

ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2016-17

Faculty of Medicine and Health

School of Dentistry

EXECUTIVE SUMMARY																		
Aspect	National Student Survey						Undergraduate Programme Experience Survey						Postgraduate Programme Experience Survey					
	2015-16		2014-15		2013-14		2015-16		2014-15		2013-14		2015-16		2014-15		2013-14	
	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni	School	Uni
Overall satisfaction	87	90	97	90	85	88	79	87	78	87	89	85	100	86	50	85	100	85
Teaching	91	91	97	92	89	90	84	87	84	86	88	85	91	86	57	85	89	86
Assessment & feedback	52	73	76	74	57	71	40	63	41	63	50	62	82	73	40	71	87	71
Academic support	84	84	93	85	84	82	69	75	70	74	76	73	85	84	47	82	89	82
Organisation & management	53	85	72	85	60	85	48	78	35	76	51	75	85	82	43	82	89	81
Learning resources	96	91	96	92	94	91	81	84	82	84	86	83	90	87	81	87	100	85
Personal development	92	85	96	85	84	82	77	73	74	72	85	72	93	77	50	76	67	77
Sector position		20/146		21/145		50/146												

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 from 2015-16	<p><i>Provide a single, concise headline achievement for the School from 15-16 which can be included in further communication to students.</i></p> <p><i>We celebrated unprecedented success across all of our programme in terms of academic achievement.</i></p>
Main actions for 2016-17	<p><i>List 3 actions – to be included on the posters to be produced for each School</i></p> <ol style="list-style-type: none"> 1. A £5 million plus refurbishment of the School which will enhance the facilities for students and staff. 2. New Masters programmes and a degree in Dental Hygiene and Dental Therapy programme for September 2017 entry. 3. A review of Dental Surgery programme focused on rationalising learning outcomes, and reducing assessment.

<p>Good practice examples from 2015-16</p>	<p><i>List examples of innovative practice and developments which are of wider interest across the University</i></p> <ol style="list-style-type: none"> 1. <i>A thriving student/staff forum which has been cited as an example of good practice</i> 2. <i>Piloting of an electronic clinical assessment tool via the SALUD system, which has now been fully rolled out</i> 3. <i>Digital surgical rehearsal in the haptic training suite which allows students to practice using individualised patient information</i>
<p>Summary of student involvement in the production of this Action Plan</p>	<p>A focus group was held with student reps on 19 October to generate actions for the plan. A draft of the Action Plan was sent to Student/Staff Forum members for comment and student reps attended STSEC where the final draft was discussed and approved.</p>

AGREED ACTION PLAN IN RESPONSE TO FEEDBACK ON THE STUDENT EXPERIENCE: SESSION 2016-17

School:

Faculty:

Aspect	Progress with 2015-2016 actions and indication of impact	Agreed Issues/Actions for 2016-2017	Responsibility/Expected completion date
<p>Overall satisfaction</p>	<p>Overall satisfaction in the NSS and programme surveys has declined in 2016 so positive impact of the School's actions from the last Action Plan is difficult to assess. As noted in the School's successful Academic Experience Review we have a comprehensive and ambitious programme of change underway and a number of the actions from last year such as the development of a Hygiene and Therapy degree programme, new PG programmes and refurbishment of level 6 are longer term developments which will take time to have impact. The appointment of the new Associate DSE's will enable effective academic leadership of these changes. More pleasingly the PG survey results are impressive and reflect a number of changes that were made to the Dental Public Health and MSc Top-up programmes during the year based on feedback from students. The new process of collecting student module feedback has worked very well with high response rates and constructive feedback received. A number of changes to modules in the Dental Surgery programme have been made as a result.</p>	<ul style="list-style-type: none"> • Final approval sought for the following new programmes with September 2017 entry: <ul style="list-style-type: none"> ○ MClintDent clinical programmes in Advanced General Dental Practice ○ Non-clinical MSC programme in Translational Research in Oral Sciences ○ BSc Dental Hygiene and Dental Therapy • The School's 5 million refurbishment of level 6 which is scheduled for January – September 2017. This may have an initial negative impact on overall satisfaction due to the disruption involved. • Completion of the locker room refurbishment on level 4. • “Feed forward” campaign using plasma screens, SSF, lecture updates, utilising year leads to share information up & down regarding changes to the module, directly 	<p>DSE/Programme Leads/QA Manager – March 2017</p> <p>Business Manager - September 2016</p> <p>Estates/Business Manager – November 2016</p> <p>Associate DSE (Student Support) & QA Manager - ongoing</p>

	<p>The focus for 2016-17 is to establish a stronger culture of “feeding forward” information as a result of changes. With our student reps we are working on ensuring that students are made aware of changes that are made in response to their feedback.</p> <p>A new strategic plan for the School has been launched which includes a student education strategy to be ranked in the top 3 dental schools for student education and an overall satisfaction rating of 99%.</p>	<p>based on feedback. An ongoing research project on module evaluation will directly inform and influence this area.</p> <ul style="list-style-type: none"> • Implementation of the School’s strategic plan for student education. 	<p>Dean/Director of Student Education – ongoing</p>
<p>Teaching</p>	<p>Teaching continues to be highly rated across all surveys. The delivery of the new Dental Lecture Theatre was delayed but is now in use and is already providing opportunities for enhanced learning opportunities.</p> <p>We recognise that the School needs to develop more TES schemes and this will be addressed through the appointment of a TES lead.</p> <p>The new degree in Hygiene and Therapy will provide more opportunities for shared teaching as students from H&T and Dental Surgery will share the 1st year of the programme.</p>	<ul style="list-style-type: none"> • Completion of the Dental Lecture Theatre refurbishment giving the School access to a collaborative and interactive learning environment. • Continued support and training for staff from SDDU to use the new facility. • Appointment of a School Teaching Enhancement Scheme Lead. 	<p>Estates/Business Manager – November 2016</p> <p>SDDU/DSE – July 2017</p> <p>Director of Student Education – Feb 2017</p>
<p>Assessment and feedback</p>	<p>Scores for assessment and feedback have declined and are particularly low in the undergraduate survey. The School has implemented the actions from last year such as mapping feedback opportunities across the programmes and providing more and better information regarding standard setting but it is clear that these have had little impact and more focused work is required.</p> <p>The School acknowledges that there is an issue of over assessment in the Dental Surgery programme. This has been commented on by external examiners who have noted the burden on staff and students. The current review of the Dental Surgery programme is focused on reducing assessment in the programme, doing less assessment more effectively. However this</p>	<ul style="list-style-type: none"> • Review of Dental Surgery programme focused on rationalising learning outcomes, and reducing assessment. • Student forum, via SSF, to discuss views on specific feedback that would increase student satisfaction. • Improve compliance with published result release dates. • Standard-setting to be rolled out across all programmes. • Improve communication including face-to-face meetings with students to explain the criterion marking scheme. 	<p>General Manager/DSE – ongoing</p> <p>Associate DSE (Assessment) -February 2017</p> <p>Associate DSE (Assessment)/Programme Leads – June 2017</p> <p>Associate DSE/Programme Leads - June 2017</p> <p>Associate DSE (Assessment) – March 2017</p>

	<p>will take time to feed through into the programme and survey scores. Ad hoc module amendments are being made that are rationalising learning outcomes and as a result reducing assessment (where possible) in conjunction with programme leads.</p> <p>Students through focus groups have been critical of the inconsistency of feedback and the quality of some of the feedback they received. Therefore the School will undertake an extensive consultation with students about the type of feedback that they prefer and will then focus on how to implement this.</p> <p>Compliance with published result release dates has improved however this was still not at the required level with only Year 2 of the DS programme seeing 100% compliance.</p> <p>Following a request for past papers from students a question bank has been set up with the intention that new material is added each year to aid revision.</p>	<ul style="list-style-type: none"> • Further development of the School's new question bank in collaboration with students. • Review of module and rationalisation of learning outcomes and assessment starting with Clinical Practice Modules for the Dental Surgery programme. • To review the School's Code of Practice on Assessment and to rationalise where appropriate within the University template. • Improve communication of the assessment, standard setting and feedback processes to students. • Completion of the mapping of assessment to learning outcomes to allow blueprinting of assessments across programmes. • Utilise the Practique system for electronic marking of OSCE and question banking for MCQ and EMQ questions. Opportunities for improving blueprinting and feedback. 	<p>Associate DSE (Assessment), Programme Leads – June 2017</p> <p>Programme Leads – January 2017</p> <p>Associate DSE/Assessment Team June 2017</p> <p>Associate DSE (Assessment), Programme Leads – Mar 2017</p> <p>Programme Leads/Module Leads – February 2017</p> <p>Programme Leads – September 2017</p>
<p>Academic support</p>	<p>Scores for academic support are reasonably high. Some comments from students during focus groups reflect a perceived inconsistency in personal tutoring and this will be addressed through a review of the process and increased support for training.</p> <p>The appointment of a new Pastoral Care Advisor provides an opportunity to change the way pastoral care is provided in the School and there will be increased links with University services.</p> <p>The appointment of an International Tutor will enable the enhancement of support to our growing body of international students.</p> <p>The new process of booking personal tutor meetings was rolled out using Leeds for Life.</p>	<ul style="list-style-type: none"> • Key student well-being initiatives to be developed in conjunction with students including development of FAQ for students and personal tutors. • Review of personal tutor system and increased support, training and resources for personal tutors. • Creation of better links and use of University support and pastoral care services. • Enhanced support to international students through the International Tutor. 	<p>Associate DSE Student Support – March 2017</p> <p>Associate DSE (Student Support) – March 2017</p> <p>Associate DSE (Student Support)/Pastoral Care Advisor/Student Support Development Manager – March 2017</p> <p>International Tutor – June 2017</p>

	<p>The Student Support Enhancement Project was completed and a number of actions are being taken forward by the newly appointed Associate DSE (Student Support).</p>	<ul style="list-style-type: none"> • Implementation of actions from the Student Support Enhancement Project. • Enhanced academic support through DenStudy including online evening support sessions, customised student support and weekly drop-in sessions. 	<p>Associate DSE (Student Support) – March 2017</p> <p>DenStudy – ongoing</p>
<p>Organisation and management</p>	<p>A number of positive changes have taken place during the year but have not yet impacted on the feedback received. Associate Directors for Student Education have been appointed with specific responsibilities for functional areas. The Associate Directors will be identifying their priorities and organisation and management of the School's business is a key priority. The timetabling project has been taken on by the Faculty IT Manager working with colleagues in the School and across the University. It is recognised that this is a key and complex area for the School and improvements are required to improve the scores. Anecdotal feedback is positive but has not improved scores across the various surveys. The School has acquired the InForM system working collaboration with colleagues in the School of Medicine and this is being used for effective administration and management of students. With regards to attendance monitoring we have introduced a new policy which has been well received by students but is at an early stage. The School is not using the "check in" system and will monitor the success before doing so. The SALUD clinical assessment tool has been implemented in full on clinic from September 2016 and will enable more effective tracking and reporting of student's clinical progress, once the reporting side of the system has been developed. New clinical teaching staff have been appointed to the Restorative Department and it is anticipated that this will have a positive impact on the delivery of clinical teaching.</p>	<ul style="list-style-type: none"> • The implementation of actions from the School's timetabling project. • Better communication to students of actions that the School is taking to address their concerns following feedback. • Continued development and rollout of the InForM student information system. • Continued development of the SALUD clinical assessment tool and reporting. • Continued Focus Group's with students from all programme and all year's to identify issues and solutions. • Develop the role of the Academic School IT lead to work with the School and Faculty IT staff and oversee developments in IT systems across the School, including the proposed student dashboard, with the aim of simplifying process and ensuring this is fit for purpose. 	<p>Faculty IT Manager/Associate DSE (Clinical)/SESM – September 2017</p> <p>Associate DSE's – March 2017</p> <p>School of Medicine Technology Enhancement Team/SESM/Academic Lead for IT – September 2017</p> <p>Associate DSE (Clinical Education) – September 2017</p> <p>Dean/DSE – ongoing</p> <p>DSE/Academic Lead for IT – starting Nov 2016</p>

<p>Learning resources</p>	<p>Scores for learning resources are high in all surveys and have risen to 96% in the NSS survey. The School is delighted that the refurbished Dental Lecture Theatre is now available for use. This together with the focused training provided by SDDU will enable teaching to be delivered in an interactive and collaborative way. The School's proposed £5 million refurbishment of level 6 of the Worsley building has received final approval and is scheduled to take place from January to September 2016. The refurbishment will provide enhanced and modern facilities for students and staff. It is noted that there will be some disruption over the period to the School and this may have a short term negative impact on the student experience. The general refurbishment of clinical skills labs has been delayed and is now due to take place in either summer 2017 or 2018.</p>	<ul style="list-style-type: none"> • Completion of Dental Lecture Refurbishment and rollout of further training from SDDU to enable staff to use the enhanced facilities. • Clinical Skills Labs refurbishment. • Early access to the Haptic Simulation Suite for students in year 1 of the Dental Surgery programme. 	<p>SDDU - July 2017</p> <p>Business Manager – Planned for summer 2017 or 2018</p> <p>Academic Lead for Haptic Suite – Sept 2017</p>
<p>Personal development</p>	<p>Scores for personal development remain high across the surveys. The School submitted a revised application for the Student Ambassador Scheme to be recognised as part of the Leeds for Life Higher Education Achievement Record but unfortunately this was not approved. For the Dental Surgery programme there has been considerable emphasis on employability and preparation for DFT training including a careers symposium, preparation for interview, support with preparing a CV and support from the year and module lead.</p>	<ul style="list-style-type: none"> • Enhanced support for students preparing for employment including the following: <ul style="list-style-type: none"> ○ Workshops on interview skills and techniques to be held (final year Dental Surgery students). ○ Videos of previous students experiences of the Dental Foundation Training recruitment process to be made available (all students) ○ Workshops on presentation skills (4th year students Dental Surgery). 	<p>Associate DSE (Student Support)/Clinical Practice 5 Module Lead/Pastoral Care Advisor – ongoing and by April 2017</p>