

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

Faculty of Mathematics and Physical Sciences: School of Food Science and Nutrition

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	85	88	100	87	89	87	95	85	84	85	96	85	78	85	79	87	83	84
Teaching	87	90	95	89	92	90	92	85	83	85	90	84	77	86	78	87	79	85
Assessment & feedback	69	71	87	71	69	69	75	62	72	59	75	61	75	71	67	75	64	69
Academic support	84	82	93	81	90	80	86	73	76	72	90	72	80	82	79	85	71	80
Organisation & management	90	85	96	84	90	83	84	75	66	73	81	74	67	81	76	85	72	80
Learning resources	91	91	96	90	96	88	90	83	81	81	85	78	97	85	88	86	79	83
Personal development	87	82	95	81	85	81	77	72	74	69	83	68	83	77	81	77	72	71
Sector position (Food & Bev)	6/9	50/146	1/7	57/147	4/8	51/150												
(Nutrition)	12/21		1/19		9/18													

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	<ul style="list-style-type: none"> Produced an assessment and feedback expectations for students guide for each UG programme
Main actions for 2014-15	<ul style="list-style-type: none"> Clear guidelines for expectations from a dissertation tutor Produce assessment and coursework timelines for each year of each programme Clear organisation and communications for each module – clear expectations for each module
Summary of student involvement in the production of this Action Plan	A focus group asked for views which were incorporated into the plan. After plan was produced the plan was again presented to the focus group for further comment and views.

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

School: FOOD SCIENCE AND NUTRITION

Faculty: MAPS

Aspect	Progress with 2013-2014 actions and indication of impact	Agreed Issues/Actions for 2014-2015	Responsibility/Expected completion date
Overall satisfaction	<p>FOOD2190 is now split into two separate modules, and nutrition students only take one of these modules allowing another 10 credits of direct nutrition teaching.</p> <p>Food Studies and Nutrition has been renamed Food Science and Nutrition.</p> <p>Progress has been made in the delivery of FOOD3370 and staff involvement.</p> <p>Impact not yet feeding through. UG Nutrition students not satisfied in NSS.</p> <p>Progress has been made with better satisfaction at level 1 and 2. TPG satisfaction increased for all but FS&N which showed a large drop.</p>	<p><i>A large drop in satisfaction from UG Nutrition student, despite last year's actions - a full action plan for addressing UG Nutrition students has been drawn up to include review the programme with respect to enhancing the programme delivery; making sure that detailed and timely feedback is given; enhancing the employment support; and making sure that all students and staff have clear their expectations of what the nutrition programme will deliver.</i></p> <p><i>Ensure all students (particularly Nutrition) have contact with all Nutrition Academics in year 1.</i></p> <p><i>In all programmes (UG and TPG) to enhance programme delivery, improve feedback procedures and to meet with programme groups more to make sure that all are clear about what the programmes will deliver – and why.</i></p> <p><i>TPG showed poor satisfaction with MSc FS&N – a huge drop from previous years. Misleading information on the website to be corrected.</i></p>	<p>Programme Manager and DoSE - completion by July 2015</p> <p>DoSE and programme managers</p> <p>Programme Managers and DoSE – completion by October 2016</p> <p>DoSE – completion by November 2014</p>
Teaching	<p>FOOD3370 theme and groups were given at an earlier stage, and supervisors met to agree how to supervise the projects – less complaint this session but still comments about different levels of supervision and unclear guidance on tasks.</p>	<p><i>Further improvements to content and organisation of FOOD3370</i></p> <p><i>Improve both individual project and team project supervision.</i></p> <p><i>Introduce more assessed problem solving tasks into the teaching activities</i></p>	<p>Module Manager, DoSE, SESM completion by December 2015</p> <p>Module managers, DoSE, SESM and all staff.</p> <p>DoSE, All Staff by October 2016</p>
Assessment and feedback	<p>Feedback and assessment expectations and marking criteria produced now as a single document for each UG programme group. Not all students were aware of this document despite each student having e-mail.</p>	<p><i>Include timeline in addition in the documents and ensure that all staff continually refers to the document.</i></p> <p><i>Produce a personal tutorial checklist for staff and students to make sure that all students are given the</i></p>	<p><i>DoSE, all staff – completion January 2015</i></p> <p><i>DoSE and SESM– completion by February 2015</i></p>

	<p>Exam feedback to returning students was made a feature of the initial personal tutor meetings – varied take-up by students and in information given by tutors.</p> <p>Feedback score dropped from 87 to 69% satisfaction due less prompt return of work due to extra staff workloads covering for absent colleagues</p>	<p><i>best feedback on exam performance and progress</i></p> <p><i>Make sure that all feedback is given on-time (keep to the times given on the assessment feedback document and highlight these dates in module handbooks) and comments given to help students improve.</i></p> <p><i>Also make sure that full and clear information is given in all handbooks about the coursework and assessment.</i></p>	<p><i>DoSE, all module managers – completion by December 2014 and re-enforce periodically</i></p> <p><i>DoSE, All module managers by October 2015</i></p>
Academic support	<p>Less complaint about contacting staff, but difficulties were encountered because of 3 full time academics being missing for most of the academic year.</p>	<p><i>More staff will be employed which will make more staff available for academic support – and will make staff less rushed when dealing with students.</i></p> <p><i>Assign set times in student and staff timetables where possible so that staff and students are free for academic support.</i></p> <p><i>Suggestion from PhD students for them to present to/help/mentor students interested in research</i></p> <p><i>Give more exam examples classes or mark schemes to help students understand what is required in answers.</i></p>	<p><i>HOS – completion by September 2015</i></p> <p><i>SESM – completion by October 2015</i></p> <p><i>DoSE, SESM by October 2015</i></p> <p><i>DoSE, all staff by October 2015</i></p>
Organisation and management	<p>All staff have been made aware of procedures for any cancellation and/or rearrangement of lectures.</p> <p>Procedure for students to make appointments to consult with the Employment Enhancement Officer have been made and seem to be working well with more students having access to advice on placements and employment</p>	<p><i>Ensure that staff are periodically reminded of the procedures for cancellation of lectures and that this must only be done when there is no alternative.</i></p> <p><i>The opportunities for nutrition placements have been lacking, the new EEO is a nutrition graduate and is making progress in seeking out new contacts to enhance placement opportunities for nutrition students.</i></p> <p><i>Ensure that no single programme has non-stop sessions timetabled from 9-5 – ensure that programme managers are able to check programme timetables before being sent off to the University timetablers.</i></p> <p><i>Improve instructions for programmes and coursework in handbooks</i></p>	<p><i>HOS, DoSE, SSEM– no set completion date – to be ongoing</i></p> <p><i>Employment Enhancement Officer, DoSE, SESM– no set completion date – to be ongoing.</i></p> <p><i>DoSE, SESM and programme managers – May 2015</i></p> <p><i>All module managers and programme managers. – completion by October 2015</i></p>
Learning resources	<p>Some practice MCQs have been introduced on the VLE. Audio visual upgrading not yet completed throughout the School.</p>	<p><i>To continue to improve practice MCQs on the VLE. To engage with recording of lectures.</i></p>	<p><i>All staff using mcqs - more practice questions by October 2015</i></p>

	Plans have been made for upgrade to the Food Processing area – and new equipment is being purchased	<p><i>Continue to plan infrastructure changes to the Food Processing are to allow project and taught laboratories to run concurrently.</i></p> <p><i>Improve all course and laboratory handbooks</i></p> <p><i>Plan for some “catch up” recordings for students to help with background understanding</i></p>	<p><i>HOS, MH - Start of laboratory upgrades – January -May 2016</i></p> <p><i>DoSE, MH, SESM, MR - October 2015</i></p> <p><i>Varied staff, DoSE – completion by October 2016</i></p>
Personal development	<p>A concerted effort was made to use Leeds for Life in personal tutor meetings, but still not well used by students.</p> <p>One of the UG course reps is an international student – but a specific role as an international rep was not formally initiated this session</p>	<p><i>To formally have an UG international rep</i></p> <p><i>Make sure that all students have access to personal tutors, the SESM and the employability officer By making sure that timetable slots are made so that students and staff do have the same times available</i></p> <p><i>Introduce sessions with PGR students to discuss research and taking up PhD study.</i></p>	<p><i>SESM – completed by October 2015</i></p> <p><i>SESM, DoSE, Employment Enhancement Officer, all staff by October 2015</i></p> <p><i>SESM, DoSE by October 2015</i></p>