Approval and Reporting Routes – Student Surveys

**External Surveys**

**National Student Survey:**

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| Method of reporting: | Recipient: | Expected onward use: |
| Update first hour after survey release | * Senior Leadership Team
* Planning and Data Insights (PDI) team
* Specific contacts in Communications and Marketing and Student Recruitment
* Head of Students’ Union (SU)
* Academic Registrar
 | For information, communications and messaging. |
| Update by end of day of the release | * University Steering Group (USG) members & secretary
* Data Digest contact list
* Director of Marketing and Student Recruitment
* Academic Registrar
* Student Experience Team
* Deputy Director of Academic Services (Quality and Development)
* Faculty Managers
 | For information; may start to identify areas to investigate and potentially cascade information down to departments. |
| Comments shared - all comments compiled for analysis | * Student Experience Team
* Student Voice Manager
* Vice-Chancellor
* Pro-Vice-Chancellor (Education)
* Director of IT Services
* Director of Communications
* Director of Library Services and University Librarian
 | Each professional department contact analyses the comments to find feedback relevant to their area. |
| Comments shared - department comment sheets for Planning Information Portal (PIP) | Those who have access or admin rights to the Planning Information Portal on SharePoint - academic departments only see their own comments | Departments are expected to read the comments to find more context to their results. They are reviewed for any NSS action plans, if not their departmental plan, and are also referred to in Annual Planning meetings |
| Partner data shared | Partner contacts for those who have results included as 'Registered' | For the Partners to analyse their results. |
| Dashboard | All those who are on the *planning\_general* access group for tableau | There as a resource for anyone who needs this for their role. Results are available by Department and courses. Some demographic splits are included at a university level. Sector dashboard at subject level is also available. |
| NSS Committee Paper (with free-text analysis) | * Student Experience Committee (SEC)
* University Steering Group (USG)
* Council
* Education Committee (EC)
 | Paper authored by the Planning and Data Insights team is used to inform committees of the results, reassure of actions already in place, and to allow them to identify additional actions. |
| Annual Planning Round/Annual Review of Courses (ARC) dashboards | Those involved with the ARC and/or Annual Planning Round | Departments create their strategic plan and build an action log, reviewed prior to and during annual planning meetings |
| Specific ad-hoc requests | Contacts from: Southend, Library, ITS, Apprenticeships (currently planned). | Some professional departments have a regular request for data when it is released so they are able to analyse the survey feedback relevant to them. Ad-hoc requests for NSS data are received throughout the year by PDI |

**UK Engagement Survey (UKES)**

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| Method of reporting: | Recipient: | Expected onward use: |
| Day of Release | Data Digest Distribution group | Shared as part of the Data Digest - should be used to identify any concerns or possible actions to take to improve student experience |
| Comments shared - department comment sheets for PIP | Those who have access or admin rights to the Planning Information Portal on SharePoint - academic departments only see their own comments | Shared on PIP SharePoint site for academic departments (who only see their own). Should be used to identify any concerns or possible actions to take to improve student experience. |
| Lead indicator | Education Data Insight Advisory Group (E-DIAG) members | E-DIAG members discuss the lead indicator prepared from this data to identify any areas of concern prior to the NSS release (although survey itself is closed by this point) |

**Postgraduate Taught Experience Survey (PTES)**

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| Method of reporting: | Recipient: | Expected onward use: |
| Day of Release | Data Digest Distribution group | Shared as part of the Data Digest - should be used to identify any concerns or possible actions to take to improve student experience |
| Comments shared - Department comment sheets for PIP | Those who have access or admin rights to the Planning Information Portal on SharePoint - academic departments only see their own comments | Shared on PIP SharePoint site for academic departments (who only see their own) - should be used to identify any concerns or possible actions to take to improve student experience. |

**Internal Surveys**

**Student Module Feedback Survey (formerly SAMT)**

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| Method of reporting: | Recipient: | Expected onward use: |
| Summarised data supplied to Autumn/Spring Committees via Annual Review of Courses reports | Faculty Education Committees (FECs) | FEC recommendations to Academic Quality and Standards Committee / Education Committee, where applicable |
| Lead Indicator | E-DIAG members | E-DIAG members discuss the lead indicator prepared from this data to identify any areas of concern prior to the NSS release |
| Dashboard | Under development | TBC |

**Postgraduate Research Survey**

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| Method of reporting: | Recipient: | Expected onward use: |
| Dashboard | Under development | TBC |