

ACADEMIC STANDARDS AND QUALITY ENHANCEMENT COMMITTEE

23 October 2017

Agenda Item 8

SUMMARY RESULTS OF THE MODULE FEEDBACK SURVEY 2016/17

1 Background

The survey was live for a nine week period from week 11 in Semesters 1 and 2, and for a four week period from week four in Semester 3. Survey results were available online during the survey period for module co-ordinators to monitor response rates. Summary reports at School, Faculty and University level were available one week after each survey period closed. The survey questions are attached at Appendix 1.

2 Response Rates

The survey response rate at the end of the year for the University was 12%, compared to 13% in 2015/16.

Faculty response rates ranked by highest achieved are outlined below:

Faculty	Response Rate
Life and Health Sciences	16.1%
Arts	13.9%
Ulster University Business School	10.9%
Art, Design and the Built Environment	10.5%
Social Sciences	7.6%
Computing and Engineering	6.6%

School response rates ranged from less than 5% to 47%. The five Schools with the highest response rate were:

School	Response Rate
Pharmacy and Pharmaceutical Sciences	46.9%
Sport	38.2%
Hospitality and Tourism Management	31.6%
Creative Arts and Technologies	25.5%
Biomedical Sciences	22.8%

3 Results

The survey results for 2013/14 - 2016/17 are presented in the table below. The results for 2016/17 have remained unchanged from 2015/16 for eight of the 12 statements. Student satisfaction with the following three statements declined by 1% over last year's results:

The tutor(s) was/were enthusiastic about what they were teaching
 I was able to contact the tutor(s) for support and/or guidance as required
 Overall, I am satisfied with the quality of the module

Whereas, satisfaction with the assessment requirement and the criteria used in marking being made clear increased by 1%.

University level results 2013/14 – 2016/17 (% Agree)				
	2013/14	2014/15	2015/16	2016/17
1. This module was delivered in a way that was clear and consistent with its stated learning outcomes	74	78	78	78
2. My learning experiences on this module were interesting and engaging	69	71	71	71
3. There were appropriate learning resources available to support this module	74	78	79	79
4. Assessment requirements and the criteria used in marking were made clear	75	78	79	80
5. I found the assessment fair and reasonable	75	78	79	79
6. Feedback on my work was provided within three weeks	67	73	79	79
7. I received constructive feedback when needed	71	75	78	78
8. The tutor(s) was/were enthusiastic about what they were teaching	81	85	85	84
9. The tutor(s) appeared to be well prepared and presented the material in an organised manner	82	86	86	86
10. I was able to contact the tutor(s) for support and/or guidance as required	81	85	86	85
11. Overall I am satisfied with the quality of the module	76	79	79	78
12. I was fully engaged with the teaching and assessment activities for this module	-	-	79	79

As in the previous three years the top performing survey questions in 2016/17 focused on the tutor:

- The tutors appeared to be well prepared and presented material in an organised manner 86%
- I was able to contact the tutor for support and/or guidance as required 85%
- The tutors were enthusiastic about what they were teaching 84%

The survey question with the lowest student satisfaction was:

- My learning experiences on this module were interesting and engaging 71%

The full set of University and School results for 2016/17 is attached at Appendix 2. The School level data has been ranked by overall satisfaction which ranged from 47% to 92%.

4 Comparison with NSS 2017

To enable comparison of results with the National Student Survey (NSS) the Module Feedback Survey (MFS) questions have been mapped to the relevant sections of the NSS (see Appendix 3). The table below summarises the survey results at University level and compares these to the NSS, although the large difference in participation rates between the MFS and the NSS and the relative validity of results must be borne in mind.

Comparison of MFS and NSS results (2013-2017)										
	Module Feedback Survey					National Student Survey				
	% Agree					% Agree				
	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017
The teaching on my course	79	76	80	80	80	86	86	88	86	83
Assessment and Feedback	75	72	76	79	79	72	73	76	75	74
Academic support	84	81	85	86	85	82	81	85	84	81
Learning Resources	77	74	78	79	79	88	86	89	90	88
Overall Satisfaction	79	76	79	79	78	88	88	89	88	83

The results for 2016/17 indicate a decrease of 1% in student satisfaction with Academic Support and Overall Satisfaction with the module. The results for Teaching, Assessment and Feedback and Learning Resources remain unchanged from 2015/16. The MFS results for Assessment and Feedback and Academic Support have out-performed the NSS by 5% and 4% respectively. However, despite the lower NSS results in 2017, the gap between the MFS and NSS results remains significant in certain areas:

Teaching – 3% below
 Learning Resources – 9% below
 Overall Satisfaction – 5% below

5 2017/18 SURVEY

The survey periods for 2017/18 are as follows:

Semester 1 modules	4 December 2017 – 2 February 2018
Semester 2 modules	23 April - 22 June 2018
Semester 3 modules (including modules that span the full academic year)	13 August - 7 September 2018

The survey results reports at module level will be available instantly and summary reports at University, Faculty and School level will be available one week after the survey closes.

MODULE FEEDBACK SURVEY

SURVEY QUESTIONS

1. This module was delivered in a way that was clear and consistent with its stated learning outcomes
2. My learning experiences on this module were interesting and engaging
3. There were appropriate learning resources available to support this module
4. Assessment requirements and the criteria used in marking were made clear
5. I found the assessment fair and reasonable
6. Feedback on my work was provided within three weeks
7. I received constructive feedback when needed
8. The tutor(s) was/were enthusiastic about what they were teaching
9. The tutor(s) appeared to be well prepared and presented the material in an organised manner
10. I was able to contact the tutor(s) for support and/or guidance as required
11. Overall I am satisfied with the quality of the module
12. I was fully engaged with the teaching and assessment activities for this module
13. What did you feel was particularly good about this module?
14. Please suggest any improvements that you feel could be made to this module

MODULE FEEDBACK SURVEY 2016/17: UNIVERSITY AND SCHOOL RESULTS BY NSS CATEGORY
 (%Agree)

	TEACHING					ASSESSMENT AND FEEDBACK					ACADEMIC SUPPORT	LEARNING RESOURCES	OVERALL SATISFACTION	
	Q1. This module was delivered in a way that was clear and consistent with its stated learning outcomes	Q2. My learning experiences on this module were interesting and engaging	Q8. The tutor(s) was/were enthusiastic about what they were teaching	Q9. The tutor(s) appeared to be well prepared and presented the material in an organised manner	TEACHING - AGGREGATED RESULT	Q4. Assessment requirements and the criteria used in marking were made clear	Q5. I found the assessment fair and reasonable	Q6. Feedback on my work was provided within three weeks	Q7. I received constructive feedback when needed	ASSESSMENT & FEEDBACK - AGGREGATED RESULT	Q10. I was able to contact the tutor(s) for support and/or guidance as required	Q3. There were appropriate learning resources available to support this module	Q11. Overall I am satisfied with the quality of the module	Q12. I was fully engaged with the teaching and assessment activities for this module
University Level Results	78	71	84	86	80	80	79	79	78	79	85	79	78	79
Department/School Results														
Irish Language and Literature	88	92	100	92	93	92	92	92	100	94	88	96	92	96
English and History	85	79	92	90	86	84	87	86	86	86	93	81	87	81
Education	86	85	91	90	88	85	87	81	86	85	91	82	86	87
Hospitality & Tourism Management	84	76	87	92	85	86	85	89	86	86	87	85	84	82
Marketing, Entrepreneurship & Strategy	81	76	92	94	86	85	84	91	82	85	90	84	83	84
Psychology	80	77	89	88	84	81	81	83	76	80	84	81	83	82
Law	81	72	88	88	82	82	77	79	79	79	86	81	83	83
Management and Leadership	83	72	83	89	82	86	87	87	81	85	88	80	82	80
Sociology & Applied Social Studies	81	77	91	89	84	80	84	77	82	81	84	82	82	82
Belfast School of Art	80	78	87	87	83	78	85	74	80	79	84	76	82	83
Nursing	82	78	88	87	84	84	82	76	81	81	90	83	82	84
Criminology, Politics & Social Policy	79	75	87	89	83	83	84	88	86	85	87	83	82	79
Biomedical Sciences	80	74	81	87	80	80	81	81	79	80	86	80	81	82
Geography and Environmental Sciences	80	74	85	90	82	80	78	84	77	80	85	80	80	80
Accounting, Finance and Economics	79	70	86	89	81	84	80	91	77	83	89	83	80	82
Sport	79	72	86	88	81	79	79	80	80	79	86	80	80	78
International Business	79	71	84	88	81	84	81	87	81	83	87	80	79	80
Communication	79	66	86	87	80	85	83	73	83	81	89	83	78	72
Built Environment	75	69	84	87	79	78	77	75	76	77	85	76	77	80
Pharmacy & Pharmaceutical Sciences	81	75	84	83	81	73	71	74	81	75	85	83	77	86
Creative Arts and Technologies	78	72	88	86	81	72	81	70	80	76	88	79	76	74
Health Sciences	77	68	82	86	78	79	75	62	69	71	84	73	76	78
Business Institute	75	75	75	75	75	100	75	100	75	88	100	75	75	75
Business and Enterprise	70	66	78	75	72	76	70	88	78	78	86	81	71	78
Modern Languages	79	76	91	79	81	79	71	73	82	76	85	79	70	82
Computing & Maths	66	57	74	80	69	73	70	77	68	72	76	70	69	67
Media, Film & Journalism	65	59	79	78	70	68	66	56	63	63	73	67	68	68
Engineering	68	63	75	75	70	69	67	66	59	65	79	69	67	76
Computing & Intelligent Systems	60	52	63	75	62	69	69	72	65	69	73	66	63	64
Belfast School of Architecture	55	61	63	61	60	60	62	59	64	61	65	56	61	69
Computing & Information Engineering	53	42	47	48	48	58	64	70	66	64	64	52	47	50

MAPPING OF MFS STATEMENTS TO NSS SECTIONS

Module Feedback Survey Questions	National Student Survey Questions 2017
<p>The teaching on my course</p> <p>This module was delivered in a way that was clear and consistent with its stated learning outcomes</p> <p>My learning experiences on this module were interesting and engaging</p> <p>The tutor(s) was/were enthusiastic about what they were teaching</p> <p>The tutor(s) appeared to be well prepared and presented the material in an organised manner</p>	<p>1. Staff are good at explaining things.</p> <p>2. Staff have made the subject interesting.</p> <p>3. The course is intellectually stimulating.</p> <p>4. The course has challenged me to achieve my best work.</p>
<p>Assessment and feedback</p> <p>Assessment requirements and the criteria used in marking were made clear</p> <p>I found the assessment fair and reasonable</p> <p>Feedback on my work was provided within three weeks</p> <p>I received constructive feedback when needed</p>	<p>8. The criteria used in marking have been clear in advance.</p> <p>9. Marking and assessment has been fair.</p> <p>10. Feedback on my work has been timely.</p> <p>11. I have received helpful comments on my work.</p>
<p>Academic support</p> <p>I was able to contact the tutor(s) for support and/or guidance as required</p>	<p>12. I have been able to contact staff when I needed to.</p> <p>13. I have received sufficient advice and guidance in relation to my course.</p> <p>14. Good advice was available when I needed to make study choices on my course.</p>
<p>Learning resources</p> <p>There were appropriate learning resources available to support this module</p>	<p>18. The IT resources and facilities provided by supported my learning well</p> <p>19. The library resources (eg books, online services and learning spaces) have supported my learning well</p> <p>20. I have been able to access course-specific resources (eg equipment, facilities, software, collections) when I needed to</p>
<p>Overall Satisfaction</p> <p>Overall I am satisfied with the quality of the module</p>	<p>27. Overall, I am satisfied with the quality of the course.</p>
<p>Student engagement</p> <p>I was fully engaged with the teaching and assessment activities for this module</p>	<p>-</p>