

DRAFT ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2010-11

School: Law

Faculty: Education, Social Sciences and Law

EXECUTIVE SUMMARY																		
Aspect	National Student Survey						Undergraduate Programme Experience Survey						Postgraduate Programme Experience Survey					
	2010-11		2009-10		2008-09		2010-11		2009-10		2008-09		2010-11		2009-10		2008-09	
	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni
Overall satisfaction	89	86	87	82	88	84	93	83	82	84	84	82	80	82	77	78	88	80
Teaching	89	88	87	85	86	86	87	83	82	83	82	82	89	84	86	81	88	81
Assessment & feedback	68	65	63	61	59	61	59	56	60	57	56	54	71	68	68	63	65	62
Academic support	79	77	77	74	75	75	76	68	69	68	71	66	76	79	73	76	79	76
Organisation & management	89	82	90	79	88	79	79	83	82	73	76	70	73	77	69	73	81	75
Learning resources	83	87	80	85	81	86	77	77	73	76	75	77	75	82	66	81	79	82
Personal development	78	78	74	76	70	78	70	65	61	63	61	62	68	70	67	68	72	67

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 2009-10 actions	<ul style="list-style-type: none"> Your feedback has seen the School continue to rise in the league tables and is one of the highest ranked Schools across the University Analysis of the feedback shows that the School rose in virtually every category across all levels, but there is more we can do. It is clear that the communication between staff and students is very good and we want to take this further with the 'Partnership'. The feedback notes the many examples of inspirational teaching across the programmes – we aim to share that experience across the board.
Achievements in 2010-11	<ul style="list-style-type: none"> At LUU's Student Choice Awards the School won 'Best Personal Tutor', 'Best School Rep' and had nominations for student support and feedback champion. We were nominated as best overall school for the number of nominations received – thanks to all our students. We have moved to the new and hugely impressive Liberty Building relatively seamlessly – now we want to make it our home. The independent report of the student experience in the School of Law (The Kohler Report, 2011) noted, "I cannot recall ever having encountered such a strong positive feeling amongst the undergraduate body nor it must be said, such a commitment from a Law School in maintaining and enhancing the excellence of its provision."
Main actions for 2011-12	<ul style="list-style-type: none"> Overall satisfaction: we continue to progress but we'll change where necessary to ensure the School is a modern and dynamic place to study Teaching: our UG and PG reviews will ensure that all of our programmes are fit for the needs of the 21st century student Assessment and Feedback: we will look at how and where we can vary our assessment methods and provide clarity in our marking criteria Academic Support: all teaching staff provide support hours – in partnership we need to encourage their use for general support and feedback Organisation: we will continue to monitor our processes following the move, which has included a remodelled timetable for your convenience Learning Resources: we will look closely at how we can use the building to maximise its benefits for all students and staff Personal Development: we are developing our programmes and co-curricular activities to produce students with a portfolio of skills

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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	<p>National Student Survey: 89% +2 UG Programme Survey 1: 94% +6 UG Programme Survey 2: 92% +8 PG Programme Survey: 80% +3</p> <p>Our move to new premises has provided students and staff with some of the best facilities in the country.</p> <p>The independent report on the student experience evidences a vibrant School community.</p> <p>The new School magazine successfully showcases the increased profile of the School and its myriad successes.</p> <p>You have told us that we have improved in nearly all categories. This is fantastic but is not a signal to slow down the pace of improvement.</p>	<p>(1) We recognise that there is a degree of inconsistency between the BA C&CJ results and the LLB results.</p> <p>(2) Lack of interaction between home and international students</p> <p>(3) Can be a lack of a 'personal feel' in the School. A lack of opportunities for staff-students and students-students to mix informally.</p>	<p>The UG review will look at best practice from across all programmes</p> <p>We will develop the Partnership at School level to clarify the expectations of all students and staff.</p> <p>The UG Review will look at all aspects of the programmes to ensure that the 'student journey' reflects a move from a research led student to a research based independent learners.</p> <p>We have appointed an international student coordinator to seek to ensure UG and PG international students are integrated in the School more comprehensively.</p> <p>The PG review team will review the teaching timetable and provision to maximise student-tutor interaction.</p> <p>We have arranged a series of monthly staff-student events to foster a more personal atmosphere and 'informal' staff-student contact</p>
Teaching	<p>National Student Survey: 89% +2 UG Programme Survey 1: 87% +4 UG Programme Survey 2: 87% +5 PG Programme Survey: 89% +3</p> <p>The feedback you have given us in mid term module reviews has ensured that we can respond appropriately and directly to your needs, and your feedback is positive here.</p> <p>You have told us that assessed seminar participation is a success and we will look to</p>	<p>You gave some fantastic feedback about the inspirational teaching that takes place throughout the School.</p> <p>It is clear that you value seminars in which all students make a contribution.</p> <p>There are two modules that are the subject of more negative comments than others.</p>	<p>The use of student reps in all modules provides an opportunity for informal feedback and an ongoing channel of communications between students and staff throughout the modules</p> <p>The UG Review will look at the curriculum as a whole but specific attention will be given to compulsory modules and those that exhibit consistent queries in module review feedback. We will look at assessment methods, skills enhancement and will seek to roll out best practice as identified by you. PG programmes will</p>

	extend this across more modules.	You have told us that the distance of the School from the main campus can be a problem with arriving at classes on time. →	draw from the best practice identified. We have remodelled the timetable to avoid the problems caused by our location and will continue to monitor its effectiveness.
Assessment and feedback	<p>National Student Survey: 68% +5 UG Programme Survey 1: 61% -1 UG Programme Survey 2: 61% +1 PG Programme Survey: 71% +3</p> <p>The remodelled criteria sheet including 'feed forward' comments has been well received.</p> <p>We still need to clarify the many avenues for feedback.</p> <p>Publishing the criteria with the essay itself has been received positively by you though we will follow up comments about the clarity of the criteria sheet.</p> <p>The move to electronic submission has been relatively smooth and has made submission more convenient for you and cheaper through reduced printing costs!</p>	<p>There are some consistent themes we must address:</p> <ul style="list-style-type: none"> - the clarity of our marking criteria - the (fairness of) assessment process - the need for more detailed feedback <p>→</p> <p>Feedback is not prompt enough. →</p> <p>Some comments were about the problem of memory recall in exams rather than the development of skills. →</p> <p>Assessment methods lack variation →</p>	<p>Every member of the teaching staff has 'open door' Academic Support Hours in addition to appointments outside of these times. We want to encourage students to use this time particularly for the clarification of feedback or more personalised feedback.</p> <p>We need to highlight the many varied opportunities for feedback across the School.</p> <p>We will redraft the assessment criteria to ensure the tick boxes align to degree class distinctions to aid transparency and fairness.</p> <p>Working with the student body we will give the University Partnership a more local flavour which makes expectations clear.</p> <p>The UG review (feeding into PG programmes where relevant) will look to introduce more varied forms of assessment that produce the range of skills we are seeking to develop.</p>
Academic support	<p>National Student Survey: 79% +2 UG Programme Survey 1: 77% +4 UG Programme Survey 2: 75% +9 PG Programme Survey: 76% +3</p> <p>The provision of academic support hours and wider exposure of staff availability has seen significant improvements here, but we need to encourage their use still further..</p>	<p>Some comments were made about a lack of clarity over what was expected in assessments. →</p> <p>Sometimes students suggested that personal tutoring performance is not consistent across the School. →</p> <p>Some PG students feel a lack of personal support. →</p>	<p>As above, this is an answer that can be addressed through academic support hours so we will endeavour to advertise them more prominently and appropriately. Referencing needs to be 'law specific' to cater for those new to Law.</p> <p>We have appointed a member of staff as a 'Leeds for Life champion' to encourage the full use of Leeds for life across the board at UG level as a minimum expectation.</p> <p>We are revisiting our PG personal tutor provision to ensure that every PG has a named contact as soon as possible after arrival such that nobody should feel isolated.</p>

		More assistance in choosing optional/elective modules →	The personal tutor meeting in February will have option choice as an agenda item.
Organisation and management	<p>National Student Survey: 89% -1 UG Programme Survey 1: ** UG Programme Survey 2: 79% -3 PG Programme Survey: 73% +- We have seen a slight decrease in an area in which we have been traditionally strong. The move to the new building was a huge logistical exercise and we will strive to ensure that, now we are 'home', we will make the best of the superb facilities to offer you the best experience.</p>	<p>It was suggested that some classes were postponed with late or no notice. →</p> <p>→</p> <p>→</p> <p>→</p>	<p>We have reaffirmed our policy on student communications to ensure that the portal, email, screens and texts are used to get messages by the most appropriate means for the event.</p> <p>The move to new premises in the middle of the year did have repercussions for some classes and in light of this we have remodelled the timetable</p> <p>We now have a permanently staffed support desk to answer student queries.</p>
Learning resources	<p>National Student Survey: 83% +3 UG Programme Survey 1: 79% +3 UG Programme Survey 2: 76% +6 PG Programme Survey: 75% +9 You have told us that we have made some improvements in this area – without doubt the new premises help. In addition, however, we want to make the best use of our outstanding library facilities, and ensure we use our own building to its potential.</p>	<p>There are no printers in the Law School and this is reflected in your comments. →</p> <p>It has also been suggested that there is a lack of 'quiet space' in the School. →</p> <p>Lack of availability of texts in the library. →</p> <p>→</p>	<p>In conjunction with the staff student forum we will consider how printing facilities might be made available in the School without disruption caused to other core tasks.</p> <p>We are committed to reviewing our use of the building to ensure we maximise the facilities we have and options will be considered.</p> <p>In line with the Kohler Report on the student experience we need to clarify how the library should be used as a research resource rather than a store of textbooks.</p> <p>We will also continue to make greater use of electronic and digitised materials, and short loan.</p>
Personal development	<p>National Student Survey: 78% +4 UG Programme Survey 1: 67% +5 UG Programme Survey 2: 71% +11 PG Programme Survey: 68% +1 Following previous feedback you have told us that this is a key area for improvement. Thanks to a personal tutoring system centred on Leeds for Life and the development of skills valued by employers, coupled with the provision of a wide</p>	<p>More emphasis on a range of careers for BA CJ&C students and law students who are looking beyond the legal profession. →</p> <p>→</p>	<p>We have held some high profile events for alumni and will continue to utilise them for bespoke careers sessions.</p> <p>We will continue to target careers events to particular cohorts of students</p> <p>In recognition of personal development as a key area for enhancement we have appointed an Employability Enhancement Coordinator and</p>

	<p>range of careers opportunities, we have made some significant strides forward. But it remains a key area for development.</p>	<p>We need to ensure we provide opportunities that enhance students' confidence.</p> <p>Feedback from employers suggests that some of our students are not applying to the more high profile international law firms.</p>	<p>given dedicated staff time to develop further co-curricular opportunities</p> <p>We have appointed a staff 'Leeds for Life champion' to try to maximise the benefits of that portal to UG and PG students.</p> <p>The UG Review (feeding into PG provision where relevant) will seek to ensure that your programme delivers key skills as well as academic content.</p> <p>We have developed a new website which will demonstrate the flexibility of your degree; will provide sample CVs and covering letters for different audiences and will be a gateway to a range of co-curricular opportunities for UG/PGs</p> <p>We have arranged bespoke 'open days' and training days with top international employers to instil soft skills such as networking and interpersonal skills.</p>
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