Survey Systems Refresh Project: End of Module Survey Questionnaire and Emails

1. Questionnaire

Introduction

Welcome to the OU's End of Module Survey!

Thank you for coming to share your thoughts on your studies as you're reaching the end of your module. This survey is an opportunity to reflect on your studies overall, and asks about various aspects of your experiences of studying with us, as well as your plans for your next steps.

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

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

    Definitely agree
    Mostly agree
    Neither agree nor disagree
    Mostly disagree
    Definitely disagree

2. Are you receiving enough help and support from the OU with your studies, including the information advice and guidance provided to support your studies? *(select one)*

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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?

3. 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)

About Your Goals

1. The content on this module is helping me progress towards my **career** and/or **personal** goals. (For example, helping me to develop the skills I need.) *(select one for each career/personal)*

Definitely agree

Mostly agree

Neither agree nor disagree

Mostly disagree

Definitely disagree

Not applicable

2. The activities and support made available to me are helping me progress towards my **career** and/or **personal** goals (For example, career related events, tools and communications.) *(select one for each career/personal)*

Definitely agree

Mostly agree

Neither agree nor disagree

Mostly disagree

Definitely disagree

Not applicable

The OU and You

3. The OU values students' views and opinions. *(select one)*

Definitely agree

Mostly agree

Neither agree nor disagree

Mostly disagree

Definitely disagree *If mostly or definitely disagree - route to open question - 'What could the OU do to change this?'*

4. I feel part of a community of OU staff and students. *(select one)*

Definitely agree

Mostly agree

Neither agree nor disagree

Mostly disagree

Definitely disagree *(If mostly or definitely disagree, route to open question - 'What could the OU do to change this?')*

5. I could see myself represented in the materials I have studied.

Definitely agree

Mostly agree

Neither agree nor disagree

Mostly disagree

Definitely disagree *(If mostly or definitely disagree, route to open question - 'What could the OU do to change this?')*

6. This is our first year of running this new survey, and we're keen to make sure that we listen to you as well as possible in future. Is there anything we should have asked you about but haven't asked? *(open text)*

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

Looking back over <<module>>

1. Thinking back over your experience of studying <<module>>, overall, how satisfied were you with: *(select one for each: very satisfied, fairly satisfied, not very satisfied, not at all satisfied)*

The content of your module (e.g. learning activities, module website, module texts)

Your experience with your tutor

The assessment activities you took part in

The feedback you have received

The information, advice and guidance to support your studies

2. Each module has a set of learning outcomes that detail the skills and knowledge that you can develop through studying. How clear were the learning outcomes for this module? *(select one)*

Very clear

Fairly clear

Not very clear

Not at all clear

I was not aware of the learning outcomes

3. To what extent do you feel you achieved the learning outcomes for this module? *(select one)*

Very well

Fairly well

Not very

Not at all

I was not aware of the learning outcomes

Your OU Qualification Plans (filtered to students with a known qualification intention)

4. This module has helped me in my progress towards my OU qualification. *(select one)*

Definitely agree

Mostly agree

Neither agree nor disagree

Mostly disagree

Definitely disagree

5. As you come to the end of this module, how clear are you about your next steps in choosing what to study afterwards? *(select one)*

Very clear

Fairly clear

Not very clear

Not at all clear *(If not very or not at all clear, route to open question - 'What additional information or advice would be helpful at this stage?')*

Not applicable – this is my last module

2. Emails

Invitation Email

Subject: Coming to the end of your module: 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. You may remember that I got in touch part way through your studies, and now I have one last survey about how things have gone as you come to the end of this module. 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 in this short survey and make sure your voice is heard, click here: [survey link]

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 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 for a month from today.

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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.

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: Coming to the end of your module:

Dear [Preferred student first name],

We recently invited you to take part in our final survey about your experiences of studying [module code(s)] so far, and would like to remind you that you've got two more weeks to take part.

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