



MODULE EVALUATION POLICY

Scope:

All taught programmes leading to an award of City, University of London

Date approved:

March 2021

Module Evaluation Policy

Scope

1. This policy outlines City, University of London's approach to the evaluation of undergraduate and taught postgraduate modules.
2. The policy should be read in conjunction with the [Student Feedback Policy](#).

Principles and Purpose

3. City, University of London is **committed to continual enhancement** of the student experience and the development of its programmes. Students are partners in their learning and their opinions are highly valued.
4. Module evaluation is **one of the review mechanisms** used at City to gather feedback directly from students to inform programme development and enhancement of their taught student experience.
5. The **purpose of module evaluation is to provide a formal opportunity to gain feedback from students** on their academic experience of the module so that we can understand what worked well and what could be changed in the future.
6. Module evaluation is also a **formal mechanism** to trigger responses to students on their feedback.
7. The module evaluation process enables a **consistent approach** to the gathering of quantitative and qualitative student satisfaction data at module level, to support City's Vision and Strategy aims and strategic priorities. It provides an indicator of student satisfaction and enables Schools **to take appropriate actions**.
8. **Module evaluation questions provide insights** that can be used to inform understanding of, and enhance the quality of learning and teaching. The data is used alongside other sources of information such as external examiner reports and institution-level survey results.
9. Module evaluation takes place **in addition to informal** check-in discussions that may take place between students and staff during a module.
10. The University **expects students to provide honest reflections** about their experiences, and to be constructive and respectful in providing suggestions for change.

Module Evaluation Requirements

11. All modules delivered in each academic year must be evaluated using the University's module evaluation system. This includes dissertation and project modules, placement modules and those designed to support individual supervision.

Modules with small cohorts are to be evaluated to ensure that all students have an opportunity to provide feedback.

Module Evaluation Questions

12. City operates a common question set for module evaluation so that we are consistent in how we monitor the quality of our taught programmes. The current approved questions are provided as an Appendix to this policy (Appendix 1). Students are very much encouraged to provide comments on their experience in the evaluation as well as numerical scores.
13. The module evaluation question set is approved by Senate to ensure a consistent approach to evaluation, and to enable comparisons to be made across modules and years.

Consideration of outcomes from Module Evaluation

14. Module evaluation outcomes are considered within Schools and will be discussed with student programme representatives. Discussions will focus on identifying high quality experiences and agreeing action where change is required for future students. Outcomes from the discussions should be made available to the student cohort to show how their feedback has been considered.
15. There is also University-level overview of module evaluation outcomes to oversee the quality of the academic experience across City.

Feedback to Students following Module Evaluation

16. It is important to ensure that students have confidence that appropriate action is taken in response to their feedback. Actions planned or already taken in response to the current or past years' results will be shared with current students and future cohorts by departments and programme teams. Individual survey results and collated results may be shared with students. Feedback and actions relating to sensitive staffing matters will not be shared openly with students.
17. If changes to the module are appropriate, they will be made as soon as possible subject to the usual City approval processes and legal and regulatory considerations. Changes may not always be appropriate and, should this be the case, the reasons for this will be explained.

Equality and Diversity

18. City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.
19. Where relevant to this policy, decision-making panels will ensure a reasonable gender balance and will actively consider representation of other protected groups.

20. City's Vision and Strategy is underpinned by guiding values which embrace diversity and inclusion. All members of the University community should be respected and valued for their contributions, and conscious or unconscious bias on the basis of gender, race, ethnicity or other characteristic is not acceptable.
21. In providing feedback through module evaluation students are expected to observe City's values and provide constructive feedback on their experience of the module.
22. Staff involved in the interpretation of module evaluation results and responses to students should ensure that these values are observed at all times. It is recommended that all staff involved in interpretation of module evaluation results should take Inclusive Leadership training.

	Theme	Module Evaluation Questions - for use from 2021
1	Teaching for this Module	1.1 The teaching on this module has helped my understanding of the subject. 1.2 Staff delivered teaching at the right pace for me
2	How to do well on this Module	2.1 I understand the assessment criteria and what is required of me to perform well in this module 2.2 I have received constructive comments on my progress and/or any work within this module so far
3	Academic Support	3.1 I have been able to contact module teaching staff when I needed to, and received sufficient study advice and support on this module
4	Learning Resources	4.1 Learning materials (e.g. handbooks, handouts, notes, study guides, teaching materials and library resources for this module) have effectively supported my learning 4.2 Please use this box to give more detail about your answer (<i>text box for comments</i>)
5	Student Voice	5.1 I feel able to give my views and opinions about this module
6	Module Delivery	6.1 City is committed to continually reviewing our modules: Can you tell us about your experience of the online materials and activities for this module? (<i>text box for comments</i>) 6.2 To help us ensure our modules are accessible to all students and that you feel represented: Have you been able to participate fully in the learning activities for this module? Please tell us about any barriers to learning you have experienced (<i>text box for comments</i>)
7	Module overall	7.1 Overall I am satisfied with the quality of this module 7.2 Please use this box to give more detail about your answer (<i>text box for comments</i>)
8	Free text comments	8.1 What are the best features of this module? 8.2 Do you have any further comments about this module?

Notes:

- The questions have been designed for use on all UG/PGT modules.
- The focus is on the module, not individual teaching staff performance
- Questions are based on a 5- point Likert scale (some with additional text box options)

Policy Details Table

Document title:	Module Evaluation Policy
Maintained by:	Quality and Academic Development
Owned by:	Student and Academic Services
Approving Committee or Body:	Senate
Last updated:	March 2021
Review date:	March 2023 To be reviewed on a periodic basis, with allowance for minor annual updates of roles and responsibilities by Educational Quality Committee, as required
Current version:	Version 1.0
Location of master document:	Drive Address: S:\QUAD\Quality Manual\7. Student Voice
Website Link:	https://www.city.ac.uk/about/governance/policies/student-policies-and-regulations
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