Student module evaluations at Greenwich 2021/22
FAQs for students

Why is the University of Greenwich conducting module evaluations?

Module evaluations help students to be more actively engaged with their studies. The results can identify best practice in teaching and studying so that this can be used as examples for improvements. If the students have issues with any aspect of teaching or resources (e.g. library and IT resources, class rooms, timetabling etc), these can also be identified so that they can be addressed.

The university's student survey policy is available here:

https://www.gre.ac.uk/articles/planning-and-statistics/university-surveys

When and how often are the evaluations run?

Each module will evaluated at least once. This will normally be at the end of the teaching period, but it is also possible that there will be mid-module evaluations. Research suggests that the most reliable results are obtained if modules are evaluated before any final exams.

Which modules are being evaluated?

In general, all modules taken by on-campus undergraduates and taught postgraduates are being evaluated in 2021/22. There may be some exceptions to this rule. The coverage may be extended to partner colleges in future years.

Are the evaluations anonymous?

So long as you don't write anything in the open questions that makes you identifiable, no one in the Faculty will know who gave which answers.

Centrally, the system can track who has responded so that reminders are only sent to those who haven't. This also enables analysis of the data together with background information. The results of these analyses will be presented in a way that does not identify any individual.

However, the University reserves the right to identify a respondent under certain circumstances, i.e. suspected breaches of the law or University policies and regulations or a threat to student welfare.
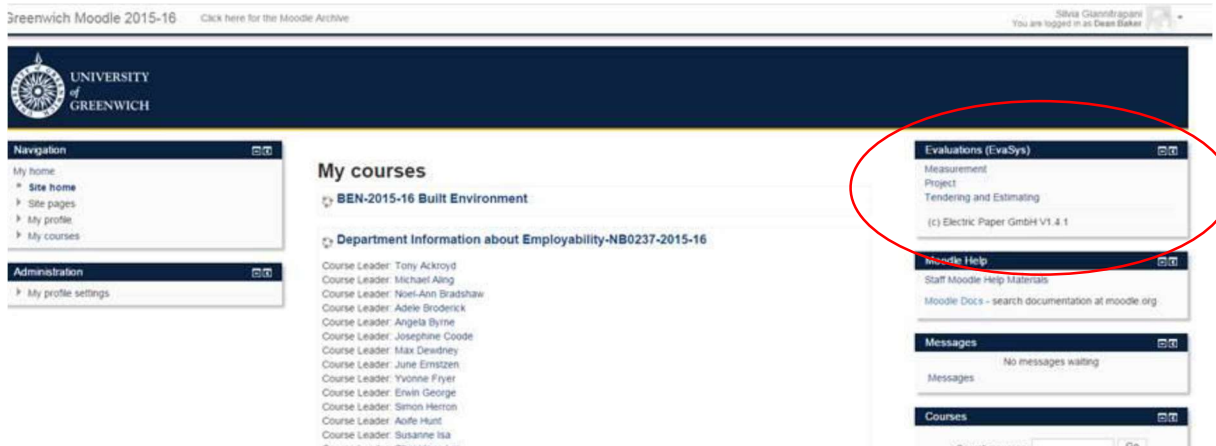
Where will the information held?

The information is held securely by the University in accordance with data protection legislation and destroyed when no longer needed.

How do I know that there is an evaluation available for me to fill out?

When a module evaluation becomes available, you will receive an e-mail from 'University of Greenwich Module Evaluations' to your @gre.ac.uk e-mail address. The evaluation will also appear in the Evaluations block in

Moodle. Here is an example of what the block looks like when there are no evaluations available for you to fill out:

How do I access the questionnaire?

You can access the questionnaire either by following the link in the e-mail or from the Evaluations block in Moodle. The questionnaire should display correctly on computers, tablets and smart phones.

What should I do if I can't access the questionnaire?

If you have problems accessing the questionnaire, please contact the IT Helpdesk (020 8331 7555 or e-mail helpdesk@gre.ac.uk).

What should I do if I receive an evaluation for a module that I didn't take?

Please contact the IT Helpdesk (020 8331 7555 or e-mail helpdesk@gre.ac.uk).

What should I do if I haven't received an evaluation for a module I took and all my classmates have received it?

Please contact the IT Helpdesk (020 8331 7555 or e-mail helpdesk@gre.ac.uk).

What should I do if I filled out the questionnaire about the wrong module?

The University is aware this will happen from time to time and it is taken into account when analysing the results. If you wish your answers to be deleted, please contact PASQueries@gre.ac.uk. However, it is not possible to re-open the questionnaire for you to re-do it.

How long are the evaluation questionnaires?

The questionnaires can vary slightly depending on the type of module, but should take no more than 5 minutes to fill out.

What sort of questions are in the evaluations?

The questionnaire consists mainly of statements asking you to choose an answer on a scale from agree strongly to disagree strongly. The topics covered are: module organisation and management, teaching and engagement with learning, assessment and feedback, and facilities and

resources. There are also two open questions where you can write in your own comments.

Can I write anything I like in the open questions?

Please don't write anything that identifies you personally (as your answers would no longer be anonymous).

If there are aspects of the module that you were unhappy with, you should obviously say so, but please be aware that your views are more likely to be listened to if you make comments that are constructive and polite. Don't write anything that is abusive or defamatory. The University reserves the right to identify a respondent under certain circumstances, i.e. suspected breaches of the law or University policies and regulations or a threat to student welfare.

If you were happy with the module, please say so – good practice can be used to improve other modules.

Do I have to fill out the evaluations?

The evaluations are not compulsory, but the University would be very grateful if you would take part. Each evaluation takes only a few minutes to do and will help the University improve the student experience for you and other current and future students.

Do I get to see the results?

When the evaluation closes, students who have responded will receive an e-mail which allows them to look at the results for the module on line. (In order to preserve anonymity, it is not be possible to display results if there were fewer than 5 respondents).

The results should be accessible from computers, tablets and smart phones, but some students have had problems which were probably caused by popup blockers or virus checkers. If you can't see the results, please try on a University computer as this normally works. If you still can't see them, please contact the IT Helpdesk (020 8331 7555 or e-mail helpdesk@gre.ac.uk).

How do I know that my module leader has looked at the results?

Module leaders are asked to comment on the results. This should normally happen within 10 working days after the end of the survey, but that timescale may not always be possible, e.g. if the module leader needs to consult colleagues who also teach on the module. (Please note that the University is shut 24 Dec 2021 – 3 Jan 2022 inclusive and this period does not count as working days).

We are moving from a system where the module leaders commented on Moodle to a system where a result report is sent by e-mail to all students with the module leader comments incorporated in it. (This is in addition to the e-mail with the results sent to respondents immediately after the survey ends).

How will the University use the information from the evaluations?

The information from the evaluations will be used to identify good practice to be used as an example for improvements in teaching and learning. The information will also be used to identify a variety of issues that students want to raise. These will then be addressed by staff within departments and Faculties and by the University as a whole. The results will be considered by University committees, such as the Student Experience Committee, and will also be available to elected representatives and the Students' Union.

How are the results processed?

Answers that you give will be linked by the university to details of your programme of study and to information that we already hold about you, such as your age, gender, ethnicity and disabilities, so that you do not need to answer questions about this in the survey. This information will be used to analyse the survey responses.

Some of the information which is gathered may be used for the purpose of "learning analytics", allowing the university to understand and improve educational processes, and improve support for students.

The survey is voluntary and the data are processed with your consent - taking part means that you agree to your responses being used in this way. You have the right to withdraw this consent at a later stage by contacting PASQueries@greenwich.ac.uk

Are the results shared with anyone outside the university?

We will share the anonymous results (including anonymous responses to open text questions) with the Students' Union to help them improve services for students.

The university's privacy notices are available here:

https://www.gre.ac.uk/about-us/governance/information-compliance/privacy

If I comment about something, how soon can I expect to see change?

This will depend on what you have commented about. Some things can be changed quickly, others will take some time. Since most evaluations will take place at the end of a module, any module-specific changes are in practice more likely to be of benefit to future students. More general changes may benefit you on your future modules.

Sometimes there are good reasons why lecturers and/or the University do things in the current way, so it is not always be possible to change things in response to student views (and all students may not agree with each other about what needs to be changed). There will be opportunities for student representatives and staff to discuss the results of the evaluations (e.g. on programme committees), so that students can get a clearer picture of what changes can be made in response to their views.

I have heard this referred to as the 'Evasys project' – what is Evasys?

Evasys is the software that the University is using to conduct the evaluations.