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 |

**Internal Surveys**

 **Your Essex Survey (YES)**

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| Method of reporting: | Recipient: | Expected onward use: |
| Day of Release (running concurrently with NSS) | 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 | Student Experience Team, and Planning and Data Insight Team analyse data for review by Education Data Insight Advisory Group (E-DIAG) members and Student Experience Committee (SEC) members | E-DIAG and SEC members discuss the lead indicator prepared from this data to identify any areas of concern.  |
| Dashboard (under development) | Reporting will be done initially via SQL Server Reporting Services (SSRS) reports. Resource in Tableau for relevant senior, departmental, and central services staff under development by Planning and Data Insights Team. Access group TBC. | There as a resource for anyone who needs this for their role. |

**Student Module Feedback Survey**

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| Method of reporting: | Recipient: | Expected onward use: |
| Summarised data supplied to Spring/Summer Committees via Annual Review of Courses reports | Faculty Education Committees (FECs) | FEC recommendations to Academic Quality and Standards Committee / Education Committee, where applicable |
| Summarised data supplied to Autumn/Spring Committees via minutes and action plans from Student Voice Groups | Student Voice Groups (SVGs)Student Experience Committee (SEC) | Minutes and action logs reviewed by the Student Experience Team and the SU, and reported to Education Committee.SVG minutes published for students via Box |
| 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 | Resource in Tableau for relevant senior, departmental, and central services staff. | Aggregated survey data at module and departmental levels reviewed by relevant staff for ARC reporting. Survey results data may also be utilised for other quality assurance and enhancement processes, such as Periodic Reviews. |

**Postgraduate Research Student Voice Survey**

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| Method of reporting: | Recipient: | Expected onward use: |
| Three-week completion rate reports to academic departments during survey period (1 June - 31 August) | PGR Administrators and PGR Directors | Departments to prompt PGR students to complete the survey. |
| Summarised data supplied to Departments via both Tableau and individual reports, for consideration at Student Voice Groups and for the development of subsequent action plans  | Student Voice Groups (SVGs) | Issues raised and actions agreed during PGR-specific SVG are reported via departmental PGR ARC Reports. SVG minutes published for students via Box |
| PGR SVS Committee Paper (qualitative data and qualitative free-text analysis) | * Student Experience Committee (SEC)
* Education Committee (EC)
* SU PG convenor (ahead of SEC submission)
 | Paper co-authored by the Planning and Data Insights team and the Senior PGRE Manager is used to inform committees of the results, outline any proposed actions, and to allow them to identify additional actions.Consultation with SU PGR Convenor ahead of SEC and Education Committee. |
| Summarised data supplied to Professional Services Teams responsible for services covered by the PGR SVS questions | PGRE Team, Organisational Development, Student Development (including Skills for Success), DITS, Accommodation Team, SWIS, Library and Cultural Services Team. | Data used to inform service developments and delivery, and for relevant teams to create action plans in response to the feedback received, and report back to Dean PGRE and PGRE Team accordingly.  |
| PGR Annual Review of Courses (ARC) dashboards | Those involved with completion of the PGR ARC  | Departments create action plans and review provision in response to survey data and reflect upon and review implementation of actions as part of ARC process. |
| Dashboard | Resource in Tableau for relevant senior, departmental, and central services staff. | Quantitative survey data at departmental levels reviewed by PGR Director and PGR Administrator for use at PGR Student Voice Groups and for ARC reporting. Survey results data may also be utilised for other quality assurance and enhancement processes, such as Periodic Reviews. |