Postgraduate Taught Experience Survey: Staff Guide

The Postgraduate Taught Experience Survey of taught postgraduates begins at King's College London on Monday 9th March 2020. 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 Monday 9th March 2020 and closes on Monday 15th June 2020.

King's College London are 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. KCLSU will also be assisting with promoting the PTES to eligible students.

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 results are anonymised so that no individual can be identified from the results.

Postgraduates will receive an email from the Principal and Professor Nicola Phillips on Monday 9th March asking them to fill in the survey and a link to it.

Only final year students on taught postgraduate courses will be surveyed.

Frequently Asked Questions

How will PTES be carried out?

The survey is carried out by the King’s Analytics Team and the questionnaire hosted online by Jisc Online Surveys. On 9th March 2020 all eligible taught postgraduate students will receive an email from studentsurveys@kcl.ac.uk asking them to complete the survey.

Any students who have not yet completed the survey will receive further reminders, but students who have completed it will not be contacted again by the central team. The survey will close on Monday 15th June 2020.
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;
+ Engagement with 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.

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 will I see the results?

The results of institutions aggregated together are published by the Advance HE. Institutions own their results and can decide whether to make them public. Detailed results will be available to staff through Power BI by the end of June. All reporting should provide a fair and balanced picture of provision and should be directed towards enhancing practice.

More information?
For operational questions about PTES, please contact Thomas Mulvey (Thomas.mulvey@kcl.ac.uk) in the Analytics Team.

For questions about student communications for PTES, please contact Sally Rutter in the Student Success Department (sally.rutter@kcl.ac.uk)

You can also read more about the survey by going to https://www.kcl.ac.uk/aboutkings/quality/academic/surveys/ptes