Student Module Feedback 2021-22

(formerly Student Assessment of Modules and Teaching)

EvaSys User Guide

Contents

What's different this year?

A new framework for student module feedback was introduced in the 2020-21 academic year. This framework has been published here.

- Under the new framework, Student Assessment of Modules and Teaching (SAMT) was changed to be referred to as Student Module Feedback. Please check and update any references to SAMT.
- Student Module Feedback continues to use EvaSys as the tool for administering the formal student survey at the end of each module. However, departments should supplement the formal survey by ensuring that student feedback on the module is sought using different methods (at the department's discretion) at least once previously during the term. This can include qualitative means of collecting feedback, such as informal classroom conversations, focus groups and/or online forums.
- All surveys administered via EvaSys should be online. No hard-copy paper surveys should be issued via EvaSys for the 2021/22 academic year.
- Under the new framework, departments have greater flexibility over selecting the timing for administering their final module surveys. Departments should choose the most appropriate window for issuing surveys to ensure the most complete responses (for example, after final assessment on a module has concluded). Please check the timeline in this guidance to make sure surveys are completed in time for the overview reports produced by Planning and Data Insights which are reported to the Education Data Insights Action Group (E-DIAG).
- In line with the name change of Graduate Teaching Assistants to Assistant Lecturers, the GTA question set has been renamed SAMT-AL, and terminology in the core questions updated accordingly.
- Survey response scores will be aggregated to a departmental level and accessible on the new Student Module Feedback Tableau dashboard. This presents the survey results in more detail, including results by module and question breakdown. The dashboard only uses the seven general core questions and does not include the questions that relate to teaching, optional questions, or free text comments. Tips on improving data quality to optimise the accuracy of the dashboard can be found in the following section.

Improving data quality and response rates

There are a number of steps departments can take towards improving the quality of their survey response data.

- **All courses of a surveys should have unique course** IDs (e.g. AB123-CORE)
- Departments should ensure surveys include details of student numbers. Even if this is just a rough figure or estimate it will still go some way to allowing the calculation of a response rate.
- **Surveys should be sent to students as a secure, unique link** (a PSWD based survey). This will improve data quality and limit respondents to just those who have been directly sent the survey link. Sending the survey in this fashion also provides Departments with more automated functions and participant tracking, permitting targeted survey reminders only for students who have not yet responded.
- **Make it clear the survey is being run by the department / University.** By default, surveys sent from EvaSys appear to recipients as having been sent from hosting@evasys.co.uk. Departments can disguise this address behind the email address of a preferred contact or departmental administrator. This means students will be able to respond directly to the department and will not receive messages that appear to come from outside the University of Essex.
- **Departments should follow up on surveys that have not hit a threshold response rate.** Automated reminders to administrator and/or students can be set up to highlight when a survey has not met a response rate.
- Completed .CSV files for the new academic year should be returned to module.evaluation@essex.ac.uk for QUAD to review data quality and upload on the behalf of Departments.

Communicating our expectations for polite and constructive feedback

It has been raised that some survey respondents are offering feedback that is overly personal in nature or else offensive.

The default covering e-mails for online PSWD-based surveys has now been updated to include the following text:

The University celebrates diversity, challenges inequality and is committed to establishing an environment that is free from any form of harassment or bullying. We have a zero tolerance approach to harassment and bullying and all employees, workers, contractors, students and visitors are expected to be treated, and to treat each other, with dignity and respect.

Your comments should focus on how you feel about the module and should be constructive and respectful. Feedback should not include comments of a personal nature or any which are offensive or discriminatory.

Please ensure that all covering e-mails to survey respondents include this text, or some variant thereof.

Introduction to Student Module Feedback

Student Module Feedback (formerly Student Assessment of Modules and Teaching) is to be delivered through EvaSys, an online platform for the design and generation of surveys.

EvaSys is browser-based, and can be accessed from the following link:
**essex.evasys.co.uk**

This guidance is primarily provided for departmental administrative staff to manage module evaluations, though should be applicable to anyone attempting to use the system.

Accessing EvaSys

Departmental administrators are expected to be the principal users of EvaSys and are classified within the system as **subunit administrators.** To request the creation of a new subunit administrator log-in for yourself or a member of your departmental admin team, or if you need to request a new password, please email module.evaluation@essex.ac.uk.

Multiple subunit administrator accounts can be created for each subunit. When a new subunit administrator is created, you will receive an e-mail containing your account login and password.

To log-in to EvaSys, visit essex.evasys.co.uk and enter the username and password you have been supplied. When you have logged in, the EvaSys home page will resemble the below screenshot:
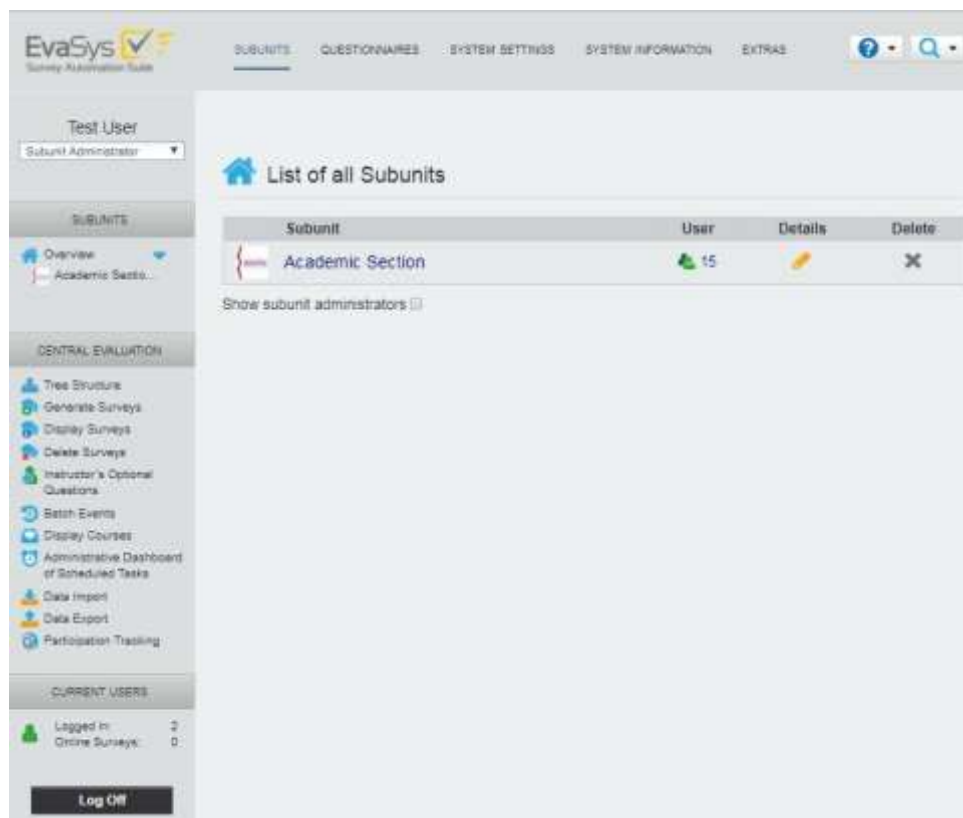
Navigating your Departmental subunit

Your department will be identified as your **subunit.** Click on your subunit's title to bring up a list of **users.** These will be your department's academic staff, administrators and modules and will appear in the below format:

This icon indicates a member of the academic teaching staff currently 'active' with access rights within EvaSys.
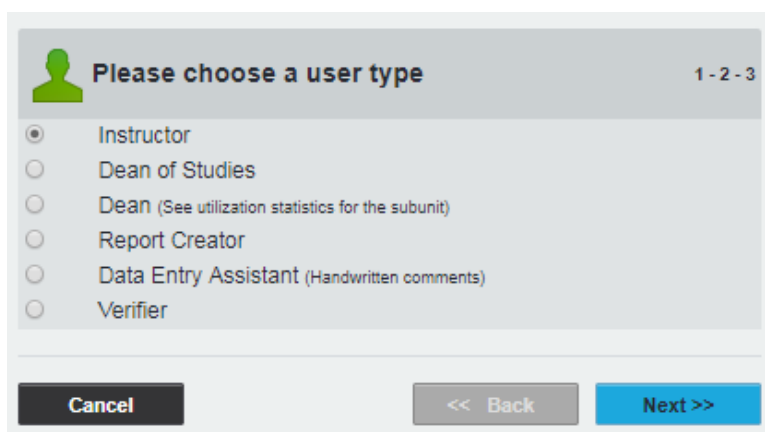
This icon indicates a member of the academic teaching staff currently 'passive' with no access rights within EvaSys.

This icon indicates a module.

Within the subunit, subunit administrators can then create a new user account for Heads of Department/Directors of Education (usertype: Dean of Students, complete user details and select the inform user about profile creation via email), and academics (usertype: Instructor, it will not be necessary for them to have login access to EvaSys)

Adding staff to EvaSys

To create the profile for a new member of staff, click the link **Create New User** at the foot of the **Users in subunit** page. This will bring up the below options:

The relevant options for Essex purposes are:

Instructor: Select this option for adding teaching staff to EvaSys. Instructors can be set-up to receive reports on the results of their surveyed modules via e-mail within the system. Profiles for academic staff must be created before their modules.

Dean of Studies: Select this user type for adding Heads of Department to your subunit. The user of this profile can make a selection from a list of evaluated courses and have them summarized in a special report. Please e-mail module.evaluation@essex.ac.uk for guidance on reporting options.

Report Creator: This user type can be used to give access to the **Report Creator** module for creation of customizable reports on survey results. Subunit Administrators will automatically have these rights.

Data Entry Assistant and **Verifier:** These user types are used for checking and verifying hand-written comments on surveys. Again, Subunit Administrators will automatically have these rights.

Next, **please define the attributes of this user**, entering the relevant details (including their University of Essex e-mail address) in the text fields shown in the below image. It is not necessary to give access to your academic staff, or to **inform user about profile creation via email**.

Click **Next**.

Disregard the next section (**please define the user rights)** and click **save** to create the new user.

Core survey questions

The Student Module Feedback policy specifies a core survey of 14 questions, as well as up to six departmental optional questions. For ease of use, the core questions are ready loaded into the system, which you can then adapt for your departmental needs.

The surveys are created on a modular basis, made of up many sections spliced together to form a single survey. A typical module survey is constructed in the following order:

+ **Teaching questions 1-5**
+ Teaching questions (for team-taught module, one additional set of questions per academic)
+ **AL questions (where AL contributes to teaching)**
+ **Core module questions 6-12**
+ **Free text comments 13-14**
+ **Departmental questions (optional) 15-20**

Please see the next section in this guidance document for advice on using the optional Departmental questions and on the approval process for new, Department-specific question sets.

Select the questionnaires tab at the top. You will see your name and the name of any subunit administrators and at first no questionnaires in your folder. You will also see the EvaSys Admin account, and by clicking the blue arrow will expand a list of Student Module Feedback questionnaires that are available you to use. The relevant pre-loaded questionnaires, and the questions they contain, are as follows:

- **SAMT-TEAC** (Teaching Questions)

  The teaching of [teacher's name]
  1. The teaching was well organised, structured and clear
  2. The teacher was good at explaining things
  3. The approach to teaching kept me interested
  4. The teacher was approachable and available to provide me with support and guidance.
  5. The teacher encouraged us to discover new aspects of the subject for ourselves, using our own research skills

- **SAMT-AL** (AL Questions)

  This question set mirrors those in SAMT-TEAC, with an additional free text section for the survey participant to enter the name of their AL.

- **SAMT-CORE** (Core Questions)

  Module
  6. The module content was intellectually stimulating
  7. The module has helped me to develop my knowledge and analytical skills
  8. The learning resources for this module have been effective

<u>Assessment</u>

9. I understood the marking criteria in advance of undertaking my assessment
10. Assessed work was marked and returned within 4 weeks
11. Feedback on my work was useful

<u>Overall</u>

12. Overall I believe that the module was excellent

- **SAMT-TEXT** (Free Text Comments)

<u>Free Text Comments</u>

13. What did you like best about the module and why?
14. What areas of the module could be improved and why?

Optional questions/creating your own question set

Up to six optional questions from the pool questions listed below can be included on a survey alongside the core questions. If a Department wishes to include Department-specific questions, the questions will need approval from a Faculty Dean before they can be added to a survey. Any new questions requiring approval should be e-mailed to module.evaluation@essex.ac.uk to be progressed through the approval process.

The optional pool questions are as follows, and all pool questions can be loaded as either a Scaled question or an Open (Free Text) question dependent on Departmental preference:

Learning Resources
1. Lecture recordings e.g. Listen Again were useful for this module in aiding my learning of the subject
2. The module text was available to me, electronically or otherwise (e.g. for sale in the bookshop) by the time of the first lecture
3. The handouts given to accompany the module were useful in aiding my understanding of the module content and structure
4. The podcasts available online are useful in helping me to understand the module topic
5. I found the materials placed on Moodle helpful in improving my understanding of the module topic
6. The module set text book and additional readings were useful and relevant
7. There were enough copies of the module text available in the library, including the short loan section.

Seminars/Classes/Labs/Tutorials
8. The Lab/Class discussion/ tutorials/Seminars sessions helped to develop my understanding of the subject matter
9. The Lab/ Class discussion/ tutorials/Seminars sessions linked up well with the lecture material
10. I had the chance to develop and debate my own opinions during this course
11. The Graduate Lab Assistants (demonstrators) were helpful

Postgraduate/Final Year Students

12. I was given training in any specialised techniques required
13. If I had to request other equipment or materials there were no serious delays
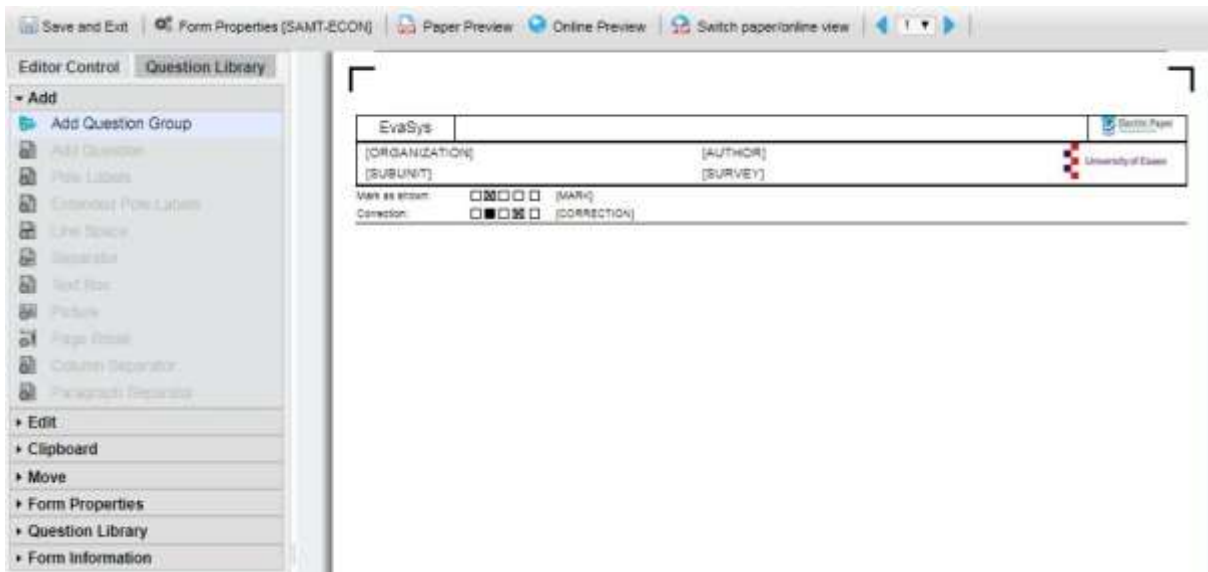
Module Content

14. The problem sheets and model solutions were helpful in aiding my learning
15. The set work fitted in well with the lectures
16. The module had a good mix of theory and practice, in the context of the subject
17. I had an appropriate level of existing knowledge to deal with the content and expectations of the module
18. The module was appropriately demanding for the level
19. The aims/objectives of the module were articulated and achieved.
20. The range of coverage of the subject was good.
21. The module had a good level of depth of the subject.
22. Were there any specific topics within the module that you struggled to understand?

Assessment (free text questions)

23. Was the form of assessment that will count towards your final mark appropriate?
24. Did the assessment test your skills of analysis to a high level?
25. How could feedback on your work towards the final mark be improved?
26. Was the form of assessment set to prepare you for the assessment used towards the final mark appropriate?

If you wish to add a customised, departmental question set, access the **Questionnaire** tab at the top of the page. Select **Create Questionnaire** from the sidebar and then select **VividForms Editor.** Once loaded, enter an Abbreviation appropriate to your department (e.g. SAMT-ECON) and click **Apply.**

The Vividforms Editor page will appear as the above screenshot. Click **Add Question Group** from the side bar and enter the **Name** of your question set e.g Learning Resources. Click **Apply**.

Next, click **Add Question** from the side bar. Select either Scaled Question or Open Question as desired and click **Next**.

For scaled questions, enter your question text, and tick **Add individual pole labels**. Label the Left Pole **Strongly Agree** and the Right Pole **Strongly Disagree.** If you wish to offer the option for a survey participant to not offer an answer, select **Abstention: Activated** and label the Abstention box **N/A**.

For open questions, enter your question text, then **Apply***.*
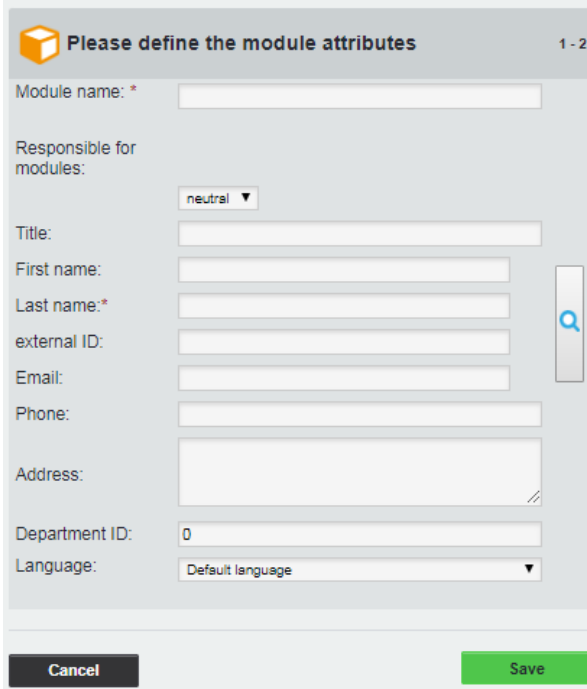
Repeat as necessary until you have entered all your additional question, then click **Save and Exit**. In the following survey details screen, please tick the **Mirrored scale values** button – this will prevent your survey results appearing to be reversed when reporting – then **Apply**.

Once your question set it complete, contact module.evaluation@essex.ac.uk in order that the questionnaire can be made available for use.

Creating/updating your modules (manual)

Once staff profiles have been created, modules can then be created for surveying.

Select *Subunits* from the top menu, then click your department name once it loads. Select **Create New Module** from the foot of your subunit page*.* You will then be asked to **please define the module attributes**.

Enter the module name as the full module code and name (e.g. FR101-5-FY French for Beginners), and Title, First Name, Last Name and Full email of the Module Convenor, then click **Save***.*

The module will then appear in your subunit (yellow box logo), with a number [1] under the CO [courses] column.

Click on the 1, which will load the component questionnaires, or **courses** that will constitute the module evaluation. This screen is illustrated below.

Click on the **Pencil icon** in the **Actions** column to edit. In the edit screen (illustrated below) you will need to adapt the following fields:

ID: Your module code (e.g. FR101-5-FY)
Evaluation Period: The period the module will be surveyed in (i.e. AU16/17 for a module running in Autumn 2016)
Location: Colchester/Southend/Loughton, as appropriate
Enrollment: Enter the number of students enrolled on the module. This is needed for calculating a response rate for your survey.
Participants' data: Ensure that 'Anonymous survey participants' is selected
Administrate participants: The e-mail addresses for online surveys can be added/edited from this page.
Provision: Select whether the module is taught at UG(undergraduate) or PG (postgraduate) level
Online or paper survey?: Select whether the survey will be delivered to participants as a hard copy or an online survey.
NOTE: For the 2021/22 academic year, all surveys must be set up as online-only surveys.
Survey Administrator: Enter the name of your admin staff/team. This field will be pulled as a signature for surveys sent out through EvaSys as an online delivery
Report recipient: If you would like the module convenor to receive the report, tick *exist for*

this course, find the convenor's name from the drop-down menu, click *Add.*

We then build up the module survey. Click *Add Course,* then add the following courses as appropriate:

Teaching questions
Course name: Name of your academic e.g. Dr Adam Smith
ID: Module code plus initials of academic e.g. FR101-AS
Questionnaire: SAMT-TEAC
Report recipient: If you would like the academic to receive a report on these questions, tick *exist for this course,* find their name from the drop-down menu, click *Add*

Once completed, click *OK.* On modules with multiple lecturers, repeat for as many academics as teach on the module.

AL questions
Course name: Assistant Lecturer (AL) **ID:** Module
code plus AL e.g. FR101-AL **Questionnaire:** SAMT-
AL
Report recipient: If you would like the AL to receive a report on these questions, tick *exist for this course,* find their name from the drop-down menu, click *Add*

Once completed, click *OK.*

Module questions
Course name: Core
ID: Module code plus CORE e.g. FR101-CORE
Questionnaire: SAMT-CORE

Once completed, click *OK.*

Free Text questions
Course name: Your Views
ID: Module code plus FREE e.g. FR101-FREE
Questionnaire: SAMT-TEXT

Once completed, click *OK.*

Departmental questions
[*These are either optional questions from Senate-approved question pool, or Department-specific questions approved by a DDE*]
Course name: Departmental Questions
ID: Module code plus DEPT e.g. FR101-4-AU-DEPT
Questionnaire: This will not appear unless you have contacted
module.evaluation@essex.ac.uk as outlined in the section **Optional questions/creating your own question set**. The code will be relevant to your department e.g. SAMT-ECON

Once completed, click *OK.*

Once all these steps are completed, you will end up with a module with about 4-7 courses within it, depending on your departmental specificities. An example is illustrated below:

Courses of "FR101-5-FY French for Beginners"

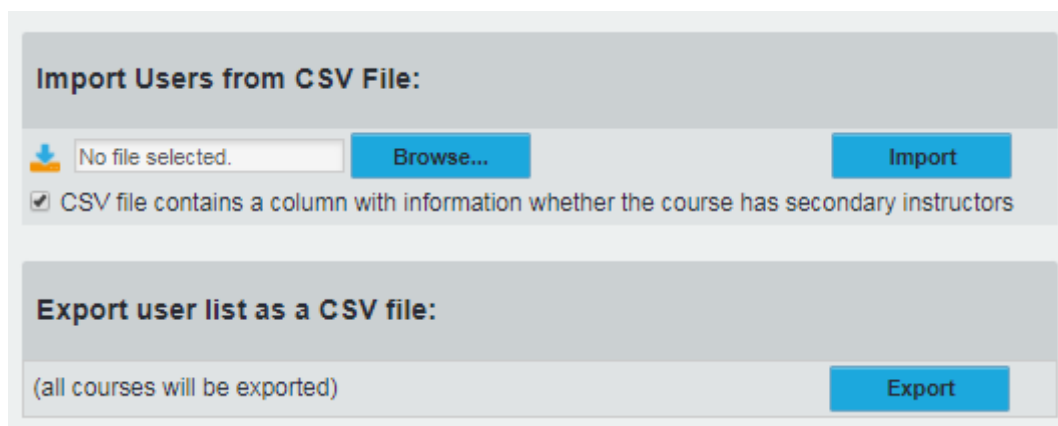| #	Course name	Program of Study	ID	Evaluation period	Questionnaire (Course Type)	Location	Participants	Report recipient (instructor)	Surveys	Actions	Provision	Online or paper survey?	Survey Administrator
	FR101-5-FY French for Beginners			Repetitive			0	✔		🖊	UG	Online	Admin Team
1	Dr Adam Smith		FR101-AS	Repetitive	SAMT-TEAC (Lecturer Questions)	Colchester	0	✔		🖊 ⬇ ☐	UG	Online	Admin Team
2	Graduate Teaching Assistant (GTA)		FR101-GTA	Repetitive	SAMT-GTA (GTA Questions)	Colchester	0	✔		🖊 ⬆⬇ ☐	UG	Online	Admin Team
3	Core		FR101-CORE	Repetitive	SAMT-CORE (Core Questions)	Colchester	0	✔		🖊 ⬆⬇ ☐	UG	Online	Admin Team
4	Your Views		FR101-FREE	Repetitive	SAMT-COMM (Free Text Questions)	Colchester	0	✔		🖊 ⬆⬇ ☐	UG	Online	Admin Team
5	Departmental Questions		FR101-4-AU-DEPT	Repetitive	SAMT-SPAH (SPAH Optional Questions)	Colchester	0	✔		🖊 ⬆ ☐	UG	Online	Admin Team

Select all ☐

Delete

Add Course   Back

Click **Back** to return to your subunit, and repeat this process for each module (which becomes much quicker once you are familiar with it)

If you wish to check that your staff and module data have been loaded correctly, please contact module.evaluation@essex.ac.uk for advice.

Creating/updating your users (CSV file)

You can also create or update your subunit users via a comma-separated values (CSV) file. At the foot of your subunit, there are the options to **Export user list as a CSV file** and **Import Users from CSV File.**

Export user list as a CSV file
This option exports the data of all users (instructors and modules) to a CSV file. This will not export survey results or reports. We recommend periodically backing up your user data outside of the EvaSys system by using this method.

Once the users from your subunit have been exported, the CSV file can be edited with bulk updates within Excel and uploaded again into your current, or a new, subunit.

The data in your CSV file will be arranged with each column of your Spreadsheet referencing a data field held in EvaSys, and each row referencing an individual course in your user/module set-up. The below list details which EvaSys fields each columns refers to:

Column A 'usertype':
Label **instructor** for teaching staff; **module** for modules

Column B 'projectname':
Leave blank

Column C 'modulename'
For teaching staff, leave blank; for modules ensure **the module title/code is entered as you wish it to display in EvaSys, including the period the course is running e.g. 'AB123-4 Example Module AU18/19'**

Column D 'professional_title'
For instructors, **enter their professional title e.g. 'Dr'**

Column E 'title'
Leave blank (interchangeable with Column D.)

Column F 'firstname'
For instructors, **enter their forename**; for modules, **enter the forename of the instructor leading the module.**

Column G 'surname'
For instructors, **enter their surname**; for modules, **enter the surname of the instructor leading the module.**

Column H 'email'
For instructors, **enter their Essex email address**; for modules, **enter the email address of the instructor leading the module.** This will be the address to which survey result reports are forwarded from within EvaSys.

Column I 'course_name'
For instructors, leave blank. For modules, **enter the title of each course of your module in different rows of the files** e.g.

AB123-4-AU – Example Module Title
Dr Example Academic
Professor Another Academic
AL
Core
Your Views

Column J 'course_code'
For instructors, leave blank. For modules, **enter the EvaSys code of each course of your module in different rows of the files** e.g.

[Leave this row blank]
AB123 - EA
AB123 - AA
AB123 - AL
AB123 - Core
AB123 - Free

Column K 'course_location'
For instructors, leave blank. For modules, **enter the campus of study (Colchester, Southend etc.) for each course of your module in different rows of the files**

Column L 'program_of_studies'
Leave blank

Column M 'course_type'
For instructors, leave blank. For modules, **enter the numerical reference for each component of your survey (course) of your module in different rows of the files**. The numerical references for the standard questions are:

Lecturer Questions 'SAMT-TEAC' = **1**
AL Questions 'SAMT-AL' = **2**
Core Questions 'SAMT-CORE' = **3**
Free Text Questions 'SAMT-TEXT' = **4**

E-mail module.evaluation@essex.ac.uk for information on the numerical references for additional Departmental question sets.

Column N 'course_participants'
For instructors, leave blank. For modules, **enter the number of students registered to a course.** Inputting data to this will make calculation of response rates and generation of PSWDs for online surveys more reliable.

Column O 'customfield1'
For instructors, leave blank. For modules, **enter the provision of the module as either <u>UG</u> or <u>PG</u>.**

Column P 'customfield2'
For instructors, leave blank. For modules, **enter whether the survey will be delivered <u>Online</u> or <u>Paper</u>**

Column Q 'customfield3'
For instructors, leave blank. For modules, **enter the name of the individual administering the survey.**

Courses R, S and T 'user_external_id', 'course_external_id', and secondary_instructor_external_ids
Leave blank

Course U 'module_course_position'
For instructors, leave blank. For modules, **number your courses in the order you wish them to appear on your survey – leave the top row corresponding to the full module title blank.**

Course V 'module_course_main'
For instructors, leave blank. For modules, **number the row corresponding to the full module title <u>1.</u>**

Course W 'course_period'
 For instructors, leave blank. For modules, **enter the numerical reference for the period you wish to survey the module in.** The format for numerical references for upcoming academic years is:

Repetitive (surveys can be run for any survey period) = **0**

Autumn AU21/22 = **49**
Spring SP21/22 = **50**
Summer SU21/22 = **51**

Import Users from CSV file
Click **Browse…** and select your updated CSV file. Click **Import**; EvaSys will display a summary of the changes to your users that will be made following the import. Check through this summary and click **Continue** to implement these changes

Please e-mail module.evaluation@essex.ac.uk for advice on updating your subunit using CSV files.

Generating surveys (online)

Individualised Links (PSWD Based)

With data loading complete, select **Generate Surveys** from the left-hand menu. Tick the **Switch to Module Surveys** box, then select your department name, survey period (e.g. AU 17/18), and the module you wish to generate a survey for. For an online survey, select **PSWD based,** then **Generate Surveys**.

Selecting **PSWD Based** generates a unique questionnaire link for each respondent, allowing tracking and chaser emails to be sent to that email address and for time controls to control automated survey delivery and distribution. Please see the following section for guidance on using Time Controls.

The survey is then generated and live (accessible at any time at the left-hand side under **Display Surveys**).

Each survey is given a unique alphanumeric questionnaire code e.g. SMQEV6JX. Click the questionnaire code to view a preview of the online survey.

Click the module title to bring up the **Survey Details**, illustrated on the following page.

Send PSWDs by email to respondents: To send out email invitations to the survey, click on this link. You can then copy and paste the full email addresses of the student enrolled on the module, replace the sender's name and email with your departmental contact details and click **Submit.** The e-mail message will be auto-populated with the name of the module and the Survey Administrator, but can also be edited as necessary.
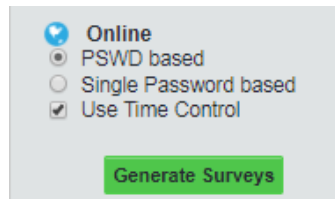
Generate more PSWDs: The survey will have generated the same number of passwords as has been previously inputted into the module's Enrollment/course_participants field. If no figure has been entered into this field, EvaSys will default to generating 25 passwords for that number of respondents. If you have more than 25 students, enter the number of additional links required in **Generate more PSWDs**, then click **Generate**.

Preview online survey and **Online Layout:** The survey displays on a screen in chapters; if you would like the full survey to be shown, for **Online Layout** select **Complete** from the drop-down menu, then **OK**.

Finish Data Collection, Close Survey: Closes and locks the survey, so that no further results can be collected.

Using Time Controls

Time Controls can be set to automate mass distribution of surveys and survey reminders, alongside options for automatically issuing Response Rate notifications, closing open surveys and generating reports for instructors.
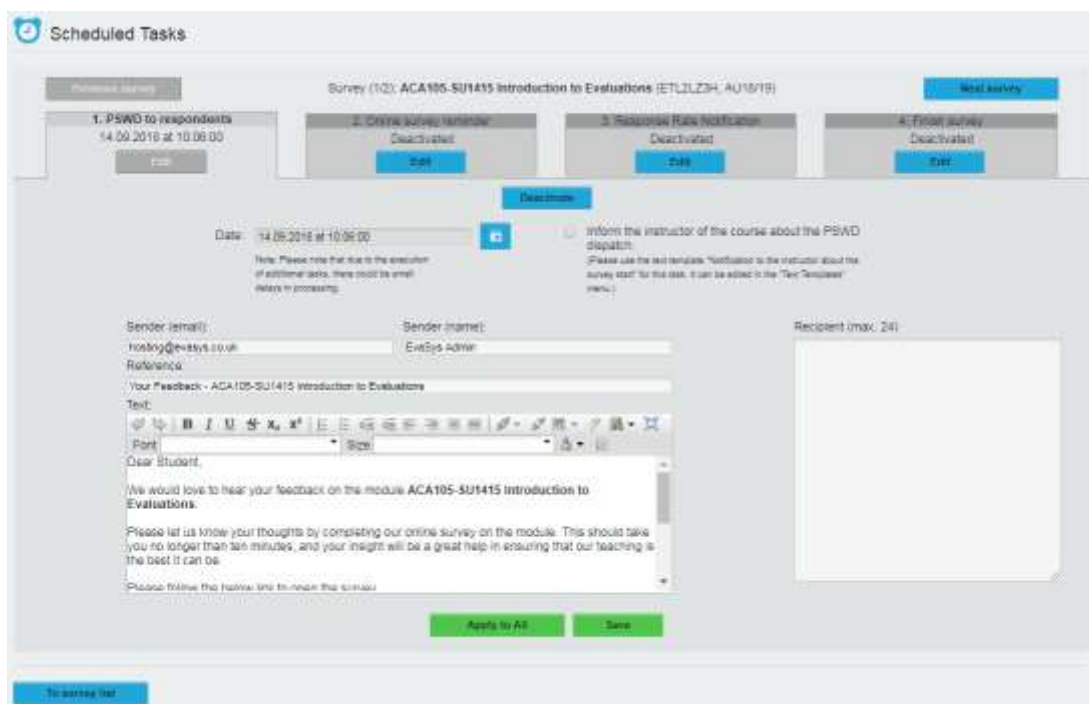

When generating an Online: PSWD based survey, check the box **Use Time Control** before clicking **Generate Surveys**.

Doing so will bring up the below screen, detailing the survey's **Scheduled Tasks**. There are four different operations that can be selected from the options in the top bar. Each operation can be enabled by clicking **Activate** and users can determine the date that the operation will be enacted by editing the **Date**.

If more than one survey is generated at the same time, the settings for a Scheduled Task created for the first survey can be copied across to all surveys created in the same event by clicking **Apply to All**.

The fields **sender (email)** and **sender (name)** are automatically populated with the details of hosting@evasys.co.uk and EvaSys admin. Departmental users should overwrite these with an appropriate Departmental contact; survey emails will then appear to have been sent from a recognisable Essex email address and any students who reply to the email will automatically be redirected to this address.

1. PSWD to respondents

This operation controls delivery of a survey link to the survey participants. The e-mail addresses of the survey participants can be entered into the **Recipient** text box. The default text for the survey distribution e-mail can be personalised by subunit administrators, as can the e-mail address and sender's name that appears to survey participants. The current default text reads:

Dear Student,

We would love to hear your feedback on the module **[SURVEY]**.

Please let us know your thoughts by completing our online survey on the module. This should take you no longer than ten minutes, and your insight will be a great help in ensuring that our teaching is the best it can be.

Please note that attempting to directly open the below link on a mobile device can, in some events, lead to a broken link. If the below link does not work, please copy and paste the URL into your browser.

Please follow the below link to open the survey.
[DIRECT_ONLINE_LINK]

The University celebrates diversity, challenges inequality and is committed to establishing an environment that is free from any form of harassment or bullying. We have a zero tolerance approach to harassment and bullying and all employees, workers, contractors, students and visitors are expected to be treated, and to treat each other, with dignity and respect.

Your comments should focus on how you feel about the module and should be constructive and respectful. Feedback should not include comments of a personal nature or any which are offensive or discriminatory.

Kind regards,

[CUSTOMFIELD_3]

2. Online survey reminder

This operation controls automated delivery of online survey reminders. These reminders will only be sent to e-mail addresses that have not been recorded as having submitted survey feedback already. The customisable template text can be found below:

Dear Student,

We are sending this e-mail to remind you that you still have the opportunity to offer your feedback on **[SURVEY].** The online survey for this module can be accessed via the below link.

[DIRECT_ONLINE_LINK]

The University celebrates diversity, challenges inequality and is committed to establishing an environment that is free from any form of harassment or bullying. We have a zero tolerance approach to harassment and bullying and all employees, workers, contractors, students and visitors are expected to be treated, and to treat each other, with dignity and respect.

Your comments should focus on how you feel about the module and should be constructive and respectful. Feedback should not include comments of a personal nature or any which are offensive or discriminatory.

Many thanks,

[CUSTOMFIELD_3]

3. Response Rate Notification

This operation can be customised to send a subunit administrator or teaching staff an automated e-mail if a certain survey has not reached a minimum response rate at a certain date. This can prompt Departmental staff to take steps to motivate survey participants.
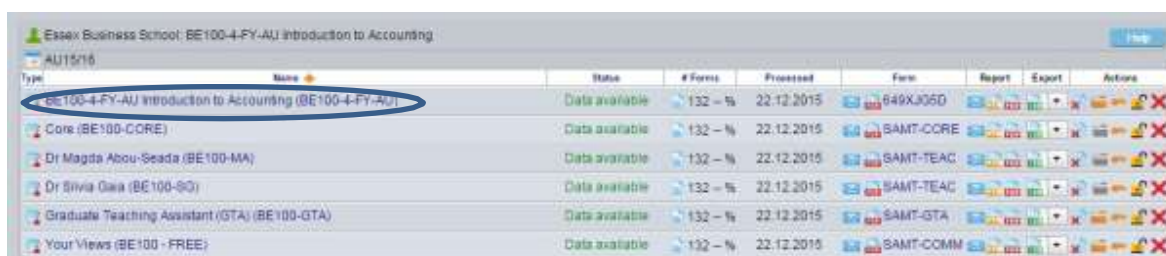
4. Finish survey

This operation serves to close the online survey and send an evaluation report directly to a subunit administrator or member of the Departmental teaching staff. Once a survey is closed no more returns are possible. Unused PSWDs are made invalid and cannot be used anymore. Survey participants are not informed of this operation.

NOTE: Opening an Online survey on a mobile device can occasionally result in a broken hyperlink when links are in excess of a certain number of characters. A broken link will lead to a 404 Error screen. If this is the case, the full link should be copied and pasted into a browser in order to access the survey. The default e-mail text template for online survey distribution contains this information. Departments sending customized distribution e-mails should also ensure that this information is relayed.

Reporting: Closing surveys and verifying data

If you wish to check the data for a survey, view the module survey by selecting **Display Surveys** from the left-hand menu, then select your Department, module name, term, then **Show**:

If a survey has received responses, its status will read **Data available.** Select the full module title of the module you wish to report upon (e.g. as circled above) to view **Survey Details** screen:
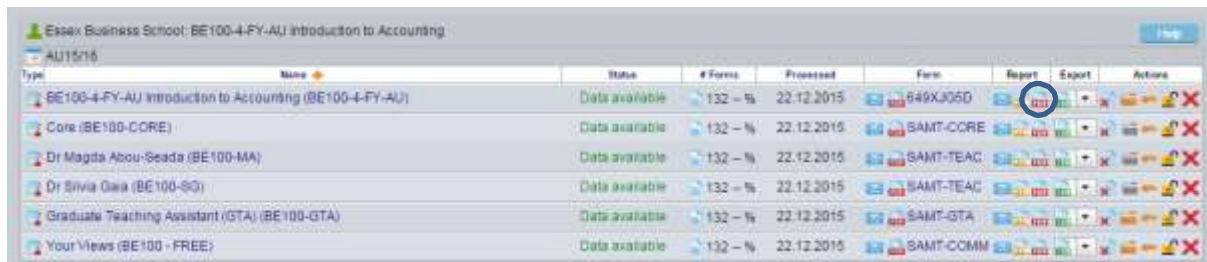
Survey Details

Survey	BE100-4-FY-AU Introduction to Accounting
Instructor	Dr Magda Abou-Seada
Course	BE100-4-FY-AU Introduction to Accounting
Survey Period	AU15/16
Type	Paper based (Hard Copy)
Questionnaire	648XJ35D
Status	Data available, report available
Survey Created on	18.11.2015 at 12:38:29
Last data collection On	22.12.2015 at 13:02:30
No. of Returns	132 (– %)

Actions	Survey Data
Show cover sheet/form in browser — Generate / Email	Survey evaluation statistics
Number of participants for calculating response rate: 488 — Accept	Results in HTML format
Finish Data Collection, Close Survey	Comparison Report — None selected ▼
Restore Survey	Results in PDF format — Show / Email
Delete Survey	Raw data in SPSS format — Codebook
Delete selected answers to open questions	Raw data in CSV format — Codebook
Edit/Show notes	Show recognized form originals as PDF — ALL ▼ — Show
Categorize answers to open questions	Delete original scanned files of recognized forms

The key options here are **Finish Data Collection**, which closes the survey and prevents any more responses being recorded, and **Show recognised form originals as PDF**, which allows you to the view the paper surveys that have been processed through the system, as well as the marks that EvaSys has recognised as responses (circled in green on each form)

Reporting: Individual Module Reports

To view and download reports for each module, select **Display Surveys** from the left-hand menu, then select your department, module name, term, then **Show**:


You will then want to select the PDF report for the survey with the eight-digit alphanumeric code (e.g. as circled above for survey 649XJG5D). This then generates a PDF report based on the current data for that survey, which can be saved and shared with appropriate colleagues.

The report contains a histogram for the responses to each question, including the number of responses, average, median and standard deviation. Free text comments are also included from each paper survey as a handwriting scan, or bullet point for online surveys.

The scoring scale for scaled questions has been set up to run from 5 (Strongly Agree) – 1 (Strongly Disagree), left to right. How the results of a scaled question should be visualised in a module report is demonstrated below.
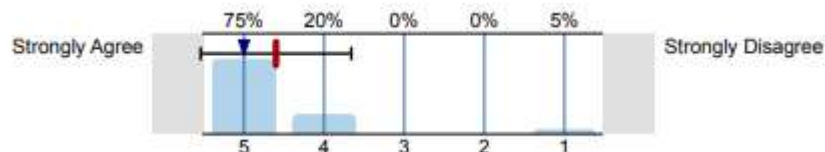
By default, EvaSys scales run from 1 – 5, left to right. When generating new questionnaires, they need to be set to Mirrored Scale values to ensure consistency of results. Guidance on correct questionnaire creation can be found in the section **Optional questions/creating your own question set** on pg.10 of the guidance document.

If the scales in your survey reports do not appear as expected, or if you have any questions on interpreting your results, please e-mail module.evaluation@essex.ac.uk for further guidance.

Reporting: Downloading the raw data (CSV File)

Colleagues may wish to undertake statistical analysis on the survey data. To do so, display the appropriate survey as before and select CSV export (circled below) to generate a file that can be loaded by Microsoft Excel.

Reporting: Batch Reporting

To generate and export module reports in bulk, select **Batch Events** from the left-hand menu of the subunit tab.

Select **Print PDF reports**, then choose your subunit, survey period, course type **Undefined**, then shift-click to select all the questionnaires available, and shift-click again to select all the reports you wish to generate. Select **Create individual PDF reports in ZIP file**, and **Request**.


A ZIP file is then created with all your reports, which can be extracted and then circulated to appropriate colleagues.

These reports can be sent from within EvaSys by selecting the **Send PDF reports** option. This, however, removes the element of explanation that a personal email might bring.

Reporting: Custom Reporting

In the top-left corner, where your name and *Administrator* is displayed in the drop-down menu, select *Report Creator.* This mode allows to create custom reports on the large number of parameters available in the system.
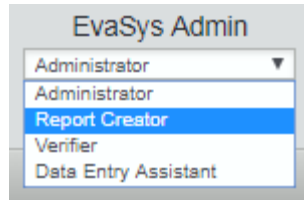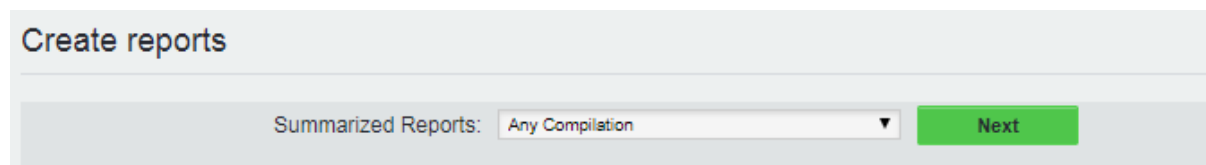
When creating a new batch of reports (e.g. each term), create a new folder and title appropriately. An guide to an example custom report follows.

Generating a Departmental Average score

NOTE: This report should only be generated once you are confident all your survey responses have been received an input into the system.

Within your Report Creator folder, select **Summarised Reports***: **Any Compilation** from the drop-down menu and then **Next***.

Select your Subunit, Survey Period, Course Type (for a Departmental average, select *Core Questions),* and Questionnaire (in this instance, SAMT-CORE).

Applicable courses should appear in the below **Course(s)** box. Shift-click to select all your modules from this box*,* use the Description of *Dept. Avg. (Term+Year)* then click **Verify***.*

Click **Create** on the next screen.

This gives an aggregated report of the departmental average for the core questions, which you can download as PDF/CSV. A similar process could be used to generate an average of all teaching, or for optional departmental questions.

Reporting: Reporting on ALs

NOTE: Effective report on ALs can only be carried out on online surveys.

Within your **Report Creator** folder, select **Summarized Reports: Any Compilation**

Select your Subunit, Survey Period, Course Type *AL Questions*, Questionnaire *SAMT- AL*, and then the course with ALs you require. Give the Description an appropriate title e.g. EC101-AL-AU1516. Tick the box *Include answers to open questions*, then click **Verify**.

On the subsequent screen, click **Create**.

In your Report Folder, click on the title of your new report, then click on **Categorize answers to open questions** in the **Actions** section of the page.

As students have handwritten the name of their AL, we need to verify that data to ensure the computer has recognised their handwriting correctly. The above screen should now have loaded. Under **Entries per page**, replace 15 with 300 and click **Show** in order to see the full set of handwritten responses to the AL question that EvaSys has scanned.

Each AL now needs to be set up as a category, and each answer assigned to one of them.

Find an answer corresponding to each AL, then click << New and add their name to the categories available. Once you have done this for each AL once, click **Save**. Now you have each AL saved in the **Categories available** column, use the directional arrows to give each answer and assigned category (i.e. AL name). Once this is complete, click **Save** again.

Each answer has now been verified. Click **Back**, then on the **Report data** section of the page select **Evaluate subgroup.** On the following screen select **To the selection of several criteria for subgroup reports.**

Selection of several criteria for subgroup reports

Available questions

Graduate Teaching Assistant (GTA)
    Please write the name of your GTA or Seminar Group here:
    The teaching was well organised, structured and clear
    The teacher was good at explaining things
    The approach to teaching kept me interested
    The teacher was approachable and available to provide me with support and guidance
    The teacher encouraged us to discover new aspects of the subject for ourselves, using our own research

Value

Default criteria combination ▼   **Add new criteria combination**

The criterion will be added to the chosen criteria combination: Add criterion

Question	Operator	Value	Options

Subgroup name
Subgroup 1 from EC111-SP1516
☑ Include answers to open questions

Create

Note: Data compilation may take a moment.
Please click the button only once.

Back

On the above screen, select the question **Please write the name of your AL or Seminar Group here**. Under value, write the name of your AL e.g. Joe Bloggs, then click **Add criterion**. Change the subgroup name e.g. Joe-Bloggs-EC101-AU1516, then click **Create**.

A report is now available for that AL, singling out their teaching scores. Click on your overall report (e.g. EC101-AL-AU1516) and repeat steps 8 and 9 for as many ALs as necessary.

Glossary

Subunit
Equate to individual departments - groupings under which Departmental data on staff, modules and survey results are organised.

Subunit Administrator
Responsible for administrative tasks within a subunit i.e. survey generation/distribution, creating new users (Only have access to the data of their own Department.) Departments should review who has subunit administrator access within EvaSys and deactivate the accounts for any staff members who no longer require access.

User
Either a member of teaching staff or a module within a subunit.

Instructor Account: Active – Passive
A member of Departmental teaching staff would be classified as an 'Instructor'. Instructors with Active accounts have the access rights to log in and view their data within EvaSys; those with Passive accounts have no access rights. The level of access for an instructor can be determined according to the needs of a Department, and can be amended by a Subunit Administrator.

Questionnaire
The text template of a question set that can be applied to different courses across EvaSys.

Course
The structure of a module survey in EvaSys is built up of questionnaire components, or 'courses'. These courses can be combined in various permutations to make up the data of a module.

Survey
Once modules are built up from the constituent courses, they can be connected to an evaluation period and a unique survey generated. This is what would then be distributed to the survey participants.

Evaluation period
Connects a survey to a specific time frame. In the University of Essex EvaSys set-up these are configured to correspond with the term dates for Spring, Summer and Autumn, and surveys should be generated in accordance with these dates.

Online Survey
There are two types of online surveys: PSWD based and single password online surveys. In PSWD based online surveys each participant receives his/her own individual password (PSWD) to enter the survey. In single password surveys there is only one general password for all participants.

Scheduled Tasks/Time Controls
These are tools for automating certain online survey operations.

Hard Copy Procedure
Paper surveys produced as part of the hard copy procedure carry information about the survey in the header and bar code and are automatically linked to specific survey in the EvaSys software.

PDF Report

Immediately after you have scanned the forms or captured data in an online survey, you can open the analysis as a PDF report.

Scanstation

The EvaSys Scanstation is a software tool which controls the document scanner and transfers the scanned forms to the EvaSys system. The Scanstation communicates with the EvaSys server and can deliver information on the processing status of the scanned forms.

NonForm

When scanning a paper survey, sheets that are not recognised are designated 'NonForms'.

Bar code

Every paper survey shows a bar code in the footer. This bar code assigns a survey to the corresponding data within EvaSys when processing the forms. The bar code may not be overruled or changed, and surveys without bar codes cannot be processed.

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Date last reviewed	22/09/2021
Review frequency	Annually

Student Module Feedback Timeline 2021-22

October 2021	Updated Student Module Feedback guidance provided to Departments by QUAD. Each Department will be issued a new annual subunit.
	Departments should inform module.evaluation@essex.ac.uk of any training needs. Additional support will be provided as appropriate.
	Departments should extract their previous year's module data as a .CSV file and apply changes for 2021-22 to file. Updated module data for the year should be returned to module.evaluation@essex.ac.uk for upload to EvaSys.
	Departments should review their optional question sets for 2021-22. Additional optional question sets from the Senate-approved pool should be set up by Departments in advance of uploading their module data to EvaSys. Email module.evaluation@essex.ac.uk to have new Departmental question sets made available for use, or to discuss the addition of entirely new questions to the Department's surveys.
	Departments should review their administrator access to EvaSys and inform module.evaluation@essex.ac.uk where new administrators need to be set up, or old administrator accounts frozen.
November 2021	All module data should be entered to EvaSys and Autumn term surveys ready to run at an appropriate time at the end of a module (for example, within the window of weeks 8-11 for a ten week module)
	Undergraduate Annual Review of Courses (ARC) Report deadline: Wednesday 17 November. The outcomes from Student Module Feedback from 2020-21 should be consider as part of the UG ARC Report.
January 2022	All Autumn term online surveys should be closed, and module reports available, by week 18 (w.c. 31 January 2022). Any surveys which are still open at this time and have not recently collected student responses may be closed off and data extracted for upload to the Tableau dashboard.
February 2022	A summary report on Student Module Feedback for the previous term should be ready for discussion at the Department's Spring Student Voice Group.
	After discussion at Student Voice Groups, the summary report should be published on the web and accessible to all students.
	Postgraduate Annual Review of Courses (ARC) Report deadline: Wednesday 2 February. The outcomes from Student Module Feedback from 2020-21 should be consider as part of the PGT ARC Report.
March 2022	Departments should begin running online surveys for Spring term modules at an appropriate time at the end of each module.
April 2022	All Autumn term online surveys should be closed, and module reports available, by week 30 (w.c. 25 April 2022). Any surveys which are still open at this time and have not recently collected student responses may be closed off and data extracted for upload to the Tableau dashboard.
May 2022	A summary report on Student Module Feedback for the previous term should be ready for discussion at the Department's Summer Student Voice Group.
	After discussion at Student Voice Groups, the summary report should be published on the web and accessible to all students.
June 2022	Departments should begin running online surveys for Summer term modules at an appropriate time at the end of each module.
August 2022	All Autumn term online surveys should be closed, and module reports available, by week 45 (w.c. 8 August 2022). Any surveys which are still open at this time and have not recently collected student responses may be closed off and data extracted for upload to the Tableau dashboard.