



TRUST-EM Survey:
Frequently Asked Questions for
Students

13th March 2025



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General Questions about the UL TRUST-EM Survey

Q1 What is the TRUST-EM Survey?

The *Time to Reflect and Understand Students – Evaluation of Modules* (TRUST-EM) Survey is a short online module evaluation survey, circulated each semester¹. It is designed to provide students with the opportunity to provide meaningful feedback on their learning experience within an individual module. The survey also enables lecturers to reflect and respond to student feedback as necessary, closing the feedback loop in a transparent and open manner.

The survey will only take around 2 mins to complete. The specific questions included in the survey are given at the end of this document ([Appendix A](#)).

Q2 What is the purpose of the survey?

This survey focuses on the module, its place in the curriculum, its learning environment and the student's assessment of their engagement with the module, and NOT on the teaching.

The student feedback is aimed at lecturers, course directors, heads of departments², faculty deans, professional service divisions and staff. It assists the university in the identification of actions that may be applied to enhance the student experience, the learning environment, programme design and delivery. Systematic surveys also help the university meet national and international quality obligations, and provide data for institutional, faculty and departmental quality reviews.

Q3 Why should I complete this survey?

The survey provides you with a confidential mechanism by which you can express your level of satisfaction with each module you are currently undertaking. The higher the response rate, the more reliable the results and the greater the impact of the student message.

Q4 How do I access this survey?

There are a number of ways to access the surveys when open:

- All surveys can be accessed in the [evasys Student Portal](#)
- You will receive a personalised email from TRUST-EM@ul.ie to your UL student email account, with links to all your surveys.
- Survey widgets will appear on the home page of your university virtual learning environment (VLE), Brightspace.

¹ In the case of block modules or those that fall outside SEM1/SEM2 delivery, an alternative schedule will be agreed.

² In these FAQs, reference to departments includes schools and reference to heads of department includes heads of school.



Q5 How can I provide useful feedback?

Your honest feedback plays a crucial role in helping us improve our modules and enhance your learning experience. Comments that are respectful, constructive, and fair will have the most impact – please don't be mean.

- **Be descriptive.** “The article by Smith was very confusing and I didn't think it related well to the course material.”
- **Explain what you liked** about the class. “I really benefited from the hands-on activities because they helped me learn the material.”
- **Be respectful.** Honesty is important, but there's no need to be mean. Speak your mind politely about the module's strengths and weaknesses.
- **Be appropriate.** Focus on your opinions about the content of the module (the assignments, the in-class material) and not unrelated matters.
- **Offer suggestions**, for example “Could you please put less information on each PowerPoint slide and use a bigger font?”
- **Acknowledge.** If you enjoyed the class, let them know.

Q6 What questions are asked in the survey?

This survey gives students the opportunity to reflect on their module and give feedback on their unique student experiences. The survey is organised into four areas:

- Module
- Student Engagement
- Learning Environment
- Overall

[Appendix A – TRUST-EM Survey](#) lists all the questions asked in the survey.

Q7 Will any of my commentary be “cleansed “or redacted?”

No. Your honest feedback plays a crucial role in helping us improve our modules and enhance your learning experience. Your input will be shared directly with your lecturer, so we do ask all students to be constructive and appropriate in their feedback.

Q8 Will I get a reminder to complete the survey?

Yes, you will receive a reminder if you have not completed all your module surveys by a certain date.

Q9 When is the survey launched?

The survey is normally launched in Week 10 of each semester.



Q10 When does the survey close?

The survey usually closes after 2 weeks.

Q11 I have ideas to improve the survey. Who do I talk to?

Please send your suggestions to us at TRUST-EM@ul.ie

Reporting

Q12 Are the survey results published?

Yes. An institutional summary report will be published online [on the QSU website](#).

Q13 What about Data Protection and GDPR?

All data is processed in accordance with the University's [Data Protection Policy](#) and our [Student Privacy Notice](#).

[Further information on Data Protection at UL](#)

Q14 Who has access to my responses?

Only designated system administrators can access the survey data. Under exceptional circumstances, the identity of an individual respondent may be unmasked. This is done only if the Director of Quality deems it necessary to follow up on a serious issue relating to, for example, student welfare.

Q15 What happens to the survey results and are they confidential?

Once the survey is closed, individual lecturers are given the opportunity to reflect on the feedback received. Those reflections can be shared with students collectively.

Course directors, HoDs, Deans and senior university management receive aggregate reports that are fully anonymised. Student details are not linked to these aggregate reports and individual students cannot be identified.

Q16 I am an eligible student that has not received any communication to participate in the survey. What can I do?

Please contact TRUST-EM@ul.ie with your student ID number and module code, and we will investigate this for you.

Q17 I have completed the survey and I am worried that my responses will be linked to my name. Are my responses anonymous?

Only designated system administrators can access the survey data (see *Q14 Who has access to my responses?*).



Q18 I don't want to take the survey, can I opt-out?

Participation in the survey is voluntary and you can choose not to complete it. The survey is one of the university's key quality assurance mechanisms and is a very important tool for improving the services we offer.

The lawful basis used to process data for the survey is the provision of a contract. An opt-out option is not permitted for operations and core services in the provision of a contract. Under General Data Protection Regulation (GDPR) the university must have a lawful basis for processing personal data. Please refer to section 3.1.1 of the University of Limerick [Student Privacy Notice](#) (Under 3.1.1).

Q19 Where can I find out more about what personal data the university holds on me?

All data is processed in accordance with the University's [Data Protection Policy](#). Further information on data protection, [the student privacy policy and GDPR](#) are available at on the UL website.

Queries regarding data protection may be directed to the [University's Data Protection Officer](#). The [UL Records Management Policy](#) is available on the UL website.



Appendix A – TRUST-EM Survey

Module Theme

1. The module objectives are clear

1= Very dissatisfied

2= Dissatisfied

3= Somewhat dissatisfied

4= Somewhat Satisfied

5= Satisfied

6= Very satisfied

2. The module is well organised

1= Very dissatisfied

2= Dissatisfied

3= Somewhat dissatisfied

4= Somewhat Satisfied

5= Satisfied

6= Very satisfied

3. The learning outcomes for the module are achievable.

1= Very dissatisfied

2= Dissatisfied

3= Somewhat dissatisfied

4= Somewhat Satisfied

5= Satisfied

6= Very satisfied

4. This module is relevant to my overall programme of study.

1= Very dissatisfied

2= Dissatisfied

3= Somewhat dissatisfied

4= Somewhat Satisfied

5= Satisfied

6= Very satisfied



Learning Environment and Resources Theme

1. The study materials were useful in helping me to learn.

- 1= Very dissatisfied
- 2= Dissatisfied
- 3= Somewhat dissatisfied
- 4= Somewhat Satisfied
- 5= Satisfied
- 6= Very satisfied

2. Classroom Facilities are appropriate [note this may be lab, work learning environment etc.]

- 1= Very dissatisfied
- 2= Dissatisfied
- 3= Somewhat dissatisfied
- 4= Somewhat Satisfied
- 5= Satisfied
- 6= Very satisfied

Student Engagement Theme

1. I have worked hard to succeed in this module.

- 1= Very dissatisfied
- 2= Dissatisfied
- 3= Somewhat dissatisfied
- 4= Somewhat Satisfied
- 5= Satisfied
- 6= Very satisfied

2. I submitted all necessary coursework on time.

- 1= Very dissatisfied
- 2= Dissatisfied
- 3= Somewhat dissatisfied
- 4= Somewhat Satisfied
- 5= Satisfied
- 6= Very satisfied



3. I did all I could to contribute to my learning within this module.

- 1= Very dissatisfied
- 2= Dissatisfied
- 3= Somewhat dissatisfied
- 4= Somewhat Satisfied
- 5= Satisfied
- 6= Very satisfied

4. I attended most or all the required contact hours for this module (both online and on-campus)

- 1= Very dissatisfied
- 2= Dissatisfied
- 3= Somewhat dissatisfied
- 4= Somewhat Satisfied
- 5= Satisfied
- 6= Very satisfied

Overall Experience Theme

1. Overall, I am satisfied with my experience on this module.

- 1= Very dissatisfied
- 2= Dissatisfied
- 3= Somewhat dissatisfied
- 4= Somewhat Satisfied
- 5= Satisfied
- 6= Very satisfied

2. I have learned a lot during this module.

- 1= Very dissatisfied
- 2= Dissatisfied
- 3= Somewhat dissatisfied
- 4= Somewhat Satisfied
- 5= Satisfied
- 6= Very satisfied

3. What worked well in this module? (open question)

4. What could be improved? (open question)



Revision History

Rev. no.	Date	Approved by	Details of changes
1	20 th March 2025	Director of Quality	Initial release document