

**ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2011-12**

School: Computing

Faculty: Engineering

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	68	86	82	82	89	84	87	83	68	84	71	82	90	82	45	78	56	80
Teaching	74	88	88	85	84	86	82	83	67	83	71	82	83	84	61	81	74	81
Assessment & feedback	58	65	74	61	65	61	75	56	60	57	61	54	86	68	30	63	62	62
Academic support	79	77	88	74	88	75	78	68	70	68	67	66	93	79	45	76	85	76
Organisation & management	72	82	77	79	89	79	71	83	54	73	58	70	93	77	39	73	67	75
Learning resources	92	87	97	85	96	86	89	77	87	76	85	77	89	82	77	81	89	82
Personal development	56	78	71	76	78	78	69	65	50	63	52	62	77	70	50	68	50	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	Positive changes to all scores in programme survey results, particularly, overall satisfaction, organisation and management and personal development.
Achievements in 2010-11	Introduction of new IT programme and improved involvement of industry partners.
Main actions for 2011-12	To increase opportunities for students to discuss and feedback on their experience. Revise policy on attendance monitoring Review assessment strategy for assessment of practical skills Review skills development within programmes Improve student engagement with school/faculty activities.

**ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2010-11**  
**School: Computing Faculty: Engineering**

<b>Aspect</b>	<b>Progress with actions in response to 2009-10 feedback and indication of impact</b>	<b>Issues raised in 2010-11 feedback</b>	<b>Planned response in 2011-12</b>
<b>Overall satisfaction</b>	<p>BSc in Computing and BSc Computing for Business and BSc in Cognitive Science have been withdrawn. Year 2 of BSc in Information Technology currently being taught for first time.</p> <p>Arranged meeting with students to encourage participation in surveys.</p>	<p>Significant improvement in programme survey satisfaction score for level 2 (+35). This is now similar to year 1 (88%, 85%). NSS survey results disappointing (-14, 68%).</p> <p>PGT overall satisfaction much higher, however response rate very low (10). Scores for MSc in Computing and Management (67%) lower than for MSc in Artificial Intelligence (100%).</p>	<p>Use year meetings and smaller focus groups to increase opportunities for students to discuss and feedback on their experience, to seek to better understand students concerns and the reasons for the differences between the programme survey results and NSS.</p> <p>Monitoring of attendance has been reviewed in response to student feedback.</p> <p>Improve student engagement in school/faculty activities.</p> <p>Review MSc in Computing and Management with LUBS partners.</p> <p>Review technical skills development in programmes.</p>
<b>Teaching</b>	<p>Programme of informal discussions about aspects of teaching implemented. All modules now use VLE, however students do not make use of discussion boards. Improvement in overall score at level 2.</p>	<p>Relatively poor NSS scores (74%) compared to programme surveys particularly in respect of 'staff have made the subject interesting' (55%). A number of comments in all surveys highlight lack of enthusiasm of some staff.</p>	<p>Extend informal lunchtime sessions for staff to include teaching and curriculum developments. Introduce meetings of module leaders within programmes to discuss details of syllabus.</p> <p>Students will be encouraged through S:SF and module surveys to raise issues earlier. Further year meetings will also be held together with focus groups to seek to understand concerns of students and to discuss future development plans.</p>

<p><b>Assessment and feedback</b></p>	<p>Assessment strategy discussed at teaching development day in July 2011.</p> <p>Renewed emphasis on training and briefings for PG markers and demonstrators. Scores have improved at level 1 and 2 in 2011 but lower in NSS.</p>	<p>Poor scores including scores for 'I have received detailed comments on my work' and 'Feedback on my work has helped me clarify things I did not understand'. This is disappointing given recent improvements. Comments in NSS suggest using only formative assessment across all modules is still perceived as unfair.</p>	<p>Assessment strategy to be reviewed for assessment of more practical skills.</p> <p>Students encouraged (via S:SF) to bring deficiencies to attention of staff.</p>
<p><b>Academic support</b></p>	<p>MSc Induction week reviewed.</p> <p>Weekly tutorials for MSc students introduced.</p> <p>Tutorial support for modules with a significant maths content well received by students.</p>	<p>Generally good NSS scores but lower score for item 12 'Good advice was available when I needed to make study choices'.</p>	<p>Discussion on S: SF to clarify issues.</p>
<p><b>Organisation and management</b></p>	<p>Further work on timetabling to focus on relative scheduling of a lecture and its tutorial/lab to facilitate undertaking worksheets etc.</p>	<p>Improvement in programme survey results, however NSS score down to 72%. Student feedback suggests this is may be related the structure of the programmes and options available rather than day to day operations.</p>	<p>Discussion on S: SF to clarify issues.</p> <p>Improve communication of activities and events.</p>
<p><b>Learning resources</b></p>	<p>MSc Linux machines upgraded.</p>	<p>The overall score for learning resources remains high however there was a slight fall in satisfaction with access to IT resources.</p>	<p>Discussion on S:SF to clarify issues.</p> <p>Review provision of access to specialised equipment such as mobile devices.</p>
<p><b>Personal development</b></p>	<p>Skills profile in place for each module/programme.</p> <p>Increased involvement of industry partners.</p>	<p>Students lack of confidence and concerns over development of communication skills highlighted in surveys particularly for Computing for Business and Computing. Again improvements have been seen in the programme surveys but not NSS.</p>	<p>Faculty based initiative on placements. Students to use Leeds for Life to support PDP and tutorial activity. Faculty based initiative on programme of activities for personal tutorials.</p> <p>Series of seminars by industry partners to be introduced.</p> <p>University/faculty employability initiative.</p>