAOC and UCLT for taught students

Research Degrees Committee for research students

 University Recommendations

 Course-Level enhancements

 Service Recommendations

## **Postgraduate Research Experience Survey (PRES)**

A national survey of PGR students across all modes and locations

Results and analyses: RDC

Senate, UE, GSLC

University Plan

 School Action Plans Service Action Plans

 Student Partnership Agreement

### **References and Further Information**

Contact: <a href="mailto:k.robsonrenner@hw.ac.uk">k.robsonrenner@hw.ac.uk</a> Student Survey Results, Analyses Schedule, Annual Summary Reports can be found <a href="mailto:here.">here.</a> Skills and competencies.

Student Partnership Agreement: <a href="mailto:internal">internal</a> and <a href="mailto:external">external</a> (and previous versions)

#### **Learning and Teaching Briefing Papers**

This briefing paper has been produced by Academic Quality and is one of a series related to Learning and Teaching. The briefing papers aim to provide a concise, informative overview of key policies, and include links to relevant procedures and templates.