
9b Student Surveys

9.1 Student Surveys approach

The Middlesex University approach to student surveys is defined by the following standards.

1. All students must have **equitable opportunities** to feedback on their experiences and be encouraged to actively evaluate and critique the quality of their educational experience. The benefits to students of providing feedback are to be clearly communicated.
2. **Confidentiality and anonymity** of responses, and any limits to these, must be specified to students in advance of feedback being requested. Our approach will achieve a balance between anonymous feedback opportunities and personalised feedback opportunities.
3. Principles of **ethical** research underpin our approach to Student Voice and survey design and feedback. To seek representative feedback from across the diversity of our student body. Students must be informed of the purpose of the feedback opportunity and the use of its data in advance.
4. Mechanisms for gaining student feedback must be **timely and relevant**, include items that can be **actioned**, and directly related to meet a specific purpose, designed to allow for internal comparisons, tracking of progress, and external benchmarking where appropriate.
5. The results of student feedback must be shared with relevant students and staff. The development of solutions and actions should be in **collaboration** with students and/or the Students' Union, as appropriate. Working in collaboration to co-produce actions through local decision-making processes.

9.2 Student Surveys

9.2.1 Student surveys are a key part of the student feedback processes at Middlesex and act as a valuable source of information that is critical to the enhancement of academic quality and the student experience. The main student surveys operated at Middlesex are the following:

- Pre-arrival Questionnaire;
- Welcome and Programme Induction Survey;
- Module Surveys;
- National Student Survey (NSS);
- Postgraduate Taught Experience Survey (PTES);
- Postgraduate Research Experience Survey (PRES);

The Learning and Teaching Committee maintains oversight of student surveys. Operational details, including results can be found in **appendix 9j and are available on the staff [intranet](#)**. Additionally, any apprentice-specific survey management is overseen by the Centre for Apprenticeships and Skills (CAS).

9.2.2 Pre-arrival Questionnaire

The Transition and Pre-arrival Questionnaire aims to better understand the expectations, experiences, skills and competences of students before they arrive. The questionnaire is launched as part of the 'Ready for anything' programme to support students in their transition to studying at university. The questionnaire is aimed at new undergraduate students and runs from mid-August to mid-September and also from December to February. The results from the survey enable tailored actions to support students.

9.2.3 Welcome and Programme Induction Survey

The Welcome and Programme Induction survey covers the welcome experience of all new undergraduate and postgraduate taught students. The surveys covers: Learning; Community; Employability; Health and Wellbeing; Information and satisfaction with the overall experience. The survey runs in October and January.

9.2.4 The National Student Survey (NSS)

The [NSS](#) is a national survey completed confidentially for mainly final year undergraduate students (exceptions apply). The survey allows students to provide feedback on their programme, and provides information to help future students with their Higher Education choices and to help institutions identify areas of the student experience which can be enhanced. The eligibility criteria for the NSS can be found on the NSS website.

The NSS runs from January to April annually, and Institutions can provide start dates for the surveys. The operation of the NSS is managed by an external company called Ipsos. The promotion of the survey at Middlesex is managed by the Student Engagement and Advocacy Team. The survey is also promoted by Ipsos who will contact the students by email/telephone until they have completed the survey. There are guidelines for the promotion of the survey by institutions and this is provided by OfS annually. The Centre for Academic Practice Enhancement (CAPE) will monitor and report on survey response rates.

Academic staff have an important role in encouraging completion of the NSS, but should not influence how the students complete the questions.

9.2.5 Postgraduate Taught Experience Survey (PTES)

[PTES](#) is an annual survey and is provided by the AdvanceHE (via JISC) to all higher education providers to collect feedback from postgraduate taught students on their programme experience. Students must be studying a programme of at least 60 credits, most of which is at level 7 (masters) and taught. Part-time students in their first year of study will be surveyed in their second year.

Unless otherwise specified by a Faculty, eligible students are all those who meet the above criteria and commenced their programme the same academic year as the survey. Students are only surveyed once. Students at overseas campuses are not included in the Hendon based survey. The survey is run from March to May each year and is managed by AdvanceHE.

9.2.6 Postgraduate Research Experience Survey (PRES)

[PRES](#) is provided annually by the AdvanceHE to all higher education providers to collect feedback from postgraduate research students. The survey asks for feedback on their research experience at Middlesex including research culture. All registered research students at the start of the academic year are eligible for the survey (January starters will be surveyed the following year). Part-time students in their first year of study will be surveyed in their second year. The survey is run from March to May annually and is managed by AdvanceHE.

9.2.7 Module Surveys

All Hendon-based students and distance learning students will be given the opportunity to evaluate the delivery and content on each of their modules. The module surveys are conducted centrally via the Evasys survey platform, with a standard set of questions. Information and resources are available on the [Module Evaluation intranet page](#).

9.2.8 Survey Results and Dissemination

The Student Engagement & Enhancement team in CAPE, is responsible for the processing, presentation and retention of survey data, including NSS, PTES, PRES, Programme and Module survey results. Student survey results are released to programme teams via Deputy Deans and Heads of Department, with associated guidance to help inform their consideration and response. Actions are to be produced and shared with students in a timely manner to allow sufficient time for action to be taken in response to the results. Discussion of enhancement actions is a permanent item on Programme Voice Group agendas for consideration and monitoring.

To protect the anonymity of students the publication of results is dependent on a programme attaining a minimum number of responses and/or response rate. These publication thresholds are detailed on the [NSS website](#).

Results are distributed to Academic Deans, Deputy Deans and Heads of Departments for further circulation to Programme Leaders, Link Tutors (where relevant), and Directors of Programmes as appropriate. An overview giving a University wide picture of the results is also produced for distribution to the same group and members of the University Executive team and relevant Professional Services. Results are also made available on the staff intranet and Tableau. The results and enhancement actions are also considered at Learning and Teaching Committee, as appropriate and in Educational Monitoring and Enhancement.

9.2.9 Other surveys

From time to time the University will distribute surveys to elicit students' views on the quality of the services offered by the University and the student experience on areas other than programme of study. To run these surveys, prior approval is required. Further details of survey requirements and a survey application proforma can be found on the Middlesex staff [intranet](#). This includes all online surveys run by Middlesex including professional services.

A report/action plan will be generated from the results on any issues that have been identified describing the measures taken to resolve them. This is reported to the students/staff who were asked to take part.