

ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2010-11
School: Arabic & Middle Eastern Studies **Faculty: ARTS**

SUMMARY OF STUDENT SATISFACTION RATINGS																		
Aspect	National Student Survey						Undergraduate Programme Experience Survey						Postgraduate Programme Experience Survey					
	2010-11		2009-10		2008-09		2009-10		2008-09		2007-08		2009-10		2008-09		2007-08	
	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni
Overall satisfaction	98	86	87	82	69	84												
Teaching	94	88	95	85	66	86												
Assessment & feedback	91	65	91	61	55	61												
Academic support	86	77	89	74	70	75												
Organisation & management	86	82	91	79	71	79												
Learning resources	84	87	91	85	82	86												
Personal development	92	78	87	76	69	76												

Scores are expressed as a percentage of the number of respondents who mostly or definitely agreed that they were satisfied with their experience (score 4 or 5)

Impact of 2009-10 Actions	Judging from the 2010-11 results, last year's action plan was very effective. Students seem to be very satisfied with the changes we have implemented. This is reflected in the huge improvements in the NSS scores.
Achievements in 2010-11	The NSS results are very satisfactory indeed. The scores show an increase in most of the categories of the questionnaire. Our students posted a 98% overall satisfaction rate with particularly high scores registered for the interesting, enthusiastically-delivered and intellectually-stimulating nature of our teaching (93-98% on all questions). High scores were also registered for the quality of academic support and availability of our staff (89-92%).
Main actions for 2011-12	We will continue to implement the 2010-11 action plans, which we felt was effective. However, more focus will be on addressing the issue of library resources. Also, more focus on students' personal developments will be given during personal tutoring meetings.

The School's full action plan may be accessed via the following link: www.leeds.ac.uk/respondingtoyourfeedback/school.html

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Aspect	Progress with actions in response to 2009-10 feedback and indication of impact	Issues raised in 2010-11 feedback	Planned response in 2011-12
Overall satisfaction	The impact of actions in response to 2009-10 has been very positive. NSS score for overall satisfaction is higher than in 2009-10. Students expressed their satisfaction in all categories.	Overall satisfaction in the NSS is up with 12% from last year. Students expressed their satisfaction in all categories. Students have registered their satisfaction in every category, but impressive scores received in assessment and Feedback, Teaching and personal support. The huge improvements in last year and this year's scores indicate that the action plan implemented last year was well received by students.	We will continue to monitor our practice in all categories. Colleagues will in particular focus on making sufficient resources are available for students in the library. Although 2010/11 results are very satisfactory, we will continue to communicate our practices to our students, and where appropriate involve them. We will also continue to monitor our teaching and the feedback we provide to our students.

<p>Teaching</p>	<p>Students seem to be very satisfied with the teaching. 94% expressed their satisfaction to our teaching.</p>	<p>Students are very satisfied with the way staff approach subjects (96%). Students have also highly scored staff enthusiasm about the subject (96%). Students have also felt that they have received a detailed feedback on their work (96%)</p>	<p>We will continue to monitor our teaching practices. Part-time tutors are monitored, observed and mentored. In language, we will continue to monitor changes we made to the level 2 language curriculum. Al-Kitaab 2 is no longer used for teaching in level 2. In response to students' concerns about writing, <i>How to Write in Arabic</i> textbook by el Mustapha Lahlali has been introduced. In order to help students refine their reading and listening skills in level 2, more advanced Materials for teaching reading and listening have been developed and introduced this academic year. The syllabus for Grammar and listening for level 2 has also been reviewed and a new syllabus has been introduced. Colleagues</p>
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<p>Assessment and feedback</p>	<p>91% of students expressed their satisfaction with assessment and feedback. The feedback on students' oral exams has been very popular among students. Also, the two feedback weeks held in semester 1 & 2 were well received by students.</p>	<p>Students are very satisfied with the feedback they receive. Students are very content with the detailed feedback they have received (96%). 88% of the students felt that the feedback has helped them to clarify issues that they did not understand. 92% of students felt that the Assessment arrangements and marking have been fair.</p>	<p>Colleagues will continue to provide detailed oral and written feedback to their students.</p> <ol style="list-style-type: none"> 1. Feedback turnaround time is 2 weeks for all modules 2. We will continue to hold the Mid-Term Feedback week in week 6, semester 1. This will help students identify their weaknesses and work on them during the reading week, week 7. 3. Written feedback on language progress will be available to students after the oral & aural exams. New forms have been designed for this purpose. 4. Language students will continue to receive weekly feedback on their weekly written tasks. 5. A feedback week will be held in week 2 of semester 2. The feedback week is designed to discuss students' performances in the January exams, and also discuss feedback they receive on their essays and coursework, submitted at the end of semester1. 6. Involve PG students to provide informal feedback on language to level 2 and 3 students.
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<p>Academic support</p>	<p>86% are satisfied with the academic support. The Proctoring and Language Exchange Schemes, along with colleagues support, prove very popular among students.</p>	<p>Again, students are very satisfied with the level of academic support we provide.</p>	<p>We will continue to monitor the following:</p> <ol style="list-style-type: none"> 1. Maintain regular meetings with tutees. 2. Inform students of staff office hours and continue to encourage them to approach their tutors for support and assistance. 3. Continue to implement the Proctoring and Arabic Language Exchange Scheme. 4. More academic support for YA students by the host institutes. This has been discussed and new measures are in place to support and assist our students. 5. Involve PG students to support language students at level 2 and 3.
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Organisation and management	86% of the students are satisfied with the organization and management of the programmes.	83% of students felt that the course is well organised and running smoothly. No major concerns have been posted by students.	<p>We will continue to monitor the following:</p> <ol style="list-style-type: none">1. Continue to communicate our activities to students2. Cancellation of classes is communicated effectively to all students via emails/VLE and notice boards.3. Change of rooms and teaching spaces are communicated to students well in advance4. Colleagues' roles and responsibilities are made available on the VLE.5. The year abroad orientation manuals for both Fes and Alexandria are given to students at the beginning of the year.6. More information on the host countries, institutions and teaching and learning programmes are now available to students.7. The year abroad tutor contact detail and office hours are communicated to students.
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<p>Learning resources</p>	<p>84% of students are satisfied with the learning resources.</p>	<p>84% of students have expressed their satisfaction to the availability of library resources.</p>	<ol style="list-style-type: none"> 1. More reading materials are available for students in the library and on the VLE 2. Colleagues are asked to provide a most-up-to-date reading lists to the library representative 3. Module handbooks, reading materials are available online on the VLE. Reading lists are published well in advance. 4. Arabic Films and TV recordings will be available for students in the self-access. 5. In cases where there are only few copies of books in the library, required chapters for reading are digitised and made available to students on the VLE
<p>Personal development</p>	<p>92% of students have expressed their satisfaction with their personal development</p>	<p>Although there is a significant increase in the score (+ 5 points) from last year, more attention will be given to helping students develop their personal skills.</p>	<p>The department will continue to help students to develop their skills.</p> <ol style="list-style-type: none"> 1. Personal tutoring meetings will emphasise the importance of skills in future employment. 2. A training session on how to use the library catalogue will be organized by our library representative. 3. Students will be encouraged to make use of the Leeds for Life website.