Student surveys in 2018 – talking points

When do the surveys take place, and who are they for?

<table>
<thead>
<tr>
<th>Survey</th>
<th>For</th>
<th>Starts</th>
<th>Ends</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Student Survey</td>
<td>Final year undergraduates</td>
<td>Monday 15 January</td>
<td>Monday 30 April</td>
</tr>
<tr>
<td>Postgraduate Taught Experience Survey</td>
<td>Taught postgraduates</td>
<td>Monday 12 February</td>
<td>Friday 18 May</td>
</tr>
<tr>
<td>Postgraduate Research Experience Survey</td>
<td>Research postgraduates</td>
<td>Monday 12 February</td>
<td>Friday 18 May</td>
</tr>
<tr>
<td>Royal Holloway Undergraduate Survey</td>
<td>Students taking the NSS in 2019 and all other students</td>
<td>Monday 15 January</td>
<td>Monday 30 April</td>
</tr>
</tbody>
</table>

How students should complete the surveys (and collect a reward)

- All students will receive an email inviting them to start their survey
- Students can find out more at royalholloway.ac.uk/surveys
- The survey only takes a few minutes to complete
- Students can collect a free Nakd bar or Freddo bar from Founder’s reception (opposite Crosslands) by showing their survey completion email to staff there as a special ‘thank you’ from us

Why the surveys are important

- We read all the feedback students give us; every department has to make an action plan based on the results from each survey
- Results from the NSS, PTES and PRES help prospective students make decisions about where to study, and are shared on websites like UniStats
- It’s important students think about and evaluate their whole experience at Royal Holloway
- Students’ feedback makes a real difference

Things not to say

- Do not encourage students to respond to the survey in any particular way, or try to change a student’s answers
- Linking the surveys to league tables or the perceived value of students’ degrees is also not permitted

Help and more information

- Visit royalholloway.ac.uk/surveysforstaff
- Contact your departments’ survey champion or Marketing Manager
- Email intranet@royalholloway.ac.uk