

ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2012-13

School of Modern Languages and Cultures (MA World Cinemas); Faculty of Arts

| EXECUTIVE SUMMARY | | | | | | | | | | | | | | | | | | |
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| 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 | | 51/150 | | 46/151 | | 75/154 | | | | | | | | | | | | |

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)

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| Impact of 2010-11 actions | The best practice identified in the 2011-12 Action Plan was continued: more attention was paid to cohesiveness in team-taught modules; international students received intensive personal tutoring and extra help from module convenors; close analysis of film clips was featured in most modules to even out gaps in knowledge and skill sets across a wide range of students. This was well received by the 2011-12 cohort. The new solution to AV problems has continued to work well. The actions outlined in the 2011-12 Action Plan were implemented but might now change due to staffing changes and programme development (see Main Actions for 2012-13). |
| Achievements in 2011-12 | MAWC received a score of 100% for overall satisfaction in the 2011-12 programme survey, which reflects the dedication of an overstretched core team. |
| Main actions for 2012-13 | Staffing changes and the planned re-development of MAT provision at School-level will have knock-on effects for MAWC provision: <ul style="list-style-type: none"> - Core modules will be reviewed in light of her departure and changes to staffing. - A working group will look at the existing provision as a whole, and begin re-developing in light of, and in line with the broad ranging changes to the structure and content of MAT programmes in the School. - The MAWC team will also work with the School PGT committee to improve the student experience with regard to personal development. |

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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 | MAWC received 100% overall satisfaction in the 2011-12 programme survey. The resolution of AV issues has helped in this regard. | No particular issues raised. | Continue to build on the positive practice of teaching excellence and pastoral care. |
| Teaching | MAWC also received 100% for teaching, with students praising the enthusiasm of staff in particular. The ICS modules proposed last year have not yet been made available to students because the new MA in Cinema and Photography did not run. | No particular issues raised. | Continue to build on the positive teaching practice. |
| Assessment and feedback | MAWC received 93% satisfaction for assessment and feedback. For the 2011-12 staff made a greater effort to communicate to students when and how they were receiving feedback. A timely turnaround on marking was also made a priority, and any delays were communicated to students. | No particular issues raised. | Continue to build on the positive practice of detailed and clear feedback on mark sheets and personal consultations. |
| Academic support | MAWC received 89% satisfaction. Cohesiveness of team-taught modules (raised in the previous action plan) can be an issue for students, but efforts were made to tighten up on this are for the 2011-12 session. | No particular issues raised. | Continue to build on the current practice of personalised attention to students and one-to-one personal tutoring. |
| Organisation and management | MAWC received 67% satisfaction, but no particular problems were reported. Chronic understaffing continues to pose a challenge. | Some concern was raised about changes to course content due to staff timetabling conflicts, although it is not clear what exactly this was. | Due to personnel changes, staffing solutions (discussions for which are in progress in consultation with the Head of School) will need to be found. |
| Learning resources | MAWC received 67% satisfaction. Shelf space for films in the library was increased, and films for team-taught module sessions were ordered in good time. | No particular issues raised. | Continue to build on the practice of excellent VLE resources. The library commitment to more shelf space for films has resolved the former, most common cause for complaint. |
| Personal development | In line with the other MAT programmes, MAWC received 37% satisfaction here. Students continue to be happy with the extra-curricular activities and development opportunities, but other aspects of personal development – understood by many students in terms of explicit employability development – needs to be considered at subject and School level. | One comment suggested ‘Lack of focus with regard to finding a career in the future.’ | Work with the School PGT team to develop a clearer personal development and careers advice strategy. |