

Survey Systems Refresh Project: Mid Module Survey Questionnaire and Emails

Questionnaire

Introduction

Welcome to the OU's Mid-Module Survey!

Thank you for coming to share your thoughts on your studies now you're well into your module. This survey asks about the study materials you've been working with, the feedback you've received so far, and your experiences with your tutor.

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

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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*)

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)
4. Thinking about your own study experience, how would you describe the level of your current workload? (*select one*)

Too high

Challenging but manageable

Manageable

Easily manageable

Too low

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

Studying <<module>>

5. How helpful were the following materials and activities in supporting your learning? (*Select one for each: Very helpful, Quite helpful, Not very helpful, Not at all helpful, Not used, Not available*)

Reading printed module texts

Reading online module texts

Working with interactive elements (e.g. videos, podcasts or demonstrations)

Taking practice quizzes

Attending timetabled in-person tutorials and other learning events

Attending timetabled online tutorials and other learning events

Taking part in forum discussions

Working with other students on module activities

Working with other students informally

Working independently

Other (*please specify*)

6. Modules include both passive learning activities (e.g. reading course texts, listening to or watching module content) and active learning activities (e.g. practising or applying what you have learned).
 - a. How are you finding the mix between passive and active learning activities on this module? (*select one*)

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Too many passive learning activities

A good mix of each

Too many active learning activities

b. Which type of learning activity was most helpful to you in understanding the concepts on your module? (*select one*)

Passive learning activities

Both equally helpful

Active learning activities

I'm unsure which was most helpful

7. Resources I accessed through the Library (e.g. journal articles) helped me to understand the core concepts of the module. (*select one*)

Definitely agree

Mostly agree

Neither agree nor disagree

Mostly disagree

Definitely disagree

Not applicable

8. Do you have any further comments about the module resources and activities you've experienced? (*open text*)

Feedback on your work

9. Thinking about the tutor feedback you received for your assessed activities, how helpful has this been in better understanding the subject and/or skills involved and improving the quality of your work? (*select one*)

Very helpful

Fairly helpful - *if fairly or very, route to open question: How did you use the feedback in making progress with your studies?*

Not very helpful

Not at all helpful - *if not very / not at all, route to open question: How else could feedback have helped you in your studies?*

Not applicable/I don't always look at the feedback

<<module>> tutorials and tuition

10. Did you join one or more of the tutorials for <<module>>?

Yes – route to open question: *If yes, what did you find most helpful about the tutorial(s)?*

No – route to: What were the reasons you didn't join? (*select all that apply*)

The scheduled date and/or time was not convenient for me

I watch the tutorial recordings rather than joining in person

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I already felt I had a good enough grasp of the module

I did not feel I would gain anything by joining

I needed to spend time on other study activities

I did not feel confident enough to attend

Another reason (*please specify*)

11. What kind of impact did your tutor have on your OU experience? (*select one*)

Positive

Neutral

Negative

Mixed

12. Please expand on the impact that your tutor has had on your OU experience. (*open text*)

1. Emails

Invitation Email

Subject: Checking in on your study experience: 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 when you were starting your module, and now I'd like to know how things are going as you're part way through. 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]

This is the second of three surveys you'll see while studying [modules code(s)]: we'll check in with you 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 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.

About your answers

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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: checking in on your study experience

Dear [Preferred student first name],

We recently invited you to take part in our second 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
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