



STUDENT MODULE EVALUATION PROCEDURES

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1.0	Procedures to accompany the University Policy confirming arrangements for the University-wide student evaluation of modules.	Education Enhancement	Student Module Evaluation Consultation Group	1 st September 2021



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2. Glossary of Terms

Aggregate reporting	Reports which combine the responses for a specified group or groups of respondents into a whole entity e.g. a Department/School report shows a summary of the results from all student responses from modules evaluated in that Department/School.
Class Site (Myplace)	A Myplace space used for the delivery of teaching of a Module or multiple modules. See also Myplace roles .
Demographics	Characteristics used to describe a population group or sub-group of individuals e.g. gender, age, ethnicity, domicile etc.
Department/School Report	The report produced showing the aggregated student feedback for all modules in a Department/School.
Evaluation Window	The period during which module evaluation surveys can be issued to students to complete. There are two evaluation windows per Semester (Mid and End of Semester). Module leaders can select survey dates within each evaluation window.
Module	The individual components of a programme, normally worth 10 or 20 credits.
Module Evaluation	The process of obtaining feedback from students on all aspects of teaching, learning, and assessment within a module.
Module Leader	The person responsible for gathering Student Module Evaluation feedback (see also Assessment and Feedback Policy). May also be known as: Module Coordinator, Year Coordinator, Module Registrar, Class Coordinator, Class Organiser. This individual must hold the Class Organiser role in Pegasus to view and access module reports.
Module report	The report produced showing the aggregated student feedback for an individual module.
Myplace Dashboard	This is displayed as the home page when a user is logged on to Myplace, found by clicking on Home in the main menu or Dashboard in the Navigation bar.
Programme	The full degree programme leading to an award.
Questionnaire	The set of questions students are asked to complete to provide feedback on a module. This normally refers to the standardised set of core and optional questions provided by the central system.
Redaction	The removal of offensive or inappropriate comments from a module report. This will be carried out by the Education Enhancement Directorate, normally upon the request of the Head of Department/School or nominee.
Response rate	The responses received as a percentage of the invitations sent out by the system
Student Report	The report produced for students showing the aggregated student feedback for a module along with the reflections from teaching staff.
Survey	Method of gathering feedback from a given sample of individuals; in terms of module evaluation this is the method of gathering quantitative feedback from students enrolled in a particular module, administered via online questionnaire.
Working days	The University's standard working week is normally Monday to Friday, covering five working days.

3. Introduction

1. This document provides procedures for staff and students on the University’s approach to Student Module Evaluation at the University of Strathclyde, defined in the University’s [Assessment and Feedback Policy](#) as *the process of obtaining feedback from students on all aspects of teaching, learning, and assessment within a module*.
2. Student Module Evaluation at the University is an enhancement-led activity, carried out to provide a means for staff to listen and respond to the Strathclyde student voice, supporting improvements to learning and teaching.
3. These Procedures should be read in conjunction with the University’s [Student Module Evaluation Policy](#), the [Assessment and Feedback Policy](#), Student Guidance on the [Use of Social Media and Virtual Learning Environments](#), the [Dignity and Respect Policy](#), the [Student Representation Policy](#), the [Student Discipline Procedure](#) and the University’s Data Protection Policy, which can be accessed from the [University’s Data Protection pages](#) on the website.

4. Summary of Student Module Evaluation Process

4. An overview of the Student Module Evaluation process is shown in the diagram below:



Key:



*Subject to individual Department/School preference; Module Leaders should refer to their Department/School for guidance.

5. Staff input to the Student Module Evaluation process is required at three stages:

Before evaluations go live

- [Pegasus Roles & Responsibilities](#)
- [Myplace Quick Settings](#)
- [Question Personalisation](#) (if applicable)

During evaluation window

- [Monitor response rates](#)
- Encourage students to participate

After evaluations close

- [Review module report](#)
- [Submit response to acknowledge student feedback](#)

6. Please refer also to the [Timelines](#) section for information on the timings and deadlines associated with each stage of the process.

5. Timelines

7. The following table details the deadlines and cut-off dates relevant to each step in the student module evaluation process. Module Leaders can also refer to the [Module Evaluation Schedule](#) for help with planning evaluation dates.

Stage in Process	Timings
Set up	<ul style="list-style-type: none"> • If Question Personalisation required – at least 2 weeks before evaluation window opens • If no Question Personalisation required – complete set-up by 5pm on a Thursday for module evaluation to go live the following Monday
Data sync with Myplace	<ul style="list-style-type: none"> • Data is synced with Myplace/Pegasus on Mondays and Wednesdays. • Changes made in Myplace after 5pm on a Monday through to 5pm on a Thursday will be reflected in the Blue system the following Monday. • Changes made between 5pm on a Thursday until 5pm on a Monday will be updated on the following Wednesday.
Evaluations	<ul style="list-style-type: none"> • Surveys open on a Monday of the start week and close at midnight on Friday of the end week of the selected evaluation window, e.g. evaluation for Weeks 4-5 would open on Monday of Week 4 and close on Friday of Week 5.
Reporting	<ul style="list-style-type: none"> • Module Reports issued within 3 calendar days of evaluation closing • Department/School aggregate reports issued once all evaluations for the Department/School closed within the evaluation window • Student reports issued 7-10 working days after Mid-semester and 15 working dates after End-of-semester evaluations close
Responding to student feedback	<ul style="list-style-type: none"> • Task opens within 3 calendar days of evaluation closing • Response required in 6 working days for Mid-semester • Response required in 10 working days for End-of-semester

6. Pegasus Roles & Responsibilities

8. If Pegasus Roles & Responsibilities do not accurately reflect staff teaching commitments this impacts on their receipt of notifications about student module evaluation.
9. Only those who hold the Class Organiser role in Pegasus are able to:
 - Set up module evaluation in Myplace (some Admin staff can also do this, see [Myplace form - Configuration](#) below)
 - Personalise the evaluation question set (if applicable)
 - Receive module reports
 - Respond to student feedback on receipt of report
10. Email notifications for the above tasks will be sent only to the Class Organiser(s) for a module.
11. Teaching staff holding the Lecturer role in Pegasus will also receive a notification to monitor response rates; this is to allow multiple members of a module teaching team to encourage responses where relevant.
12. Pegasus Roles & Responsibilities should be updated before Myplace Quick Settings are completed to ensure Module Leaders receive email notifications on time.
13. Pegasus Roles & Responsibilities should be updated each time the teaching responsibility for an individual module changes; this avoids staff receiving notifications and reports that are no longer relevant.

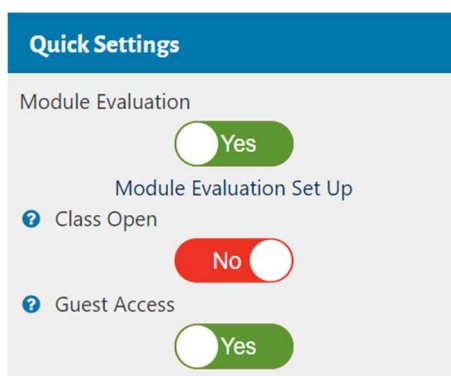
7. Timing of Evaluations

14. There are two opportunities to undertake module evaluations in each Semester, as highlighted below. There are also two evaluation windows during the Summer term to accommodate modules where teaching extends into this period.
 - **Semester 1:** Mid-semester between Week 4-6 (University Week 11-13) and End-of-semester between Week 9-11 (University Week 16-18)
 - **Semester 2:** Mid-semester between Week 4-6 (University Week 28-30) and End-of-semester between Week 9-11 (University Week 33-35)
 - **Summer term:** Mid-semester between University Week 41-45 and End-of-semester between University Week 46-52
15. Module Leaders can opt to conduct evaluations at Mid-semester, End-of-semester or both. Note that this evaluation schedule may be set at Faculty or Department/School level; for confirmation of the preferred approach Module Leaders should refer to their Head of Department/School or nominated contact.
16. Evaluation windows are designed to accommodate modules of varying lengths; note that the mid and end evaluations refer to the point in the Semester, not the teaching point in the module (i.e. Mid-semester evaluation may be an end of module evaluation for some modules and End-of-semester evaluations may be a mid-point evaluation for others).
17. Evaluation windows are intended to fit the majority of modules and are necessary for the administration of the system because each module can only be evaluated once per evaluation window. Flexibility in the start and end dates for any module evaluation can be accommodated (between 1 Aug and 31 July) by contacting modules@surveys.strath.ac.uk.

18. Before opting to undertake both a Mid-semester and End-of-semester evaluation, Module Leaders should consider the deadlines required to ensure that students receive an acknowledgement to the feedback they have provided at Mid-semester before the End-of-semester evaluations are sent out.
19. The [Module Evaluation Schedule](#) identifies the key deadlines for given evaluation periods.

8. Activating Evaluations

20. Module evaluations should be activated in Myplace using the toggle in Quick Settings (see [Myplace form Configuration](#) below).



21. Myplace Module Evaluation settings default to 'No' if the module has not been included before. Therefore, Module Leaders will be required to activate module evaluation and set the evaluation window (refer to [Myplace form – Configuration](#) below).
22. Module evaluation settings in Myplace from the previous year will roll over into the next academic year; this includes the evaluation windows and questionnaire format selected.
23. At the start of each Semester, Module Leaders (or the nominated Department/School Administrator) should ensure that the Module Evaluation settings on the Myplace class site are set to Yes and make any changes to timings as required.
24. Note that switching module evaluation off in Myplace will revoke access to module reports. Please see [Point 33](#).

Data Sync with Myplace

25. Data is currently synced between Myplace/Pegasus and the module evaluation system twice weekly, on Mondays and Wednesdays.
26. Changes made to Myplace or to Pegasus Roles and Responsibilities will be reflected in the module evaluation system at the next data sync;
 - Changes made in Myplace after 5pm on a Monday through to 5pm on a Thursday will be reflected in the Blue system the following Monday.
 - Changes made between 5pm on a Thursday until 5pm on a Monday will be updated on the following Wednesday.
27. A delay to setting up evaluations in Myplace or changing Roles and Responsibilities in Pegasus may have an impact on the timing of evaluation surveys being sent out, and of module reports and student reports (containing the Module Leader's response) being issued.

Myplace form – Configuration

28. Module Evaluation settings can be changed by the Class Organiser or by staff (e.g. Department/School admin colleagues) who hold a Class Administrator, Department/School or

Faculty Admin role in Myplace (see also [Pegasus Roles and Responsibilities](#) above). Note that only the Class Organiser will receive reports and notifications from the module evaluation system.

29. Modules are activated by moving the Module Evaluation slider Quick Settings to Yes (setting will change from red to green), and a form to allow the setting of evaluation window(s) will appear.
30. If a Mid-semester evaluation is required, the option of a short format or standard format questionnaire is offered.
31. If the Module Evaluation settings (i.e. evaluation window and required survey dates) are not fully completed, the user will be prompted to complete missing fields before being able to save their settings.
32. For further information, please refer to the tutorial video and guidance documentation on the [Student Module Evaluation – Staff Information Myplace page](#).

Opting-out procedure

33. Where it is felt that a module should be excluded from Student Module Evaluation, this should be upon agreement with the relevant Head of Department/School.
34. An exception report of modules opting out of Student Module Evaluation will be reported to the Heads of Department/School, Faculties and on to Quality Assurance Committee once per Semester.

9. Questionnaires

Questionnaire format

35. For evaluations undertaken at Mid-semester, the questionnaire can be a short format (free-text based with 3 open questions and one rating question) or a standard format (rating questions with free text questions) option. The choice of questionnaire is selected in the [Myplace Quick Settings](#).
36. End-of-semester evaluation questionnaires follow the standard format.
37. The Mid-semester standard format questionnaire is identical to End-of-semester questionnaire except that the assessment and feedback questions are options rather than mandatory.
38. The core Mid-semester evaluation questionnaire has 8 rating questions plus 2 free text questions, covering 4 sections.
39. The core End-of-semester evaluation questionnaire has 10 rating questions plus 3 free text questions, covering 4 sections.
40. The current questionnaires can be found on Myplace ([Student Module Evaluation Project Page](#)).

Optional Questions – Question Personalisation

41. Module Leaders have the option to tailor the core questionnaire to the needs of their module. please refer to the Question Personalisation tutorial video and guidance documentation on the [Student Module Evaluation – Staff Information Myplace page](#).
 - Note that some Departments/Schools may not have activated this functionality
42. Up to 4 additional questions can be added from the pre-set list of potential questions. Any combination of questions and themes can be included as appropriate to the individual module.

43. The optional additional question list is available on [Myplace](#) and is reviewed annually.
44. Optional additional questions are selected using the Question Personalisation process:
 - Module evaluation is switched on in Myplace
 - Prior to the start of an evaluation window a Module Leader receives an email inviting them to select any additional questions they wish to ask students
 - The questions displayed are options in addition to the core questionnaire
 - Up to 4 additional questions can be selected
 - When selecting optional questions from different sections, the section heading should also be selected to ensure a logical question flow for students completing the evaluations
45. If Question Personalisation is required, Myplace Quick Settings for Module Evaluation should be completed at least 2 weeks before the standard evaluation window opens.
46. If no Question Personalisation is required, Myplace Quick Settings for Module Evaluation must be completed by 5pm on a Thursday for a module evaluation to go live on the Monday morning of the following week.

Exceptions to Core Questionnaire

47. Any exceptions to the core questionnaire template will be agreed at Faculty or Department/School level prior to the beginning of the academic year (no exceptions will be made for individual modules)
48. The Student Surveys will discuss requirements with each Head of Department/School or nominee at start of each Academic Year.
49. For Project and Dissertation modules where the core questionnaire is not felt to be relevant, it is recommended that the Mid-semester short format questionnaire option is selected when [configuring settings in Myplace](#).

Questionnaire review and process

50. Questionnaires are reviewed once per academic year by the Student Surveys team.
51. The review will cover the duration of the questionnaire/number of questions, wording, response patterns, and how often optional questions are used.
52. Feedback on the questionnaire will be gathered by the Student Surveys team from Faculties, Departments and Schools throughout the year via the Consultation Group and anecdotal feedback.
53. Suggestions for optional questions should be directed to modules@surveys.strath.ac.uk. Note that the questions included in the module evaluation questionnaires will only cover topics that can be actioned at module level.

10. Evaluations

54. Only active students (i.e. those who are registered and not in academic suspension) enrolled in the class are included within the module evaluations.
55. Module evaluation surveys open on a Monday of the start week and close at midnight on Friday of the end week of the selected evaluation window. For example an evaluation window for Weeks 4-5 would open on the Monday of Week 4 and close on the Friday of Week 5.

Student: Accessing Evaluations

56. Module evaluations can be accessed from the following:
 - Myplace – via the Student Module Evaluation block located on the Dashboard, select the

- Module Evaluation link
 - Myplace – from the Student Voice tab located in the top navigation menu, select Module Evaluations
 - Email invitation from Student Surveys containing a link
 - Pop-up when logging into Myplace (note this only appears when there is an evaluation available for completion)
 - Module leaders, Departments/Schools may also include link in specific communications
57. All of the routes will lead to the student's individual task list showing the list of modules to be evaluated during current evaluation window.
58. See also: [Module Evaluation - Information for Students](#) on Myplace.

Students: amending feedback or re-setting links

59. Students should not forward or share their own module evaluation survey links as these are personalised to each individual.
60. To change or delete feedback that has been submitted, students can contact modules@surveys.strath.ac.uk. The student's survey link will be reset allowing the survey to be completed again.
61. The Student Surveys team will not update comments on a student's behalf (i.e. impersonation).

Monitoring response rates

62. When an evaluation window opens, Module Leaders (Class Organiser) and teaching staff holding the Lecturer role in Pegasus will receive an email notification with a link to monitor the response rates.
63. Response rates are also accessible from the Student Module Evaluation block on the Myplace Dashboard, select the Module Evaluations Return Rates option.
64. A response rate dashboard broken down by module is available for Heads of Department/School and nominees for their Department/School. A link to the dashboard will be sent via email to all nominated individuals. (see [Reporting](#) for details on selecting nominees).
65. See also: [Student Module Evaluation – Staff Information](#) on Myplace.

Tips for encouraging responses

66. If possible, dedicate class time for completion; 10-15 minutes at the start of the class is the most effective.
67. Use contact time (e.g. tutorials or online sessions) to remind students to complete evaluations.
68. Module Leaders can also share a link or reminder via Myplace or other communications.
69. Highlight that feedback helps to shape improvements for the future (and for the current year if feedback is being requested midway through the module).
70. Ensure that you respond to acknowledge feedback already received – students are much more likely to respond in future if they can see their feedback being actioned, addressed or acknowledged

Extending deadlines

71. If an evaluation deadline needs to be extended e.g. to allow more students to respond, the module leader should contact Student Surveys via modules@surveys.strath.ac.uk with the required dates.

72. Note that extending the closing date for the completion of a survey will also extend the date for reporting and acknowledging student feedback. It is likely that students will expect a response before the end of term therefore module leaders should consider this when deciding on final closing dates.

11. Email Communications

73. As part of the Student Module Evaluation process a number of automated email notifications and reminders are sent to staff and students. These emails come from Student Surveys via the Explorance Blue system and are detailed below.
74. Where possible, the automated system emails are batched together to avoid sending multiple emails to the same student or Module Leader, e.g. if multiple evaluations open and close on same day, only one email will be generated with a link to the task list. Evaluations launching and closing on different days will generate separate emails. The same rule applies for emails relating to reports and for acknowledging student feedback.
75. Note that emails are generated automatically by the system after each overnight data sync, therefore may be sent outside of normal working hours. There is no requirement to action any emails outside of the normal working day and the email footer contains a note advising of this.

Automated emails from Blue: Sent to Students

Evaluation Survey Period

76. An email is sent when evaluations launch inviting students to complete evaluations. This contains a link to the individual's task list and information on accessing evaluations from Myplace, a reminder about the [Dignity and Respect Policy](#) and a link to the [Student Module Evaluation Privacy Notice](#).
77. Two reminder emails are generated for each evaluation; one mid-way through the evaluation period and one on the day the evaluation closes. Reminder emails are also batched by the system where possible.
78. Reminder emails are only generated if evaluations have not yet been completed; students who have completed their evaluation won't receive a reminder.
79. Some additional reminders may be generated if the deadline for completing module evaluation is extended.

Reporting

80. An email notification is sent when the student reports are available to view. This contains a link to the individual student's report list where they can view the available reports for all of their modules.

Automated emails from Blue: Sent to Staff

Question Personalisation

81. Email notifications will only be sent to Module Leaders within Departments/Schools who are participating in Question Personalisation.
82. Shortly before the evaluation window opens an email is sent to the Module Leader inviting them to select any additional optional questions they would like to ask students. A deadline for completion is also provided.
83. A reminder email to complete question personalisation is sent on the deadline day for Question Personalisation.

Response Rate Monitoring

Module Leaders

84. An email is sent when evaluations launch inviting staff to monitor response rates. This email goes to the Module Leader and Lecturers on the class. Note that this is the only email notification that a person designated Lecturer in Pegasus will receive. Lecturers will not have access to reports unless they are also designated Class Organiser in Pegasus.
85. A reminder email to monitor response rates is issued mid-way through the evaluation period.

Head of Department/School and Nominees

86. An email is issued to Heads of Department/School and nominees advising that they can monitor response rates for their Department/School via the Blue dashboard.

Reporting

Module Leaders

87. An email is sent to the Module Leader once their module report is available to view. This contains a link to the individual's module report list – see the [Reporting](#) section for further information.
88. A second email is sent to the Module Leader once the final module report, which incorporates their response to students, is available. This email contains links to the Module Leader's report list and is for record only with no further action required.

Head of Department/School and Nominees

89. An email is sent to Heads of Department/School and nominees when the module reports are available; note that this is sent when evaluations have closed for all modules participating using the standard evaluation window dates. No further email notification is sent for modules with tailored evaluation dates outside of the standard evaluation period, however these reports will appear automatically in report list when available.
90. A further email is sent to Heads of Department/School and nominees once the final module reports incorporating Module Leaders' responses to students are available.
91. An email is issued to Heads of Department/School and nominees when their Department/School aggregate report is available. This is issued at the end of the evaluation window once all evaluations for the Department/School have closed.
92. An email is issued to Heads of Department/School and nominees when their Department/School report with module level detail is issued. Again this is issued at the end of the evaluation window once all evaluations for the Department/School have closed.

Responding to Student Feedback (Closing the Feedback Loop)

93. An email is sent to the Module Leader with a task to submit a response to their students' feedback. Contained in the email is a link to the individual Module Leader's task list; they will see multiple modules listed if they are responsible for more than one module. A completion deadline is also included within the task list. (See also: [Responding to student feedback](#))
94. Two further reminder emails to submit a response to student feedback are sent; one mid-way through the task period, followed by a final reminder on the day the task is due. Reminder notifications are only sent where responses are outstanding; note that where a module has multiple Class Organisers, all Module Leaders are sent the notifications regardless of whether they have chosen to respond to students individually or via one individual.

Additional Email Communications to Staff

95. The Student Surveys team may also contact staff to remind them to complete tasks or to request further information (e.g. confirmation of a Module Leader to issue a report).

12. Reporting

96. Please refer also to the Reporting and Results section of the [Student Module Evaluation Policy](#).

Reports Produced and Access within System

97. Reports are produced by the Blue system using a pre-designed template for module, student and Department/School reports.
98. Faculty reports are produced manually by the Student Surveys team within the Education Enhancement Directorate.
99. Other than Department/School and Faculty reports, aggregate reports for wider student insight and demographic reporting will be produced on a bespoke basis.
100. Direct access to the module evaluation system for each type of report will be provided to the users specified in Appendix A of the [Student Module Evaluation Policy](#).

Accessing Module Reports

101. Module reports are usually issued to Module Leaders within 3 calendar days of the evaluation closing; i.e. evaluations close on Friday, report is issued by end of day on Monday.
102. Module Leaders and Heads of Department/School and nominees can access their reports either directly from the link in the email notification or from the Module Evaluation Reports link in Myplace (see [Student Module Evaluation - Staff Information](#) on Myplace for further guidance and a tutorial video).
103. In order to view their module reports, the Module Leader must hold the Class Organiser role in Pegasus (see [Myplace Support guidance on updating Roles & Responsibilities](#)).
104. In order to continue to view the module reports after the evaluations have closed, the Module Evaluation toggle in Myplace Quick Settings must stay set to Yes. If Module Evaluation is toggled off access to reports will be temporarily lost to students and staff. Access can be re-activated by toggling the slider back on and reports will appear again after the next data sync. It is recommended that the Student Surveys team are contacted to ensure that the reports have been successfully reinstated.

Sub-groups and publication thresholds

105. Module reports are produced where one or more responses have been received to the evaluation. This allows teaching staff to view and respond to all feedback received from students via module evaluation.
106. Where modules have small cohorts (e.g. fewer than 5 students), staff should make students aware of the total cohort size being invited to feed back. This allows students to make an informed decision about participating in module evaluation.
107. All other reports (e.g. demographic reports) will require a minimum threshold of 5 responses.
108. For Aggregate and demographic reports, or bespoke analysis reports, results for sub-groups with less than 5 responses will not be shown.
109. A demographic breakdown of results (e.g. by age, gender or other characteristics) is not

provided as standard in Module, Department or Faculty reports. Additional analysis can be requested by contacting the Student Surveys team. Demographic breakdowns will not, however, be provided at module level to ensure that student confidentiality is maintained.

Department/School Level Reporting

110. Heads of Department/School automatically have access to all module reports and Department-level aggregate reports.
111. A list of Heads of Department/School is maintained centrally and any changes should be shared with the team at the start of each Semester or when a change is required.
112. Heads of Department/School and nominees will only be able to see module-level results for their own Department/School and any others they are nominated to view.
113. Two separate reports are produced at Department/School level; one showing the Department/School's aggregate results and one showing module-level detail for all modules from that Department/School participating in the given evaluation window.
114. Department/School aggregate reports will be issued once all evaluations have closed within the evaluation window for that Department/School.

Process for Heads of Department/School to nominate access to reports

115. Heads of Department/School may nominate colleagues (e.g. Deputy Head of Department/School, Director of Teaching etc) to receive access to their Department/School level reports and to the response rate monitoring dashboard. If required, separate nominees can be used for access only to the response rate monitoring dashboard (e.g. Admin/Support staff).
116. At the beginning of each Academic Year, the Student Surveys team will contact Heads of Department/School to confirm whether nominees are required and obtain details.
117. A list of Heads of Department/School and nominees is imported into the Blue system via a manual process and this will be maintained by the Student Surveys team.
118. Nominee access to Department/School reports is the same as, and in addition to, the access granted to Head of Department/School access.
119. Nominees will be reviewed at each Semester to ensure access is provided only to those authorised by the relevant Head of Department/School.
120. Any changes mid-way through Semester should be notified to the team via the Helpdesk system.

Faculty Reporting

121. Faculty reports will be produced manually by the Student Surveys team within the Education Enhancement Directorate.
122. Faculty reports will be shared with Vice Deans and Deans via email.
123. One Faculty report will be produced per Semester after all module evaluations for that Faculty have been completed.

Requesting Bespoke Analysis

124. Any requests for custom reports should be directed to modules@surveys.strath.ac.uk in the first instance.

13. Responding to Student Feedback

Responding to Student Feedback

125. Module Leaders will receive an email notification to respond to student feedback via the Blue system. This email contains a link to the individual Module Leader's task list showing all of the modules where they are required to provide a response to students.
126. Tasks for Module Leaders to respond to student feedback usually open within 3 calendar days of the module evaluation survey closing, i.e. evaluations close on a Friday, the task to respond to student feedback will open on the following Monday shortly after the module report has been issued.
127. A brief response is required to acknowledge student feedback. Examples of responses provided and further guidance on responding to student feedback can be found on the Myplace [Student Module Evaluation - Staff Information page](#).
128. It is important to respond to student feedback; normally this is required 6 working days after Module Leaders receive the task. Once the deadline has passed Module Leader will be unable to access the task to submit a response; please see below how to request an [extension to the deadline](#). For Mid-semester evaluations student reports containing the response from teaching staff should be returned before students are asked to provide further feedback at the End-of-semester; this helps to ensure strong response rates in the future.
129. The deadline for responding to student feedback is shown in the task list next to each module; note that the deadlines may vary depending on the evaluation windows applied to each module.
130. Student reports are typically issued 7-10 working days after evaluation surveys close for Mid-semester and 15 working days after evaluations close at End-of-semester. Note, however, that extensions to staff acknowledging feedback may impact on the timing of student reports being issued.
131. Please refer also to the [Module Evaluation Schedule](#) to identify the timelines for evaluation close, reports being issued and responses being required to students.

Extending the deadline for responding to student feedback

132. Extensions can be requested by contacting modules@surveys.strath.ac.uk.
133. The Student Surveys team may decide to extend the deadline for responses by up to a week for all teaching staff e.g. to account for University holidays; this will be communicated via email from the Blue system if it applies.
134. The new deadline for responding will be updated in the Module Leader's task list as noted above.
135. By exception Module Leaders or Heads of Department/School and nominees can nominate a colleague to provide a response, for example to cover a planned absence, by contacting modules@surveys.strath.ac.uk. Note that this process is **not** applicable where the Class Organiser has been incorrectly recorded in Pegasus (see [Pegasus Roles & Responsibilities](#)).

Process for generic Department/Faculty response

136. Student reports will not be issued without a response from staff.
137. The Student Surveys team monitor non-responses and will highlight these to the relevant Department/School for further follow-up with Module Leaders.

138. Normally a short extension to the deadline would be provided to allow responses to be submitted.
139. As indicated in Policy; where no module-specific response has been provided within the specified timescale (including extensions), the Student Surveys team will contact the Head of Department/School or nominee to request a Department/School-level response so that student reports can be issued.
140. The Head of Department/School or nominee will provide a response directly to the Student Surveys team, who will manually add this into the student reports before they are issued.

14. Redaction of Comments

141. Comments are not monitored by the Student Surveys team and no redaction is undertaken prior to reports being issued to Module Leaders.
142. Requests to redact comments failing to adhere to the [Dignity and Respect Policy](#) should be directed to modules@surveys.strath.ac.uk.
143. Education Enhancement will investigate any concerns relating to the [Dignity and Respect Policy](#) on request from the Head of Department/School or nominee. Note that individual student respondents can be identified and traced by Blue system administrators if this is required, in line with the University's [Student Module Evaluation Policy](#) and/or the [Student Discipline Procedure](#).

15. Requesting Support

144. Support is available for staff and students via modules@surveys.strath.ac.uk.
145. This email address is linked to the Helpdesk system and will generate a ticket with the Student Surveys team.
146. The team aim to respond within 2 working days of submitting a request.
147. Students with module-specific queries should contact their module teaching team or Faculty/Department/School admin team.

16. Safeguarding Procedures

148. Module Leaders should raise any issues or concerns appearing in the free text comments with their line manager, Head of Department/School or other nominated individual as indicated by their Faculty guidance.
149. In the event of any safeguarding concerns, Heads of Department/School should inform Student Surveys to allow this to be centrally recorded.
150. Education Enhancement will investigate safeguarding concerns on request from the Head of Department/School or nominee. Note that individual student respondents can be identified and traced by Blue system administrators if this is required, in line with the University's [Student Module Evaluation Policy](#).
151. Student Surveys will report any investigations to the Director of Education Enhancement and the Director of Student Experience to ensure that these are recorded centrally.

17. Complaints

152. Staff with complaints or concerns about the Student Module Evaluation process should contact their Head of Department/School or [OSDU](#) in the first instance.

153. Responses to survey questions are not considered formal complaints. Should a student wish to make a complaint, they should consult the guide for students on the Complaints Procedure webpage.

18. Relevant Links

Student Module Evaluation Resources and Tutorial Videos:

[Module Evaluation – Information for Students](#)

[Student Module Evaluation – Staff Information](#)

Policies:

[Student Module Evaluation Policy](#)

[Data Protection Policy](#),

[Student Module Evaluation Privacy Notice](#)

University's [Privacy Notice – Staff and Other Categories](#)

[Assessment and Feedback Policy](#)

Student Guidance on the [Use of Social Media and Virtual Learning Environments](#)

[Dignity and Respect Policy](#)

[Student Representation Policy](#)

[Student Discipline Procedure](#)

[University Records Retention Schedule](#)

19. Module Evaluation Schedule

The Module Evaluation Schedule is also available on [Myplace](#).

Evaluation Survey Close	Module Report Issued to Module Leader	Module Leader Response to students due	Student reports issued
Semester 1			
Week 4 (Friday)	Week 5 (Monday)	Week 6 (Tuesday)	Week 6 (Friday)
Week 5 (Friday)	Week 6 (Monday)	Week 7 (Tuesday)	Week 7 (Friday)
Week 6 (Friday)	Week 7 (Monday)	Week 8 (Tuesday)	Week 8 (Friday)
Week 7 (Friday)	Week 8 (Monday)	Week 9 (Tuesday)	Week 9 (Friday)
Week 8 (Friday)	Week 9 (Monday)	Week 10 (Tuesday)	Week 10 (Friday)
Week 9 (Friday)	Week 10 (Monday)	Week 11 (Tuesday)	Week 11 (Friday)
Week 10 (Friday)	Week 11 (Monday)	Exam Week 1 (Tuesday)	Exam Week 1 (Friday)
Week 11 (Friday)	Exam Week 1 (Monday)	Exam Week 2 (Tuesday)	Exam Week 2 (Friday)
Exam Week 1 (Friday)	Exam Week 2 (Monday)	Christmas Vacation Week 1 (Wednesday)	Consolidation Week Sem 2 (Monday)
Exam Week 2 (Friday)	Christmas Vacation Week 1 (Monday)	Christmas Vacation Week 2 (Friday)	Consolidation Week Sem 2 (Monday)
Semester 2			
Week 4 (Friday)	Week 5 (Monday)	Week 6 (Tuesday)	Week 6 (Friday)
Week 5 (Friday)	Week 6 (Monday)	Week 7 (Tuesday)	Week 7 (Friday)
Week 6 (Friday)	Week 7 (Monday)	Week 8 (Tuesday)	Week 8 (Friday)
Week 7 (Friday)	Week 8 (Monday)	Week 9 (Tuesday)	Week 9 (Friday)
Week 8 (Friday)	Week 9 (Monday)	Week 10 (Tuesday)	Week 10 (Friday)
Week 9 (Friday)	Week 10 (Monday)	Week 11 (Tuesday)	Week 11 (Friday)
Week 10 (Friday)	Week 11 (Monday)	Spring Break Week 1 (Tuesday)	Exam Week 1 (Tuesday)
Week 11 (Friday)	Spring Break Week 1 (Monday)	Spring Break Week 2 (Tuesday)	Exam Week 1 (Tuesday)
Spring Break Week 1 (Friday)	Spring Break Week 2 (Monday)	Exam Week 1 (Thursday)	Exam Week 2 (Monday)
Spring Break Week 2 (Thursday)	Exam Week 1 (Tuesday)	Exam Week 2 (Wednesday)	Exam Week 2 (Friday)
Exam Week 1 (Friday)	Exam Week 2 (Monday)	Exam Week 3 (Wednesday)	Exam Week 3 (Friday)
Exam Week 2 (Friday)	Exam Week 3 (Tuesday)	Exam Week 4 (Wednesday)	Exam Week 4 (Friday)
Exam Week 3 (Friday)	Exam Week 4 (Monday)	Exam Week 5 (Tuesday)	Exam Week 5 (Friday)
Summer Term calculator - use when non-standard evaluation dates fall outside of Semester calendar (see Notes)			
End of Week A (Friday)	Week B (Monday)	Week C (Tuesday)	Week C (Friday)

Notes

- Module evaluation surveys open on a Monday and close at midnight on a Friday.
- Module reports are generated on the Monday after the module evaluation survey closes.
- Tasks for Module Leaders to respond to student feedback are issued on the same day as the module report; the deadline for completion is the end of day on the Tuesday of the following week.
- Student reports are issued by the end of the week that the feedback loop closes.
- Note that any delay to closing the feedback loop will mean that the student report is issued in the following week.
- This is particularly important to bear in mind for modules where a Mid-semester and End-of-Semester

evaluation is chosen; the Mid-Semester feedback loop should be closed before students are asked to provide feedback at End-of-Semester.