Module Satisfaction Survey: Frequently Asked Questions for Students

Revision 5, 26th November 2020

Module Satisfaction Survey

Frequently Asked Questions for Students

It is best to consult this document in conjunction with the [MSS procedures document](#).

Contents

Q1   What is the MSS?

The module satisfaction survey (MSS) is a short, online student survey designed to provide a mid-term barometer of students' levels of satisfaction with their modules. The specific questions included in the survey are given in the MSS procedures document.

Q2   How long does the survey take to complete?

The survey generally takes less than 30 seconds per module to complete.

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 overall results are promptly made available to both the lecturer coordinating the module and the head of department for them to consider and to take whatever action might be necessary. The higher the response rate, the more reliable the results and the greater the impact of the student message.

Q4   Will I get a reminder to complete the survey?

If you have not completed the survey for all your modules, the survey tool is set up to send you an automated reminder email every few days while the survey is live.

Q5   My lecturer doesn't use Sulis for my module-can I still complete the survey?

Yes. You will be able to complete the survey even if Sulis is not used by your lecturer (i.e. the module site does not need to be published).

Q6   How do I login to Sulis?

You login to Sulis by clicking on the following link https://sulis.ul.ie/portal and enter your network username (firstname.surname) and password. This is the same username and password that you use to login to your PC on campus.

Q7   Why do I have to login to Sulis to complete the MSS?

Lecturers will not be able to see who has provided feedback on their module. The reason that we ask students to login prior to completing the survey is to ensure that they have access to the correct suite of modules for the MSS. It is very important than students can only give feedback on modules that they are registered for. In 2020/21 semester 1, there were almost 70,000 individual surveys (~1,200 modules undertaken by ~16,000 students) created for the MSS and the integrity of the process is largely dependent on validating accurate student registrations per module. Examples of the types of reports that are visible to the lecturer are given in the Appendix.

Q8   I can't login to Sulis

 If you have tried to login to Sulis (see previous FAQ) and cannot, please contact ITSS@ul.ie.

Q9   There is an error in my MSS module list. What do I do?

The module list for each student is downloaded from UL's central student information database at the end of week 4. Although we are unable to modify the module list once the

survey is launched, you should check with Student Academic Administration (saa@ul.ie) to ensure that you are registered for the correct modules.

Q10 One of my modules has not yet started. What do I do?

In a very small number of cases, a module may not have commenced by the time the survey is launched, which means that you cannot complete a survey for that module. This information is not available to the survey administrators, so please ignore further reminders regarding such modules, with our apologies.

Q11 The module is non-standard (e.g., a placement). What do I do?

A small number of modules will be delivered in a non-traditional manner (e.g., Co-op). In such cases, please interpret the survey questions as best you can in the context of that module. This is an issue we intend to review at the end of the current MSS round.

Q12 The survey is live but I haven't received an email. What do I do?

This is a very rare occurrence. All students that were registered on modules by the end of week 4 should receive an invitation to complete the survey. Please check with Student Academic Administration (saa@ul.ie) to ensure that you are registered for the correct modules. If SAA confirm that you are registered for all of your correct modules, please email MSS@ul.ie with you ID number and your module code and we will investigate this further for you.

Q13 Can I change my scores after I submit the results?

No, you cannot change your scores after you have submitted the survey.

Q14 Who has access to my responses?

Individual student responses are confidential. Students' names are not included in any survey report.

Q15 What happens to the survey results?

Once the survey is up and running for a few days, the lecturer coordinating the module can monitor the live, anonymous survey results. As soon as the survey has been closed, the coordinating lecturer can access a report for the module and the head of department receives a report summarising student responses on all modules delivered by the department. This report is copied to the faculty dean. A detailed institutional-level report is provided to the Executive Committee (the president, vice presidents, deans and some other senior officers), and a summary report is published on the Quality Support Unit (QSU) website. At no stage in this reporting process does a lecturer or member of UL management have access to the results returned by an individual student.

Q16 What do the survey reports look like?

Examples (generalised) of (a) an individual module report, (b) a head of department report (which is copied to the relevant dean) and (c) a faculty-level aggregate report (sent to the relevant dean and integrated into a report to Executive Committee) are included in the

appendix to this document. Previous institutional-level survey reports are publically available on the Module Satisfaction Surveys page of the QSU website.

Q17 Can I have access to the MSS results for a specific module?

No. Results for individual modules are confidential to the lecturers involved, the head of department and the faculty dean.

Q18 What follow-up is expected from the lecturer/department?

Follow-up is initiated at local level, i.e., by the lecturer(s) and head of department. Where student feedback suggests a significant degree of dissatisfaction with a module, it is recommended to lecturers that they initially reflect upon the survey findings and talk about the findings directly to the students undertaking the module. It is recommended to heads of department that they encourage lecturers to have such conversations with the students. In addition, should they feel it appropriate to do so, the head of department could explore the issues directly. The exact advice to lecturers and heads of department can be found in the sister document to this document: *Module Satisfaction Survey: Frequently Asked Questions for Academic Staff* (available on the Module Satisfaction Surveys page of the QSU website).

Q19 I am deeply dissatisfied with a module. I believe many of my friends are also unhappy with it, and this was likely to have been reflected in the MSS feedback. However, the lecturers involved have not discussed it with us. What should we do?

Either yourself or the class representative could initiate a discussion with the lecturers involved or with the relevant academic advisor, course director or head of department.

Q20 I have ideas to improve the MSS. Who do I talk to?

Please send your comments to the Director of Quality at MSS@ul.ie. You can also complete a feedback form here.

Q20 Will the MSS process be reviewed?

As process owner, instigation of a review will be at the behest of the Provost & Deputy President.

Appendix: MSS Reports

1. Sample (generalised) MSS individual module report made available to coordinating lecturer.

Each question is presented as shown below. The mean score corresponds to the MSS score.

MSS, Semester 1, 2017/8

Hide All Text Responses

Viewing Groups: **MODULE CODE-MODULE NAME**

Course/Group Items:

1. All things considered, how do you feel about this module?	62 responses
very dissatisfied	1 (2%)
dissatisfied	2 (3%)
neutral	16 (26%)
satisfied	33 (53%)
very satisfied	10 (16%)
	62 answers, mean = 3.79

MSS score

All things considered, how do you feel about each of the following aspects of this module?

2. Content	58 responses
very dissatisfied	0 (0%)
dissatisfied	5 (9%)
neutral	10 (17%)
satisfied	33 (57%)
very satisfied	10 (17%)
	58 answers, mean = 3.83

2. Sample (generalised) MSS report made available to head of department

2016 Module Satisfaction Survey - Department Results Sheet - STRICTLY CONFIDENTIAL

Total respondents for department	462
Total surveyed in department	1320
Response rate by department	35%
Average score for Q1 (by module)	3.9

Background RED - question average score less than 3.0
Background ORANGE - question average score from 3.0 to 3.3

Department Averages

Department:

Average score for Q2 (by module)

3.9	4.0	3.8	3.9	3.9	3.9	3.9	4.1

Key to modules below.
Highlighted in BLUE - less than TEN students enrolled, response rate less than 20%

Module DATA

Dept. Code	Department Name	Module Code	Module Name	Student enrolement	Respondents	Response Rate %	Q1	Q2 Average	Q2.1 Content	Q2.2 Difficulty	Q2.3 Resources	Q2.4 Delivery	Q2.5 Assessment Model	Q2.6 Schedule	Q2.7 Rooms & Facilities
				9	1	11%	2.0	3.1	4.0	4.0	2.0	2.0	5.0	2.0	3.0
				9	1	11%	2.0	2.4	2.0	3.0	3.0	2.0	3.0	1.0	3.0
				35	17	49%	2.8	3.5	3.4	3.9	3.4	2.7	2.5	4.2	4.2
				18	5	28%	3.4	4.0	3.6	4.2	4.0	3.2	4.4	4.2	4.2
				104	24	23%	3.5	3.5	3.5	3.2	3.4	3.4	3.1	4.2	3.5
				202	76	38%	3.6	3.6	3.7	3.5	3.5	3.7	3.3	3.7	4.0
				113	35	31%	3.6	3.9	3.9	3.7	3.8	3.2	4.1	4.2	4.2
				28	7	25%	3.7	3.8	4.2	3.8	3.8	3.7	3.8	3.5	4.0
				10	4	40%	3.8	3.8	3.8	4.0	3.0	4.0	4.3	4.0	3.8
				68	36	53%	3.8	3.9	3.6	3.6	4.2	4.4	3.9	3.8	4.1
				87	22	25%	3.8	3.6	3.6	3.3	3.8	4.1	3.6	3.7	3.1
				53	26	49%	3.9	3.8	3.8	3.6	3.9	3.9	3.4	3.9	4.2
				119	39	33%	3.9	4.0	3.9	3.7	3.9	4.1	3.8	4.1	4.2
				10	4	40%	4.0	3.7	3.5	3.8	3.5	3.8	3.8	3.8	4.0
21				19	10	48%	4.0	3.8	4.1	3.9	4.0	3.9	3.5	3.4	4.1
				19	12	63%	4.0	4.2	4.4	3.8	4.4	3.9	3.7	4.3	4.8
				1	1	100%	4.0	3.7	4.0	3.0	4.0	4.0	3.0	4.0	4.0
				32	10	31%	4.1	4.0	4.2	3.9	3.9	3.8	4.1	4.1	4.1
				64	18	28%	4.1	4.1	4.1	3.6	4.3	4.5	3.9	4.0	4.2
				21	14	67%	4.1	4.1	4.4	3.5	4.4	4.5	4.4	3.6	3.6
				19	5	26%	4.2	4.0	4.0	3.2	4.4	4.0	4.0	4.0	4.4
				62	17	27%	4.2	4.2	4.1	3.9	4.0	4.4	4.2	4.5	4.1
				85	30	35%	4.4	4.4	4.3	3.9	4.5	4.6	4.5	4.5	4.5
				10	4	40%	4.5	3.9	4.3	4.0	3.8	4.0	4.0	4.0	3.5
				56	23	41%	4.6	4.3	4.7	4.2	4.4	4.7	3.4	4.4	4.4
				21	14	67%	4.6	4.6	4.6	4.5	4.6	4.8	4.5	4.5	4.6
				19	5	26%	4.8	4.3	4.4	4.2	4.4	4.3	4.2	4.4	4.4
				12	1	8%	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
				13	1	8%	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0

3. Sample (generalised) MSS faculty-level aggregate report

Faculty name	Dept 1	Dept 2	Dept 3	Dept 4	Dept 5
Responses received	589	749	626	719	518
Responses requested	1161	2304	2353	2235	2145
Response rate (%)	51%	33%	27%	32%	24%
Q1 average (by module)	3.9	3.7	3.5	4.1	3.6
Q2 average (by aspect)	3.8	3.7	3.5	4.1	3.7
Q2.1 - Content	3.9	3.7	3.6	4.1	3.8
Q2.2 - Difficulty	3.7	3.7	3.6	3.9	3.6
Q2.3 - Resources	3.9	3.7	3.4	4.1	3.7
Q2.4 - Delivery	3.9	3.8	3.3	4.1	3.8
Q2.5 - Assessment Model	3.6	3.5	3.3	4.0	3.6
Q2.6 - Schedule	3.8	3.6	3.5	4.1	3.6
Q2.7 - Rooms & Facilities	3.7	3.7	3.7	4.3	4.0

Revision History

Rev.	Date	Approved by	Details of changes
1	28 Sept 2016	Director of Quality	Initial release document
2	2 Feb 2018	Director of Quality	Change in survey software
3	16 Feb 2018	Director of Quality	Update to FAQs
4	4 Oct 2018	Director of Quality	Update to FAQs
5	26 November	Director of Quality	Update to FAQs

Revision History