



Module Evaluation Policy

**Scope:**

All taught programmes leading to an award of City St George's, University of London

Senate Regulations:

N/A

Summary:

This policy outlines City St George's, University of London's approach to the evaluation of undergraduate and taught postgraduate modules, including the module evaluation questions.

Date approved/re-approved:

October 2023

Updated October 2024

Date for review:

To be reviewed by the end of 2026/27 academic year, with allowance for minor updates, as required.

Effective from:

2024/25

To be read in conjunction with:

Student Feedback Policy

Module Evaluation Guidance

Module Evaluation Policy

Scope

1. This policy outlines City St George's, University of London's approach to the evaluation of undergraduate and taught postgraduate modules.
2. Module evaluation will be designed and operated in a way that upholds lawful freedom of speech and academic freedom. Student feedback should focus on the quality of learning, teaching and support (for example, clarity, organisation, assessment and accessibility) rather than agreement or disagreement with discipline-relevant ideas or evidence presented in teaching. Evaluation outcomes will not be used to disadvantage staff for the lawful exercise of academic judgement or expression, including the presentation of controversial or unpopular viewpoints where relevant to the subject. Where feedback raises concerns about potentially unlawful conduct or risks to safety, these will be referred to the appropriate University procedures rather than addressed through the evaluation mechanism.
3. The policy should be read in conjunction with the [Student Feedback Policy](#).

Principles and Purpose

4. City St George's, 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.
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 St George'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 is one of several processes to evaluate teaching quality and 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 (this may exclude clinical placement modules) and those designed to support individual supervision. It does not include standalone non-credit bearing CPD modules. Modules with small cohorts are to be evaluated to ensure that all students have an opportunity to provide feedback.

Module Evaluation Questions

12. City St George's 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). The MBBS programme is permitted to share supplementary questions in addition to the common question set. Students are 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 and Feedback to Students

14. Module evaluation outcomes are considered within Schools and feedback will be shared with student programme representatives and made available to the student cohort. Feedback will focus on identifying high quality experiences and agreeing action where change is required for future students. Feedback relating to sensitive staffing matters will not be shared openly with students.
15. It is important to ensure that students have confidence that appropriate action is taken in response to their feedback. Action plans, where required, will not be shared with students. Further information on Action Plans is contained in the Module Evaluation Guidance.
16. If changes to the module are appropriate, they will be made as soon as possible subject to the usual 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 to students in the feedback.
17. There is also University-level overview of module evaluation outcomes to oversee the quality of the academic experience across the University.

Equality and Diversity

18. City St George's, 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, any oversight group will ensure a reasonable gender balance and will actively consider representation of other protected groups. The AD EDI for each School will be involved with the management level analysis of module feedback and be involved in supporting staff and students to create a feedback culture which tackles unconscious bias.
20. City St George'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 St George'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.

Appendix 1

| | Theme | Module Evaluation Questions – from 2024/25 |
|---|--------------------------|---|
| 1 | Teaching for this Module | <p>1.1 The teaching on this module has helped my understanding of the subject.</p> <p>1.2 I had the opportunity to participate in, and contribute to, classes (including online sessions) and other learning activities.</p> <p>1.3 Do you have any further comments about the teaching on this module? <i>(text box for comments)</i></p> |
| 2 | Assessment and Feedback | <p>2.1 I understand the assessment criteria and what is required of me to perform well in this module.</p> <p>2.2 I have received feedback on assessments (this may include informal formative feedback prior to submission) this term (Yes/No)</p> <p>2.3 <i>If yes – 2.3 - The feedback I have received on my assessments was helpful and informative.</i></p> |
| 3 | Academic Support | <p>3.1 I have been able to contact module teaching staff when I have needed to.</p> <p>3.2 I have received sufficient study advice and support on this module.</p> |
| 4 | Learning Resources | <p>4.1 Learning materials [e.g. handbooks, handouts, notes, study guides, teaching materials (including the Virtual Learning Environment, pre-recorded lectures and online learning resources) and library resources for this module] have effectively supported my learning.</p> <p>4.2 Please use this box to give more detail about your answer <i>(text box for comments)</i></p> |
| 5 | Student Voice | <p>5.1 I feel able to give my views and opinions about this module, both in and outside of class (e.g., informal feedback)</p> <p>5.2 I am aware that my feedback will be used to help inform the future delivery of the module next academic year.</p> |
| 6 | Module overall | <p>6.1 Overall I am satisfied with the quality of this module.</p> <p>6.2 Do you have any further comments about this module? <i>(text box for comments)</i></p> |

| MBBS Supplementary Questions – from 2025/26 | | |
|---|--|---|
| 7 | Learning Outcomes | 7.1 The intended learning outcomes for this module were clear |
| 8 | Anatomy | 8.1 The teaching challenged my understanding and promoted my development 8.2 Overall, this teaching was effective 8.3 Anatomy - Comments: <i>(text box for comments)</i> |
| 9 | Basic and Clinical Sciences | 9.1 The teaching challenged my understanding and promoted my development 9.2 Overall, this teaching was effective 9.3 Basic and Clinical Sciences - Comments: <i>(text box for comments)</i> |
| 10 | Patients, Populations and Society | 10.1 The teaching challenged my understanding and promoted my development 10.2 Overall, this teaching was effective 10.3 Patients, Populations and Society - Comments: <i>(text box for comments)</i> |
| 11 | Clinical Skills | 11.1 The teaching challenged my understanding and promoted my development 11.2 Overall, this teaching was effective 11.3 Clinical Skills - Comments: <i>(text box for comments)</i> |
| 12 | Communication Skills | 12.1 The teaching challenged my understanding and promoted my development 12.2 Overall, this teaching was effective 12.3 Communication Skills - Comments: <i>(text box for comments)</i> |

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| Policy Title | |
| Module Evaluation Policy | |
| Policy Enabling Owner and Department | Responsible for Implementation and Department |
| Academic Services | Academic Services |
| Approving Body | Date of Approval |
| Senate | March 2021 October 2023 October 2024 |
| Last Reviewed & Version | Review Due Date |
| March 2021 (v1) October 2023 (v2) October 2024 (v3) | 2026/27 |
| Publication of Policy (<i>tick as appropriate</i>) | |
| For public access online (internet)? <input checked="" type="checkbox"/> | For staff access only (intranet)? <input checked="" type="checkbox"/> |
| Website Link: https://www.citystgeorges.ac.uk/about/governance/policies/student-policies-and-regulations | Intranet Link: https://staffhub.citystgeorges.ac.uk/academic-services/policies-and-guidance/quality-manual/student-voice |
| Storage of Policy (<i>Previous versions of the policy must be stored in the drive by the author</i>) | |
| Drive Address: reg-dev/QUAD/QualityManual | |
| Queries about this policy should be referred to | |
| QUAD@citystgeorges.ac.uk | |