



## Guidance on Alumni and Student Surveys for Periodic Review

The following notes provide guidance and recommended practice for carrying out additional alumni and student surveys for periodic review – including template messages and questionnaires.

### Planning and administering surveys

- Surveys must be completed prior to the SED and supporting documentation deadline;
- Surveys are delivered online (emailing students with a link to a web-based questionnaire). LSHTM has a subscription to an easy-to-use software tool for designing and administering online surveys;
- Alumni Surveys are administered by the Alumni Relations and Annual Giving team and can be sent to any students who completed the programme in the past five years (excluding any who failed, as they are unlikely to appreciate contact);
- Current Student Surveys are administered by the TSO/DLO and are for currently-registered students only, excluding any who are on interruption of studies when the survey is launched.;
- Applicant Surveys are administered by the Registry;
- Survey emails should preserve the students' anonymity. They should include a message from the Programme Director providing a link to a survey questionnaire and giving a deadline for responses.

### Survey content and questionnaires

- **Key questions**, as per the review as a whole, will be whether the programme is relevant, competitive, and achieves set objectives.
- **Standard questionnaire templates:** The following questionnaire templates (based on work by Dr Paul A Bates, Liverpool School of Tropical Medicine, later updated by Dr Nick Dorrell and Dr Anna Foss at LSHTM) plus covering messages are intended starting points for surveying alumni and current students. However, these are not prescriptive and programme teams may adapt these surveys or develop their own.
- Programme Teams may find it useful to review questionnaires used by other programmes in the past. Please contact either the Programme Teams or Quality & Academic Standards Office for more information.

## Survey results

- **Reporting survey results:** If a survey is carried out, then at least one member of the Programme Team should take the time to look through all results and read through all comments. The Review Panel may wish to do the same, or may wish simply to see a summary or have key topics raised during the Review Panel meeting. The online survey can present basic quantitative results and qualitative comments. A copy of all results and feedback received should be kept in the review file.
- **Feeding back to respondents:** Alumni or students who have been surveyed should be to thank them for their participation and give a synopsis of the feedback received (e.g. through a message from the Review Panel).

### ALUMNI SURVEY – EXAMPLE INTRODUCTORY NOTE

*(this may easily be adapted if sending something similar to current students)*

Dear Colleague

I am contacting you as an alumnus of the      programme at the LSHTM. We are conducting a major five-yearly review of the programme this year, as part of which we are keen to gather alumni opinions about the programme and hear where your career has taken you since you left LSHTM. Your responses will help identify areas for development to benefit future students.

This should take about 5 to 10 minutes of your time, depending on how much detail you'd like to give. We would encourage you to give full and frank comments, as these are the most useful to help us maintain the academic standards of the programme. If you want to pause at any point and return later, you can click the **FINISH LATER** button at the bottom of the page - this will save the answers you have already given. Please can you complete the survey by **[day] [date]**.

All details you provide will be held securely and in confidence. Responses are anonymous and cannot be attributed to you personally, though if you are happy to identify yourself then you're welcome to do so. Results and comments will be shared with a small team of LSHTM staff plus an external reviewer Professor      , University of      , and summarised in a final report. If you have any further questions about the survey, please contact me by email (      @lshtm.ac.uk).

We would also appreciate it if you could forward the link to this survey to any other programme alumni you are in touch with who may have changed their contact details since leaving LSHTM. If this has been the case for you, then at the end of the

questionnaire there is a link to the alumni website, through which you can update the details LSHTM holds for you.

Thank you in advance for taking part, and please click **CONTINUE** to go to the survey questions.

Kind regards,

, Programme Director

## ALUMNI SURVEY – EXAMPLE QUESTIONNAIRE

### THE PROGRAMME

1. What year did you complete the programme?

<i>Drop-down list:</i>	2017
	2016
	2015
	2014
	2013
	Other, or would prefer not to say

2. Were there any particularly useful/enjoyable parts of the programme you would like to highlight?

<i>[Free Text]</i>
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3. Were there any unhelpful/unsatisfactory parts of the programme you would like to highlight?

<i>[Free Text]</i>
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4. Please list any subject area(s) not covered by the programme that you would like to have studied and would have found useful in your current employment.

<i>[Free Text]</i>
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5. Please comment on your learning experience on modules (including quality of teaching, programme materials and options available).

<i>[Free Text]</i>
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6. Please comment on your experience of the exams (including revision support provided).

[Free Text]

7. Please comment on your experience of the project (including guidance for planning your project, understanding what was expected, support from your supervisor, and any learning benefits from the project experience overall).

[Free Text]

8. Please comment on the level and quality of support that was available from your personal tutor and Programme Director(s).

[Free Text]

9. Did you think that the module assessments, exam questions and the project were well linked to the content of the programme?

<i>Drop-down list:</i>	Yes, across the whole programme Mostly, with some exceptions No, there were many issues
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Please give further details.

[Free Text]

10. Did you feel that the assessment of the programme (modules, exams and project reports) was fair?

<i>Drop-down list:</i>	Yes, across the whole programme Mostly, with some exceptions No, there were many issues
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Please give further details.

[Free Text]

11. How well did the programme fulfil your expectations?

<i>Drop-down list:</i>	Very much exceeded my expectations Somewhat exceeded my expectations Generally met my expectations Somewhat failed to meet my expectations Very much failed to meet my expectations
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Please give further details.

[Free Text]

## EMPLOYMENT

12. What is your current job title? (or titles, if you have more than one)

	<i>[Free Text]</i>
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13. In what type of organisation do you work? (please tick all that apply)

<input type="checkbox"/>	Hospital, healthcare trust or similar medical employer	
<input type="checkbox"/>	Public sector, government or statutory body	
<input type="checkbox"/>	Non-governmental organisation (NGO) or charity	
<input type="checkbox"/>	Academic institution or university	
<input type="checkbox"/>	Private sector or commercial organisation	
<input type="checkbox"/>	Industry	
<input type="checkbox"/>	Other (please specify)	<i>[Free Text]</i>

14. Which of the following subject areas best describes your current role? (please tick all that apply)

<input type="checkbox"/>	Research	
<input type="checkbox"/>	Teaching	
<input type="checkbox"/>	Clinical	
<input type="checkbox"/>	Public health practice	
<input type="checkbox"/>	Policy	
<input type="checkbox"/>	Management	
<input type="checkbox"/>	Technical	
<input type="checkbox"/>	Administration	
<input type="checkbox"/>	Undertaking further study	
<input type="checkbox"/>	Other (please specify)	<i>[Free Text]</i>

15. Which region of the world are you primarily based in for your current role?

<i>Drop-down list:</i>	UK Western Europe (exc. UK) Eastern Europe Africa North America Central America & the Caribbean South America Middle East Central Asia
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	Southern Asia Eastern Asia Southeast Asia Oceania Other, or would prefer not to say
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16. Have you found your LSHTM qualification helpful in your subsequent career?

<i>Drop-down list:</i>	Very helpful Somewhat helpful Neutral (neither helpful nor unhelpful) Unhelpful
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Please give any further details

<i>[Free Text]</i>
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17. Has your job changed in any way as a result of completing the programme?

<b>Yes</b>	<input type="checkbox"/>
<b>No</b>	<input type="checkbox"/>

Please give further details

<i>[Free Text]</i>
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## FINAL COMMENTS

18. Please add any further comments on any of the topics covered above or on anything else you would like to mention.

<i>[Free Text]</i>
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Thank you for taking the time to complete this survey. Your answers will be held securely, confidentially and anonymously as stated in the introduction. For any follow-up queries, please contact @lshtm.ac.uk

Finally, if you have changed your contact details since leaving LSHTM but not otherwise informed LSHTM, we would greatly appreciate if you could let us know. This may be done via the alumni website at <http://www.lshtm.ac.uk/alumni/>

## CURRENT STUDENT SURVEY – EXAMPLE QUESTIONNAIRE

### THE PROGRAMME

1. What stage are you currently at in your studies?

<i>Drop-down list:</i>	Currently full-time on a one-year MSc In first year of a two-year part-time MSc In second year of a two-year part-time MSc Other
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2. So far, have there been any particularly useful/enjoyable parts of the programme you would like to highlight?

<i>[Free Text]</i>
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3. So far, have there been any unhelpful/unsatisfactory parts of the programme you would like to highlight?

<i>[Free Text]</i>
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4. Please list any subject area(s) not covered by the programme that you would like to have studied, or areas that you think should be reduced in importance.

<i>[Free Text]</i>
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5. So far, do you feel that the content of the programme fits with the objectives set out in the prospectus?

<i>Drop-down list:</i>	Yes Neutral or not sure No
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Please give further details.

<i>[Free Text]</i>
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6. Please comment on your learning experience on modules so far (including quality of teaching, programme materials and options available).

<i>[Free Text]</i>
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7. Please comment on your experience of project preparation and guidance at this stage - including planning your project and understanding what is expected.

<i>[Free Text]</i>
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8. Please comment on the level and quality of support that has been available from your personal tutor and Programme Director(s).

[Free Text]

9. So far, do you feel that the assessment of the programme (modules, exams and project reports) is fair?

<i>Drop-down list:</i>	Yes, across the whole programme Mostly, with some exceptions No, there were many issues
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Please give further details.

[Free Text]

10. How well has the programme fulfilled your expectations to date?

<i>Drop-down list:</i>	Very much exceeded my expectations Somewhat exceeded my expectations Generally met my expectations
	Somewhat failed to meet my expectations Very much failed to meet my expectations

Please give further details.

[Free Text]

## ABOUT YOU

11. What was your last job title prior to taking the programme? (if you were a student rather than in employment, please indicate what programme you were taking)

[Free Text]

12. In what type of organisation did you work prior to starting the programme? (please tick all that apply)

	Hospital, healthcare trust or similar medical employer
	Public sector, government or statutory body
	Non-governmental organisation (NGO) or charity
	Staff member in academic institution or university
	Student in academic institution or university

	Private sector or commercial organisation	
	Industry	
	Other (please specify)	[Free Text]

13. Which region of the world do you come from?

<i>Drop-down list:</i>	UK Western Europe (exc. UK) Eastern Europe Africa North America Central America & the Caribbean South America Middle East Central Asia Southern Asia Eastern Asia Southeast Asia Oceania Other, or would prefer not to say
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14. After you graduate, how critical do you anticipate your LSHTM qualification to be to your future career development?

<i>Drop-down list:</i>	Vital Very helpful Somewhat helpful Will not make a particular difference
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Please give any further details

[Free Text]
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15. Do you expect your job to change as a result of completing the programme?

<b>Yes</b>
<b>No</b>

Please give further details

[Free Text]
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**FINAL COMMENTS**

**16.** Please add any further comments on any of the topics covered above or on anything else you would like to mention.

*[Free Text]*

Thank you for taking the time to complete this survey. Your answers will be held securely, confidentially and anonymously as stated in the introduction. For any follow-up queries, please contact [@lshtm.ac.uk](mailto:).