

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

Faculty of Education, Social Sciences and Law: School of Politics and International Studies

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	84	88	87	87	88	87	75	85	83	85	85	85	74	85	92	87	84	84
Teaching	89	90	90	89	91	90	82	85	85	85	86	84	78	86	91	87	84	85
Assessment & feedback	69	71	64	71	65	69	58	62	52	59	57	61	62	71	83	75	71	69
Academic support	71	82	71	81	71	80	60	73	64	72	63	72	66	82	79	85	78	80
Organisation & management	87	85	85	84	86	83	73	75	82	73	79	74	73	81	91	85	84	80
Learning resources	81	91	85	90	80	88	75	83	74	81	70	78	67	85	82	86	76	83
Personal development	70	82	77	81	73	81	58	72	55	69	61	68	54	77	68	77	68	71
Sector position (Politics)		50/146	44/72	57/147	33/69	51/150												
(Others in social Studies)			4/15		7/20													

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)

Headline achievement in 2013-14	Inspiring teaching and supporting students.
Main actions for 2014-15	<ol style="list-style-type: none"> 1.Improved Feedback form and feedback surgeries – new feedback form with feed forward box to advise students on how to improve their work with accompanying feedback surgeries per module 2. Personal development – Renewed emphasis on <i>Leeds for Life</i>, personal tutoring and employability. 3. Academic support – Refurbished building with world class facilities for students to access and use. Strengthening communications with students.

Summary of student involvement in the production of this Action Plan

The staff discussed this Action Plan with students in the taught student education committee, staff-student forum, via programme teams and other forms of communications.

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

School:		Faculty:	
Aspect	Progress with 2013-2014 actions and indication of impact	Agreed Issues/Actions for 2014-2015	Responsibility/Expected completion date
Overall satisfaction	<p>Overall Satisfaction % change</p> <ul style="list-style-type: none"> • NSS 84 -3 • PGT 74 -18 • UGPS 75 -8 <p>The NSS score has dropped by three points compared to the previous year and the UGPS has dropped by 8 points. The PGT survey has dropped by 18 points. Particular areas that need development are feedback which is ongoing though figures here are improving year-on-year, personal development and academic support.</p> <p>The Teaching Enhancement Scheme (TES) as developed in POLIS has yielded excellent results in core areas covered by the NSS, UGPS and PGT surveys and we will seek to implement these changes in 2014-15. The first stage was a TES Away Day held in September 2014 attended by all staff and the sharing of best practice from the ideas generated in the context of the scheme.</p>	<p>POLIS will implement agreed actions from the TES away Day in September 2014, particularly those relating to feedback, personal development and academic support.</p> <p>The TES Away Day focused on innovation in assessment/feedback, personal development, teaching methods and student support. Concrete initiatives in terms of e-marking, blended learning, skills development, module team teaching and personal tutoring came out of the Away Day and are being implemented in 2014-15.</p>	<p>Ongoing in 2014-15. HoS, DSE and all POLIS staff in partnership with students.</p> <p>Ongoing in 2014-15. HoS, DSE and all POLIS staff in partnership with students.</p>
Teaching	<p>Satisfaction with teaching remains relatively high across all levels, although some issues remain.</p>	<p>Academic staff will hold focus groups and/or programme meetings with students every semester and the Head of School/DSE will hold open forums with all students at least twice a year to brief students on this year's academic priorities and also to listen to student suggestions and respond. POLIS hopes this will be a useful two-</p>	<p>Ongoing in 2014-15. HoS, DSE and programme directors in partnership with students.</p>

		<p>way process of dialogue.</p> <p>Teaching enhancement 'away day' planned for all POLIS Teaching Assistants.</p>	HoS, DSE, TA mentors, TAs.
Assessment and feedback	<p>Some students commented that the clarity of feedback had improved but could still be better. Scores have nevertheless improved here. POLIS had a campaign of advertising reminding tutors and students of marking criteria and feedback more generally over the past year.</p>	<p>POLIS is rolling out new marking forms for assessed work and examinations with feedback and fed forward boxes. POLIS is also running new feedback surgeries for all modules.</p> <p>All academic staff have been briefed and emailed to go over assessment criteria with students in the first weeks of teaching to alert and remind them, and to place assessment criteria information on the VLE.</p> <p>Assessment guide produced and colleagues encouraged to spend time discussing assessment criteria with students on their modules/personal tutees. Working to ensure feedback is detailed and clear. Has been looked at in the in the new Teaching Enhancement Group on the subject and results to be implemented in 2014-15.</p> <p>POLIS will also be experimenting with e-marking and feedback via Grade Mark in 2014-15 on selected modules.</p>	<p>Ongoing in 2014-15. All POLIS staff.</p> <p>Ongoing in 2014-15. DSE and all POLIS staff.</p> <p>Ongoing in 2014-15. DSE and all POLIS staff.</p> <p>Ongoing in 2014-15. DSE, Exams Officer and relevant staff in partnership with students.</p>
Academic support	<p>As in previous years some students commented on how they are supported in POLIS beyond lectures, seminars and more generally.</p>	<p>POLIS will continue to have both curricular and extra-curricular activities for all students. The refurbished Social Sciences Building will help in this regard. POLIS will also be launching new student engagement seminars relating to staff research throughout 2014-15.</p>	<p>Ongoing in 2014-15. HoS, DSE and all POLIS staff in partnership with students.</p>

	Some students comment about the role of the personal tutor and that <i>Leeds for Life</i> is not very user friendly	<i>Leeds for Life</i> functionality to be fully utilised by all staff who have been issued with a POLIS guide to personal tutoring and how to get the best out of <i>Leeds for Life</i> .	Ongoing in 2014-15. POLIS staff in partnership with students.
Organisation and management	Students commented that they want essay deadlines spread out to a greater degree and POLIS has responded to this. Some students commented that any changes to degree schemes should be communicated early on in the year when known.	POLIS will continue to monitor the situation and respond as necessary to alerts about deadline bunching from the SSF and in programme reviews. POLIS communicates changes to degree schemes via the staff:student forum, student reps, programme meetings and in written communications to all students.	Ongoing in 2014-15 DSE, Exams Officer and all POLIS staff in partnership with students. Ongoing in 2014-15. HoS, DSE and all POLIS staff.
Learning resources	Digitisation of library holdings/readings to continue as this is popular with students To continue to embed the Leeds Curriculum (including blended learning) as an ongoing activity.	Digitisation of learning resources will be ongoing in 2014-15. The Leeds Curriculum (including the University blended learning strategy) is being implemented in 2014-15. This has been enhanced also by the work of the TES groups that have been working in POLIS in the last academic year, and we will implement the best of their ideas which were presented to the TES Away Day in September 2014.	Ongoing in 2014-15. Module leaders. Ongoing in 2014-15. HoS, DSE and all POLIS staff in partnership with students.
Personal development	Personal development has dropped by seven per cent in the NSS. This is despite better dedicated support for employability and a push on the issues. POLIS launched a campaign to advertise placement opportunities through our dedicated careers person and also through the Careers Centre link. We also held a series of talks through	POLIS has successfully trialled the 'Job Search Exercise' with all Level 2 International Development Students in 2013-14, which went very well. This will be rolled out for all Level 2 students in 2014-15.	All ongoing in 2014-15. HoS, DSE and all POLIS staff in partnership with students.

	<p>the year focusing on student employability. POLIS will continue to push employability to all students as a priority.</p>	<p>'Behind the News' is a series of speakers for students that was rebooted in a new form in 2013-14 and drew a regular audience of students. This idea will be refreshed in 2014-15 with new speakers.</p> <p>POLIS will maintain the UG Dissertation Conference, which ran for the second time last academic year.</p> <p>POLIS will publicise and promote employability events that the School will be running in 2014-15, particularly those that are relevant to students in terms of job or internship opportunities</p> <p>POLIS will continue to work with the Careers Centre on advising students on jobs and work placements. This will be done through the 0.5 employability post in the School in conjunction with the Careers Centre.</p> <p>POLIS will maintain existing placements, such as the three week internship at Democratic Services in Leeds City Council.</p>	
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