

**Learning and Teaching Committee**

**Revisions to Appendix 13 of the Academic Quality Procedures Handbook: The Code of Practice on Student Feedback Questionnaires**

1. **Introduction**

Over the past few months a group including the PVC(T), representatives from the Students’ Union and the University and College Union (UCU), have been assessing the Module Feedback process and the use made of the data generated.

Learning and Teaching Committee (LTC) is asked to consider proposals to revise the process that have arisen from these discussions.

1. **The current process**

Current policy and procedure for the distribution, processing and reporting of Module Feedback is detailed in Appendix 13 of the Academic Quality Procedures Handbook. In the light of recent changes in the University, including the new School structure, it is timely to update Appendix 13.

It has become apparent in discussions with the Students’ Union and UCU that the guidance would benefit from a review because there is the potential for variation in practice across the University, particularly in regard to point 12 of the guidance which states:

12. Heads of Department will report to the appropriate Staff-Student Committee on the quantitative outcome of student feedback questionnaires.

In addition the questions used would benefit from a review. At present the module feedback form is comprised of three sections:

1. Quantitative questions about the module (Questions 1-12)
2. Quantitative questions about the lecturer (Questions 13-18)
3. Space for students to provide qualitative comments about the module.

It is clear that there is potential ambiguity and overlap in some of the questions currently used in 1 and 2 above.

1. **Proposed revisions**

It is proposed to **revise Appendix 13** to clarify the expectations on staff and students. These proposed revisions are tracked in the attached document.

In summary the revisions aim to:

* Provide greater guidance to help students when completing the forms.
* Clarify that there should be a designated person within the School/Department with responsibility for receipt of completed forms.
* Clarify that the quantitative outcomes of questions relating to the module (currently 1-12) and actions taken, should be shared with students at the Staff-Student Liaison Committee, at least on an annual basis.
* Clarify that the quantitative outcomes of questions relating to the lecturer (currently 13-18) would not be made public but that they should be used to inform the continuing professional development of the staff concerned and the quality of the module as a whole.

It is also proposed to **revisit and revise as necessary the questions** used. It is felt that this is necessary to ensure that the questions continue to be robust, to remove duplication, and to distinguish clearly between questions about the module and questions about the lecturer.

Initial discussions have identified the questions that require review and the potential for alignment with surveys such as the National Student Survey. An updated set of questions will be submitted to LTC for approval at its meeting on 29 March.

1. **Action for Learning and Teaching Committee**

It is proposed that the revised Appendix 13 is **recommended for approval** to Senate at its meeting on 9 March 2012, with a view to implementing the revised Code for the Semester 2 module feedback process in academic session 2011/12.

It is proposed that Learning and Teaching Committee asks Senate to **delegate authority to LTC to oversee revisions to the questionnaire** with a view to adopting an agreed set of questions for the Semester 2 process as above.