

ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2013-14

School of Modern Languages and Cultures (East Asian Studies PGT)

Faculty of Arts

EXECUTIVE SUMMARY																		
Aspect	National Student Survey						Undergraduate Programme Experience Survey						Postgraduate Programme Experience Survey					
	2012-13		2011-12		2010-11		2012-13		2011-12		2010-11		2012-13		2011-12		2010-11	
	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni
Overall satisfaction	92	87	87	87	91	86	82	85	86	85	86	83	91	87	75	84	85	82
Teaching	94	89	90	90	93	88	87	85	87	84	87	83	87	87	79	85	85	84
Assessment & feedback	77	71	71	69	81	65	65	59	64	61	64	56	70	75	63	69	67	68
Academic support	80	81	78	80	80	77	67	72	69	72	68	68	86	85	70	80	81	79
Organisation & management	89	84	84	83	91	82	75	73	79	74	79	83	84	85	69	80	79	77
Learning resources	91	90	89	88	86	87	79	81	76	78	81	77	77	86	79	83	87	82
Personal development	85	81	83	81	77	78	61	69	62	68	62	65	82	77	66	71	67	70
Sector position		57/147		51/150		46/151												

Scores in each category are expressed as a percentage of the number of respondents who mostly or definitely agreed with a range of statements (score 4 or 5)

Impact of 2011-12 actions	<ul style="list-style-type: none"> • Introduction of electronic timetabling. • EAST5060M dismantled into separate M-level language modules, and programme specs amended accordingly. • New school-wide policies (e.g. Code of Practice on Assessment) finalized and available on the VLE.
Achievements in 2012-13	<ul style="list-style-type: none"> • Research methods modules restructured according to the recommendations of the School PGT review. • Review of programmes structure. • Clear and timely module information on assessment methods, rules, etc is provided. • 100% satisfaction rate achieved in students' survey.
Main actions for 2013-14	<ul style="list-style-type: none"> • Use new website and other tools for effective marketing. Harmonize message in all marketing literature in terms of work placement. • Work on the speed and constructiveness of feedback • Maintain and improve further the quality of teaching

<p>Summary of student involvement in the production of this Action Plan</p>	<ul style="list-style-type: none"> Students invited to send ideas about how to improve the teaching of the courses and the organization of the programmes to the Programme Manager
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Aspect	Progress with actions in response to 2011-12 feedback and indication of impact	Issues raised in 2012-13 feedback	Planned response in 2013-14
Overall satisfaction	An overall satisfaction rate of 100%, a considerable increase from previous year (up 15%)	The response rate is low (25%).	The team will re-consider a revision of the portfolio in 2013-14 (once the external funding situation has become clearer).
Teaching	Ensure quality of teaching is maintained with replacement lecturers.	Confusing instructions from teachers about assignment (67%)	Ensure quality of teaching through peer review and School initiatives. Collect mid-term feedback on modules and respond to it.
Assessment and feedback	Providing timely and effective feedback and clarify marking criteria for written work, assessment methods, requirements, rules.	Main issue identified around how promptly feedback was provided (40%); however students did find that feedback helped them to clarify things (100%).	Remind tutors of the 3-week School rule on feedback and given guidance on forms of feedback.
Academic support	Continue good practice in personal tutoring.	Students were generally happy with academic advice provided (83%) and easy accessibility of staff (100%).	Raise awareness of the different forms of academic support (face-to-face, e-mail, online).
Organisation and management	Electronic timetabling in place for 12/13. EAST5060M dismantled and individual MA language modules introduced.	Organization and running of the programmes are rated 100%.	introduction of an 'umbrella' programme (eg East Asian International Studies)
Learning resources	Monitoring the availability of learning resources in response to student feedback.	The IT provision was highly praised (80%) while the access to specialized equipment and rooms was rated low (40%)	Ensure that staff are making use of VLE to upload materials
Personal development	80% respondents believed that they have received support to enhance their personal development	Positive feelings about communication skills and confidence building	Continue to highlight Personal Development – and explain its meaning – through personal tutorials.