

Student Voice opportunities regarding the student learning experience:

Information for undergraduate students (2024-25 onwards)

Executive Summary

1. Actively listening to and responding to the Student Voice is very important to us at Anglia Ruskin University London for the continual improvement of the student learning experience.
2. We very much value your opinions about individual modules and your course. As such, we provide a wide range of opportunities for you to give feedback regularly. Current Student Voice opportunities for you to give feedback comprise: Module Evaluation Surveys (MES) (all students); the Student Experience Survey (SES) (generic and all students); and the National Student Survey (NSS) (all final year undergraduate students).
3. To improve the Student Voice we shall change the SES to an annual Course Evaluation Survey (CES), so you will be able to provide specific feedback regarding your course this academic year, which we shall use to inform and improve planning and practice on each course. The questions will mirror the NSS for consistency with national standards and for your convenience.
4. To further improve the Student Voice we shall now ensure that your feedback is acted upon clearly via a 'You said ... We did ...' format, which will be posted onto the Moodle Home page of your modules (following the MES) and onto the Moodle Home page of your course (following the CES).

Module Evaluation Surveys (MES)

5. MES are undertaken during Week 8 each trimester to elicit your anonymised opinions about modules, so you can give informal feedback that Module Leaders can act upon quickly as the module progresses.
6. MES are administered by the Learning Resource Centre (LRC) and are for all students.
7. Module Leaders will post 'You said ... We did ...' feedback onto the Home page of your modules and discuss in class with you before the end of the trimester.

Course Evaluation Survey (CES)

8. The CES is intended to capture more comprehensive feedback beyond the individual modules, focusing on the overall course experience.
9. The CES will elicit your anonymised opinions about your course each year, so you can give feedback that Academic Subject Leads, Deputy Heads of School and the Head of School can act upon. The CES is for all students.
10. The LRC disseminates the CES questions with an online opportunity for you to provide anonymised feedback at the start of Week 8 in your second trimester of study each year (except final year undergraduates, who will complete the NSS), which we ask you to complete by the end of Week 10. The LRC team then disseminates anonymised feedback for each course to the Academic Subject Leads, Deputy Heads of School and the Head of School to act upon to inform and improve planning and practices at course and subject level. The Academic Director (Education), Academic Director (Quality and Student Experience) and Principal also receive copies.

11. Academic Subject Leads will post 'You said ... We did ...' feedback onto the Moodle Home page of your course on the VLE soon after receiving the feedback.

National Student Survey

12. The NSS is open to final year undergraduate students and elicits your opinions about your course, so you can give anonymised feedback that is acted upon for the following cohort. The NSS usually opens from January – April of your final year.
13. The NSS is led by the Office for Students (OfS) and administered by Ipsos Mori on behalf of the OfS. Ipsos Mori contacts students regularly until you complete the survey. The NSS is reported nationally and used in university ranking tables. It also contributes to the rating of the university within the Teaching Excellence Framework (TEF).

CES and NSS questions:

Teaching on my course	
1. How good are staff at explaining things?	Very good Good Not very good Not at all good This does not apply to me
2. How often do teaching staff make the subject engaging?	Very often Fairly often Not very often Rarely This does not apply to me
3. How often is the course intellectually stimulating?	Very often Fairly often Not very often Rarely This does not apply to me
4. How often does your course challenge you to achieve your best work?	Very often Fairly often Not very often Rarely This does not apply to me
Learning opportunities	
5. To what extent have you had the chance to explore ideas and concepts in depth?	To a large extent To some extent To a small extent Not at all This does not apply to me
6. How well does your course introduce subjects and skills in a way that builds on what you have already learned?	Very well Well Not very well Not at all well This does not apply to me

7. To what extent have you had the chance to bring together information and ideas from different topics?	To a large extent To some extent To a small extent Not at all This does not apply to me
8. To what extent does your course have the right balance of directed and independent study?	To a large extent To some extent To a small extent Not at all This does not apply to me
9. How well has your course developed your knowledge and skills that you think you will need for your future?	Very well Well Not very well Not at all well This does not apply to me
Assessment and feedback	
10. How clear were the criteria used for marking your work?	Very clear Clear Not very clear Not at all clear This does not apply to me
11. How fair has the marking and assessment been on your course?	Very fair Fair Not very fair Not at all fair This does not apply to me
12. How well have assessments allowed you to demonstrate what you have learned?	Very well Well Not very well Not at all well This does not apply to me
13. How often have you received assessment feedback on time?	Very often Fairly often Not very often Rarely This does not apply to me
14. How often does feedback help you to improve your work?	Very often Fairly often Not very often Rarely This does not apply to me
Academic support	

15. How easy was it to contact teaching staff when you needed to?	Very easy Easy Not very easy Not at all easy This does not apply to me
16. How well have teaching staff supported your learning?	Very well Well Not very well Not at all well This does not apply to me
Organisation and management	
17. How well organised is your course?	Very well organised Well organised Not very well organised Not at all well organised This does not apply to me
18. How well were any changes to teaching on your course communicated?	Very well Well Not very well Not at all well This does not apply to me
Learning resources	
19. How well have the IT resources and facilities supported your learning?	Very well Well Not very well Not at all well This does not apply to me
20. How well have the library resources (e.g., books, online services and learning spaces) supported your learning?	Very well Well Not very well Not at all well This does not apply to me
21. How easy is it to access subject specific resources (e.g., equipment, facilities, software) when you need them?	Very easy Easy Not very easy Not at all easy This does not apply to me
Student voice	
22. To what extent do you get the right opportunities to give feedback on your course?	To a large extent To some extent To a small extent Not at all This does not apply to me

23. To what extent are students' opinions about the course valued by staff?	To a large extent To some extent To a small extent Not at all This does not apply to me
24. How clear is it that students' feedback on the course is acted on?	Very clear Clear Not very clear Not at all clear This does not apply to me
25. How well does the students' union (association or guild) represent students' academic interests?	Very well Well Not very well Not at all well This does not apply to me
Mental wellbeing services	
26. How well communicated was information about your university/college's mental wellbeing support services?	Very well Well Not very well Not at all well This does not apply to me
Routed – Freedom of expression	
27. During your studies, how free did you feel to express your ideas, opinions, and beliefs?	Very free Free Not very free Not at all free This does not apply to me
Open text question – all	
28. Looking back on the experience, are there any particularly positive or negative aspects you would like to highlight?	Open text