

Module Evaluation Survey Confidentiality Policy

Purpose

1. At Edinburgh Napier students have multiple opportunities to provide feedback on their experience, this includes taking part in student surveys. Student survey results are analysed and used to inform learning and teaching enhancements at all levels of the University.
2. Edinburgh Napier undertakes a rolling programme of module evaluation which has the following aims:
 - a. To provide an institutional approach to listening and responding to the student voice.
 - b. To provide detailed and actionable feedback at module level.
3. The aim of this policy is to set out the guiding principles for the collection of verbatim feedback through the module evaluation survey.

General Principles

4. The information provided by students in the survey is confidential unless students identify themselves in the free-text comments. Students are advised not to identify themselves, other students or staff members in any comments provided.
5. Survey responses are confidential, but they are not anonymous. In principle, we can identify authors of inappropriate or offensive comments. Personal, insulting, and derogatory comments about other students or staff are not acceptable. We can take disciplinary action if we deem it necessary.
6. When completing the survey students are encouraged to ensure comments are constructive and focus on issues rather than individuals, in line with the student professional standards detailed in the Edinburgh Napier [student charter](#).
7. Edinburgh Napier want to know if a problem is developing and to understand where things are working well. We also expect students to uphold the highest standards of behaviour and personal responsibility and are mindful of the impact their behaviours have on others.

Identifying a Survey Respondent

8. Authors of comments provided as part of the module evaluation feedback which fall into the following category will be identified by Edinburgh Napier:
 - a. Where a breach of student conduct has occurred due to a student making derogatory and unprofessional comments about other students or staff members. The university will not tolerate any form of discrimination, harassment, bullying, or victimisation identified through the module evaluation feedback. In line with the [Dignity at Work](#) policy and the [Student Conduct Regulations](#).

9. A student will never be identified through the module evaluation feedback process unless they provide a comment which falls into the category detailed above.
10. Where a module leader identifies a verbatim comment they believe falls within one the category identified, this will first be escalated to both their Head of Subject and school Head of Learning and Teaching. If there is agreement that the comment requires further action it will be escalated to the Deputy Vice Chancellor and Vice Principal of Learning and Teaching who will make the final decision on the next steps. If the comment is agreed to be offensive the student will be subject to a non-academic mis-conduct investigation.

Verbatim Comments – Review Process

