

Student Online Learning Teaching Surveys (SOLTS)



General Information 2023-24

This following document provides general information regarding SOLTS, including what the survey is, how it is set up, the SITS-Evasys integration (implemented from this academic year) and procedural guidance.

What is SOLTS?

The Student Online Teaching Survey (SOLTS) is a means of garnering module specific student feedback on learning and teaching. This internal module survey comprises 10 core questions, 1 open comment question, and 2 teacher questions. Please find the document with these questions on the website [here](#).

SOLTS is quick and gives detailed insight about every module and teacher, allowing course teams, the Student Experience team, and students to identify issues and address them promptly or signal the need for longer-term provisions. Feedback received in SOLTS has been used in applications for promotions and as part of professional development activities.

Note: SOLTS is used for academic modules, or **modules that have a taught element, only**. It is **not designed** to be used **to evaluate clinical modules**.

How is a Survey Scheduled?

Surveys are created and scheduled by the Student Experience Team on the platform Evasys.

To create and schedule a survey we require student details, module details, a list of module teachers and their emails. As part of the SITS-Evasys integration to help part-automate the creation process of the surveys, module details and student details are automatically extracted from SITS according to set protocol, however we still require a list of module teachers and their emails.

- Module Details

The module details files contain information about the module including the centre, course/programme and module lead. Within this file there are dates calculated by the system that determine survey invitation, reminders and survey closure. These dates are dependent on the final teaching date in SITS for the particular module, so it is vital that module details and the final teaching date is accurate and up to date on SITS.

The general scheduling of the surveys is detailed below:

SOLTS – General Schedule	
Survey Invitation	If module <14 days - Final teaching date 07:00 If module >14 days – 7 days prior to final teaching date 07:00
Reminder	+7 days from invitation date 12:00
Reminder 2 (if response rate <40%)	+13 days from invitation date 17:15
Survey Closure	+28 days from invitation date 23:59
Results (PDF + HTML format)	Upon survey closure

- Student Details

The student details files contain all the students that are enrolled onto the module according to SITS.

- Module Teachers and their Emails

A list of the module teachers and their respective emails are required if they are to be evaluated in the survey. With this list we are able to manually associate each lecturer to the survey. A shared spreadsheet has been developed for admin staff to fill out their module teachers and emails for each module that requires a SOLTS, and we are hopeful that once this spreadsheet has been completed for all courses/programmes' modules, in the future years we will only require edits to be made.

SITS-Evasys Integration

Following the integration of SITS with Evasys, the data used to create and schedule module surveys is downloaded automatically from SITS. This has enabled several key SOLTS processes to be automated with the aim of reducing some of the administrative burden associated with SOLTS on course teams. However, this means that accurate and timely creation/scheduling of module surveys is reliant on the quality and completeness of module data within SITS.

Incomplete or inaccurate data on SITS must be resolved before data file creation to enable the changes in scheduling of the survey to be reflected.

For modules without an end date on SITS, a survey will not be scheduled since the data files will not be created.

- SOLTS **will not** run for the following module types:
 - MED-B or MED-T
 - Dissertation
 - Placement
 - Project
 - Other
 - Blank

- A non-credit bearing module

Details regarding the schedule on which the automated process functions is as follows:

Module Duration	Data File Created from SITS	Survey Invitation	Deadline for Data Required from Course Admins
14 days or under	5 days prior to final teaching date	Final teaching date – 7.00am	At least 2 weeks prior to final teaching date
Over 14 days	12 days prior to final teaching date (-7, then -5)	7 days prior to final teaching date – 7.00am	At least 3 weeks prior to final teaching date

Since the SITS-Evasys integration is new to this academic year, upon implementation there may be unforeseen setbacks that arise. Please feel free to contact us to address or investigate these via experience@sgul.ac.uk.

Procedural Guidance:

Please complete the [shared spreadsheet](#) at the earliest opportunity, providing the list of teachers and their email addresses at least **2 weeks prior** to the final teaching day of the module.

- 1) Please select the relevant centre tab on the shared spreadsheet
- 2) Fill in each of the columns with the relevant details
 - Please include the teachers' full names
 - Please do not include any titles
 - Ensure the email is accurate and up to date so each teacher can access the feedback they receive

Please note: The 'Month' column refers to the date on which the module ends; surveys are automatically scheduled to open on, or 7 days prior to, the end date listed for modules.

Important Notes!

- Any missing data will inevitably impact survey deployment; where relevant please ensure all module details are filled out on SITS – especially module end dates (final teaching date) and module leads.
- Please only add teachers on the spreadsheet who are to be evaluated – do not add the module lead if they do not teach.
- Some lecturers have multiple emails on Evasys – please ensure emails we are provided with are functional and up to date! We will be removing any others to clean out the system.

Thank you for engaging with these processes and for your support in helping SOLTS to run effectively. We hope this information is helpful and in the case of any queries please feel free to reach out to us via **experience@sgul.ac.uk**.