

University of Essex
International Academy
Student Satisfaction Survey 2013/14
Summary Report for Students

Each spring the Student Satisfaction Survey (SSS) takes place for all students in years 0, 1 and 2. There are two sections to the survey: main and optional questions.
































The main survey questions are based on the questions asked in the National Student Survey (NSS); sometimes these questions maybe slightly adapted, and cover the following aspects of the learning experience: degree content, the teaching on student's degree, teaching, assessment and feedback, academic support, organisation and management, learning resources, personal development and overall satisfaction.

Students also have the option of answering an additional set of questions, selected by the University each year.

The SSS results for all departments for 2013-2014 Academic Year have recently been published. The results show that student satisfaction within the International Academy (IA) is very good.

Table below presents a summary of the IA's SSS survey for 2014, and compares this against the University's overall results for 2014 and against the IA's results for two previous years.

Last year's response rate was very good at 68%; this was well above the University's average of 47%. However, the response rate for all departments, including the IA has dropped considerably this year. It is disappointing that the response rate has dropped.

Categories of the survey	IA 2012	IA 2013	IA 2014	Uni 2014	IA to Uni 2014	IA trend 2013 to 2014
The teaching on my degree	79	86	84	86		
Assessment and feedback	83	89	88	75		
Academic support	83	89	88	84		
Organisation and management	79	83	89	85		
Learning resources	81	82	84	84	none	
Personal development	78	81	76	75		
Overall I am satisfied with the quality of my degree	91	89	96	87		
Careers	74	80	79	80		
Social opportunities	68	80	75	76		
Students' Union	n/a	78	81	76		
Course delivery	78	85	91	80		
Feedback from students	71	78	82	63		
Assessment	79	81	88	82		
Facilities	64	76	80	73		
Equality and diversity	85	88	91	91	none	
Overall satisfaction	87	84	83	75		
Response Rate	45%	68%	36%	26%		

As the data shows, the IA is above the University average in all but 3 categories. The IA's scores are particularly pleasing in the following sections: assessment and feedback, course delivery; overall quality of degree; and overall satisfaction sections. In the three sections where the IA scored lower than the University average, the difference is only 1% or 2% lower; this is a good result.

Compared to our own results from last year, our scores have dropped slightly in only 6 categories; again, these are by very small amounts. Although the decrease is a small percentage, we will continue to review our teaching, assessment tasks on modules and feedback provided so that we can further improve our students' satisfaction in these areas. We will work to ensure that social opportunities better meet our students' needs and expectations.

Our main disappointment is the drop in response rate from 68% to 36%; this impacts on the accuracy of the results. This is the main aspect of this survey that we must rectify for next year. We would like to encourage all our students to participate in the 2015 survey as student feedback is very valuable and helps the IA meet students' needs.

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