Contents

1. Introduction ............................................................................................................... 3
2. Prior to the Module Evaluation Period........................................................................ 3
   The Draft Module List (prior to the start of term) ..................................................... 3
   The Definitive Module List (produced at the beginning of the Term) ....................... 4
3. Survey creation, printing & distribution....................................................................... 5
   Module evaluation for visually impaired students..................................................... 6
   Survey distribution ..................................................................................................... 6
4. Scanning and data analysis....................................................................................... 7
5. Student engagement and survey completion............................................................. 8
6. Further information .................................................................................................... 8

Appendix 1 – Module Evaluation Process Flowchart......................................................... 9

Appendix 2 – Module Evaluation Schedule 2019/20 .......................................................... 10
1. Introduction

The current module evaluation system has been operating since 2011/12. The system is based on software produced by EvaSys which generates personalised module evaluation surveys for modules/lecturers based on data owned by City. Completed surveys are scanned and the software generates individual reports for each module, together with data on scores for each question.

The process is managed by Student and Academic Services and each School has a designated module evaluation contact person who coordinates the activity within the School.

The production and processing of module evaluation surveys involves multiple people and stages. Due to the scale and timescales of the activity, successful production of survey results depends on each stage being carefully and accurately managed.

Module evaluation survey packs are produced for undergraduate and postgraduate taught modules, and some other activities, based on data held in SITS. A module evaluation survey form is produced for each student on each module being surveyed. The results are calculated based on individual student responses and overall response rates for each module.

It is essential to ensure the SITS data is correct prior to the surveys being generated so that they reflect the correct codes, module/lecturer names and student numbers as these affect the final results and statistics. We have therefore included a process for checking the data prior to the survey production - these guidance notes explain the process in greater detail. A flowchart is included at Appendix 1 and the 2019/20 schedule at Appendix 2.

2. Prior to the Module Evaluation Period

The Draft Module List (prior to the start of term)

- To ensure that surveys are accurately produced and available for the standard distribution weeks (usually Week 9), SITS data needs to be checked and updated at an early stage. Updates are made via bespoke e:Vision screens.

- Before the beginning of each term, Student and Academic Services will circulate an Excel spreadsheet list (generated from a BI Query) of all modules registered on SITS for initial checking by Schools. Schools are asked to check the details and will have at least four weeks to make any necessary updates to SITS prior to the release of the confirmed list.

- The draft list is sent to the School module evaluation contact who may delegate elements of the checking process to Course Officers or other staff. For 2019/20 the initial draft lists will be produced week commencing:

  2 September 2019 Term 1
  18 November 2019 Term 2 / Term 3

- All core and elective modules should be included - the module names, module codes, periods and lecturer names should be checked. If there are multiple lecturers teaching on a module, their names will need to be added via the relevant e:Vision screen. At this stage final student numbers will not be known; these will be updated at a later stage.
• All staff teaching three or more sessions (lectures, seminars or other sessions as designated by the Dean) must be evaluated.

• A member of staff teaching fewer than three sessions, or their Dean, may request an evaluation subject to the required deadlines for survey production being met.

• All updates should be made directly into SITS via e:Vision, not to the Excel spreadsheet list. Each element is crucial and any errors will affect the accuracy of the module evaluations and the end results. All updates will need to be made by:

  4 October 2019  – Term 1
  31 January 2020  – Term 2 / Term 3

The Definitive Module List (produced at the beginning of the Term)

• Student and Academic Services will then re-run the SITS BI Query to produce the ‘definitive’ list of modules for the year. For 2019/20 the definitive lists will be produced on:

  11 October 2019  – Term 1
  7 February 2020  – Term 2 / Term 3

• At this stage final student numbers can be checked. School staff will then inform Student and Academic Services of the number of surveys required for each module by updating the EvaSys Upload spreadsheet where relevant.

• For modules with multiple lecturers, information needs to be provided on the student numbers for each lecturer teaching three or more sessions on that module. This item is crucial to ensure that the correct numbers of surveys are produced for each group so the response rate data is accurate when the results analysis is completed.

• City’s policy is based on paper-based module evaluation surveys. However it is possible to produce online module evaluation surveys in some circumstances (for instance for distance learning courses or visually impaired students). If Schools would like to run an online survey for any module(s), this should be indicated on the Excel spreadsheet at an early stage and the rationale for the request should be provided. There have been instances where the online survey requirement was not highlighted until later and hard copy surveys were generated, printed and wasted. Questionnaires which have been printed but not used in class will not be re-generated as online surveys after the teaching finishes.

• For modules running throughout the whole year, surveys are normally requested and produced in Term 2. It is possible to order surveys for Term 2 modules earlier in the year, however such requests need to be submitted on a separate EvaSys Upload template with clear indication of the term in which the module evaluation is taken. This is to ensure that the surveys are produced in the correct folder on EvaSys and therefore included in the relevant reporting periods.

• The updated SITS data is also used to inform other functions, such as examination timetabling and graduation.
3. Survey creation, printing & distribution

- The School module evaluation contact will then complete the EvaSys Upload Template and submit it to Student and Academic Services. Once the definitive list of modules required for evaluation has been received, production of the surveys begins. The deadlines for return of the definitive list this year are:

  18 October 2019  - Term 1
  14 February 2020 - Term 2 / Term 3

- The Course ID on the EvaSys Upload template should always have the following format:

  Module code- letter to designate occurrence- PRD- academic year

  AB2211-A- PRD1-2019.20

- If more than one survey is required for a module, Schools should ensure that all the surveys have a unique Course ID by changing the occurrence after the module code:

  AB2211-A- PRD1-2019.20 - Tutor 1
  AB2211-B- PRD1-2019.20 - Tutor 2
  AB2211-C- PRD1-2019.20 - Tutor 3

- Schools should keep records of all requested surveys and refer to them before ordering any late surveys (within the ‘grace period’ specified below) to ensure that each module evaluation has a unique Course ID.

- During the weeks commencing 21 October (Term 1) and 17 February (Term 2), the updated module data will be transferred into EvaSys via the Excel upload. This upload will act as the core data for the creation of a single pdf survey for each module. Any errors in the data used for the upload will mean there will be errors on the generated surveys.

- Following the creation of pdf surveys, the questionnaires are all downloaded individually by Student and Academic Services and have to be manually renamed. Once the renaming of the individual pdfs is complete, the pdf along with a checklist will be emailed to the external printers.

- Printing of the surveys normally takes about a week. The printers produce the required number of survey forms (according to the student numbers noted in the list we receive from Schools), insert the forms in pre-printed envelopes with guidance notes on completing the survey, and stick on the labels which include the tutor name, module code and the number of registered students.

- Late requests for module evaluation will be accepted for approximately a month after the deadline for return of the definitive lists:

  18 November 2019- Term 1
  13 March 2020- Term 2
  30 June 2020- Term 3

- During these ‘grace periods’, late orders will be collected throughout the week and late module evaluations will be produced on Fridays. Schools are advised to allow
between 3 and 5 working days for production of late module evaluation in the pdf format and between 12 and 15 days for the production of hard copy questionnaires.

- Late orders will be printed externally if 1) at least ten separate packs are ordered and/ or 2) the number of ordered questionnaires exceeds 200.

- If the order does not meet the above criteria, a pdf survey will be supplied and the School will be asked to print the required number of questionnaires and put them in a standard A4 envelope.

- Module evaluations will not be produced after these dates. This is to enable Student and Academic Services to conclude work on the ongoing activity and prepare for the next module evaluation cycle.

- Module evaluation orders will only be accepted from the designated School colleagues. Requests made by Course Administrators, Course Officers and tutors will be forwarded to the primary module evaluation contacts for approval. This is to reduce the amount of duplicate surveys produced each year and to enable Schools to monitor the number of surveys ordered for their staff.

Module Evaluation for visually impaired students

- The above timescales apply to module evaluation for visually impaired students. Requests for surveys which require optimisation for accessibility should be submitted through a separate EvaSys Upload template.

- Visually impaired students can complete their module evaluation online, therefore in addition to the standard information provided on the EvaSys Upload template, Schools will also be asked to provide email addresses of the students who require accessible online surveys.

- If the above deadlines are missed, Schools will be asked to make arrangements for reading assistance for visually impaired students.

Survey distribution

- When the printed survey packs are received by Student and Academic Services, each pack is checked against the master spreadsheet to ensure they are accurate and to identify anomalies.

- The survey packs are then dispatched to the module evaluation contacts from each School for distribution and completion.

- If additional questionnaires are needed for a module, do not use photocopies as the scanner will not be able to read them. Additional copies can be printed from the original pdf version – the School module evaluation contact person will have to request the pdf from Student and Academic Services. Please allow between 3 to 5 working days for such requests to be met.

- If the above situation arises, Schools are reminded to amend the student numbers on SITS in the first instance. The pdf survey will only be supplied if the change to the respondent numbers affects the response rates by at least 10%. This is to reduce the amount of statistically insignificant changes.
• In the event of changes to teaching allocations after surveys have been produced, Schools are asked to use the existing pack, cross out the name of the previous tutor and clearly write the name of the new tutor on the envelope. The name will be updated when the pack is returned to Student and Academic Services and the report will be produced for the correct tutor.

• To ensure that the surveys are conducted anonymously, module evaluation survey forms should be distributed within the class and collected back in by a Student Rep. Clear instructions should be given to the Student Rep regarding the circulation, collection and return of the completed survey packs to School office.

• Care must be taken not to cross out or damage the bar codes as this will render the survey unreadable when scanned.

• The Course Officer should remove any blank forms from the packs. This is to ensure that the response rates are captured correctly.

• The completed survey packs should be checked off against the School’s master list and returned to Student and Academic Services for scanning.

• The deadlines for return of the completed survey packs to Student and Academic Services are:
  12:00 pm 20 December 2019- Term 1
  12:00 pm 24 April 2020 – Term 2

• Completed module evaluations returned after these deadlines will be processed during the next module evaluation cycle. This means that they will be excluded from the summary reports and they will not be considered by Boards of Studies, Senate and ExCo. Production of individual pdf reports will also be considerably delayed.

4. Scanning and data analysis

• We use an external company, Achievability, to carry out all our scanning services for module evaluations. Once they have completed the scanning process, Student and Academic Services will receive the results plus a list of any issues.

• The vast majority of surveys completed will be scanned successfully. In the small number of cases for those that do not, the most common reasons are that:
  ▪ the surveys have been damaged in some way
  ▪ the barcodes cannot be read (e.g. if they have been crossed out or altered, or are photocopies that do not align with the scanning equipment)
  ▪ students have not completed them properly or the box for completion has been altered
  ▪ all the surveys were returned uncompleted

• Student and Academic Services troubleshoot as many issues as possible but where a solution is not possible, the packs are returned to the School. The School will decide how they wish to proceed with the problematic batches; there are normally a number of options, however most solutions involve manual work.
• Once the raw results data is available it is extracted from EvaSys and transformed into usable tables via the Excel pivot function. The data is analysed and summary spreadsheets of results are created for each School.

• The individual reports and the summary data are then passed onto the relevant School contacts for use within the Schools in accordance with the Senate approved policy.

• Once the raw data has been extracted and pdf reports created and shared with Schools, no further changes to tutor names or student numbers will be made. Any inaccuracies should be resolved before the completed surveys are returned for scanning.

• Once shared with Schools, no further adjustments will be made to the pdf or summary reports. This is to allow for production of the institutional level reports.

• The results of two or more surveys will not be merged. If an aggregate result for a module is required, a single survey needs to be requested in the survey production period.

5. Student engagement and survey completion

• Students should be advised about module evaluations during their induction or re-induction so they understand the purpose and the value of the process.

• To make sure the completed surveys can be read by the scanner, students should be encouraged to fill out the form according to instructions on the survey pack envelope and the guidance provided by the Student and Academic Services.

• Actions taken in response to the students’ feedback should be shared with them so they have confidence in the module evaluation process. This will can take place for instance in class, in handbooks, in Staff Student Liaison meetings and on Moodle.

6. Further information

For further information, contact Student & Academic Services:

Malgo Chrzan Quality and Standards Officer
Helen Fitch Assistant Registrar (Quality)
Module Evaluation Process – City University London

Electric Paper/Printers

- Module data extracted from SITS
- Data prepared to be sent to schools
- Data extracted from SITS a second time
- Data checked with first extract to verify updates and sent to schools for a final check
- Surveys are printed and returned to S&AS
- Scanning completed and any issues sent to S&AS
- Once all issues raised have been dealt with, data analysis commences.

Student & Academic Services

- Schools receive the Data
- Course Officers begin checking data
- Data prepared to be sent to schools
- Course Officers begin checking data
- Module details are checked and updated on SITS
- Tutor details are checked and updated on SITS
- Student & Academic Services informed that updates are complete
- Student number details are checked and updated on SITS
- Data extracted from SITS a second time
- Data checked with first extract to verify updates and sent to schools for a final check
- Surveys Generated, downloaded, and sent to printers
- Data uploaded to EvaSys
- Packs are checked to ensure accuracy and then sent to the schools for distribution and completion
- S&AS review the packs, note any outstanding batches and send for scanning
- The data analysis along with individual reports are circulated to schools
- S&AS prepare a report for Senate on outcomes

Schools

- Final check carried out. Any updates will be confirmed with S&AS
- Final check carried out. Any updates will be confirmed with S&AS
- Student & Academic Services informed that updates are complete
- Data extracted from SITS a second time
- Data checked with first extract to verify updates and sent to schools for a final check
- Surveys are printed and returned to S&AS
- Packs are checked to ensure accuracy and then sent to the schools for distribution and completion
- S&AS review the packs, note any outstanding batches and send for scanning
- The data analysis along with individual reports are circulated to schools
- S&AS prepare a report for Senate on outcomes
- Schools review the results by responding to issues and building on commendations

- Course Officers check the packs are completed, log the return and remove all blank forms
- When all surveys or most of them have returned, they are sent to S&AS within the agreed deadline
- S&AS review the packs, note any outstanding batches and send for scanning
- The data analysis along with individual reports are circulated to schools
- S&AS prepare a report for Senate on outcomes
- Schools review the results by responding to issues and building on commendations
## Appendix 2 – Module Evaluation Schedule 2019/20

<table>
<thead>
<tr>
<th>Term</th>
<th>Week</th>
<th>Week Commencing</th>
<th>General</th>
<th>Student &amp; Academic Services</th>
<th>Schools</th>
<th>Data Quality Team</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>August 26, 2019</td>
<td>Holiday</td>
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<td>2</td>
<td>September 2, 2019</td>
<td>Holiday</td>
<td>Pre-Module Evaluation Data to Schools (1)</td>
<td>Check data and update SITS (2)</td>
<td>BI Query Initial Extraction PRD1 modules</td>
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<td></td>
<td>3</td>
<td>September 9, 2019</td>
<td>Holiday</td>
<td>PRD3 surveys sent to external scanning company</td>
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<tr>
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<td>4</td>
<td>September 16, 2019</td>
<td>Induction Week</td>
<td>Update envelope text and provide indication of approximate number of questionnaires required for printers</td>
<td>Export PRD3 2018/19 raw data</td>
<td>Summary reports for PRD3 2018/19 ME</td>
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<tr>
<td>Autumn</td>
<td>5</td>
<td>September 23, 2019</td>
<td>Teaching Week 1</td>
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<td>6</td>
<td>September 30, 2019</td>
<td>Teaching Week 2</td>
<td>Send PRD3 summary reports to Schools</td>
<td>Deadline for checking updating SITS (4/10/2019)</td>
<td>BI Query Definitive Extraction PRD1 modules (7/10/2019)</td>
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<td>7</td>
<td>October 7, 2019</td>
<td>Teaching Week 3</td>
<td>Definitive List to Schools for final checks (3) (8/10/2019)</td>
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<td>8</td>
<td>October 14, 2019</td>
<td>Teaching Week 4</td>
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<td>Deadline to confirm final list for production of surveys (18/10/2019)</td>
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<td>October 21, 2019</td>
<td>Teaching Week 5</td>
<td>Production of PDFs from final lists and sending to Printers</td>
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<td>October 28, 2019</td>
<td>Reading Week</td>
<td>Return of Survey Questionnaire Packs from Printers - distribute to Schools</td>
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<td>November 4, 2019</td>
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<td>Return of Survey Questionnaire Packs from Printers - distribute to Schools</td>
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<td>Return of Survey Questionnaire Packs from Printers - distribute to Schools</td>
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<td>13</td>
<td>November 18, 2019</td>
<td>Teaching Week 8</td>
<td>Term 2 pre-module evaluation data to Schools (4)</td>
<td>Final deadline for late PRD1 ME requests (18/11/2019)</td>
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<td>14</td>
<td>November 25, 2019</td>
<td>Teaching Week 9</td>
<td>Standard Survey Distribution Week (completed surveys to be returned to S&amp;AS as soon as possible)</td>
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<td>15</td>
<td>December 2, 2019</td>
<td>Teaching Week 10</td>
<td>Schools return completed packs to S&amp;AS for scanning</td>
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<td>16</td>
<td>December 9, 2019</td>
<td>Teaching Week 11</td>
<td>Schools return completed packs to S&amp;AS for scanning</td>
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<td>17</td>
<td>December 16, 2019</td>
<td>Holiday</td>
<td>2012/2019 cut off point for sending completed PRD1 surveys to S&amp;AS for scanning</td>
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<td>January 6, 2020</td>
<td>Assessment</td>
<td>Check data and update SITS (5)</td>
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<td>January 13, 2020</td>
<td>Assessment</td>
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<td>January 20, 2020</td>
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<td>Export PRD1 raw data and send to Data Quality</td>
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<td>Export PDF reports and send to Schools (7)</td>
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<td>Update envelope text and provide indication of approximate number of</td>
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<tr>
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<td>questionnaires required for printers</td>
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<td>Teaching Week 3</td>
<td>Send Definitive List to Schools for final checks (7/02/2020)</td>
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<td>Send PRD1 summary reports to Schools (1/02/2020)</td>
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<td>Deadline to confirm final list for production of surveys (14/02/2020)</td>
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<td>February 17, 2020</td>
<td>Teaching Week 5</td>
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<td>February 24, 2020</td>
<td>Reading Week</td>
<td>Production of PDFs from final lists and sending to Printers</td>
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<tr>
<td>March 2, 2020</td>
<td>Teaching Week 6</td>
<td>Return of Survey Questionnaire Packs from Printers - distribute to Schools</td>
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<td>March 9, 2020</td>
<td>Teaching Week 7</td>
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<td>March 16, 2020</td>
<td>Teaching Week 8</td>
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<td>March 23, 2020</td>
<td>Teaching Week 9</td>
<td>Standard Survey Distribution Week (completed surveys to be returned to</td>
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<td>S&amp;AS as soon as possible)</td>
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<td>Teaching Week 11</td>
<td>Produce PRD3 surveys</td>
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<td>April 20, 2020</td>
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<td>Surveys sent to external scanning company (2/4/2020)</td>
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Spring

**12:00 pm 24/04/2019 cut off point for sending completed PRD2 surveys to S&AS for scanning**
<table>
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<tr>
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<th>Event Description</th>
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<tr>
<td>June 1, 2020</td>
<td>Send PRD2 summary reports to Schools (1/06/2020)</td>
</tr>
<tr>
<td>June 8, 2020</td>
<td>Summary tables for PRD2</td>
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<td>June 15, 2020</td>
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<tr>
<td>June 22, 2020</td>
<td>Final deadline for late PRD3 ME requests (30/06/2020)</td>
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<td>June 29, 2020</td>
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<td>July 6, 2020</td>
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<td>August 3, 2020</td>
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<td>August 10, 2020</td>
<td>Assessment</td>
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<tr>
<td>August 17, 2020</td>
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</tr>
</tbody>
</table>

**Notes:**

1. BI Pre-Module Evaluation Query facility and draft list of modules for P1
2. Supervisors to check module names, codes, periods, and tutor names correct, and all core and elective modules are added.
3. Definitive list of Modules to be evaluated in P1
4. Draft list of P2 and yearlong modules released w/c 18 November 2019
5. Supervisors to check module names, codes, periods and tutor names correct, and all core and elective modules are added.
6. Definitive list of Modules to be evaluated in P2
7. Individual results uploaded to the Schools shared drives when available - Results spreadsheet produced when all results received

BOTH PERIODS - IDENTIFY WHICH MODULES REQUIRE SURVEYS
- All modules must have at least one lecturer (add additional names where required)
- Mark lists to show where evaluation is not required for the module
- Schools should also liaise with Timetabling and Examinations contacts to ensure consistency of information