

ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2011-12

School of Modern Languages and Cultures (Arabic & Middle Eastern Studies)

Faculty of ARTS

EXECUTIVE SUMMARY																		
Aspect	National Student Survey						Undergraduate Programme Experience Survey						Postgraduate Programme Experience Survey					
	2011-12		2010-11		2009-10		2011-12		2010-11		2009-10		2011-12		2010-11		2009-10	
	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni
Overall satisfaction	87	87	91	86	80	82	86	85	86	83	89	84	75	84	85	82	80	78
Teaching	90	90	93	88	86	85	87	84	87	83	87	83	79	85	85	84	84	81
Assessment & feedback	71	69	81	65	67	61	64	61	64	56	66	57	63	69	67	68	62	63
Academic support	78	80	80	77	75	74	69	72	68	68	73	68	70	80	81	79	75	76
Organisation & management	84	83	91	82	81	79	79	74	79	83	80	73	69	80	79	77	73	73
Learning resources	89	88	86	87	84	85	76	78	81	77	78	76	79	83	87	82	78	81
Personal development	83	81	77	78	77	76	62	68	62	65	60	63	66	71	67	70	64	68
Sector position (School position)	1/3 (21/34)	51/150	1/3	46/151	1/3	75/154												

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 2010-11 Actions	Judging from the 2011-12 results, last year's action plan was very effective. Although the overall score was slightly lower (-4) compared to last year, students seem to be very satisfied with the changes we have implemented.
Achievements in 2011-12	The NSS results are very satisfactory indeed. Our students posted a 88% overall satisfaction rate with particularly high scores registered for the interesting, enthusiastically-delivered and intellectually-stimulating nature of our teaching (94-97%). High scores were also registered for the marking criteria and prompt of feedback (88%).
Main actions for 2012-13	We will continue to implement the 2011-12 action plan, which we felt was effective. However, more focus will be on addressing the issue of library resources. Also, more focus will be centred on students' personal developments during personal tutoring meetings.

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Aspect	Progress with actions in response to 2010-11 feedback and indication of impact	Issues raised in 2011-12 feedback	Planned response in 2012-13
Overall satisfaction	Overall satisfaction in the NSS score is slightly lower than in 2010-11. But overall students have expressed their satisfaction in all categories.	Overall satisfaction in the NSS is slightly lower (-4) compared to last year. Students have registered their satisfaction in every category. Impressive scores received in the category of Teaching. Students' satisfaction in almost every category indicates 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 ensuring sufficient resources are available for students in the library. Although 2011/12 results are 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.
Teaching	Students seem to be very satisfied with the teaching. 93% expressed their satisfaction to our teaching.	Students are very satisfied with the way staff approach subjects (94%). Students have also highly scored staff enthusiasm about the subject (97%). Similar results have been registered in the Programme Survey.	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, How to Write in Arabic 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 will continue to use VLE for their teaching.
Assessment and feedback	85% of students expressed their satisfaction with assessment and feedback, although this year's score is slightly lower compared to last year's score.	88% of the students felt that the feedback has been prompt, and 88% have felt that the marking criteria have been clear in advance. In the PS, however, level 2 students' scores are lower compared to last year's score.	Colleagues will continue to provide detailed oral and written feedback to their students. <ol style="list-style-type: none"> 1. 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. 2. Written feedback on language progress will be available to students after the oral & aural exams. New forms have been designed for this purpose. 3. Language students will continue to receive weekly feedback on their weekly written tasks. 4. Continue to hold the feedback week in week 2 of semester 2.

<p>Academic support</p>	<p>79% have indicated that they are satisfied with the academic support provided by colleagues. This is a lower score compared to last year's results.</p>	<p>Despite the action taken last year, students' feedback in this category was not very satisfactory. In the PS level 2 students have registered a lower score in this category. More attention will be given to this category (see action plan).</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. 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. 4. Involve PG students to support language students at level 2 and 3.
<p>Organisation and management</p>	<p>85% of the students are satisfied with the organization and management of the programmes.</p>	<p>85% of students felt that the course is well organised and running smoothly. No major concerns have been posted by students.</p>	<p>We will continue to monitor the following:</p> <ol style="list-style-type: none"> 1. Continue to communicate our activities to students 2. Colleagues' roles and responsibilities are made available on the VLE. 3. The year abroad orientation manuals for both Fes and Alexandria are given to students at the beginning of the year. 4. More information on the host countries, institutions and teaching and learning programmes are now available to students.
<p>Learning resources</p>	<p>81% of students are satisfied with the learning resources.</p>	<p>81% of students have expressed their satisfaction with 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. In cases where there are only few copies of books in the library, required chapters, where possible, are digitised and made available on the VLE.
<p>Personal development</p>	<p>80% of students have expressed their satisfaction with their personal development</p>	<p>Despite the action taken last year, students' scores are lower compared to last year's score. More attention will be given to helping students develop their personal skills (see action plan).</p>	<p>We will continue to help students develop their personal skills.</p> <ol style="list-style-type: none"> 1. Personal tutoring meetings will emphasise the importance of skills in future employment. 2. We will continue to encourage students to make use of the Leeds for Life website.