# Postgraduate Taught Experience Survey logoAdvance HE logo



# Postgraduate Taught Experience Survey: Student Guide

# Frequently asked questions

We’re keen to make sure postgraduate students have the best possible experience while studying at University of the Highlands and Islands. To do that we need to know what you think we are doing well and what we can do better. We gather your feedback through the Postgraduate Taught Experience Survey (PTES), which is the most important survey of taught postgraduates across the country. These are the answers to some of the questions students most often ask about the survey:

## What is it?

The Postgraduate Taught Experience Survey or PTES is a national survey of postgraduate taught students inviting them to comment on their course and experience. The questionnaire takes around 15 minutes to complete.

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## Why should I take part?

PTES is your chance to tell us your thoughts about your course. The results help us compare how we are doing with other institutions, to make changes that will improve what we do in future and to keep doing the things that you value. This will help improve the experience of students like you in the future. Results from the survey in 2023 have been used to improve the student experience this year.

The survey provides opportunities for you to provide your own comments and suggestions – every comment is read and considered by survey staff so we can better understand how to meet your expectations. Please note we are unable to respond to comments, but if you would like an issue addressed, please use our [red button service](https://www.uhi.ac.uk/en/students/support/red-button/).

We will also enter you into a prize draw for a £200 book token, if you wish (to enter please email studentengagement@uhi.ac.uk letting us know when you have completed the survey).

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## What does it cover?

PTES concentrates on your course and includes:

* The experience of teaching and learning, including: staff, learning materials, working with other students, workload, and feeding back on experience;
* 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 and services, including learning resources and overall support;
* Skills development, including independent learning, research skills and career skills;
* Overall satisfaction and motivation for taking the programme and information provided by the institution to help course choice.

## What happens to the results?

Your feedback is important. Over one hundred universities and colleges take part. This means we can compare your experience against similar postgraduates at other institutions to see if we are supporting your learning as we should. We use the findings to improve our courses and the learning experience for future students.

Results from last year are available to read on our [webpage](https://www.uhi.ac.uk/en/students/surveys/what-surveys/). These results (together with free – text comments) were discussed within university committees and with relevant departments to inform changes and improvements to the student experience during this academic year. The results from 2024 will likewise be used to target areas for improvement.

## Is it anonymous?

Your survey response is confidential to the team processing the results and no reporting outside this team will identify any individual. Any results communicated to teaching staff will be anonymised.

The survey asks that any comments you make should not identify yourself or any specific members of staff.

## What do I need to do?

You will receive an email with a **personal** link to the questionnaire on 15/04/24. Simply click on the link and complete and complete the online form. If you have not received your survey link, please email studentengagement@uhi.ac.uk with your student ID number to request your link. The link may only be used by that individual student. The survey is open until 31/05/24. If you do not wish to participate, please email studentengagement@uhi.ac.uk and we will remove you from the survey pool.

## Where can I find out more?

If you are unsure about anything to do with the survey, or have any difficulty, please see your course leader, or contact Kevin in the Student Services team or by email: studentengagement@uhi.ac.uk. You can also read more about the survey on our [surveys webpage](https://www.uhi.ac.uk/en/students/surveys/what-surveys/).