

ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2012-13

Institute for Transport Studies

Faculty of Environment

EXECUTIVE SUMMARY																		
Aspect	National Student Survey						Undergraduate Programme Experience Survey						Postgraduate Programme Experience Survey					
	2011-12		2010-11		2009-10		2011-12		2010-11		2009-10		2011-12		2010-11		2009-10	
	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni
Overall satisfaction		87		86		82		85		83		84	84	84	94	82	86	78
Teaching		90		88		85		84		83		83	86	85	86	84	79	81
Assessment & feedback		69		65		61		61		56		57	49	69	67	68	60	63
Academic support		80		77		74		72		68		68	79	80	90	79	78	76
Organisation & management		83		82		79		74		83		73	82	80	88	77	71	73
Learning resources		88		87		85		78		77		76	87	83	88	82	87	81
Personal development		81		78		76		68		65		63	67	71	76	70	67	68
Sector position		51/150		46/151		75/154												

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 2010-11 actions	<ul style="list-style-type: none"> • We have been extra vigilant on coursework marking schedules with staff taking more care to plan ahead • We have enhanced 'Community' through more extra- and co-curricular events e.g. Peak District trip, Metropoly • We have further developed dissertation training to inculcate further transferable skills • We have started a review UG provision in the light of Curriculum Enhancement Project
Achievements in 2011-12	<ul style="list-style-type: none"> • You said we have delivered quality L&T and co-curricular experience to high student numbers • We have increased links with external agencies as employers and as dissertation collaborators (over 25% of dissertations external) • We saw the successful completion of 2nd cohort from '1+1' scheme with Gadjah Mada University, Indonesia • ITS remains UK market leader in Masters transport teaching and the destination of choice, especially for FT UK and for International • Our VLE presence is universal, we are increasing use of e.g. audio to enhance student learning opportunities
Main actions for 2012-13	<ul style="list-style-type: none"> • We will make clearer to staff the legitimate expectations of students for timely and substantive feedback and share our good practice • We will increase the support and resource to staff to deliver high quality learning and teaching • Developing a stronger sense of community through more co- and extra-curricular events is a priority • We will develop our undergraduate provision in accordance with the Curriculum Enhancement Project

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Aspect	Progress with actions in response to 2010-11 feedback and indication of impact	Issues raised in 2011-12 feedback	Planned response in 2012-13
Overall satisfaction	<p>PPES score (84%) fell back to University average.</p> <p>92% of respondents to end-of-course survey (ECS) rated our quality as good, very good or excellent and 92% would recommend ITS to others (ECS)</p> <p>100% of our undergraduates were satisfied with the Geog/TP course (NSS)</p> <p>ITS remains market leader, maintaining share and volume, we are destination of choice</p>	<p>General satisfaction expressed in Programme Meetings (PM), no major issues raised in Student:Staff Forum (SSF)</p> <p>There were no major timetabling issues raised</p>	<p>We will continue to seek to add value to the academic excellence of our programmes by enhancing the wider professional exposure/experience</p> <p>We have a stable timetable which maximises student choice and offers flexibility for part-time students; we will continue to monitor this.</p> <p>We will seek to grow our numbers further by articulating and enhancing the all-round experience of ITS</p>
Teaching	<p>You commended the enthusiasm of our teaching (96%) and found the programmes intellectually stimulating (88%) (PPES)</p> <p>We addressed the boundaries between modules following the previous round of reorganisation; there were subsequently very few comments about overlap.</p>	<p>You made some comments as to usefulness of maths skills and whether the group should be split (PM, ECS, SSF)</p> <p>You enjoyed interaction with lecturers in class and especially benefitted from 'workshop' style activities with professionals (SSF, PM). You wanted some 'practical' statistics sessions</p> <p>You thought that some 'short fat' modules were a little too intensive/compressed (SSF, PM)</p>	<p>We have refreshed maths skills, emphasising that a good number of students should not need it, then adopted slower pace for those that do.</p> <p>We will consider ways of enhancing the workshop activity and will provide examples classes as appropriate.</p> <p>We have extended the time for one module and have arranged 'pre' and 'post' module sessions for another. Module teams are considering whether focussed, pre-course reading lists would help students pickup basic principles and terminology for the start of the lecturing weeks</p>
Assessment and feedback	<p>Over 25% thought that feedback had not been sufficiently prompt (PPES), though this was not generally an issue in SSF nor ECS.</p> <p>We have enhanced the process for feedback on the dissertation</p> <p>External examiners praised the impressive quality of student work</p> <p>All work is now submitted via Turnitin</p>	<p>Your primary concern was that, in a couple of key instances, feedback was insufficiently detailed to help you understand how to improve (ECS) and you did not like the variability in promptness.</p> <p>You commented on specific submission dates for certain courseworks (SSF)</p> <p>You wanted to be able to learn from one coursework before attempting the next on the same module</p>	<p>We have held sessions with staff on how to mark and how to improve feedback to meet student expectations. We will clarify any instances where work may legitimately take more than 3 weeks to be returned to you (e.g. staggered submissions)</p> <p>Module teams will review submission dates and, make any appropriate changes.</p> <p>We will publish return dates for all courseworks so that you can see how you will be able to use previous feedback in future courseworks. We will</p>

	Low score on fairness/consistency of marking (51% - PPES)	<p>You were sometimes unsure how to answer exam questions</p> <p>You commented that you felt there was some inconsistency on marking standards between staff. ExEx commented that our processes were fair and transparent, with moderation and double marking to maintain standards.</p>	<p>let you know if these dates ever slip.</p> <p>We will re-emphasise the importance of attempting the mock exam before Christmas so you can get practice at exam-style questions in each module</p> <p>We will explain to you the process by which marking is quality assured so that you can be confident in its consistency. We will improve the paper trail which demonstrates this.</p>
Academic support	96% satisfaction with guidance and support (ECS) 10 percentage point increase in your readiness to attempt coursework/dissertation (PPES); no-one thought dissertation meetings were not useful (PPES). We provided training sessions on various aspects of dissertation research.	<p>You felt that staff had generally been friendly and welcoming (SSF) and External Examiners commented on our willingness to help.</p> <p>Some of you felt that you had to choose your dissertation too early (SSF, PM) but appreciated the opportunity to talk to staff prior to selection (PM)</p>	<p>We continue to encourage student:staff interaction in both formal and non-formal settings</p> <p>We have managed to create an extra week between release of dissertation topics and the deadline for choices.</p>
Organisation and management	100% satisfaction with customer care (ECS) Externals commended our programmes as well-run; you all felt that we provided you with sufficient programme information (PPES) 92% of you were satisfied with our pre-arrival information (ECS)	<p>You felt you had had good information prior to arrival (SSF)</p> <p>You made no specific comments about bunching of deadlines</p>	<p>Gaps in the School Education Service will be filled through staff recruitment.</p> <p>We will enhance our pre-arrival communications so that you feel part of ITS from the outset.</p> <p>We will continue to monitor and coordinate semester 1 submission dates</p>
Learning resources	96% satisfaction with University facilities but only 54% with ITS (ECS) 88% found the VLE very useful or essential (ECS)	<p>You raised locally specific issues about software availability out of term time. ISS scheduling of closures also created problems for some of you.</p> <p>Other comments reflect the limitations of the premises in which ITS is housed.</p> <p>You liked the MP3 recordings of lectures (SSF)</p>	<p>We will liaise with faculty IT and ISS on support for software to solve availability problems.</p> <p>We will seek to enhance the fabric of ITS as befits a world-leading Institute.</p> <p>All staff are now issued with MP3 recorders to improve coverage</p>
Personal development	We organised a programme of employer recruitment visits; also sessions on job-hunting and CV writing with the Careers Service and an employer. We held sessions on data presentation and a seminar on oral and poster presentations to enhance your transferable skills, so it was disappointing that our personal development score fell 12 points (PPES)	Many of you commented that you enjoyed the external seminar series	<p>We will start the careers advice earlier in the academic year.</p> <p>We will continue with enhanced dissertation skills support, moving some sessions earlier so as to embed the relevant skills more firmly.</p>