

Your views COUNT



Results of our Student Satisfaction Survey and National Student Survey 2010

Welcome to **Your Views Count** – our annual newsletter to report back to you what you've told us in student surveys.

This year we are reporting on the results from both the UEL Student Satisfaction Survey (SSS) 2010, sent to all undergraduate and masters degree students, and also the National Student Survey (NSS) 2010, completed by final-year undergraduate students.

Full results for the Student Satisfaction Survey are available at www.uel.ac.uk/qa/studentsatisfactionsurvey and for the National Student Survey, visit unistats.direct.gov.uk/

Overall Student Satisfaction

Both surveys show that you are generally satisfied with your experience of studying with us. Overall satisfaction ratings were up on last year's at **76%**. You told us that:

- Students in the School of Law, on Civil Engineering, Electrical Engineering, Teacher Training and Human Resource Management programmes were amongst the most satisfied
- Personal development continues to be one of the best performing categories within the NSS. With over **90%** of students in Civil Engineering, Human Resource Management and Teacher Training agreeing with statements in this section of the survey
- Students studying Electrical Engineering, Sociology, Economics and Teaching Training programmes were most satisfied with the teaching on their programmes, with the statements relating to staff enthusiasm and programme being intellectually stimulating scoring highest levels of satisfaction
- Students were generally satisfied with the quality and accessibility of learning resources at UEL.



In response to your feedback we:

Academic Referencing

Implemented a standardised approach to referencing at UEL. Beginning with first year undergraduate students in 2010-11; implementation for all other students will take place in 2011-12.

Assessment and Feedback

Royal Docks Business School piloted a system of electronic submission and feedback for all level 1 coursework assignments for semester A 2010/11.

School of Psychology conducted a pilot scheme providing online audio feedback on selected modules.

Employability

Introduced a new online resource, 'Get That Job', which offers access to vital practical know-how such as writing a great CV, gaining useful experience, networking and how to answer common interview questions.

See uelconnect.org.uk/employability

Libraries

Refurbished Docklands Library and Trading floor to improve cooling and noise control; all the six teaching areas on the ground floor have been enclosed to provide better and quieter teaching accommodation.

Sports

Introduced a new programme providing improved access to sports and sporting activity – Work on our brand new sports centre has now commenced, the new centre is due to open in 2012.

See uel.ac.uk/2012/office/training.htm

Student Liaison Officers

Appointed two Student Liaison Officers to work with students and staff, to provide support and help resolve issues.

For details of drop in sessions for your School, see uel.ac.uk/apse/slo

Social Space

Increased and enhanced the provision of social space for students, on Docklands Campus – we redecorated 'Aqua East', installed new seating in University square and along the dockside, refurbished the catering outlets, upgraded and merged the bookshop and the UELSU shop. Stratford Campus – Installed new seating in Stratford, refurbished and updated the 'Dome' and the 'Buzz'.

For details of the nine facilities across the campuses see uel.ac.uk/firstweek/programmes/fwevents/catering.htm

Volunteering

Introduced a 'University Wide' volunteering module to enable students to obtain academic credit for volunteering activity. You can access the volunteering module ED2500 from your second year onwards and must be currently volunteering in any area.

Initiated the 'Universe' – a new Student Magazine for student news, entertainment and providing student volunteering opportunities, published every 2 weeks.

See uel.ac.uk/universe/

Prize Draw Winners

- Ms Teddy Nakiwala BSc Public Health with Health Promotion (Extended Degree)
- Mr Jackson Mcewen BA Business Management
- Ms Zoe-Michelle Carter BSc Forensic Science with Criminology
- Mr Tejan Massally PGCE Secondary Spanish with French
- Ms Emma Halston BSc Psychology
- Mr Jaiminkumar Patel MSc Toxicology
- Mr Victor Fedorashchuk BSc Computing and Business Information Systems
- Ms Ines Cindric MSc Applied Positive Psychology
- Ms Farzana Ali MA Early Childhood Studies
- Mr Amaad Ahmed LLB Law
- Ms Isil Ramadan BSc Architecture
- Ms Penka Bazitova BA Business Management
- Mr John Omolumhen BA Accounting & Finance
- Mr Georgios Voutsinos BA Fine Art
- Ms Rukayat Olanrewaju BA Community Services and Enterprise