

University of Essex
International Academy
Student Satisfaction Survey 2015-16
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 may be 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 the 2015-16 Academic Year, have recently been published. The results show that student satisfaction within the International Academy (IA) is very good.

Although the SSS results indicated that IA students were less satisfied with the assessment and feedback by 5% in 2016 compared to 2015, this was above the University average satisfaction rate by 15% in 2016 (80% of IA students indicated this compared with 65% for the whole University). The data also indicated that the IA feedback was more prompt (80% of IA students indicated this compared with 57% for the University), more detailed (83% of IA compared with 68% for the University) and helped to clarify things students did not understand (78% of IA students indicated this compared with 58% for the University).

According to the SSS results, 85% of IA students indicated that they received sufficient support during their studies, compared to 80% of University students, which was a 1% improvement from 2015. The survey also indicated that the IA's overall students satisfaction improved by 2% from 2015 to 86% in 2016.

The 2016 SSS data indicated a drop in the student satisfaction with teaching (from 86% in 2015 to 72% in 2016). According to the students, staff were less enthusiastic (88% and 73% in 2015 and 2016 respectively) and did not find the degree stimulating with a drop in satisfaction from 82% to 60%. The department has taken several steps to improve this by having an Educational Away Day to share best practise on how to engage students in class room methodology, increasing integration of modules for students to appreciate links between modules and eliciting participation by introducing technology such as Kahoot in lectures and classes to make classes and lectures more engaging.

Through the free text comments related to the question: Looking back on your experience of studying at the University this year, are there any particular positive or negative aspects you would like to highlight? the students noted the following in relation to our teaching provision:

'My course studies have been stimulating and I find most of the teaching methods used interesting and effective. The teaching and non-teaching staff have also been very helpful and accommodating'.

'The interactive nature of some of my lectures - The manner in which students' opinions are treated: with respect - The opportunity to maintain an open line of communication with my lecturers'.

'Teachers/lecturers have been kind and useful when it comes to answering questions and providing further insight into taught materials'.

IA SSS results 2013, 2014, 2015 and 2016, with University results for 2016.							
Categories of the survey	IA 2013	IA 2014	IA 2015	IA 2016	Uni 2016	IA to Uni 2016	IA trend 2015 to 2016
The teaching on my degree	86	84	86	72	82		
Assessment and feedback	89	88	85	80	65		
Academic support	89	88	84	85	80		
Organisation and management	83	89	78	79	79	none	
Learning resources	82	84	81	86	85		
Personal development	81	76	77	62	70		
Overall I am satisfied with the quality of my degree	89	96	84	86	88		
Careers	80	79	76	80	77		
Social opportunities	80	75	74	61	79		
Students' Union	78	81	75	60	79		
Course delivery	85	91	80	71	72		
Feedback from students	78	82	72	68	53		
Assessment	81	88	80	77	75		
Facilities	76	80	66	64	73		
Equality and diversity	88	91	90	91	89		
Overall satisfaction	84	83	81	83	85		

It was very encouraging to note that the students' responses to 'assessment methods employed in my course require an in-depth understanding of the course content' had remained at an excellent level for 2015-16 when compared with the 2014-15 and that the current year's results showed a slight increase to 85% satisfaction. This result indicates that the review of the IA assessment apparatus with the inclusion of alternative assessment methods have been well-received by the students.

As one student indicated in the free text comments in relation to the positive aspects around assessments:

'The positive aspect of my academic year is mostly based on my improvement in writing of essays, building my confidence while presenting a speech/debate and participating in class activities'

Finally, in terms of overall satisfaction with the *modules on my course forming a coherent and integrated programme of study* there was a sharp increase from 79% being in agreement with this to 88% answering positively in the 2015-16 academic year. The IA continues to strive towards ensuring an excellent student experience and will continue to work on providing an even better inclusive curriculum with a holistic approach to teaching and learning.

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