



Communication regarding the implementation of the Student Experience Survey (Online)

Semester 1, 2018

7-30 May 2018

Please be reminded that the University needs to achieve a 75% compliance rate in terms of all modules surveyed, for DHET reporting purposes.

The following questions and answers will provide details on how the NWU is implementing the new online student experience survey.

- 1 Where will the electronic survey be available and how will students access it?
 - Contact students will receive notice of the survey via the NWU webpage, eFundi landing page, and on all social media pages of NWU.
 - The surveys (Afrikaans and English) were created in QuestionPro (Institutional Technology created the links).
 - The link will be available via eFundi through a pop-up after students have logged into eFundi.
 - The link for ODL students will be distributed via the UODL's sms system.
 - Students will complete the survey and will have the option to complete the survey for more than one module.

- 2 How does the survey work?
 - When the students have logged in and access the survey they will have the option to select the campus, module, and lecturer (this is embedded through the help of IT which prevents spelling errors).
 - The students complete the survey.
 - The lecturers and administrative staff will not have to process or analyse any data.
 - The data will be stored on a server at IT.
 - Opencollab, a service provider contracted by the NWU, have created the dashboard where the data will be displayed on.
 - The lecturers, school directors and deputy deans: Teaching and Learning will be able to access the results via a DIY tool on the NWU web (this will be communicated as soon as the results are available).

- 3 What is the role of the lecturer?
 - The lecturer should motivate the students to complete the survey and stress the importance of the completion of the survey.
 - The lecturer can access the support website: <http://services.nwu.ac.za/student-experience-survey/welcome-lecturers> for tips on motivating their students to participate as well as frequently asked questions.
 - The lecturer can create a poll for the students to indicate whether they have completed the survey (please inform students that the poll is anonymous).
 - The link to the marketing video for students to understand the importance of the survey can be placed on the overview page of the module as well.
 - Lecturers can access the FAQs which can be accessed via the webpage for any questions.

- 4 Marketing for the Student Experience Survey:
- Every possible possible platform for marketing the completion of the survey will be used from 7 to 30 May 2018.
 - NWU web-page, eFundi landing page, Social media platforms and billboards on campus (advertisement/poster and a video).
- 5 Reporting of the data:
- Once the dashboard is activated the lecturers, school directors and faculty deans can access the data via the DIY services on the NWU web-page (a notification will be communicated to inform faculties when the dashboard is activated).
 - The lecturer's name and module code will appear on the report.
 - The questions are clustered into themes according to the key elements of the teaching and learning strategy (educational approach, assessment practices, curriculum reform, and graduate attributes).
 - The data will be reported as means and percentages for the themes.
 - Additionally the report will include how the survey addressed the T&L strategy and the Annual Performance Plan of NWU.

For more information contact: verona.leendertz@nwu.ac.za