

Academic Quality Assurance and Enhancement Procedure

Student, Graduate and Employer Evaluation Surveys

Version	Update and Reason	Author and Title	Date of Teaching Quality Committee Approval	Effective Date	Review date
	and Student Electives survey'	Cheryl Jackson, Academic Quality Manager	n/a	June 2024	March 2028
1	Transfer to new AQAEP template	Maxine Bailey, Senior Academic Quality Officer (Student Engagement)	n/a	March 2023	March 2028

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1. Introduction and purpose

The purpose of this procedure is to ensure that there is systematic collection of student, graduate, and employer views on the education which the RVC provides, and that this data is used to enhance the quality of educational provision and students learning experience. It seeks to fulfil the expectation relating to student engagement as set out in the Office for Students ongoing conditions of registration and the UK Quality Code for Higher Education, Quality Assurance Agency.

2. Scope

This procedure covers all RVC based taught programmes of study including those taught at a distance, both undergraduate and postgraduate. It does not cover research degrees or non-award bearing continuing education.

2.1 'Student Engagement in Quality Enhancement' working group

The 'Student Engagement in Quality Enhancement' working group operates as a sub- group of the Teaching Quality Committee (TQC). It supports the delivery of the RVCs 'Strategy for Enhancement and Assurance of the Quality of Learning, Teaching and Assessment' to:

- Create, review, refine and promote a range of opportunities for students to engage in dialogue with the RVC to assure and enhance the quality of their learning.
- Develop effective processes for the administration of all student surveys, ensuring ease of access for students and staff (including undergraduate/ postgraduate).
- Promote and enable effective "closing of the loop" on quality assurance and enhancement activities, including administering and advising on processes for publishing and disseminating timely responses to student survey feedback.
- Recommend to the Teaching Quality Committee policy and procedures governing student engagement in quality enhancement activities.
- Identify opportunities to disseminate information about student representation and engagement activities to both staff and students.

The approval of the working group must be sought for proposals relating to the administration of any course/cohort wide student surveys.

Membership includes: TQC Chair (Chair), Senior Academic Quality Officer – Student Engagement, Course Directors for BVetMed/ Undergraduate Bio Sciences/FdSc and BSc Veterinary Nursing/Certificates in Advanced Veterinary Nursing, Vice Principal Students, SU Vice President for Representation and Communications, SU Postgraduate Officer, other course staff as required. Further information relating to this working group can be found in the [RVCs 'Academic Committee Handbook'](#).

2.2 'External Student Surveys results' working group

The 'External Student Surveys Results' working group operates as a sub-group of TQC who will receive its minutes. The group considers the results of two externally conducted satisfaction surveys, run annually – the National Student Survey (NSS) and the Postgraduate Taught Experience Survey (PTES).

The group reports its conclusions and recommendations to the Academic Board, via the Teaching Quality Committee. The working group meets at the beginning of the autumn term to

Based on discussions held at the working groups Autumn meetings, the Vice Principal for Students and the Vice Principal for Learning, Teaching and Assessment, will draft an RVC statement responding to the survey results. The statement will be drafted by the Vice Principals in consultation with the RVCs 'College Executive Committee' and the 'Principals Advisory Group'. The final statement will be approved by the RVC Principal and Head of External Relations to be published on RVCs moodle platform 'LEARN'. The statement will be published annually by the end of October to ensure it can be used to inform the development of Course Directors 'Annual Quality Improvement Reports'.

3. Procedures

3.1 Responding to student survey results

3.1.1 Module/Strand/Rotation Reviews

Annual Module/Strand/Rotation Reviews are used to document any necessary future changes to the delivery of content, things that went well and not as well as hoped, and to share good teaching practice (see Academic Quality procedure '*Reviews of modules, TLiHE and BVetMed: Strands/Rotations/Electives and Research Project 2*').

The Module/Strand/Rotation Leader should submit the Module/Strand Review form within 20 working days of the module/strand/rotation teaching finishing.

The reviews should demonstrate consideration of student feedback received by whatever available means e.g. from results of student surveys provided by Academic Quality, from academic committee meetings, as reported by SU course reps etc, and any actions arising from their feedback should be clearly outlined. This may include detailing changes to the course as a

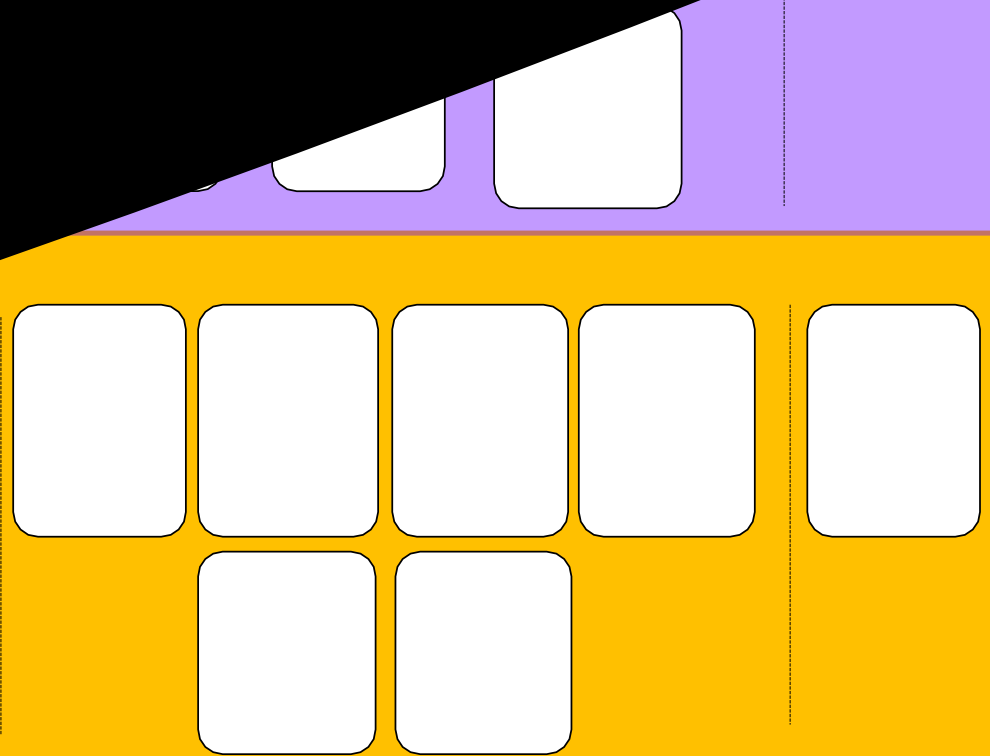


Figure 1. RVC Student, Graduate and Employer surveys

Students' opinions are not necessarily objective judgements about the quality of education, but perceptions of the student experience. They should therefore be considered alongside other sources of evidence including feedback through the student representative system, group discussions with students, peer observation of teaching and External Examiners reports.

All RVC student surveys are anonymous, and no student will be identifiable from any results or reports produced. To protect anonymity and ensure valid results a minimum of three respondents are required to administer/analyse a survey.

3.2.1 RVC Module Survey

Administration

Each module is evaluated annually. Surveys are administered through the RVC's online survey system and are normally issued on the date of the last face to face teaching session for the module.

A standard survey is issued by the Teaching Quality Committee to evaluate modules within the BVetMed, FdSc/BSc Veterinary Nursing, BSc and MSci Biosciences, Graduate Certificate in Advanced Veterinary Nursing and all Postgraduate taught courses.

On the survey live date students receive an email at around 9:00am from surveys@rvc.ac.uk, containing a link to the survey. Students can also access surveys via the navigation menu on their LEARN course homepage.

Module Surveys contain two parts:

- overall satisfaction question – respondents are asked to provide an overall evaluation of the module as either very satisfied/satisfied/dissatisfied/very dissatisfied
- full survey – respondents are asked to provide a response to two open comment questions.

Module surveys usually remain open 10 calendar days.

Summaries of survey results will be retained by the Academic Quality Office in a form such that they can be used in appraisal and offered as evidence in promotion applications, Institutional Audit, quality assessment and accreditation.

3.2.2 RVC Strand Survey

Administration

From 2022/23, the following strand surveys will be conducted:

- 1 survey with Year 1 at the end of term 1 to gather feedback on all 1st visit strand teaching
- 1 survey for each strand during Year 1

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The results of strand surveys are returned to:

- Course Director and Deputy Course Director
- Year Leader (if applicable)
- Strand Leader and Deputy Strand Leader
- SU Course Representatives for the appropriate year
- Chair of Course Management Committee
- Strand Leader's Head of Department
- Programme Support Co-ordinator

The results of strand surveys which meet the response rate threshold, are published on the Academic Quality intranet pages (excluding open comments). Student course representatives are encouraged to direct their year group to the results as published on the intranet. They are also encouraged to discuss results with a relevant Strand Leader

Summaries of survey results will be retained by the Academic Quality Office in a form such that they can be used in appraisal and offered as evidence in promotion applications, Institutional Audit, quality assessment and accreditation.

3.2.3 BVetMed Intra-Mural Rotation surveys

Online evaluations of rotations are conducted throughout the year with students. At the end of each rotation students are invited to provide an overall evaluation of the rotation and to complete a full survey to provide further details.

Surveys are administered through the RVC's online survey system and are normally issued on the

3.2.6 RVC Undergraduate Experience survey

Administration

Each undergraduate taught course is evaluated at the end of each year, except final years, by the means of an internal student survey. The scheduling of the survey will be agreed by the Academic Quality team with the relevant Year Leader or Course Director.

A standard survey is issued by the Teaching Quality Committee to evaluate the following undergraduate courses:

- BVetMed (inc intercalated)
- Accelerated BVetMed (Graduate Year)
- Veterinary Gateway
- FdSc/BSc Veterinary Nursing
- Graduate Certificate in Advanced Veterinary Nursing
- BSc/MSci Biological and Bioveterinary Sciences

3.3 External student surveys

The RVC normally takes part in national student satisfaction surveys to enable both current and future students to compare the College with other institutions. These include the National Student Survey, Postgraduate Taught Experience Survey, Postgraduate Research Experience Survey and the Barometer Survey.

Fig 2: External Student Surveys

3.3.1 National Student Survey (NSS)

The NSS is managed by Office for Students (OfS). It is conducted annually between January-April by Ipsos MORI. Students are surveyed in their final year of BSc and MSci Bio Sciences/BVetMed/FdSc and BSc Veterinary Nursing.

3.3.5 Graduate Outcomes Survey

The Graduate Outcomes survey is a national survey which captures the perspectives and current status of graduates. All graduates who completed a higher education course in the UK after August 2017 will be asked to take part in the survey 15 months after they finish their studies.

The survey is delivered by HESA (Higher Education Statistics Agency). HESA has delivered a survey of graduates since 1994/95 under the name of Destination of Leavers from Higher Education (DLHE). DLHE captured the 'destinations' (what graduates did after education) of millions of graduates over the years. In 2016, HESA carried out a full review and as a result, created the Graduate Outcomes survey.

The results of the survey are shared with Course Directors to respond to through completion of their 'Annual Quality Improvement Reports' (see Academic Quality Procedure for '[Annual Quality Improvement Reporting](#)').

4. Associated documents and procedures

4.1 RVC survey templates

- RVC Module/Strand student survey
- Undergraduate RVC Experience survey
- Teaching and Learning in Higher Education survey
- RVC Graduate Survey (recent graduates - 1 year post graduation)
 - BVetMed
 - FdSc Veterinary Nursing
 - BSc Veterinary Nursing
 - BSc/MSci Biosciences
 - Graduate/Postgraduate Certificate Advanced Veterinary Nursing
- RVC Employer Survey (employer of recent graduates – within 5 years post graduation):
 - BVetMed
 - FdSc Veterinary Nursing
 - BSc Veterinary Nursing
 - BSc/MSci Biosciences
 - Graduate/Postgraduate Certificate Advanced Veterinary Nursing