

Executive Summary

1. OVERVIEW

The UEL internal student satisfaction survey *Tell Us What You Think* was for the first time this year run completely in-house. This was a joint effort between UEL Connect, IT services, Quality Assurance and Strategic Planning.

1.1 The report

This report consists of an executive summary (which compares the overall and combined measures broken down by various key variables) and the detailed analysis section (which looks at the different types of student satisfaction in more detail and separately for each school). As the survey took place during the academic year 2010/11, the analysis in this report is based on UEL's old school structure.

As in previous years, the questions of the survey were modelled to match the ones used in the National Student Survey (NSS) covering the following seven areas:

- Overall satisfaction
- Teaching
- Assessment and feedback
- Academic support
- Organisation and management
- Learning resources
- Personal development

This year for the first time also the same scale of possible answers (1-5) was used as in the NSS. The value for % satisfied shown in the tables included in this report represents the combined percentage of 4s and 5s out of all valid answers given by respondents.

Table 1.1: Grid values and action implications

Unsatisfactory	Adequate	Satisfactory
Urgent attention needed for improvement	Improvement required over time	Good/acceptable standards to be maintained
50% or less satisfaction rate	Satisfaction rate is more than 50% and less than 70%	70% or more satisfaction rate

As part of the survey this year students were also asked to rank five different issues (as shown in the chart below) in order of importance from their own personal perspective. Most students (54%) considered the providing of a timetable before the beginning of the semester to be the most important issue.

Making the UEL campus safer on the other hand is a relatively insignificant concern among students with 70% of respondents ranking this as the least or second least important issue.

Chart 1.1: Ranking exercise

