

**University of St Andrews**  
**Quality Enhancement and Standards Review**  
**Action Plan and progress updates**

The University was reviewed by the Quality Assurance Agency Scotland (QAA) in January 2024 using the Quality Enhancement and Standards Review (QESR) method. The University received three commendations and one recommendation. The report published by the QAA can be found on the [University webpage](#). This action plan sets out the University's response to the recommendation.

**Recommendation:** In its current review of the Module Evaluation Questionnaire (MEQ) process, the University should consider its approach to support a more consistent and diverse level of engagement with students. The University should implement strategies that actively enhance student engagement and completion rates with MEQs, ensuring the collection of data that will facilitate the timely implementation of targeted improvements to further enhance the overall learning experience for students

Actions	Activity	Proposed timeline	Responsible person(s)	Responsible Committee	Progress update
1. A new approach to gathering module feedback will be implemented in 2025/26 subject to necessary resources being in place. The new approach will include: a new module feedback evaluation tool; change of name; new question sets; introduction of a pulse survey in week three of each semester; refreshed end of module survey; feedback loops for both surveys; new reporting features at School and University levels; and training and guidance for staff and students.	MEQ review team established to review the MEQ process inc. MEQ platform/question sets/timelines and develop and implement an improved MEQ process for AY 2023/24.	Jan 22 to July 22	Associate Deans Education	Education Strategic Management Group (ESMG)	Project delayed for one AY due to other commitments.
	Extensive stakeholder engagement undertaken with staff and students which ruled out a straight-forward development.	June 23 to Mar 24	Associate Deans Education	ESMG	Complete. It became apparent that the current MEQ process and IT tool were no longer fit for purpose and a new approach to gathering module feedback was required.
	Proposal for new approach to gathering module feedback	Apr 24	Associate Deans Education	ESMG	Complete. Follow up actions required for ESGM on July 24.
	Consultation with key stakeholders in Schools	May to June 24	Associate Deans Education	N/A	Complete.
	Consultation with the Director of Education (Students' Association) (DoEd)	July 24	Vice-Principal Education (Proctor), Head of Education Policy & Quality	N/A	Complete.

	Updated proposal for new approach to gathering module feedback	July 24	Head of Education Policy & Quality	ESMG	Complete. Proposal approved.
	Scope/requirements/plan – consultation with all relevant internal stakeholders, meet with vendors and draft business case.	July to Sept 24	Head of Service Enhancement	ESMG	In progress
	Submit draft business case	Oct 24	Head of Service Enhancement	AMG / ESGM	To be scheduled
	Submit business case (to secure resources and investment)	Oct 24	Head of Service Enhancement	Principal's Office	To be scheduled
	Paper providing update on progress including the outcome of the business case	Nov 24	Head of Service Enhancement	AMG / ESGM / SESMG / LTC	To be scheduled
	Software implementation, development and roll out of training, test and go live.	Dec 24 to Sep 25	Project team / Policy & Quality / ITS / academic lead / student representative(s)	ESMG	To be scheduled
	Implementation and warranty period (outcome impact)	Sep 25 to Jan 26	Project team / Policy & Quality / ITS / academic lead / student representative(s)	ESMG	To be scheduled
3. As an interim measure for 24/25, the University and the Students' Association will work in partnership on the implementation of a standardised School-wide student survey to be circulated to students in week three of each semester which will allow some level of comparison across Schools.	DoEd provided with the latest proposal and DoEd's feedback incorporated into the updated proposal for new approach to gathering module feedback approved by ESGM	23 Jul 24	Head of Education Policy and Quality	ESMG	Complete.