TRUST Surveys

Frequently Asked Questions for Students

30th April 2026

Contents

Contents 1
General Questions about the UL TRUST Surveys 2
Q1 What are the TRUST surveys? 2
Q2 What is the purpose of the TRUST surveys? 2
Q3 What is the TRUST-EM Survey? 2
Q4 What is the TRUST-SET survey? 3
Q5 What are the differences between TRUST-EM and TRUST-SET? 3
Q6 How are the TRUST surveys distributed to students? 3
Q7 Why should I complete these surveys? 4
Q8 How do I access these surveys? 4
Q9 How can I provide useful feedback? 4
Q10 Will any of my commentary be "cleansed "or redacted? 4
Q11 Will I get a reminder to complete a survey? 5
Q12 When are the surveys launched? 5
Q13 When do the surveys close? 5
Q14 I made an error and would like to revise my feedback. Can I access my surveys again? 5
Q15 I have ideas to improve the survey. Who do I talk to? 6
Reporting 6
Q16 Are the survey results published? 6
Q17 What about Data Protection and GDPR? 6
Q18 Who has access to my responses? 6
Q19 What happens to the survey results and are they confidential? 6
Q20 I am an eligible student that has not received any communication to participate in the survey. What can I do? 7
Q21 I have completed the survey and I am worried that my responses will be linked to my name. Are my responses anonymous? 7
Q22 I don't want to take the survey, can I opt-out? 7
Q23 Where can I find out more about what personal data the university holds on me? 7
Appendix A – TRUST-EM Survey 8
Appendix B - TRUST-SET Survey 11
Revision History 12

General Questions about the UL TRUST Surveys

Q1 What are the TRUST surveys?

TRUST stands for Time to Reflect and Understand Students. TRUST is our new institution-wide approach to student feedback. It replaces previous surveys and introduces:

TRUST-EM (Experience of Modules) – replacing the Module Satisfaction Survey (MSS)

TRUST-SET (Student Evaluation of Teaching) – replacing the SET

Q2 What is the purpose of the TRUST surveys?

The purpose of the TRUST surveys is to serve as formal summative feedback on the student learning experience within a module. It also offers a module leader and individual teaching staff with the opportunity to reflect and respond to this feedback, closing the feedback loop in a transparent and open manner.

Student feedback is aimed at lecturers, course directors, heads of departments[1], faculty deans, professional service divisions and staff. It assists the university in the identification of actions that may be applied to enhance the student experience, the learning environment, programme design and delivery. Systematic surveys also help the university meet national and international quality obligations, and provide data for institutional, faculty and departmental quality reviews.

Q3 What is the TRUST-EM Survey?

The *Time to Reflect and Understand Students – Evaluation of Modules* (TRUST-EM) Survey is a short online module evaluation survey, running each time a taught module is offered[2]. It focuses on the module, its place in the curriculum, its learning environment and the student's assessment of their engagement with the module, allowing students to provide meaningful feedback on their learning experience. Lecturers can then reflect and respond to student feedback, closing the feedback loop in a transparent and open manner.

Each survey will only take around 2 mins to complete. The specific questions included in the survey are given at the end of this document (Appendix A).

[1] In these FAQs, reference to departments includes schools and reference to heads of department includes heads of school.
[2] In the case of block modules or those that fall outside SEM1/SEM2 delivery, an alternative schedule will be agreed.

Q4 What is the TRUST-SET survey?

The TRUST-SET (Student Evaluation of Teaching) is a short online survey designed to gather student feedback specifically on the teaching of a module. It also runs each time a taught module is offered and complements TRUST-EM by focusing on the lecturer's approach, clarity, engagement, and responsiveness. Lecturers can then reflect and respond to student feedback, closing the feedback loop in a transparent and open manner.

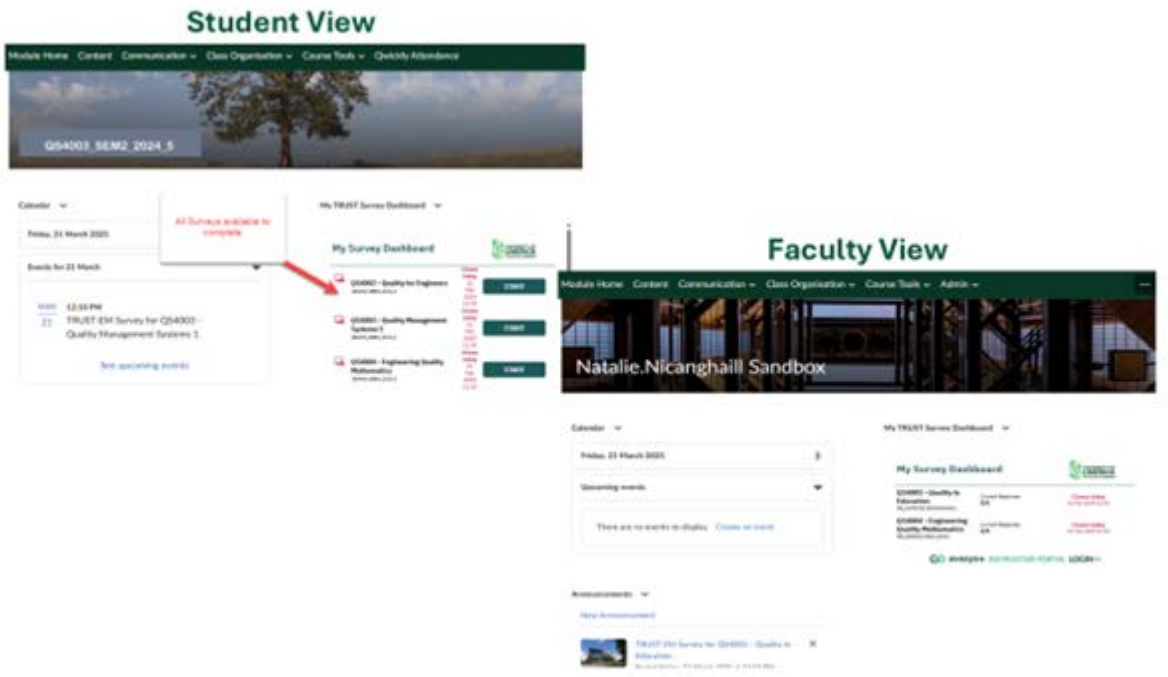
Each survey will only take a few minutes to complete, depending on how many lecturers are teaching on your module. The specific questions included are given at the end of this document (Appendix B).

Q5 What are the differences between TRUST-EM and TRUST-SET?

While TRUST-EM evaluates the module structure, learning environment, and curriculum placement, TRUST-SET focuses on the teaching experience and provides individualised feedback to all staff teaching on the module.

Q6 How are the TRUST surveys distributed to students?

TRUST surveys are distributed using evasys, which is integrated with UL's virtual learning environment (VLE), Brightspace. As illustrated below, surveys are presented via widgets on the homepage. Participating students also receive one email at launch, containing links to all their current module surveys.



Q7 Why should I complete these surveys?

The surveys provide you with a confidential mechanism by which you can express your level of satisfaction with each module you are currently undertaking. The higher the response rate, the more reliable the results and the greater the impact of the student message.

Q8 How do I access these surveys?

There are a number of ways to access the surveys when open:

- All surveys can be accessed in the evasys Student Portal
- You will receive a personalised email from TRUST-EM@ul.ie to your UL student email account, with links to all your surveys.
- Survey widgets will appear on the home page of your university virtual learning environment (VLE), Brightspace.

Both Brightspace and evasys are responsively web designed, hosting content that can be viewed comfortably, no matter what device you are using.

Q9 How can I provide useful feedback?

Your honest feedback plays a crucial role in helping us improve our modules and enhance your learning experience. Comments that are respectful, constructive, and fair will have the most impact – please don't be mean.

- **Be descriptive**. "The article by Smith was very confusing and I didn't think it related well to the course material."
- **Explain what you liked** about the class. "I really benefited from the hands-on activities because they helped me learn the material."
- **Be respectful.** Honesty is important, but there's no need to be mean. Speak your mind politely about the module's strengths and weaknesses.
- **Be appropriate**. Focus on your opinions about the content of the module (the assignments, the in-class material) and not unrelated matters.
- **Offer suggestions**, for example "Could you please put less information on each PowerPoint slide and use a bigger font?"
- **Acknowledge**. If you enjoyed the class, let them know.

Q10 Will any of my commentary be "cleansed "or redacted?

No. Your honest feedback plays a crucial role in helping us improve our modules and enhance your learning experience. Your input will be shared directly with your lecturer(s), so we do ask all students to be constructive and appropriate in their feedback. Your name will not be associated with any feedback you provide when it is shared with your lecturer(s). Any profane, abusive, derogatory or offensive language will be removed.

Q11 Will I get a reminder to complete a survey?

Yes, you will receive a reminder if you have not completed all surveys by a certain date.

Q12 When are the surveys launched?

Surveys are normally launched in Week 10 of each semester. In the case of block modules or those that fall outside Semester 1/Semester 2 delivery, an alternative schedule will be agreed with your lecturers.

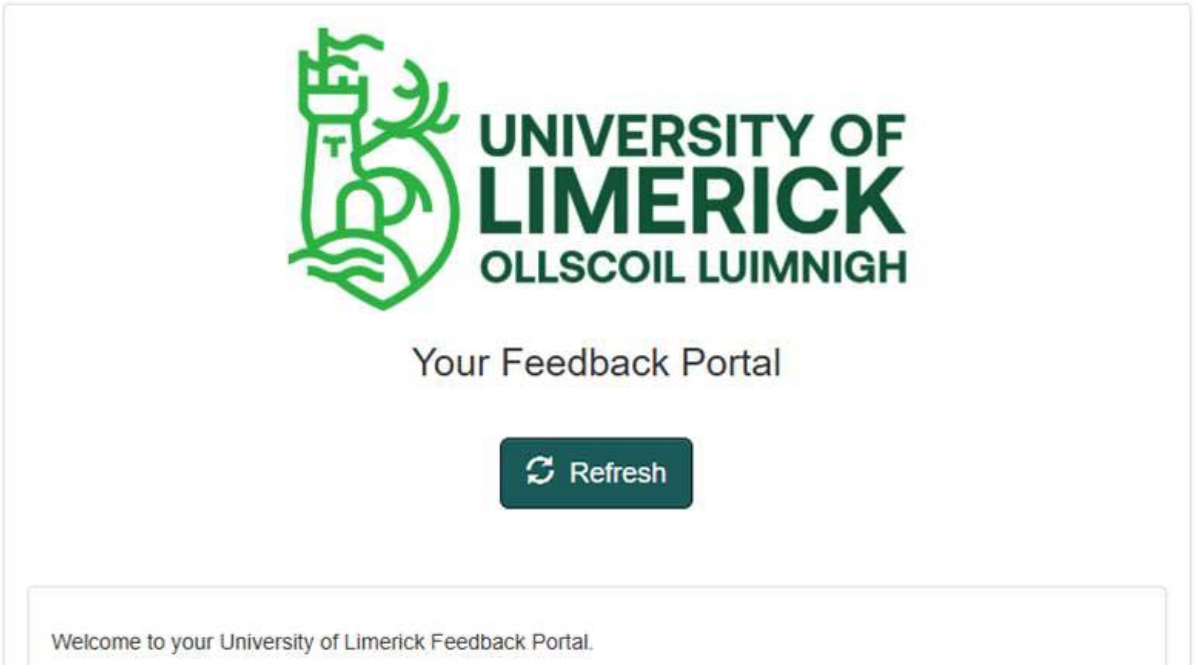
Q13 When do the surveys close?

TRUST surveys normally stay open for 2 weeks.

Q14 I made an error and would like to revise my feedback. Can I access my surveys again?

Yes - **all** your survey(s) remain open for the duration of the survey period, so you can access them at **any** time, until the survey period closes.

All surveys can be accessed in the evasys Student Portal. Once you log-in, you will see 'Your Feedback Portal':



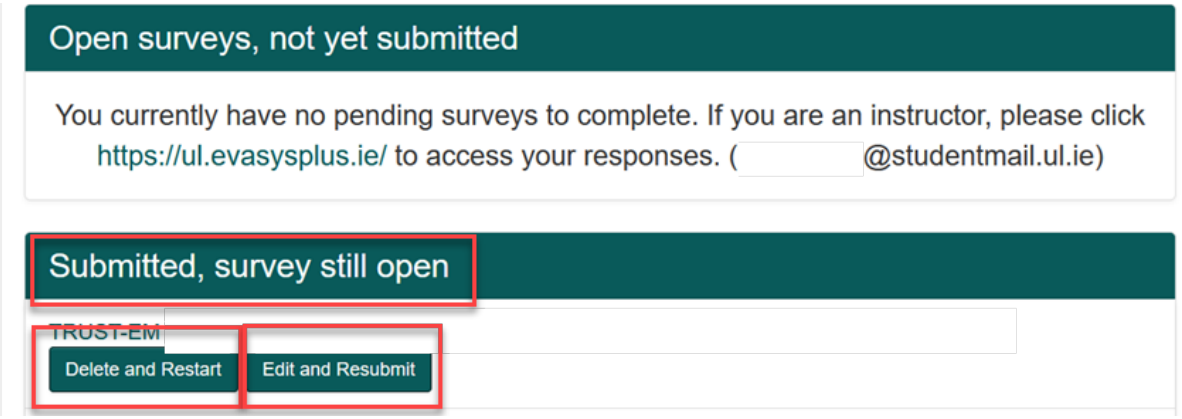
If you scroll down, you will see all your surveys for the current survey period listed under one of two sections - either;

'Open surveys, not yet submitted'

or

'Submitted, survey still open'

Under the 'Submitted, survey still open' section, you should see your completed module surveys, available for you to either **'Edit & Resubmit'** or **'Delete & Restart'** each module individually, as needed.



Please choose the option you wish and you will return to your survey for editing or re-starting.

Q15 I have ideas to improve the survey. Who do I talk to?

Please send your suggestions to us at TRUST-EM@ul.ie

Reporting

Q16 Are the survey results published?

Yes. An institutional summary report will be published online on the QSU website.

Q17 What about Data Protection and GDPR?

All data is processed in accordance with the University's Data Protection Policy and our Student Data Privacy Notice.

Further information is available at Data Protection at UL

Q18 Who has access to my responses?

Only designated system administrators can access survey data. Under exceptional circumstances, the identity of an individual respondent may be unmasked. This is done only if the Director of Quality deems it necessary to follow up on a serious issue relating to, for example, student welfare.

Q19 What happens to the survey results and are they confidential?

Once the survey is closed, individual lecturers are given the opportunity to reflect on the feedback received. Those reflections can be shared with students collectively.

Course directors, Heads of Departments, Deans and senior university management receive aggregate reports that are fully anonymised. Student details are not linked to these aggregate reports and individual students cannot be identified.

Artificial Intelligence (AI) may be used to assist in the analysis of data, particularly qualitative data. Use of AI will be in accordance with University and other public sector guidelines.

Q20 I am an eligible student that has not received any communication to participate in the survey. What can I do?

Please contact TRUST-EM@ul.ie with your student ID number and module code, and we will investigate this for you.

Q21 I have completed the survey and I am worried that my responses will be linked to my name. Are my responses anonymous?

Only designated system administrators can access the survey data (see *Q17 Who has access to my responses?*)

Q22 I don't want to take the survey, can I opt-out?

Participation in the surveys are voluntary and you can choose not to complete it. The survey is one of the university's key quality assurance mechanisms and is a very important tool for improving the services we offer.

The lawful basis used to process data for the survey is the provision of a contract. An opt-out option is not permitted for operations and core services in the provision of a contract. Under General Data Protection Regulation (GDPR), the university must have a lawful basis for processing personal data. Please refer to section 3 of the University of Limerick Student Data Privacy Notice.

Q23 Where can I find out more about what personal data the university holds on me?

All data is processed in accordance with the University's Data Protection Policy. Further information on data protection, the Student Data Privacy Notice and GDPR are available at on the UL website.

Queries regarding data protection may be directed to the University's Data Protection Officer. The UL Records Management Policy is available on the UL website.

Appendix A – TRUST-EM Survey

Module Theme

1. **The module objectives are clear**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

2. **The module is well organised**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

3. **The learning outcomes for the module are achievable.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

4. **This module is relevant to my overall programme of study.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

Learning Environment and Resources Theme

1. **The study materials were useful in helping me to learn.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

2. **Classroom Facilities are appropriate [note this may be lab, work learning environment etc.]**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

Student Engagement Theme

1. **I have worked hard to succeed in this module.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

2. **I submitted all necessary coursework on time.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

3. **I did all I could to contribute to my learning within this module.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

4. **I attended most or all the required contact hours for this module (both online and on-campus)**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

Overall Experience Theme

1. **Overall, I am satisfied with my experience on this module.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

2. **I have learned a lot during this module.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

3. **What worked well in this module? (open question)**

4. **What could be improved? (open question)**

Appendix B - TRUST-SET Survey

1. **Overall, the teacher is effective in teaching this module.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

2. **The teacher communicates effectively and can explain difficult material.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

3. **The teacher is well prepared for teaching this module.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

4. **The teacher is approachable and made time for questions inside and outside of formal class time.**

   1 = Strongly disagree
   2 = Disagree
   3 = Disagree somewhat
   4 = Agree somewhat
   5 = Agree
   6 = Strongly agree

   0 = No opinion

5. **Would you like to add anything else? (open question)**

Revision History

Rev. no.	Date	Approved by	Details of changes
1	20th March 2025	Director of Quality	Initial release document
2	13th October 2025	Director of Quality	Updated to reflect TRUST-SET
3	11th Nov 2025	Director of Quality	Question responses updated.
4	2nd April 2026	Director of Quality	AI update added to Q18.
5	30th April 2026	Director of Quality	New Q14 added to advise on re-accessing surveys to amend feedback before closure.