

Introduction

Heriot-Watt University has in place a Survey Framework and related Process, which provide a managed and co-ordinated approach to institution-wide surveys (known as the “Key Annual Surveys”). The main objectives of the Survey Framework and Process are:

- To co-ordinated and manage effectively University-wide surveys
- To ensure that all students across all locations and modes of delivery have the opportunity to provide feedback on their experiences at Heriot-Watt University
- To report survey findings to relevant University committees to inform, and provide an evidence base for, enhancements to learning, teaching and the broader student experience
- To promote student engagement with surveys
- To ensure the efficiency of the survey process and to minimise survey fatigue among students by keeping under review the number and scope of institutional level surveys
- To ensure that actions taken as a result of surveys are communicated to students as part of the process of closing the loop on student feedback

Management of Student Surveys

Responsibility for the management of student surveys rests with the Student Survey Management Group (SSMG), which reports to the University Committee for Learning and Teaching (UCLT) via the Student Learning Experience Committee (SLEC) on all surveys related to taught provision. SSMG also acts on behalf of the Research Degrees Committee and the Professional Services Leadership Board for the management of student surveys related respectively to postgraduate research students and the wider student experience.

In managing the Survey framework, SSMG responsibilities include:

- Agreeing and managing an annual schedule of student surveys
- Supporting or rejecting requests for one-off or other surveys not included in the **Key Annual Surveys** section below¹
- Ensuring all HWU students have opportunities to participate in relevant student surveys
- Ensuring and enhancing student engagement with surveys
- Ensuring that survey results are reported to the appropriate University committees

Key Annual Surveys

The Survey Framework encompasses six surveys which run annually. Three surveys are external and run nationally, thereby offering comparative data from other institutions. The remaining three surveys are internal and exclusive to Heriot-Watt, although the Annual Survey, which is based on NSS

¹Note: student evaluations of classes, events or specific aspects of teaching and learning on an individual course; or feedback by users of a professional service would not normally be considered by the Group.

questions and is targeted at all non-NSS student populations, enables benchmarking of the final year experience across the Scottish, Dubai and Malaysia campuses.

Survey	External/Internal	Student Population
National Student Survey (NSS)	External	All final year undergraduates at UK campuses.
Course Feedback Survey (CFS)	Internal	All students on undergraduate and postgraduate taught programmes at all campuses, including independent distance learners (IDLs) and students at Approved Learning Partners (ALPs). CFS runs twice a year at the end of each semester.
Postgraduate Taught Experience Survey (PTES)	External	All taught postgraduate students: all campuses, IDL students and ALP students.
Postgraduate Research Experience Survey (PRES)	External	All postgraduate research students at all campuses.
Annual Survey	Internal	All undergraduates at all campuses except those eligible to participate in the NSS. Runs annually at the same time as NSS.
Welcome Survey	Internal	All new undergraduate students (year 1 and direct entrants) at all campuses enrolled at the end of Welcome Week.

Each Survey will have a dedicated lead person who will liaise with the relevant individuals in the management and acquisition of survey population data, and in the technical set up and management of the Survey platform e.g. VISION, Online Surveys.

Survey Reporting and Closing the Feedback Loop

1. A report summarising and analysing the results of each survey will be prepared by the Survey Lead and considered by the relevant University committee. The report will be circulated to Schools and relevant professional services.
2. A summary of the analysis of student feedback and actions taken in response will be incorporated into School Review and Evaluation Reports (SRER) as part of the Annual Monitoring and Review process.
3. University-level learning and teaching issues arising from surveys will be recorded, addressed, monitored and any actions and/or enhancements taken forward through the Student Learning Experience Committee and the University Committee for Learning and Teaching.
4. University-level Professional Services' issues arising from surveys will be recorded, addressed, monitored and any actions and/or enhancements taken forward through the Professional Services Leadership Board.
5. University-level research issues in the PRES will be monitored, recorded and addressed, and any actions and/or enhancements taken forward through the Research Degrees Committee.

6. In addition, relevant matters arising from surveys will be taken forward through local action planning processes by Schools, relevant Professional Services, the three student representative bodies² or campus-specific groups.
7. All committee members will ensure that staff and students have the opportunity to consider survey results and actions through relevant fora, such as School Learning and Teaching Committees or student representative bodies.
8. Actions taken to enhance the student experience as a result of surveys will be used for promoting engagement with future surveys by highlighting the benefits of providing feedback and influencing change.
9. Actions taken as a result of surveys will be communicated promptly to students as part of the process of closing the loop on student feedback.

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² The response of the three student representative bodies to issues arising from student surveys is usually contained within the annual Student Partnership Agreement.