

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

School: Transport Studies

Faculty: Environment

<b>EXECUTIVE SUMMARY</b>																		
<b>Aspect</b>	<b>National Student Survey</b>						<b>Undergraduate Programme Experience Survey</b>						<b>Postgraduate Programme Experience Survey</b>					
	<b>2010-11</b>		<b>2009-10</b>		<b>2008-09</b>		<b>2010-11</b>		<b>2009-10</b>		<b>2008-09</b>		<b>2010-11</b>		<b>2009-10</b>		<b>2008-09</b>	
	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni
Overall satisfaction		86		82		84		83		84		82	94	82	86	78	91	80
Teaching		88		85		86		83		83		82	86	84	79	81	88	81
Assessment & feedback		65		61		61		56		57		54	67	68	60	63	62	62
Academic support		77		74		75		68		68		66	90	79	78	76	85	76
Organisation & management		82		79		79		83		73		70	88	77	71	73	88	75
Learning resources		87		85		86		77		76		77	88	82	87	81	89	82
Personal development		78		76		78		65		63		62	76	70	67	68	73	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)

<b>Impact of 2009-10 actions</b>	<ul style="list-style-type: none"> <li>• We have embedded new semester 2 structure successfully with record student numbers</li> <li>• We have given you enhanced dissertation opportunities – range of topics, nature of dissertation, outside collaboration and extra support</li> <li>• We have been mostly successful in speedy turnaround of courseworks with just two major non-compliances</li> <li>• Positive comments from students and externals about quality and usefulness of feedback following new sign-off procedure</li> <li>• We have promoted extra-curricular activities as part of personal development, developed relationships with employers</li> </ul>
<b>Achievements in 2010-11</b>	<ul style="list-style-type: none"> <li>• You said we have delivered quality L&amp;T and Pastoral experience to record student numbers with reduced staff</li> <li>• We have Increased links with external agencies (e.g. Transport for London, First Group) as employers and as dissertation collaborators</li> <li>• Successful completion of 1<sup>st</sup> cohort from ‘1+1’ scheme with Gadjah Mada University, Indonesia</li> <li>• ITS remains UK market leader in Master transport teaching and the destination of choice, especially for FT UK and for International</li> <li>• Our VLE presence universal, increasing use of e.g. audio to enhance student learning opportunities</li> </ul>
<b>Main actions for 2011-12</b>	<ul style="list-style-type: none"> <li>• We will continue to refine new modules to ensure seamless follow-on from semester 1 modules</li> <li>• We plan extra vigilance on coursework marking schedules with staff taking more care to plan ahead</li> <li>• We are going to enhancing ‘Community’ through more extra- and co-curricular events</li> <li>• We seek continued development of dissertation training package to inculcate further transferable skills</li> <li>• There will be a review UG provision in the light of Curriculum Enhancement Project, in particular identifying pathways linked to broadening strands</li> </ul>

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**School:**

**Faculty:**

<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>Our PPES score is up from 86% to 94%, reflecting recovery from difficult year on staff front (VLS).</p> <p>We run high quality, well-run programmes, well-regarded across sector, programmes 'of high standard', students able to 'demonstrate their abilities' (ExEx), students had 'a fabulous year' (ITS survey)</p> <p>Competitor analysis shows ITS further increasing volume and market share in a declining market</p>	<p>93% of respondents to ITS survey would recommend ITS to others – thank you</p> <p>You flagged some minor issues about timetabling (ITS survey)</p>	<p>We will continue to look after students well, for example through enhanced community life (coffee and cake regularly; students invited to research seminars)</p> <p>Our recast of semester 2 should ensure simpler timetabling going forward</p> <p>We are very strong in UK and International FT. We will endeavour to ensure our product remains best in terms of variety of subject matter and range of extra-curricular opportunities</p>
<b>Teaching</b>	<p>Our new semester 2 means broad range of optional modules can be delivered every year</p> <p>Our Sustainability programme ran for second time with great success</p>	<p>There were some issues of potential content overlap between a group of related modules</p> <p>You indicated some issues with appropriateness/transport coverage in SOEE modules</p> <p>No specific omissions in curriculum were noted by students, our teaching is well-received (SSF, ITS survey)</p>	<p>Module teams have tweaked placing of certain material to clarify the scope of individual modules</p> <p>There is a revised SOEE offer, an extra TRAN module in semester 1, and we have ongoing dialogue with SOEE</p>
<b>Assessment and feedback</b>	<p>Our policy on turn-round time for feedback met with 80%+ compliance.</p> <p>A renewed emphasis on the need to deliver appropriate quality of feedback led to a 30 point improvement in specific PPES questions</p> <p>The continued use of a range of assessment methods and reduction in overall burden of assessment was well received</p>	<p>Our Feedback score is 7 points up, and now in line with Uni average – however, two modules remained slow to return work</p> <p>There is still a little variation in practice (ITS survey); but we have clear coursework specifications and comprehensive feedback (ExEx).</p> <p>Assessment methods and practices are 'rigorous and fair', assignments are 'thorough and comprehensive' (ExEx)</p>	<p>We plan continuance of monitoring and an 'early warning system' to flag up and deal with feedback turnaround problems (office, DSE).</p> <p>We will concentrate on extending best practice in assessment and feedback to modules flagged by students for further action (DSE)</p> <p>We will enhance dissertation feedback process – a new form is to be designed and communicated (Dissertation coordinator)</p>

			New Turnitin policy – everything will be submitted.
<b>Academic support</b>	<p>90% of you rated support and guidance very good or excellent (PPES)</p> <p>We have refreshed our transferable skills provision</p> <p>Students are directed towards skills@library both generally and for specific needs</p>	<p>You requested that extra study skills be provided nearer the time they are needed (SSF)</p> <p>You made very positive comments on dissertation, especially supervision (ITS survey)</p>	<p>Programme leaders regularly hold programme meetings (as well as personal tutoring)</p> <p>We will set up a new programme of skills sessions in semester 2 to help with dissertation preparation</p> <p>We will promote and reward consistent excellent delivery among staff</p>
<b>Organisation and management</b>	<p>Our PPES score is up 17 points, reflecting recovery from uncertainty caused by staff turnover</p> <p>All respondents said customer care was either very good or excellent (ITS survey).</p>	<p>Our Office staff are very well-regarded by you (ITS survey), you found the pre-arrival process very smooth at ITS end (SSF, ITS survey), our exams processes are efficient and fair (ExEx)</p> <p>You noted a bunching of semester 1 coursework deadlines (ITS survey)</p> <p>Our timetabling is now more part-timer friendly (ITS survey)</p>	<p>We will maintain and seek to enhance level of organisational support (Director)</p> <p>The major deadlines are now spread throughout weeks 8-11. (however, complexity of teaching delivery makes it more difficult to introduce comparable changes for semester 2)</p> <p>The draft timetable will be produced sooner, reducing clashes</p>
<b>Learning resources</b>	<p>The VLE widely used – in a range of ways. 100% of modules are present on the VLE</p> <p>You raised no specific library/IT provision shortages.</p>	<p>Our PPES Learning Resources score held its own. 93% of you (ITS survey) found VLE very useful or essential</p> <p>You had no complaints</p> <p>There were some issues about ITS accommodation being 'not commensurate with status' (ITS survey)</p>	<p>We will maintain 100% presence of modules (staff). ITS will promote the use of audio recording as tool for enhancing student learning opportunities.</p> <p>We will investigate a greater spend on fabric/enhanced space in ITS (Director)</p>
<b>Personal development</b>	<p>Our PPES score is up 9 points to 76. 97% of your responses to ITS survey said their career prospects were improved or significantly improved.</p> <p>There were particular improvements in detailed questions on confidence (up 20%) and personal support (up 15%)</p>	<p>Over half of you wrote positive comments about ITS seminar series (ITS survey)</p>	<p>We will encourage further interaction between staff and students (formal and informal). We will make efforts at greater integration of students into the academic community.</p> <p>We encourage Leeds for Life use. We will further develop visits by professional organisations (CILT, TPS).</p> <p>Employer liaison and placement &amp; internship will become a part of an enhanced support staff role in order to develop your employability</p>