Postgraduate Taught Experience Survey: Staff Guide

The Postgraduate Taught Experience Survey of taught postgraduate students begins at King’s on Monday 11th March. This guide has been produced to help you support students through the survey process.

What you should tell your students:

The Postgraduate Taught Experience Survey is a national survey, co-ordinated by Advance HE. It is carried out by the University and begins here on 11th March 2019 and closes on 14th June 2019 at 23:59 GMT.

King's is promoting the survey to help encourage as many eligible students as possible to complete it online and to give their feedback. The more students who complete, the more representative it will be.

The survey is the chance for taught postgraduates to feedback their experiences on teaching and learning. We need to know what postgraduates think so we can address issues and keep doing what is valued. It is an opportunity to say what went well and what could have been improved.

The survey is confidential and the results must be made anonymous so that no individual can be identified during the reporting.

Postgraduates will receive an email on Monday 11th March asking them to fill in the survey. Each student will receive a unique link to access the survey (if they access the survey via this link they will not need to log in).

Frequently Asked Questions

How will PTES be carried out?

The survey is carried out by the Student Survey Management Group and the questionnaire hosted online by Jisc Online Surveys. On Monday 11th March all eligible taught postgraduate students will receive an email containing their unique link and asking them to complete the survey.

Any students not completing the survey within the first couple of weeks will receive further email reminders from the university. The survey will close on 14th June 2019.
The student can also fill out the survey here (https://kings.onlinesurveys.ac.uk/ptes-2019) and will need to login using their email address and Student number (the number found on their ID card). However, it would be best to direct students to the link sent to them by email as this link is unique to them and they will not need to log in to access the survey.
What will be asked?

The survey questions are broken down into the following areas:

+ The experience of teaching and learning, including: staff, learning materials, working with other students, workload, and feeding back on experience;
+ Engagement and course challenge;
+ Assessment and feedback, including supervisor support for dissertation or major project;
+ Organisation and management, including induction and involvement in course decisions;
+ Resources and services, including learning resources and overall support;
+ Skills development, including independent learning, research skills and career skills;
+ Overall satisfaction and motivation for taking the programme and information provided by the institution to help course choice;
+ Skills Attainment, Career Preparedness & the King’s College London Students' Union (KCLSU)
+ Demographic details, including on previous education and fluency in English.

Students are encouraged to take an overview of the whole course and have an opportunity to comment after each section, as well as at the end of the questionnaire.

Which students will be surveyed?

Students invited to participate in the survey this year are final year postgraduate taught students. In a change from last year, students enrolled in the first year of a part time postgraduate course will not be contacted and will be invited to complete the survey next year.

Please note that students enrolled on various non-award, non-credit, study abroad and free standing courses will not be contacted.

What if students don’t want to take part?

We strongly encourage students to fill it in as soon as possible because their experience and views are very important. However, it is not compulsory. Students are able to opt out and can let the University know at any point if they don’t want to take part, either by responding to an invitation email or by emailing studentsurveys@kcl.ac.uk.

How do I check response rates?

Response rates will be available to King’s staff via the response rates dashboard using Power BI. Staff with a King’s email account can apply for a Power BI Pro licence (required for dashboard access) by contacting the IT Service Desk.

How will I see the results?

The results of institutions aggregated together are published by Advance HE. Institutions own their results and decide whether to make them public. Detailed results will be available to staff by Department and Subject Area and will be disseminated by the end of July 2019. All reporting should provide a fair and balanced picture of provision and should be directed towards enhancing practice.
More information?
Please guide all students to the FAQ page if they have queries about PTES. You can also read more about the survey here. Staff may contact studentsurveys@kcl.ac.uk for more information if required.