

		Ref No.	7 - 01
		Version No.	11
		Date Issued	12 Aug 2010
Title	STUDENTS' SURVEYS OF PROGRAMMES, SERVICES AND STAFF		
Responsibility	Academic Quality Programme Manager		

1. PURPOSE

To provide a means for students to give feedback on all programmes of study/qualifications, Telford services and their overall learning experience.

To enable Telford to respond to student feedback by reviewing, evaluating and implementing appropriate changes of the performance of Telford staff, programmes and services in line with SAEER requirements.

2. APPLICATION

This Policy and Procedure applies to all programmes of study, tutorial staff and Telford support services including programmes of study delivered under sub-contracting arrangements.

3. DEFINITIONS

Programme of Study

A course or collection of courses – that may relate to one or more qualifications - that are captured within an enrolment pattern.

Qualification

The official award/s given in recognition of the successful completion of a programme of study.

4. STATUTORY OBLIGATIONS

Nil.

5. POLICY

- 5.1 The Academic Director (AD) is responsible for coordinating an independent person/s who will distribute and collect all types of surveys (except correspondence), and for organising the analysis and evaluation of these surveys.
- 5.2 Tutorial staff, as education professionals, are required to undertake regular and ongoing **informal** surveys of their programmes of study. Management and recording of such surveys is the responsibility of the tutorial staff.

Programme Evaluations

- 5.3 All programmes of study that are greater than 0.8 EFTS or 32 weeks tuition are to include a mid-way survey and an exit survey.
- 5.4 Programmes of study less than greater than 0.8 EFTS or 32 weeks tuition will be surveyed at least once to enable adequate feedback to inform programme delivery.
- 5.5 Outcomes of programme surveys will be summarised within the Annual Qualification Report (AQR) process as part of Telford's self evaluation process.

Student Formal Evaluation of Tutor

- 5.6 Students will be surveyed regarding all teaching staff, to inform effectiveness of teaching practices.
- 5.7 At least one survey for the purposes of evaluation, will be undertaken for part time or contracted tutors per academic year. Additional surveys may be requested at the discretion of the Academic Director e.g. for staff new to teaching.
- 5.8 At least two surveys will be undertaken each year for all full time tutors.
- 5.9 Outcomes of surveys that provide information on students' evaluation of tutors. will form part of the staff appraisal and self assessment process.

Work-Based Placement Formal Evaluations

- 5.10 Programme Coordinators are responsible for ensuring students evaluate their work-based placement on completion of the placement and/or programme.
- 5.11 Outcomes of work-based placements will be reported in the AQR.
- 5.12 The Academic Director is responsible for coordinating an annual survey of students' work-base placement host.

Telford Services

- 5.13 The Academic Director is responsible for coordinating an annual survey of the students' overall learning experience and satisfaction with Telford services towards the completion of their programme of study.
- 5.14 Outcomes of the survey of Telford Services will be reported to the Management Team. Outcomes will also be reported in AQRs where appropriate.

Distance Learning

- 5.15 The Distance Learning Manager is responsible for coordinating surveys of students' evaluation of distance learning programmes at least annually.
- 5.16 Outcomes of distance learning surveys will be in the relevant AQR.

Sub-Contracted Delivery

- 5.17 Where programmes of study are delivered by sub-contracted providers, the policies and procedures for survey of the programme, teaching staff and work placements (where applicable) will meet the minimum requirements of Telford's QMS and as agreed by the Academic Director.
- 5.18 Outcomes of programme and teaching surveys will be summarised and reported to Telford within 21 days of the survey activity. The final evaluation summary will include an action plan where applicable.
- 5.19 The Academic Director will ensure that sub-contracted providers' responsibilities for surveying programmes and teaching practice are clearly defined within the Memorandum of Agreement.

6. PROCEDURE

- 6.1 The Academic Director, Distance Learning Manager and Programme Coordinators will evaluate outcomes of the respective student surveys.
- 6.2 Programme Coordinators will prepare Action Plans including timelines and persons responsible for identified actions – to be submitted to the Academic Management Team for consultation, and to the Academic Board for monitoring.
- 6.3 Programme Coordinators will monitor progress against these actions.

- 6.4 Where applicable, outcomes from evaluation processes will be included within AQRs. Progress with actions that relate to surveys and evaluations, where timelines fall into the following academic year, will be reported in the following year's AQR.
- 6.5 Programme Coordinators will inform students of survey outcomes, through suitable channels, (e.g. Students Association, group e-mails, newsletters, and/or meetings), subsequent to the evaluation round. Programme Coordinators will inform Advisory Committees in their Programme Reports.
- 6.6 The Academic Board will be provided with a summary report through the end of year Annual Qualification Reports. The AQR will provide – a summary of concerns, (with an indication of the number and portion of students who hold that concern), and an indication of how the concern has been actioned, with supporting reasons.

7. RECORD MANAGEMENT

Record	Responsibility	Filed	Retention Time
Programme Evaluations	Academic Director	AD's Office	1 year
Tutor Evaluations	Academic Director	AD's Office	1 year
Work-based Placement	Programme Coordinator	PC's Office	1 year
Work Placement Host	Academic Director	AD's Office	1 year
TRP Services	Academic Director	AD's Office	1 year
Distance Learning	Academic Director	AD's Office	1 year
Evaluation Reports from Sub-Contracted Providers	Academic Director	AD's Office	1 year

8. ASSOCIATED DOCUMENTS

Reference	Document Title
A7 – 01A	Course Evaluation
A7 – 01B	Individual Tutorial Staff Evaluations
A7 – 01C	Individual Farming/Work Ex Staff
A7 – 01D	Visiting Speaker Evaluation
A7 – 01E	Work Placement Host Evaluation
A7 – 01F	Halls of Residence Evaluation
A7 – 01G	Short Course Evaluation
A7 – 01H	Evaluation of Distance Learning

REVISION HISTORY			
Version	Description of Change	Author	Effective Date
0	Initial release.	M Bowen	1-10-96
1	Triennial Review: Addition of work-based placement; Telford Services and Community Education.	M Bowen	5-2-98
2	Triennial Review: Addition of requirement to furbish to Academic Board and Advisory Committees.	L Johnston	June 2001
3	Alterations subsequent to staff changes.	L Johnston	July 2001
4	Triennial review.	L Johnston	Nov 2003
5	Re-formatted.	CEO	April 2004
6	Title amendment.	QMS Team	Nov 2004
7	Triennial review.	QMS Team	June 2006
8	Alignment of the QMS with actual practices at Telford in response to the ITPQuality Audit Report, April 2007. Clauses 4.1, 4.2, 4.7, 5, and 6 deleted from version 7. Clauses 5.8, 5.9, 5.12 and 5.13 added to version 8. Wording changes to reflect practice and positions of responsibility. Clause 5.9 last sentence deleted. Clause 8 added. Minor editing and re-formatting.	QMS Policy Review Committee	1 March 2008
9	Triennial Review – changes suggested as a result of Qualification Evaluation feedback. Changes bring Policy into line with practice in regard to involvement of Management Team and feedback to students.	QMS Policy Review Committee	17 September 2009
10	Insert to cover Sub-contracted Delivery. New section	QMS Policy Review Committee	4 February 2010
11	Review – include SAEER	QMS Policy Review Committee	12 August 2010