STUDENT SURVEYS PROCEDURE

Section	Quality		
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Next Review	28.08.2019	**Responsibility**	Director of Learning, Teaching and Quality
Last Reviewed	28.08.2017	**Key Evaluation Question**	1-6

PURPOSE

To provide students with regular opportunities to provide formal, confidential feedback to NMIT on the quality of service, programmes of study and the teaching that they receive throughout their learner journey with NMIT.   Formal Survey feedback enables analysis to be completed by NMIT staff to achieve timely and continual improvement of services to learners.

SCOPE

NMIT employs both formal and informal feedback tools to collect learner feedback. This procedure covers the formal student survey processes overseen by Academic and Quality.

This procedure applies to:

- All students enrolled on programmes and courses delivered by NMIT and by NMIT's training partners
- All students withdrawing from a programme or course
- All graduates who have received a recognised award/qualification through NMIT

PRINCIPLES

NMIT values learner feedback as part of its ongoing self-assessment practice in order to improve programmes and services in order to ensure learners' are receiving the best possible education experience.

Learner feedback is used to inform decisions to bring about continuous improvement at both the programme and institute level. Where significant concerns are identified, the Programme Area or Business Support Team will plan and implement corrective actions to address these concerns (Refer Survey Feedback Summary Template). The Programme Area/Business Support Area will inform the students of this intention and outcomes.

Once changes have been made as a result of student feedback, the outputs will be communicated directly by the Tutor, Programme Coordinator or Head of Department to the relevant students. This encourages a "You said – We did" culture.

Response rates of all survey deliveries will be continuously monitored, aiming for a rate of **no less than 80% of** a programme/ course's enrolments.

Survey questions will be reviewed every three years to ensure NMIT is gathering relevant and timely data.

NMIT values and respects the student voice and is open to all feedback, be it constructive criticism or appreciation as part of ongoing self-assessment to improve services. Every student's voice has equal weight, and is equally valid, be they enrolled on a short-course or a three-year degree programme.

NMIT will ensure the delivery of formal student surveys results in meaningful engagement by:

- providing students as much support as needed to minimise interruption to their study,
- providing multiple access points throughout the academic year to collect feedback,
- providing sufficient information prior to the survey so there are 'no surprises', and,
- making sure the purpose of the surveys is fully understood by staff and students.

DEFINITIONS

Completion Receipt	Where a survey is completed unsupervised, i.e. by email distribution, a default request is generated to serve as a confirmation of completion. These receipts are used to monitor response rates only and data collected is not associated with individual responses.
Learner Voice Plan (The)	The Leaner Voice Plan, agreed annually before 20 March by the Head of Department includes details of the type, timing and parties responsible for the formal student surveys within each department.
Survey delivery	The process of engaging the planned cohort of students in the specific survey. Including providing the students with the correct link and password. Some students may require extra assistance navigating unfamiliar processes, and the survey supervisor will ensure the process runs smoothly. The supervisor is also responsible to ensure confidentiality is upheld and that the student understands their part in the process, to be able to engage positively in the survey experience. See Student Survey Delivery Guidelines for more detail NB. Tutors/teaching staff are prohibited from being in the room where a survey is being delivered in class in order to protect student anonymity.
Survey Reports	On specific dates throughout the academic year, reports are created from the raw data collected from surveys and is made available on the NMIT Intranet providing access to all staff. Permission levels vary for access to the Tutor / Course evaluation survey reports to protect confidentiality for staff.
Survey Suite (The)	A term to refer to all the available formal surveys deliverable by NMIT (see APPENDIX ONE for more detail)

Business Support Team Leaders/Managers	Ensure all relevant staff and stakeholders are aware of student feedback received concerning their Areas.
	Agree and devise an action plan to address any issues from the feedback - including any need to conduct more specific follow-up surveys. (Refer Survey Feedback Summary [Template])
	Record and monitor these actions and corresponding outputs, outcomes and impacts as part of the Business Support self-assessment activity.
Head of Academic and Quality	Monitor the administration of student surveys and response rates; and review and lead the implementation of actions from feedback themes that result from the formal student survey reports.
Heads of Department (HoDs)	Approve annual survey plans for each programme. Ensure learner feedback is included in continual improvement of programmes and courses.
	Manage situations where student feedback indicates significant issues in the programme of courses.
	Develop and agree on an Annual Student Survey Plan in collaboration with the Student Survey Administrator for the Institute Department early in the calendar year in order to maximise the likelihood of good response rates and efficient coverage of enrolled Programmes.
	Communicate and collaborate with relevant Business Support Managers on addressing any areas of concern identified from student feedback for all survey iterations.
	Respond to valid issues identified from survey feedback with an action plan - including any need to conduct more specific follow-up surveys. HoD or delegate will provide face-to-face feedback to the students on these plans and follow up actions.
	Record and monitor these actions and corresponding impacts as part of the Department's self-assessment activity.
Programme Coordinators	Create and publish an annual Student Survey Plan for their Programme Area by identifying the most suitable dates, times and venues for students and the tutors.
	Supervise and/or coordinate delivery of surveys, fulfilling the function of Survey Supervisor.
	Discuss student survey results (tutor and course level) with tutors and implement actions/action plan as appropriate.
Quality Enhancement Manager	Review and make any changes necessary to the NMIT student survey questions / templates, as part of a Working Group, to ensure feedback

	gathered is aligned and current to the needs of all stakeholders. This review to take place at least every three years. Report to Programme Management and Quality Committee with quarterly summaries of themes, response rates, and overall ratings.
Student Survey Administrator	Maintain administration of institute-wide delivery of student surveys, encouraging best practice methods for delivering surveys to elicit feedback from students and provide appropriate access to survey reports for staff. Provide support to HoDs and Programme Area Administrators/Programme Coordinators in designing and producing clear and comprehensive Annual Student Survey Plans; ensuring that best practice methods are used to maximise response rates and guarantee anonymity for students. Develop and promote engagement in student surveys, including the communications around actions taken in response to the feedback gathered (ie 'closing the loop'). Maintain student and staff confidentiality in all aspects of the student survey process.
Survey Supervisor	Introduce, explain and provide support to learners during the survey delivery. The Survey Supervisor may be any neutral (non-teaching) staff member, for example a Programme Area Administrator or Programme Coordinator. For further detail refer to Student Survey Guidelines.
Tutors / Teaching staff	Encourage and discuss the importance of engagement with student surveys with students. Assist the Programme Coordinator to create and deliver annual survey plans. Use feedback from survey reports to improve teaching and learning in programmes and courses. Communicate to students any outcomes and actions arising from their feedback *Note: In order to protect student anonymity, relevant Tutors / Teaching staff are prohibited from being in the room where a survey is being delivered in class.*

SECURITY AND INDEPENDENCE

Students' anonymity is vital for the ability to receive honest and constructive feedback. Anonymity is preserved throughout the survey process.

Formal student surveys are encouraged to be delivered face-to-face as a class in a computer lab in order to maximise the best response rate. It is imperative that no Academic staff directly involved with teaching the course are involved in the administration of these surveys in order to protect anonymity for the students. A

Survey Supervisor may be a non-tutoring Programme Coordinator, a Programme Area Administrator or Learner Services staff member and will supervise/ introduce the survey for the class.

Completion Receipts may be linked at completion of a survey where respondents can enter their name and survey type completed. These are not associated with responses and function only as a guarantee of completion when a survey is submitted voluntarily/ unsupervised, i.e. email distribution. They are not required to be completed by students in supervised deliveries, or by administrators when entering data online from a paper-based delivery. Where the Head of Department deems it necessary, access to feedback relating to individual staff members may be restricted to the staff member and their line manager to protect staff confidentiality.

Raw data collected will not be available outside the Academic and Quality Team unless permission is granted by the Head of Academic and Quality.

SUPPORTED SURVEY COMPLETION

NMIT is committed to ensuring that all learners have the opportunity to participate in the formal survey feedback process.

- For individual students who have been identified as requiring additional support prior or during an arranged survey delivery, a member of Learner Services may be called upon.
- The same level of support that the student would normally require will be provided to access the curriculum, including explaining the meaning of words or terms used within the student surveys.
- Where a staff member inputs responses into the survey on behalf of a student (reader/writer), this must be done with the student present.

PARTICIPATION AND ENGAGEMENT

To maximise response rates and ensure all students have the opportunity to provide authentic feedback it is critical that students understand the value of participating.

The following forums will be used for this purpose:

- Discussion within **Programme Area teams** on upcoming surveys, recent survey results and actions that have resulted from feedback in previous surveys.
- Discussion at **Student Representative Meetings** on upcoming surveys, recent survey results and actions that have resulted from feedback in previous surveys.
- **Class tutors** reporting back to students on any actions/action plans discussed within Programme teams in response to student feedback
- **Signage** on student notice boards, digital media and monitors that conveys appreciation and value of the students' time and feedback, including any actions taken as a result of this feedback – "You said, We did".

THE LEARNER VOICE PLAN

As part of the annual preparation for the delivery of programmes, Heads of Department (or delegate) will create a Learner Voice Plan to identify the planned methods of collecting learner feedback no later than 20 March. These plans are created based on the unique features and requirements of individual programmes, including start and end dates, so that feedback loops may be completed. In addition to the other methods for attaining student feedback, the following information is particular to the Student Surveys method. The HOD (or delegate) will consult with the Student Survey Administrator to develop the plan for formal student surveys.

Learner Voice Plans will identify a schedule and relevant administrative detail for student surveys including:

- A mix of Survey Types appropriate to the programme/programme year that best captures the formal student voice throughout their learner journey at NMIT
- For Course and Tutor Evaluations: A selection of courses to cover all tutors within the Programme Area for each semester
- Dates for all survey deliveries
- Survey delivery methods (for each survey type)
- Survey supervisor (can be the Programme Area Administrator, non-teaching Programme Coordinator or other neutral party)
- Any support requirements for a student to access the surveys and arrangements to be made to meet those requirements

When scheduling the surveys for the year, consideration should be given to the following:
- Examinations
- Choosing dates when the majority of students will be present
- Off-campus excursions
- Work placements, clinical placements etc.
- Heavy workloads or assignment deadlines that may cause additional stress to students
- The timing of other surveys – where possible avoid students being surveyed multiple times in a short period of time
- Availability of computer labs for completing surveys online
- Common courses to multiple programmes – ensure that there is provision for these students to be surveyed under their correct Programme of Study.

The Student Survey Administrator will use Learner Voice Plans for maintaining an overview of the delivery of formal surveys institute-wide.   Progress and outcomes against the overall **Learner Voice Plans** will be monitored at monthly Performance Panels for each Department.

SURVEY FEEDBACK SUMMARY

Designed to complement The Learner Voice Plans, the Survey Feedback Summary is a template that can be used to record the analysis and response to feedback gathered from formal surveys.   The template can also be modified to record the additional methods of attaining student feedback listed in Learner Voice Plans as well (i.e. Programme Rep meetings, Talking Walls, etc.).

Completed Leaner Voice Plans and Feedback Summaries can serve as robust evidence in the programme team's Self-Assessment Report.

Refer SURVEY FEEDBACK SUMMARY Template.

REFERENCES

INTERNAL

The Learner Voice Policy
NMIT Academic Statute
Student Problem Resolution Framework
Formal Complaints Resolution Procedure
Programme Representative Policy
Student Survey Delivery Guidelines
The Learner Voice Plan [Template]
Survey Feedback Summary [Template]

APPENDICES

APPENDIX ONE: The Survey Suite

APPENDIX TWO: At-a-glance Timeline for Surveys and Reports

A suite of targeted surveys are available to elicit and capture the student's feedback throughout the learner journey from the start of their programme to six months post-graduation.

The oversight of the delivery and administration of feedback from all formal NMIT Student Surveys is managed by Academic and Quality to ensure the independence and standardisation of the process.

FIRST IMPRESSIONS SURVEY

Delivery: March-April and August-September. The First Impressions Survey is designed to measure the satisfaction level of students new to a programme or year of a new study contract (NB: this includes the start of the second year for multiple year programmes). Questions cover the enrolment process, induction and orientation, the teaching so far, experience of Campus Services and Learner Services. The survey is delivered 4-6 weeks into a new programme/year of study.

Reports available:
Mid-April (from Semester one surveys)
End September (from Semester two surveys)

TUTOR EVALUATION SURVEY

Delivery: May-June and September-October. The Tutor Evaluation Survey is designed to identify a tutor's strengths and areas for improvement and are used as a source of evidence for Self-Assessment and Professional Development opportunities. NB: At the Head of Department's discretion, the learner comments collected may be kept confidential to the Tutor and their line manager.

Reports available:
Mid-June (from Semester One surveys)
Mid-October (from Semester Two surveys)

COURSE EVALUATION SURVEY

Delivery: May-June and September-October. The Course Evaluation Survey is designed to identify issues with delivery modes, learning resources and guidance materials in order for informed actions to be implemented to address any issues identified. The Course Evaluation Survey is to be administered at programme or course level as and when considered appropriate by the Head of Department or delegate and as described within the Survey Plan. At the Head of Department's discretion, the comments collected are kept confidential to the Programme Area, and are to be used as a source of evidence for ongoing Self-Assessment and to monitor actions implemented to address areas for improvement where identified.

Reports available:
Mid-June (from Semester One surveys)
Mid-October (from Semester Two surveys)

LEARNER EXPERIENCE SURVEY

Delivery: May-June and September-October, in the final 8-4 weeks of a programme/year of study.

The Learner Experience Survey is designed to measure the satisfaction levels of students close to completion within their programme regarding the teaching experienced, the programme, and any experience of Campus Services and Learner Services during their learning journey.

Reports available:
Mid- July (from Semester one)
End November (from Semester two)

WITHDRAWING STUDENT SURVEY

Designed to capture the reasons given from students who withdraw without completing their programme of study. Feedback from withdrawing students is used to better understand the factors involved with withdrawing students and how these factors can be minimised in the future. All efforts should be made to ensure this survey is completed during an interview with the designated tutor before the student's last day. Completed surveys are collated by the Student Survey Administrator.

Reports available:
Mid-April (from Semester one)
Mid-October (from Semester two)

GRADUATE DESTINATION SURVEY

Delivery: from: 1st July and six months after a student has graduated. The Graduate Destination survey is designed to capture the destinations and employment outcomes of learner. It provides insight into how well the Programmes of Study/Qualification has prepared the graduate for work and/or progression into further study.

Report available:
Beginning September

TRADES ACADEMY SURVEY

Delivery: April-May and September-October. Designed to measure the satisfaction levels of Trades Academy students regarding their learner experience and the course in general.

Reports available:
Mid-May (from Semester one surveys)
Mid-October (from Semester two surveys)

STAR COURSE EVALUATION

Delivery: Final day of STAR Course. Designed to measure the satisfaction levels of STAR course students regarding their learner experience and the course in general.

Report available:
One week after STAR course completion

ACE (ADULT COMMUNITY EDUCATION) COURSE EVALUATION

Delivery: Final day of ACE Course. Designed to measure the satisfaction levels of ACE course students regarding their learner experience and the course in general.

Report available:
One week after ACE course completion

AT-A-GLANCE STUDENT SURVEYS AND REPORTS SCHEDULE

First Impressions Survey
Delivered 4-6 weeks into new programme

Report
Available mid-April

Trades Academy Survey
Delivered April/May

Report
Available mid-May

Graduate Destination Survey
Delivered 6 months after student has graduated

First Impressions Survey (Semester 2)
Delivered 4-6 weeks into new programme

Report
Available mid-Sept

Trades Academy Survey
Delivered Sept/Oct

Report
Available mid-Oct

Report
Available mid-Oct

Jan

Feb

Mar

Annual Student Survey Plan
to be completed
by 20th March

Apr

May

Tutor Evaluation Survey
Course Evaluation Survey
Delivered May/June

Reports
Available mid-June

Learner Experience Survey
Delivered final 8-4 weeks of

Report
Available mid-July

Jun

Jul

Aug

Sep

Tutor Evaluation Survey
Course Evaluation Survey
Delivered Sept-Oct

Oct

Reports
Available mid-Oct

Learner Experience Survey
Delivered final 8-4 weeks of programme

Report
Available end-Nov

Nov

Dec