

**ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2015-16**

**Faculty of Business: Management Division**

<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>2014-15</b>		<b>2013-14</b>		<b>2012-13</b>		<b>2014-15</b>		<b>2013-14</b>		<b>2012-13</b>		<b>2014-15</b>		<b>2013-14</b>		<b>2012-13</b>	
	<b>School</b>	<b>Uni</b>	<b>School</b>	<b>Uni</b>	<b>School</b>	<b>Uni</b>	<b>School</b>	<b>Uni</b>	<b>School</b>	<b>Uni</b>	<b>School</b>	<b>Uni</b>	<b>School</b>	<b>Uni</b>	<b>School</b>	<b>Uni</b>	<b>School</b>	<b>Uni</b>
<b>Overall satisfaction</b>	95	90	89	88	91	87	85	87	85	85	86	85	83	85	84	85	83	87
<b>Teaching</b>	87	92	85	90	89	89	85	86	77	85	81	85	80	85	87	86	82	87
<b>Assessment &amp; feedback</b>	77	74	73	71	67	71	64	63	56	62	51	59	63	71	57	71	72	75
<b>Academic support</b>	91	85	84	82	85	81	75	74	75	73	75	72	80	82	79	82	80	85
<b>Organisation &amp; management</b>	95	85	86	85	94	84	78	76	76	75	70	73	85	82	75	81	85	85
<b>Learning resources</b>	93	92	90	91	91	90	81	84	81	83	74	81	84	87	85	85	88	86
<b>Personal development</b>	86	85	82	82	89	81	82	72	76	72	78	69	79	76	80	77	77	77
<b>Sector position</b>		21/145		50/146		57/147												

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)

<p><b>Headline achievement in 2014-15</b></p>	<p>The achievement of 95% in overall satisfaction in the NSS places Management as number one in the Russell Group.</p>
<p><b>Main actions for 2015-16</b></p>	<ol style="list-style-type: none"> <li>1. <b>Re-invigorate the student partnership</b> by creating a Divisional Taught Student Education Committee as the formal vehicle for responding to the student voice.</li> <li>2. Enhance our <b>provision for student opportunity and professional development</b> through greater involvement in the curriculum of our Leaders in Residence programme.</li> <li>3. Review and implement changes on how the theme of <b>ethical awareness</b> is embedded at all levels in the curriculum.</li> </ol>
<p><b>Good practice examples from 2014-15</b></p>	<ol style="list-style-type: none"> <li>1. Our <b>Leaders in Residence</b> programme which connects the theory we teach with real world practice. See <a href="http://lubswww.leeds.ac.uk/leaders-in-residence/">http://lubswww.leeds.ac.uk/leaders-in-residence/</a></li> <li>2. The use of a <b>personal review of feedback</b> in the Exploring Your Potential and Developing Your Potential modules to support students' engagement with written feedback and help them develop a more positive learning relationship using feedback.</li> <li>3. Leading by example the Head of Division, Professor Nigel Lockett, has been awarded a <b>National Teaching Fellowship</b> by the Higher Education Academy in recognition of his commitment to teaching and learning.</li> </ol>
<p><b>Summary of student involvement in the production of this Action Plan</b></p>	<p>The outline of this Plan was discussed and agreed by the last meeting of the Student Advisory Board in June 2015.</p>

**AGREED ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2015-16**

<b>Aspect</b>	<b>Progress with 2014-2015 actions and indication of impact</b>	<b>Agreed Issues/Actions for 2015-2016</b>	<b>Responsibility/Expected completion date</b>
<b>Overall satisfaction</b>	The achievement of 95% in overall satisfaction in the National Student Survey and our place as number one in the Russell Group of research intensive universities are reasonable indicators of impact.	We have evolved a good system for 'business as usual' changes identified in programme reviews, student feedback, external comments and so on. Going forward we need to consolidate these inputs more efficiently. This will be achievable through the creation of a Divisional Taught Student Education Committee.	DSE, Programme Directors, Student Representatives, Divisional Taught Student Education Committee.  September 2016
<b>Teaching</b>	We are pleased with our progress on teaching particularly in the context of increased numbers at undergraduate level and the launch of a new suite of five specialist Masters programmes.	The Division has decided to form a Management Practice Subject Group with a specific remit to champion pedagogic innovation. Its first task will be to review and implement changes on how the theme of ethical awareness is embedded at all levels in the curriculum.	DSE, Management Practice Subject Group, Student representatives  Review and action for implementation in 2017/18
<b>Assessment and feedback</b>	A lot of effort has been concentrated into improving this aspect. For example the use of a personal review of feedback in the Exploring Your Potential and Developing Your Potential modules has led to a 16% improvement at Level 2.	With no current plans for further expansion in the number of programmes we offer, this will provide the space and time to develop an improvement plan for this aspect e.g. encouragement of greater use of online assessment and feedback.	DSE, Programme Directors,  Review and action for implementation in 2016/17
<b>Academic support</b>	Further investment in our Heads of Year provision has been reflected in the improvement in this aspect.	The Management Practice Subject Group will review the provision of Academic Support and bring forward proposals for implementation in September 2016.	DSE, Management Practice Subject Group, Student representatives  September 2016
<b>Organisation and management</b>	This aspect has improved markedly over the past year. Through the Student Advisory Board we have tried to create a 'live' action plan rather than a once per year snapshot. A review of UG and TPG programmes has been undertaken and changes implemented to improve organisation and management.	In line with the Faculty's strategic priorities for 2015/16 we seek to re-invigorate the student partnership through the Divisional Taught Student Education Committee. To avoid overlap this will replace our existing Student Advisory Board.	DSE, Programme Directors, Student Representatives, Divisional Taught Student Education Committee.  September 2016
<b>Learning resources</b>	Although this aspect is largely determined at Faculty level initiatives such as the Leaders in Residence programme has proved a valuable resource to enhance learning.	Explore means by which more colleagues can be encouraged to engage with lecture capture.	Head of Division, DSE  Immediate
<b>Personal development</b>	We have invested heavily in this aspect by embedding personal development in the curriculum at levels 1 and 2 which should bear fruit in due course	The Management Practice Subject Group will take overall responsibility to promote student opportunity and professional development. It will refresh the division's strategy for personal development.	DSE, Management Practice Subject Group, Student representatives  September 2016

