

ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2014-15

Faculty of Business-Management Division

EXECUTIVE SUMMARY																		
Aspect	National Student Survey						Undergraduate Programme Experience Survey						Postgraduate Programme Experience Survey					
	2013-14		2012-13		2011-12		2013-14		2012-13		2011-12		2013-14		2012-13		2011-12	
	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni
Overall satisfaction	89	88	91	87	94	87	85	85	86	85	76	85			83	87	75	84
Teaching	85	90	89	89	87	90	77	85	81	85	78	84			82	87	79	85
Assessment & feedback	73	71	67	71	64	69	56	62	51	59	68	61			72	75	65	69
Academic support	84	82	85	81	76	80	75	73	75	72	75	72			80	85	79	80
Organisation & management	86	85	94	84	85	83	76	75	70	73	78	74			85	85	71	80
Learning resources	90	91	91	90	84	88	81	83	74	81	79	78			88	86	85	83
Personal development	82	82	89	81	81	81	76	72	78	69	76	68			77	77	71	71
Sector position		50/146		57/147		51/150												

<p>Headline achievement in 2013-14</p>	<p>The main achievement in 2013-14 was the establishment of a Student Advisory Board (SAB) to enhance the role of the student voice in the development and implementation of the action plan. The terms of reference for SAB were agreed as follows. The Student Advisory Board will:</p> <ul style="list-style-type: none"> • involve students in the process of shaping the student learning experience; • ensure that students can have a significant impact on the quality of their own higher education; • engage students directly in shaping and developing the quality assurance and enhancement of their programmes; • promote a proactive two-way engagement with students to improve communication of expectations and help to guarantee delivery against those expectations; • be responsible for developing a ‘live’ action plan to address feedback from students and for monitoring and evaluating its implementation; • provide opportunities for timely feedback which will positively influence their current student experience. <p>The SAB has enabled the action plan to become a living document rather than a once per year snapshot. Four meetings of SAB were held in 2013/14 and its impact was demonstrated in the following areas:</p> <ul style="list-style-type: none"> • The SAB identified the main underperforming category in NSS was Assessment and Feedback. In response a personal review of feedback was introduced to support students’ engagement with written feedback and help them develop a more positive learning relationship using feedback. Although there is still progress to be made it seems that this intervention has had a positive impact on the Assessment and Feedback NSS score. • An expansion of academic support provision and opportunities for personal development embedded in the discipline of Management. SAB was instrumental in the decision to convert Exploring Your Potential to a 20 credit module and was supportive of the engagement activities such as the Leaders in Residence pilot to promote our strategic commitment to develop our students as “Future Leaders” and to match the theory we teach with real world expertise. • At postgraduate level a Head of Year for MSc Management was piloted in 2013/14 to enhance the level of academic, developmental and pastoral tutoring. In the light of last year’s Head of Year pilot it has been decided to increase the resource devoted to academic support and personal development at postgraduate level through the appointment of a full time Professional Development Tutor and a 0.5 Senior Teaching Fellow.
<p>Main actions for 2014-15</p>	<ol style="list-style-type: none"> 1. For Teaching the main focus of SAB activity will be a review of the efficacy of existing structure of module choices within the curriculum. Issues to be explored include <ul style="list-style-type: none"> • the scope and coverage of the curriculum • the balance between core and optional modules and • the specific requirements of joint honours students. 2. Expand the provision of Professional Development activities through such initiatives as the Leaders in Residence programme and further embed such activities within the curriculum at undergraduate and postgraduate levels. 3. Introduce a Student Advisory Board at postgraduate level as well as enhanced personal tutorial provision.

<p>Summary of student involvement in the production of this Action Plan</p>	<p>As outlined above the Student Advisory Board met four times in 2013/14. Two meetings composed of the Union representative and recently elected School representatives were held in late October 2014 to ratify the above strategic priorities and to explain the role and composition of the Student Advisory Board in 2014/15. The Postgraduate SAB will meet over the next month and identified actions will be incorporated into the detail of the overall Action Plan for undergraduate and postgraduate levels by the end of the Semester.</p>