Procedures for measuring student satisfaction within the College of Medicine and Veterinary Medicine (Medicine)

The Evaluation & ACT Monitoring System (EAMS) is a completely automated web based system with electronic submission, delivery and report generation. It is a joint venture between the Additional Cost of Teaching (ACT) Office and the Medical Teaching Organisation (MTO). The primary objective of EAMS is to provide relevant, meaningful and formal data on student satisfaction in relation to teaching across the medical curriculum, in terms of the quality of teaching, staff support, learning /IT resources, learning objectives delivered, facilities and other key issues. The information helps to maintain high teaching standards throughout the medical curriculum, defines future changes to the structure of the course and ensures student experiences are monitored.

At the end of your module, if it is to be evaluated, students are advised on logging on to the web area that there is a feedback questionnaire ready to be completed. The system is designed to maintain anonymity and students are encouraged to be honest with their responses, both good and bad.

Collection of Data and Feedback

The ACT Office analyses the completed questionnaires, and distributes the results to the module organisers and also produces summary reports for each NHS Division (involved with teaching students in years 3, 4 & 5) for information and action as necessary. The questionnaire reports are also published on the web area and are available for all staff and students to view. These reports are reviewed within the university by the MBChB Quality Assurance Committee and by the NHS Division in teaching committees held jointly with university staff. Actions and minutes from the above committees will also appear on the web site to show what action has been taken to deal with any problem areas students have brought to our attention and to highlight examples of good practice.