

# Postgraduate Taught Experience Survey: Staff Guide

The Postgraduate Taught Experience Survey of taught postgraduates begins at   
St George’s, University of London on Friday 28th April and will close on Friday 16th June 2023.  
This guide has been produced to help you support students through the survey process.

## What you should tell your students:

The Postgraduate Taught Experience Survey is a national survey, co-ordinated by Advance HE. It is carried out by the University and begins here on Friday 28th April 2023 and closes on Friday 16th June 2023.

The University is promoting the survey to help encourage as many eligible students as possible to complete it online and to give their feedback. The more students who complete, the more representative it will be.

The survey is the chance for taught postgraduates to feedback their experiences on teaching and learning. We need to know what postgraduates think so we can address issues and keep doing what is valued. It is an opportunity to say what went well and what could have been improved.

The survey is confidential and the results must be made anonymous so that no individual can be identified during the reporting. Individual’s data is only collected to run the Prize Draw – students are able to opt of this by emailing [experience@sgul.ac.uk](mailto:experience@sgul.ac.uk)

Postgraduates will receive an email from name asking them to fill in the survey and a link to it.

They can answer the survey in 2 ways:

1. They can click the direct link as sent to their student email and complete survey.
2. They can click this link: <https://app.onlinesurveys.jisc.ac.uk/s/advancehe23/postgraduate-taught-experience-survey-ptes-2023-9> and sign in with their credentials.

Their Username is **their StudentID number** (as found on their ID card or their email address)

Their Password is **their Date of Birth** put dd/mm/yyyy (including the /s), e.g. 20/01/1985.

If they are unable to access the survey, please get them to contact [experience@sgul.ac.uk](mailto:experience@sgul.ac.uk)

## Frequently Asked Questions

### How will PTES be carried out?

The survey is carried out by The Student Experience Team, Education Strategy and Development Office and the questionnaire hosted online by Jisc Online Surveys. On Friday 28th April all taught postgraduate students will receive an email from the Student Experience Team asking them to complete the survey.

Staff will also be sent a link to disseminate and your help in doing this would be much appreciated.

Any students not completing the survey within the first couple of weeks will receive further reminders. The reminders stop after the student completes the survey, and they can only be sent up to 7 reminders during the survey period. We will not be over-reminding students.

The survey will close on Friday 16th June.

### What will be asked?

The survey questions are broken down into the following areas:

* The experience of teaching and learning, including: staff, learning materials, working with other students;
* Engagement and course challenge;
* Assessment and feedback, including supervisor support for dissertation or major project;
* Organisation and management, including induction and involvement in course decisions;
* Resources, including learning resources;
* Support, including for academic skills and for health and wellbeing;
* Skills development, including independent learning, research skills and career skills;
* Overall satisfaction;
* Demographic details.

Students are encouraged to take an overview of the whole course and have an opportunity to comment after each section, as well as at the end of the questionnaire.

### What if students don't want to take part?

We strongly encourage students to fill it in as soon as possible because their experience and views are very important. However, it is not compulsory. Students are able to opt out and can let the University know at any point if they don't want to take part, either by responding to an invitation email or by emailing [experience@sgul.ac.uk](mailto:experience@sgul.ac.uk).

### How will I see the results?

The results of institutions aggregated together are published by the Advance HE. Institutions own their results and can decide whether to make them public. Detailed results will be available to staff by the Student Experience Team, including at a Programme and Departmental level, and disseminated by August 2023. All reporting should provide a fair and balanced picture of provision and should be directed towards enhancing practice.

# More information?

For more information please contact Laura Dickens, Student Experience Officer at [experience@sgul.ac.uk](mailto:experience@sgul.ac.uk). You can also read more about the survey by going to [Postgraduate Taught Experience Survey (PTES) | Advance HE (advance-he.ac.uk)](https://www.advance-he.ac.uk/reports-publications-and-resources/postgraduate-taught-experience-survey-ptes).