

Student Satisfaction Survey 2013

Summary Report for Students

International Academy

This report is a summary of the results of the 2013 Student Satisfaction Survey (SSS) completed by International Academy (IA) students as part of the University survey of its 1st and 2nd year undergraduate students.

Between 125 and 135 students answered 45 questions in 16 categories. The response rate of IA students was 68%, considerably higher than the 2012 response rate of 45%, reflecting the work undertaken by the Department to encourage greater student participation in the survey. This year the IA also achieved the highest response rate for departments on the Colchester campus, and the second highest of all the Essex campus departments. This level of response is very useful for supporting the validity of student opinions of their studies in the IA and at Essex.

Results are presented as % agree and % disagree. The following responses were available to students for each question: Definitely agree; Mostly agree; Neither; Mostly disagree; Definitely disagree. The combined percentage of students responding 'Definitely Agree' and 'Mostly Agree' were grouped as % agree, the combined percentage of students responding 'Mostly disagree' or 'Definitely disagree' were grouped as % disagree.

In the IA survey results, the scores for "Agree" were high, ranging from 76% to 89% in the 16 categories. When comparing the IA scores for these categories in 2013 with the 2012 results, the 2013 results were higher in 13 categories than their 2012 scores; in 2 categories they were lower and 1 category was new in 2013. This indicates a substantial increase in IA student satisfaction since 2012.

When comparing IA student satisfaction with average University scores, IA student scores were higher in 12 categories, lower in 3 categories and equal in 1 category. This represents a firm indication that IA students experienced greater satisfaction in the majority of the categories than an average Essex student.

When looking at the scores for individual questions within the categories, the *percentage agree* scores were consistently high, with only 3 questions scoring below 75%. These were:

29. *I believe the Students' Union represents the interests of students at the University of Essex: (71%).*

30. *I am satisfied with the Students' Union at the University of Essex: (73%).*

38. *It is clear to me how students' comments on the course have been acted upon: (74%).*

Questions 29 and 30 refer to the Students' Union, so the only topic highlighted by IA students that scored below 75% relates to their comments on their courses. For this question, only 2% disagreed, whilst the University average score for this question was 52% agree and 16% disagree. The Department will now consider how it can better indicate how students' comments are acted upon – one option being a response "noticeboard" on the IA website.

The full results for the categories are given in table 1 below.

SSS scores for IA in 2012 and 2013 and Essex scores for 2013			
Category	IA 2012	IA 2013	Essex 2013
The teaching on my degree	79	86	85
Assessment and feedback	83	89	72
Academic support	83	89	83
Organisation and management	79	83	85
Learning resources	81	82	83
Personal development	78	81	73
Overall I am satisfied with the quality of my degree	91	89	89
Careers	74	80	76
Social opportunities	68	80	77
Students' Union	n/a	78	74
Course delivery	78	85	78
Feedback from students	71	78	60
Assessment	79	81	80
Facilities	64	76	73
Equality and diversity	85	88	90
Overall satisfaction	87	84	74

Significant satisfaction has been expressed in most areas, with exceptional satisfaction being indicated in the categories of *assessment and feedback*, *academic support* and *overall satisfaction with degree*. The IA is particularly pleased that these important aspects of the student learning experience should be placed so highly in this record of its student satisfaction.

The scores do not indicate any significant areas of dissatisfaction. The highest "disagree" score for any of the 45 questions was 9%, which was the response to "*I am satisfied with the accommodation arrangements on campus*". The next highest "disagree" score was 6%, which referred to "*I am satisfied with the catering arrangements on campus*". Neither of these categories relate to the IA.

The anonymous free text comments were analysed by the Departmental Steering Group to establish if there were any areas where repeated concerns had been expressed. There were 53 "positive" comments and 18 "negative" comments. Two tutors were named in the positive comments and none in the negative. Of the 18 negative comments, 8 referred to aspects outside the IA, such as: accommodation networks and location, the arrangements of timetabled rooms and exams, food and social event and general University activities. Of the remaining negative comments the ones that identified a clear issue referred to: a shortage of weekly online tests, quicker feedback, lecture notes note on Moodle and more help required on assignment instructions. No topic was indicated more than once.

This report and the survey results will be referred to the Staff Student Liaison Committee for further consideration and to the Course Directors' Group and Teaching and Learning Committee. Any areas that can be identified as being open to improvement will be addressed by the relevant group or Course Director.

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