

**Module  
Evaluation  
Survey (MES)  
Guide**

University of  
West London

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## Executive Summary

This guide has been developed to provide guidance to the academic staff to perform their functions correctly and effectively in order to ensure the smooth delivery of the Module Evaluation Survey (MES). It will reduce misunderstandings and inform everyone precisely what they need to do, who they are responsible to and for whom they are responsible. MES is administered by the Module Evaluation Team ([ModuleEvaluation@uwl.ac.uk](mailto:ModuleEvaluation@uwl.ac.uk)).

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## Module Evaluation Survey (MES)

Each semester the University asks all students to evaluate the module(s) they are studying to ensure a continuous dialogue between students and staff. Module Evaluation Survey (MES) that is supported by a UWL campaign and Student Union (UWLSU) is an important part of UWL student experience and engagement providing valuable student feedback to Academic Schools and Colleges and Professional Departments.

The principal purpose of MES is to enhance learning, teaching and assessment, and student experience and engagement. This valuable feedback contributes to:

- ✚ Enhancing the student experience for current and future students
- ✚ Providing academic and professional staff with information that can be used to guide and evaluate what works and what needs improvement
- ✚ Maintaining academic standards by enhancing learning and support across the curriculum and wider University

## Module Evaluation Questionnaire

Students are asked to evaluate the modules they are studying by responding to a series of questions related to:

- ✚ Teaching, Learning & Assessment
- ✚ Academic support
- ✚ Organisation and management
- ✚ Resources
- ✚ Student voice

Furthermore, students can provide qualitative feedback on two open text question asking them to reflect on what they would like us to keep and what to improve in order to achieve the best of their degree and learning journey with UWL.

## Mid-Module Evaluation Questionnaire

The purpose of the mid-module evaluation is to provide staff with interim feedback on the students' experience of a yearlong module. Early feedback should allow time for improvements and adjustments to be made, if needed, before the module delivery is completed.

The questions that are included in the questionnaire cover the core areas of the main questionnaire; however, it is shorter to help us capture immediate feedback from students and encourage a dialogue between them and staff while their modules are in progress.

## MES key point of contact within Academic Schools/Colleges

The Head of School (HoS) or a nominated Head of Subject is the first point of contact for MES-related actions.

School	Name	UWL email
SLC	Philip Ells	<a href="mailto:Philip.Ells@uwl.ac.uk">Philip.Ells@uwl.ac.uk</a>
LCM	Gavin Baker	<a href="mailto:Gavin.Baker@uwl.ac.uk">Gavin.Baker@uwl.ac.uk</a>
CNMH	Debby Price	<a href="mailto:Debby.Price@uwl.ac.uk">Debby.Price@uwl.ac.uk</a>
LGCHT	Elitza Iordanova	<a href="mailto:Elitza.Iordanova@uwl.ac.uk">Elitza.Iordanova@uwl.ac.uk</a>
LSFMD	Dorota Watson	<a href="mailto:Dorota.Watson@uwl.ac.uk">Dorota.Watson@uwl.ac.uk</a>
	John Hillman	<a href="mailto:John.Hillman@uwl.ac.uk">John.Hillman@uwl.ac.uk</a>
SCE	Fehmida Mohamedali	<a href="mailto:Fehmida.Mohamedali@uwl.ac.uk">Fehmida.Mohamedali@uwl.ac.uk</a>
	Ali Gheitasy	<a href="mailto:Ali.Gheitasy@uwl.ac.uk">Ali.Gheitasy@uwl.ac.uk</a>
SHSS	Sharon Vince	<a href="mailto:Sharon.Vince@uwl.ac.uk">Sharon.Vince@uwl.ac.uk</a>
	Robert Vaughan	<a href="mailto:Robert.Vaughan@uwl.ac.uk">Robert.Vaughan@uwl.ac.uk</a>
	Simon (Ian) Fox	<a href="mailto:Simon.Ianfox@uwl.ac.uk">Simon.Ianfox@uwl.ac.uk</a>
SBS	Bernadine Idowu	<a href="mailto:Bernadine.Idowu@uwl.ac.uk">Bernadine.Idowu@uwl.ac.uk</a>
CLBS	Paul Byrne	<a href="mailto:Paul.Byrne@uwl.ac.uk">Paul.Byrne@uwl.ac.uk</a>
IPS	Andrew Rose	<a href="mailto:Andrew.Rose@uwl.ac.uk">Andrew.Rose@uwl.ac.uk</a>
DSL	Joe Langabeer	<a href="mailto:joelangabeer@outlook.com">joelangabeer@outlook.com</a>
Ruskin College	Gayle Lonergan	<a href="mailto:glonergan@ruskin.ac.uk">glonergan@ruskin.ac.uk</a>






## Student engagement and response rates

Student feedback from MES is important for enhancing and improving the learning and teaching experience at UWL. When surveys are open, please ensure that your students are aware of the designated MES slot, so they can participate.

The UWLSU course rep will attend wherever possible during the identified MES slot for your module.

Good response rates are important to ensure a representative picture of the student voice and rich meaningful data to support TEF, APP and other UWL initiatives, including but not limited to the inclusive curriculum and NSS. The smaller the cohort, the higher the response rate must be to obtain reliable and actionable student feedback (preferably **55%** or more). Please refer to the FAQs section for some good practice tips to improve students' engagement with the survey.

## MES exclusion criteria

-  Enrolments of less than 5 students; this is due to GDPR regulations
-  NCM: Non-credit modules
-  LPC: Legal practice course
-  LLM modules
-  Stand-alone modules

## Schedule and Key Actions

The survey dates have been agreed for this academic year. This is to ensure that evaluation is completed during teaching while students are engaged in the module delivery, and student feedback can be acted upon if required.

Module Evaluation Survey is open on **Monday morning (9am) of teaching week 9** for two (2) weeks in Semesters one (1) and two (2).

If you teach a **non-standard module** (e.g. running over summer, a module with several intakes throughout the academic year etc.), please contact the Module Evaluation Team ([ModuleEvaluation@uwl.ac.uk](mailto:ModuleEvaluation@uwl.ac.uk)) to confirm the start of the evaluation period.

In addition, the **HoS** or **Head of Subject** must inform the Module Evaluation Team and UWLSU as to which timeslot in their module(s) delivery will be designated the MES slot.

MES plan delivery is presented below; this is to assist on the deliverables of MES.

### MES Plan Delivery: Schedule & Key Actions

	Teaching Week	Action	Responsible	Communication Campaign
	1			
	2			
	3			
Pre-Survey	4	MES Module Data extract	Registry	Pre-Survey campaign from Comms Department
		MES Materials prep. for Teaching Hub	Strategic Planning – Policy Manager	
	5	MES List development	Strategic Planning – Policy Manager	
	6	<b>MES List revision:</b> List is available on the MES OneDrive; HoS must revise the list by the end of <b>Week 6</b>	HoSs	
		MES Student Data extract	Registry	
	7	Set up surveys on EvaSys; Upload data	Strategic Planning – Policy Manager	
8	Pre-survey campaign from Academic Schools	HoS; ML; UWLSU		
During-Survey	9	MES goes live on Monday morning (9am) of <b>Week 9</b> and closes on Sunday evening (11:59pm) of <b>Week 10</b> ;	Management: Strategic Planning – Policy Manager	During-Survey campaign from Comms Department, UWLSU & Academic Schools
	10	Students can access the survey via Student Portal ( <a href="https://evasysplus.co.uk">evasys+ Student Survey Portal (evasysplus.co.uk)</a> ) Feedback collection in progress	Delivery: Academic Schools & Colleges	
Post-Survey	11	EvaSys reports available to access; HoS must circulate the reports to the MLs by the end of <b>Week 11</b>	HoS	A central announcement will be sent to the students thanking them for participating in the survey
		MLs must review EvaSys reports and produce a summary and response, to the feedback received, which will be confirmed by the School Exec before posting on BB	Module Leaders	
		MES data export from EvaSys; data sent to Planning for Analysis	Strategic Planning – Policy Manager	
	11-14	MES Data Analysis: Quantitative & Qualitative data. Tableau file available on the SharePoint	Strategic Planning	
	12-15	MES outcomes and actions to be made available to the Schools' Committee meeting(s), School Boards and to the Student Experience Group	DVC Education & Student Experience	
Strategic Planning - Policy Manager				

## FAQs

### How long do the surveys remain open?

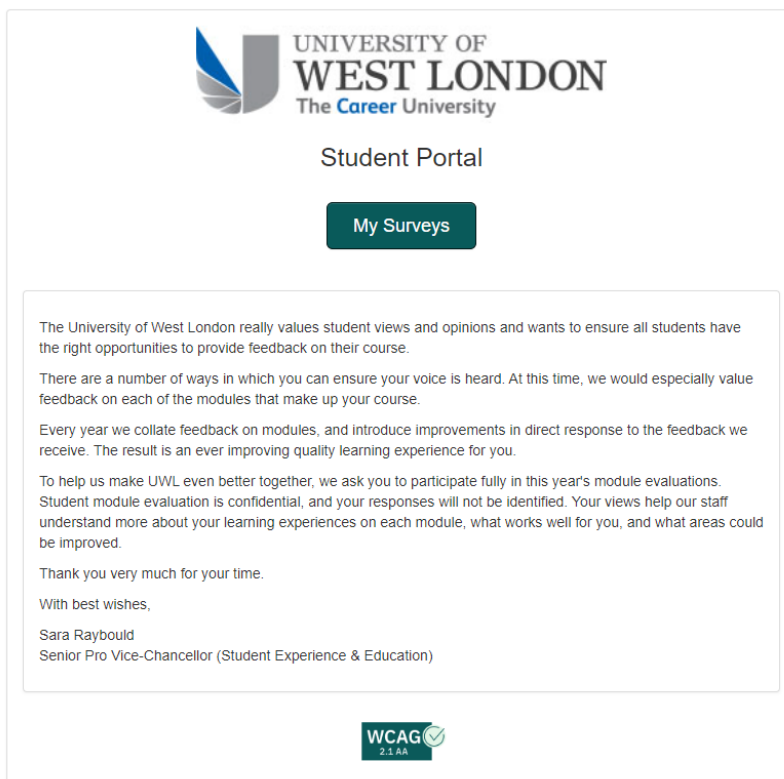
The surveys are usually open for **two (2) weeks** during teaching weeks 9 -10 in Semesters 1 and 2. However, timelines of the surveys may be extended based on participation rates. The decision to extend the surveys will be taken by the Deputy Vice-Chancellor (Education & Student Experience).

### How are surveys issued to students?

Surveys are set up by the Module Evaluation Team and sent out via automated emails to students' UWL email accounts. The email text explains the purpose of the module evaluation survey. The message is signed off by the Deputy Vice-Chancellor (Education & Student Experience) and UWLSU President.

### How do students access the MES survey for their Modules?

A link will be given out in a designated module slot and an email will be sent to every student for each module upon which they are enrolled. The email contains a link (<https://uwl-surveys.evsysplus.co.uk/>), to the student portal. Once in, students are required to click on the 'My Surveys' button, which directs them to a list of all modules to which they may respond. If a student cannot find the email, please ask him/her to look at the 'Other' inbox. Alternatively, please ask your student to log in to their student portal and click on 'My Surveys'.



The screenshot shows the University of West London Student Portal. At the top, the university logo and name are displayed: "UNIVERSITY OF WEST LONDON The Career University". Below this, the text "Student Portal" is centered. A prominent green button labeled "My Surveys" is positioned below the text. A large white box contains a message from Sara Raybould, Senior Pro Vice-Chancellor (Student Experience & Education). The message text is as follows:

The University of West London really values student views and opinions and wants to ensure all students have the right opportunities to provide feedback on their course.

There are a number of ways in which you can ensure your voice is heard. At this time, we would especially value feedback on each of the modules that make up your course.

Every year we collate feedback on modules, and introduce improvements in direct response to the feedback we receive. The result is an ever improving quality learning experience for you.

To help us make UWL even better together, we ask you to participate fully in this year's module evaluations. Student module evaluation is confidential, and your responses will not be identified. Your views help our staff understand more about your learning experiences on each module, what works well for you, and what areas could be improved.

Thank you very much for your time.

With best wishes,

Sara Raybould  
Senior Pro Vice-Chancellor (Student Experience & Education)

At the bottom of the white box, there is a logo for WCAG 2.1 AA.

*Hint! Completion rates are higher when students complete the survey(s) in the relevant class.*

### Will a student receive reminder emails?

Yes. Reminder emails will be sent during the defined Survey window to those students who have not completed the survey at that point in time. Reminders will cease once the student responds, or the survey closes.

*Hint! Please tell your students that if they respond to the survey(s) we will not bother them about it anymore!*

### How can we encourage students to complete the module evaluation survey?

Academics are advised to allow 10 minutes at the beginning, middle or end of the session, either online or in class, to brief the students regarding the purpose of MES and to encourage them to complete the survey. Academics/tutors are encouraged to explain any action plans or changes that have been made based on previous evaluation feedback. Below are some practice tips to improve response rates:

- ✚ Polite reminders to students in class, by emails or BlackBoard announcement, indicating that you want as much feedback as possible to improve delivery of the module.
- ✚ Showing appreciation to students for taking the time to complete MES and assuring them that their feedback is important and is acted upon.
- ✚ Informing students of the response rates received to date and encourage those who haven't responded to do so.
- ✚ Remind students that their responses are **anonymous**, and that the University follows strict guidelines to ensure that all feedback data is confidential, anonymous and in accordance with the latest General Data Protection Regulations. If students have concerns about it, please direct them to the [Data protection policy | University of West London \(uwl.ac.uk\)](https://www.uwl.ac.uk/data-protection-policy)

*Hint! This is all about students understanding that their voice counts and has impact. Academics are encouraged to brief the students regarding the MES in the week prior to the survey going live. In their presentation they should highlight the importance of honest feedback required from their students.*

### Can students change or withdraw their MES responses?

No. Due to MES being anonymous it is not possible students to change or withdraw an MES response once this has been submitted.

### How to advise students to answer a question(s) that is not relevant to the curriculum?

The questionnaire provides an option for the students to choose **N/A** when something is not relevant/applicable to the module.



**Is there any assistance for the academics? Is there any guidance for module leaders for the provision of initial feedback to students following MES?**

Yes. There is a plenty of support which can be accessed via [Module Evaluation | UWL Teaching Hub](#)

**Where can I find the MES communication materials?**

Both the MES slide, and introductory video can be accessed via [Module Evaluation | UWL Teaching Hub](#)

**Who will receive the EvaSys evaluation reports?**

At the close of the survey, the HoS/Head of Subject will receive the EvaSys evaluation reports. They should then circulate the reports to the CLs/MLs **within one (1) week**.

**Can I run a MES outside of the agreed deadlines?**

MES data will be prepared to run in the agreed deadlines for Semester 1 and 2. However, there is a possibility to run a MES outside the agreed deadlines which will be on a case-by-case request to the Deputy Vice-Chancellor (Education & Student Experience).

*Hint! You are encouraged to use PollEverywhere for additional student feedback.*

**Will the overall MES outcomes be disseminated to the Schools/Colleges?**

Yes. The Deputy Vice-Chancellor (Education & Student Experience) along with the Strategic Planning Department will run a series of statistical analyses to evaluate the student feedback; and to feed into the predictive model for the NSS. Analyses will be disseminated in committee meetings, School Boards, and the Student Experience group.

**How will the MES data be used?**

The Strategic Planning Department will analyse and, where possible, make recommendations based on the findings. The MES analysis will be targeted towards module level, not individual teaching staff. This will be used to help us to understand the perceptions of students regarding their module experience and identify any necessary action(s). It will also give us an early warning system for future NSS survey results and support Schools/Colleges to make improvements, where needed. Furthermore, Professional Departments can use this information to help contextualise NSS results, particularly if they are unexpected. MES data will also support our TEF and APP submissions. Some of the findings may prompt further research, allowing us to gain further understanding of how students feel about particular issues. The results will then be used for quality enhancement across the University.

### **How are the MES results shared and how do I access them?**

Evaluation reports are reviewed by the Deputy Vice-Chancellor (Education & Student Experience), Head of Schools/Colleges, Programme/Course Leaders and Module Leaders. Module Leaders must review the evaluation reports and produce a summary and response to the feedback received, which should be confirmed by the School Exec before posting on BlackBoard. Module Leaders are encouraged to discuss the evaluation results with students and make changes if needed. If any changes were made as a result of evaluation, the next cohort of students will be informed about that in the introductory module lecture or during MES delivery.

The Strategic Planning Department conduct the quantitative and qualitative analyses to support the monitoring process on any year-on-year changes. The analyses are communicated to several UWL Committees and Groups. MES results are made available as a Tableau file that can be accessed via [Student surveys \(sharepoint.com\)](#)

### **I have problems with the programme Tableau Reader. Who can help me?**

Please contact IT services on 0300 111 4895 (EXT: 2222) or Email: [itservicedesk@uwl.ac.uk](mailto:itservicedesk@uwl.ac.uk)