**STUDENT SURVEY FRAMEWORK (ANNUAL & WELCOME SURVEY)**

**Student Survey Management Group**
The Student Survey Management Group, which reports to the Learning and Teaching Board via the Student Learning Experience Committee, co-ordinates and manages all internal and external student surveys. The Group has produced an annual schedule of activities so that surveys are appropriately timed and “survey fatigue” is minimised.

Briefing Paper 16A covers the student survey framework and process for four key academic student surveys to Heriot-Watt. They are:
- National Student Survey (NSS)
- Postgraduate Taught Experience Survey (PTES)
- Postgraduate Research Experience Survey (PRES)
- Course Feedback Survey (CFS)

**Annual Survey and Welcome Survey**
This paper covers the newly created Welcome Survey and Annual Survey and the process for ‘closing the feedback loop’ for these surveys, outlined below.

### Welcome Survey and Annual Survey

Survey Results Summary Report produced by survey coordinator

### Consider Relevant Summary Report

<table>
<thead>
<tr>
<th>Committees</th>
<th>Directorates</th>
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<tbody>
<tr>
<td>SLEC (For Learning +Teaching matters); Learning &amp; Teaching Enhancement Fora (LTEL); Professional Services Leadership Board</td>
<td>Through the Service Director, survey results are considered by the Directorate's relevant sections</td>
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- **Produce L+T Action Plan**
  - Report Back to Student Body
  - Action Plan is taken forward
  - Student Union disseminate via Reps

- **Produce Directorate Action Plan**
  - Service Director oversees action
  - Action Plan is taken forward

SLEC and Professional Services Leadership Board monitor progress towards actions. Outcomes inform future surveys, Action Plans and strategic decision-making.

### References and Further Information

Contact: k.macaskill@hw.ac.uk  
Student Surveys Framework and Process: [http://www1.hw.ac.uk/quality/ssmg.htm](http://www1.hw.ac.uk/quality/ssmg.htm)

**Learning and Teaching Briefing Papers**
This briefing paper has been produced by the Academic Registry 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.