

# Your views COUNT

Results of our Student Satisfaction Survey and National Student Survey 2009

**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) 2009, sent to all undergraduate and masters degree students, and also the National Student Survey (NSS) 2009, completed by final-year undergraduate students.

Full results for the Student Satisfaction Survey are available at [www.uel.ac.uk/qa/studentsatisfactionsurvey.htm](http://www.uel.ac.uk/qa/studentsatisfactionsurvey.htm) and for the National Student Survey, visit: [www.unistats.com](http://www.unistats.com).

## Overall Student Satisfaction

Both surveys show that our students are generally satisfied with their experience of studying with us. Overall satisfaction ratings were **72%**.

### *You told us that:*

- Students in the School of Law and Humanities and Social Sciences were amongst the most satisfied;
- Students studying Accounting & Finance, Psychosocial Studies, Civil and Electronic Engineering and Law were most satisfied with the teaching on their programmes;
- Satisfaction ratings relating to assessment and feedback were up in Accounting & Finance and Media. Generally, respondents were most satisfied with the statement 'Assessment Criteria used in marking have been clear in advance';
- Personal development continues to be one of the best performing categories with students in Sociology, Civil Engineering, Electrical Engineering, Law, Accounting & Finance and Psychosocial Studies being among the most satisfied - An average of 81% of UEL NSS respondents agree with the statement 'My communication skills have improved';

### *In response,*

- We are continuing with our programme of sessions for staff to share more good practice around the University;
- the Dean in the School of Computing, Information Technology and Engineering plans to introduce meetings with students to provide an additional mechanism for discussing concerns.

### *You said:*

- ▶ Provide me with prompt feedback on my assessment

### *We responded...*

- ▶ All assessed work to be returned within four weeks and the use of School plasma screen and UEL Plus to publicise dates for return of work (Cass School of Education)
- ▶ With a project to investigate reasons for high levels of uncollected assessed student work from Helpdesks

RESULTS OF OUR STUDENT SURVEYS 2009

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CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE



**UEL**  
University of  
East London

**You said:**

- ▶ Provide helpful feedback on assignments

**We responded by...**

- ▶ Introducing an institutional 'Feedback Campaign' in March 2010 to further promote feedback and obtain your views on the types of feedback you find helpful.

**You said:**

- ▶ Provide me with feedback on my work to help clarify things that I do not understand

**We responded by...**

- ▶ Holding student forums and introducing a new feedback system 'Feedback Fortnight' running from Feb 2010 (School of Law)

**You said:**

- ▶ I want to be able to contact staff and get advice when I need to

**We responded by...**

- ▶ Providing clearer guidance about staff availability with staff widely publicising their surgery hours (School of Health and Biosciences)
- ▶ Appointing a senior tutor to oversee and develop the School's personal tutor provision (School of Humanities and Social Sciences)
- ▶ Asking academic staff to respond to emails within two working days (Cass School of Education)

**You said:**

- ▶ Provide opportunities to meet professional people on my programme

**We responded...**

- ▶ With 'Getting Down to Business Week', allowing students to experience demands of an assessment centre, and access to senior business professionals engaged in recruitment (Royal Docks Business School)
- ▶ Inviting outside speakers from industry and practice deliver guest lectures on a broad range of modules (All Schools)
- ▶ Using electronic means to provide additional notification of Professional Practice lectures for Photography students (School of Architecture and Visual Arts)

- ▶ Increasing the number of available student placements and provide opportunities for students to undertake voluntary work within UEL (School of Psychology)

**You said:**

- ▶ Make lecture notes available after lectures

**We responded by....**

- ▶ Piloting the use of podcasting in postgraduate programmes and consulting students about broadening the use of podcasting (School of Law)
- ▶ Using Podcasts and blended learning in computing lectures (School of Computing, Information Technology and Engineering)
- ▶ Expanding the use of podcast videos for practical and clinical teaching (School of Health and Biosciences)
- ▶ Increasing the use of UEL Plus to publish lecture notes (School of Architecture and Visual Arts)

**You said:**

- ▶ In some areas levels of resources are insufficient

**We responded by....**

- ▶ Introducing late evening sessions to provide additional access to specialised equipment and dedicated space for Masters students (School of Architecture and Visual Arts)
- ▶ Providing dedicated studio and practice space at Trinity Buoy Wharf for Performing Arts students (School of Humanities and Social Sciences)
- ▶ In summer 2009, opening a brand new Computer Suite at Stratford with approximately 400 new computers

**You said:**

- ▶ Too much noise and disruption makes quite study in the library impossible

**We responded...**

- ▶ Introducing new security, supervision levels resulting in reduction of noise in Quiet and Silent zones in the library (evidenced by 90% user satisfaction rating)
- ▶ Working with you to draft a Student Code of Conduct.

## Prize Draw Winners

- **Anna Chapman**, Professional Doctorate in Education
- **Chris Bishop**, BSc Architecture,
- **Lawrence Toohey**, BA Business Studies (Extended degree)
- **Nenad Djordjevic**, BSc Architecture
- **Charles Martinez**, MSc Applied Positive Psychology
- **Tom Enright**, MSc Health Promotion
- **Maggie Lane**, BA Education and Community Development with Information Technology (Extended degree)
- **Michelle Preston**, BA Facilitating Learning and Development (Extended degree)
- **Kevin Byrne**, Professional Doctorate in Education
- **Sofia Mayet**, PGCE Primary
- **Felix Onodugo**, BSc Finance, Money & Banking
- **Braham Gautam**, LL.M Human Rights
- **Jacky Lloyd**, MSc Applied Positive Psychology
- **Yasmin Malik**, BSc Business Information Systems (Extended degree)
- **Jennifer Gorman**, MSc Applied Positive Psychology



**Anna Chapman**,  
Professional Doctorate in Education