

WHITECHAPEL COLLEGE

QUESTIONNAIRE POLICY inc ANALYSIS AND ACTION PLAN

06 August 2014

At the end of every term, ie on three occasions each academic year, all students enrolled at Whitechapel College are asked to complete a questionnaire in which they are invited to record their views on the student experience of each module they have taken. This questionnaire has been recently updated to make it more user-friendly and to make it easier to analyse results, views and trends.

As well as responding to the specific 'ratings' questions, students are encouraged to provide comments in more open-ended form on various aspects of the teaching and learning environment. Students may do so under a cloak of anonymity if they so choose.

The end of term questionnaires will in future be administered by a member of the College's senior administrative staff and the module teacher will not be present at that time, in the hope of reducing or eliminating any perceived bias based on any perception of undue influence. The completed questionnaires will then be shown to the module teacher or teachers who can then represent their views on the content of the students' ratings and comments to the senior management of the College.

The senior administrator will collate the student responses to each module and summarise these responses by module in a presentation to the senior management team. The updated pro forma contains a space for the College's senior managers - as individuals or as a team - to analyse and comment on the summary of each module or on specific relevant issues by completing the appropriate section of the pro forma and by taking any appropriate action.

'Appropriate action' may take many forms but could include support by a mentor or support through staff development activity.

As well as the student questionnaire student representatives from each class have been democratically elected to serve on the Staff Student Liaison Committee. This committee provides another forum for the student voice to be heard with the College management expected to respond in an appropriate way to all comments received.