

## MODULE & TEACHING EVALUATION SURVEYS PROCEDURE

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## DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	CAO	
2.0	Academic Compliance Office	CAO	

## 1. PURPOSE

This Process has been developed to support British University Vietnam (BUV)'s Higher Education Department in general and Course Office in particular to prepare and distribute Module & Teaching Evaluation (MTE) surveys, to collect and report on survey results. This documentation will provide a formal standardised and repeatable process with clear timelines for the department of Course Office.

## 2. SCOPE

The Process documented in this procedure encompasses the process of prepare and distribute MTE surveys including Teaching Evaluation Questionnaire (TEQ) and Module Evaluation Questionnaire (MEQ) and collect and report on survey results for all BUV students of all programmes: Pathway to Staffordshire University, Staffordshire University programmes, BUV Own Degree programmes & University of London programmes. This process applies for the following MTE surveys:

- Undergraduate MTE survey in Week 10 of each semester
- Pathway to Staffordshire University MTE survey in Week 5 of each Pathway to Staffordshire University intake
- MBA MTE at the end of each module

## 3. DEFINITIONS

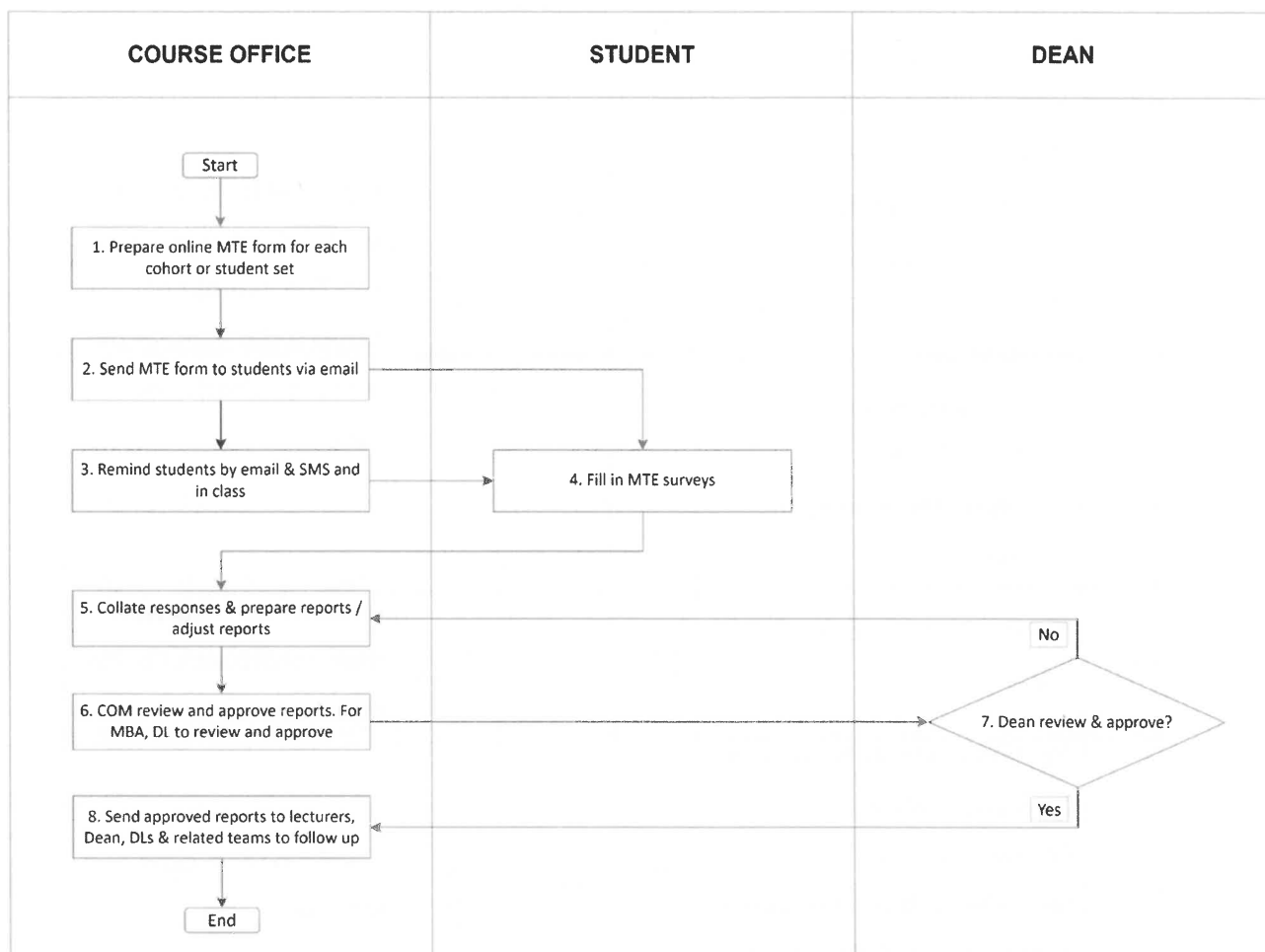
### a. Abbreviations

Definitions of abbreviations used throughout the policy and related references are as follows:

Abbreviations	Definitions
BUV	British University Vietnam
CAO	Chief Academic Officer
COM	Course Office Manager
CO	Course Office
MTE	Module & Teaching Evaluation

## 4. PROCEDURES

### a. Flowchart



## b. Roles & Responsibilities







No	Step	Deadline			PIC	
		UG MTE	PW MTE	MBA MTE		
1	<p>Prepare online MTE form including Teaching Evaluation Questionnaire (TEQ) and Module Evaluation Questionnaire (MEQ) for each cohort or student set</p> <ul style="list-style-type: none"> <li>- UG MTE W10</li> <li>- PW MTE W5</li> <li>- MBA MTE after each module</li> </ul>	3 days before sending to students	3 days before sending to students	3 days before sending to students	Online MTE forms for each cohort or student set. The number of forms is the number of running cohorts and/or sets	CO
2	Send MTE form to students via email	End of Week 9	Start of Week 5	Last class of module	Email to students with their cohort/set's Online MTE form	CO
3	<p>Remind students by email &amp; SMS and in class</p> <p>For MBA: email &amp; text reminder 3 days after Step 2. Text reminder 5 days after Step 3.</p>	Week 10	Week 5	1 week after release date	Email, text & in class reminder	CO
4	Fill in MTE form	Week 10	Week 5	Week 2	Student response	Student
5	Collate responses & prepare reports / adjust reports	Week 11	Week 6	7 days after CF is released to students	Reports by CO based on responses by students	CO
6	COM review & approve reports	Week 12	Week 7	5 days after step 6	Approved reports	COM
7	<p>Dean review &amp; approve</p> <p>For MBA only, PL review &amp; approve</p>	Week 12	Week 7	3 days after Step 6	Approved reports	Dean

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	If Yes: Move to (9) If No: Move to (6)					
8	Send approved reports to related teams to follow up	3 days after Step 8	3 days after Step 8	3 days after Step 8	Approved reports sent to related teams	CO

## 5. APPROVALS

- Policy development or review will be endorsed by Dean (Higher Education) and approved by CAO prior to implementation and execution.
- Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.
- This document is approved and effective from the date of signing:

Prepared by	Checked by	Checked by	Confirmed by	Agreed by	Approved by
 Dec 14, 2023 <b>Hoang Linh Chi</b> Senior Office, Academic Compliance Office	 14/12/23 <b>Tran Duc Trung</b> Deputy University Registrar	 15/12/23 <b>Hoang Phuong Yen</b> Course Office Manager	 <b>Jason MacVaugh</b> Dean (Higher Education)	 18/12/23 <b>Tony Summers</b> University Registrar	 <b>Christopher Jeffery</b> Chief Academic Officer

## 6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Survey results	Soft copy	CO	5 years

## 7. REFERENCES

Document Ref

03/2023/CO/BUV-CO

Document Title

Module & Teaching Evaluation Surveys Procedure

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