

Internal Student Survey: Early Module Survey Questionnaire and Emails

1. Questionnaire

Introduction

Welcome to the OU's Early Module Survey!

Thank you for coming to share your thoughts on your studies so far. This survey looks at why you've chosen your current module(s), the content you've studied so far and how well we're meeting your expectations. There are 10 questions, and several areas where you can give more detail about your answers if you'd like us to know more.

We use student feedback to review and improve your modules, inform university decision making and to make sure that we're offering the best possible learning experience to all our students.

If you have any questions about the survey, or experience any technical problems or accessibility issues, please email surveys@open.ac.uk and we'll help.

Before you get started, please read the following statements and confirm you are willing to take part:

- I have read and understood the information provided and understand what is involved in taking part in this survey.
- I understand how the information I provide will be used.
- I know how to ask any questions about the research or my participation.
- I understand that I can withdraw my answers by contacting the surveys@open.ac.uk to notify them before survey closes on [close date].
- I understand anything that can personally identify me will only be used for the purposes of analysing the data.
- I understand that my data will be stored securely in line with the OU's data protection policy, and handled in line with the Student Privacy Policy: <https://help.open.ac.uk/documents/policies/privacy-notice>

I am willing to voluntarily take part in the internal student survey – route to questions

I am not willing to take part in the questionnaire – route to

<https://community.open.ac.uk/student-voice>

Your Experience So Far

- I am satisfied with the quality of the module. *(select one)*

Definitely agree

Mostly agree

Neither agree nor disagree

Mostly disagree

Definitely disagree

Internal Student Survey: Early Module Survey Questionnaire and Emails

- Are you receiving enough help and support with your studies? (*select one*)
Yes – *if yes, route to open question: What has been most helpful to you?*
No – *if no, route to open question: What additional help and support would improve your study experience?*
- Thinking about your experience so far, are there any particular positive or negative aspects you would like to highlight? (Two open text areas: positive / negative)
- To what extent do you feel part of an OU community of staff and students? (*select one*)
To a great extent
To some extent
Hardly at all
Not at all – *if Hardly or Not at all, route to open question: “What steps do you think the OU should take to change this?”*
Not applicable or relevant to me

Your Reasons for Studying

- Which of the following describe your reasons for studying? (*select all that apply*)
To take a first step into employment / a career
To gain a qualification in the area I work in
To progress further in my career
To develop confidence in my academic potential
To set an example to others (e.g. my children / siblings)
To help my children with their education
To build my confidence and/or emotional well-being
I was not able to earlier in life
To make use of my spare time
To learn about a subject I am interested in / have never studied
Other reason (free text)

Internal Student Survey: Early Module Survey Questionnaire and Emails

Getting Ready To Study

- How well prepared did you feel before starting to study? *(select one)*
 - Very well prepared
 - Fairly well prepared
 - Not very prepared
 - Not at all prepared
- How useful were the following resources in getting ready to study? *(Select one for each from: Very useful, fairly useful, not very useful, Not at all useful, Not used)*
 - Student Hub Live
 - Library Services
 - Careers and Employability Service web pages
 - OU Students Association website
 - Joining clubs and societies organised by the Students Association
 - Joining clubs and societies organised by the OU
 - Your module website
 - Student Home
 - Other resources (free text)

Your Expectations

- To what extent are your expectations of study being met so far? *(select one)*
 - Much better than I expected
 - Better than I expected
 - As well as I expected
 - Not as well as I expected - *if Not as well, route to open question: "How has your experience so far fallen short of your expectations?"*

Internal Student Survey: Early Module Survey Questionnaire and Emails

About Your Studies of <<modules>> (to be asked about each module - <<module>> to be replaced with code)

- How helpful were the introductory activities in the first weeks of <<module>>? (*select one*)

Very helpful

Fairly helpful

Not very helpful

Not at all helpful - *if Not very or Not at all, route to open question: "What else would have helped you to make a good start to your studies?"*

- Thinking about the <<module>> content you have used so far, we'd like to know what you have found helpful and what has been difficult.

Two open comment areas:

What has helped me to learn

What I have found difficult

Internal Student Survey: Early Module Survey Questionnaire and Emails

2. Emails

Invitation Email

Subject: How are your OU studies going so far? We'd like to hear from you!

Dear [Preferred student first name],

I hope that your studies of [module code(s)] are going well so far. I'm writing from the OU's Data and Student Analytics team to send you a short survey, as we'd like to hear from you about what is going well and what we can improve for you and for students in the future. We use student feedback to review and improve your modules, inform university decision making and to make sure that we're offering the best possible learning experience to all our students.

To take part and make sure your voice is heard, click here: [survey link]

This is the first of three surveys you'll see while studying [modules code(s)]: we'll check in with you halfway through, and again at the end of the module.

About the survey

We use an OU-approved online survey system called Qualtrics to collect your feedback.

The survey has been designed to be quick and easy to complete, with only 10 short questions but there are plenty of areas where you can add comments to give more detail about your answers if you'd like to.

You can take the survey on your computer, tablet or smartphone but if you have any technical problems or accessibility issues, please get in touch with us at surveys@open.ac.uk and we'll help.

The survey will be open from today until [survey close date].

About your answers

Your privacy and the security of your information are really important to us and your personal answers are stored securely at all times on the Qualtrics system and then on our OU data stores for analysis and reporting. These are only accessible to staff who need to work on the data. However, if you choose to give your name or the name of anyone else in your comments these will no longer be anonymous.

Your personal link to the survey above contains an encrypted reference to your OU Personal Identifier so we can analyse responses to look at different groups of students without identifying you personally, and your personal answers will never be shared with anyone responsible for assessing your work.

You have a range of rights in relation to your personal data, including the right to access your data. You can read more about how to exercise these rights in our [Student Privacy Notice](#).

Collective responses from everyone who takes the survey may be made available to key University staff members (including your module team) and external bodies that help us to enhance the quality of the student academic experience.

Internal Student Survey: Early Module Survey Questionnaire and Emails

We really hope you'll take this opportunity to share your thoughts on your studies so far, and wish you all the best with your OU journey.

Dr Steph Lay, Senior Manager, Student Research
Data and Student Analytics
Chief Data Office

Reminder Email

Subject: Survey closing soon: how are your OU studies going so far?

Dear [Preferred student first name],

We recently invited you to take part in a survey about your experiences of studying [module code(s)] so far, and would like to remind you that you've got until **[survey close]** to take part.

So far, [response rate]% of students have taken part, but we're keen to hear from everyone so to make sure your voice is heard, click here to take the survey: [survey link].

If you're having any technical problems or accessibility issues taking the survey, please get in touch with us at surveys@open.ac.uk and we'll help.

We really hope you'll take this opportunity to share your thoughts on your studies so far, and wish you all the best with your OU journey.

Dr Steph Lay, Senior Manager, Student Research
Data and Student Analytics
Chief Data Office