



UNIVERSITY *of* LIMERICK

O L L S C O I L L U I M N I G H

Module Satisfaction Survey (MSS) Procedures

May 2014

Overview

The University of Limerick (UL) undertakes to provide an outstanding and distinctive experience for every one of its students (Goal 1, Strategic Plan 2011–2015, *Pioneering and Connected*). The University also undertakes to adopt the highest standards of quality assurance (QA) and quality improvement (QI). With these commitments in mind, UL will put in place a Module Satisfaction System (MSS) for evaluating the student experience at a modular level. The MSS should provide valuable student feedback and is one of an array of QA/QI mechanisms that UL employs.

UL recognises that student involvement is crucial for the provision of information about the student learning experience. The MSS is adopted by UL in response to a recommendation that arose from the institutional review of the University in 2012 and is in compliance with the requirements of the Standards and Guidelines for Quality Assurance in the European Higher Education Area.

The Quality Support Unit will administer the MSS. Department heads may liaise with academic staff in their own departments in relation to any follow-up enhancements or responses that may arise.

Definitions

Academic department: Includes department, school or academy

Modules: Includes all undergraduate and postgraduate modules listed in the Book of Modules

Student Evaluation of Teaching (SET): A detailed, formative questionnaire completed by students on their learning experience. A copy of the student evaluation form is available to download from the Centre for Teaching and Learning website.

Purpose

The purpose of the MSS is to serve as an indicator of the student learning experience and to assist faculties, academic departments, divisions and staff with the identification of actions that may be applied to improve and enhance the student experience.

Scope

The MSS will be run annually in conjunction with SETs¹ on an alternating semester basis as outlined in Table 1 below. The alternation of these two different forms of evaluation is intended to minimise feedback overload, to avoid confusion between the two systems and to ensure that different times are allocated for the formative work led by the Centre for Teaching and Learning and, where indicated by the MSS, there may be a more in-depth review led by the Head of Department (HoD). Any exception to the scheduled allocation of the two systems must be approved by the Vice President Academic & Registrar or his/her nominee.

¹ Members of academic staff may avail of SETs or other mechanisms for teaching evaluation provided by the Centre for Teaching and Learning in any semester.

Table 1

Academic Year	Semester 1	Semester 2
Year 1 (e.g. 2014/15)	MSS runs	SET runs
Year 2 (e.g. 2015/16)	SET runs	MSS runs

Follow Up

In consultation with appropriate academic staff, the HoD may initiate a more in-depth follow up in the current or subsequent semester, and may avail of assistance from other units within the University, including the Centre for Teaching and Learning; relevant course directors, course boards and academic staff; ; and the Faculty Dean or Assistant Dean for Academic Affairs. Matters identified in the MSS that relate to scheduling, the classroom environment or technology may also be raised with the relevant University officer.

In addition to the foregoing, individual academic staff may seek the assistance of the Centre for Teaching and Learning to address matters identified by the MSS.

Results and Confidentiality

MSS results shall be confidential to the academic staff member, the HoD and/or the Dean².

MSS results may be used for reporting when presented in aggregate form at department, faculty and university level only³.

The Quality Support Unit (QSU) will have access and administer the MSS and ensure access to raw data is limited to the individual academic staff member, HoD and /or Dean. The QSU will issue all other data in Aggregate form only.

Individual academic staff members may at their own discretion use the results for whatever purpose they wish e.g. progression, promotion, etc.

MSS Questions

The MSS will comprise the following two questions:

1. All things considered, how do you feel about this module?
2. All things considered, how do you feel about each of the following aspects of this module?
 - a) Content
 - b) Difficulty
 - c) Resources
 - d) Delivery
 - e) Assessment model
 - f) Schedule
 - g) Rooms and facilities

All questions shall be answered on a scale from 1 to 5 where:

1 = Very dissatisfied

2 = Dissatisfied

3 = Neutral

² Aggregate Results will be retained for a period of 5 years by the QSU.

³ Raw data will be retained for a period of 2 years by the QSU.

4 = Satisfied

5 = Very satisfied

Threshold

The HoD will consider matters that may require action to improve the student experience in instances where modules are below the threshold of 3.0 (see section on follow up above).

Results with a response rate of less than 20% are invalid. For small class sizes, the HoD and/or Dean will be expected to use their discretion to determine the reliability of the MSS results in consultation with the Module Leader.

Timing

The MSS will normally be conducted over a 10-day period from the commencement of Week 5 to the end of Week 6. This will give the HoD or Dean sufficient time to initiate any necessary follow-up actions.

Review

This policy will be reviewed annually in consultation with faculties, academic departments, Unite Academic Representatives to monitor and improve the process. Any amendments to the use of this policy in relation to other university policies will only take place after consultation with Unite Academic Representatives.