

UNIVERSITY OF ULSTER

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ACADEMIC STANDARDS AND QUALITY ENHANCEMENT COMMITTEE

22 October 2019

Agenda Item 11

MODULE FEEDBACK SURVEY 2018/19

COVER SHEET

Presenter: Ms J Clements

The Committee is asked to consider the results of the 2018/19 Module Feedback Survey.

SUMMARY RESULTS OF THE MODULE FEEDBACK SURVEY 2018/19

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 13.14% (13.53% in 2017/18).

Faculty response rates ranked by highest achieved are outlined below:

Faculty	Target Response Rate 2018/19	Response Rate Achieved	Number of Schools/Depts to achieve Faculty target
Life and Health Sciences	20%	16%	4
Computing, Engineering and the Built Environment	20%	13%	2
Arts, Humanities and Social Sciences	20%	12%	1
Ulster University Business School	25%	11%	1

School response rates ranged from 7% to 42%. A total of eight Schools/Departments achieved a response rate in excess of their Faculty target. The five Schools with the highest response rate were:

School	Response Rate
Hospitality and Tourism Management	42%
Pharmacy and Pharmaceutical Sciences	40%
Sport	31%
Architecture and the Built Environment	24%
Law	24%

Appendix 2 provides the response rates for each School/Department by Faculty.

The following measures have been employed by Faculties to improve participation rates:

- Promotion of the survey each semester;

- Encouragement from Module Co-ordinators;
- Timetabling completion of the survey in specific classes;
- Making the survey mandatory for courses in supportive measures.

3 Results

The University level survey results for 2014/15 - 2018/19 are presented in the table below. The results for 2018/19 have remained unchanged from 2017/18 for seven of the 12 statements. Student satisfaction with the timing of feedback declined by 1% over last year's results. Whereas, satisfaction with the following four statements improved by 1%:

There were appropriate learning resources available to support his module
 The tutor(s) was/were enthusiastic about what they were teaching
 The tutor(s) appeared to be well prepared and presented the material in an organised manner
 Overall I am satisfied with the quality of the module

University level results 2014/15 – 2018/19 (% Agree)					
	2014/15	2015/16	2016/17	2017/18	2018/19
1. This module was delivered in a way that was clear and consistent with its stated learning outcomes	78	78	78	78	78
2. My learning experiences on this module were interesting and engaging	71	71	71	71	71
3. There were appropriate learning resources available to support this module	78	79	79	79	80
4. Assessment requirements and the criteria used in marking were made clear	78	79	80	79	79
5. I found the assessment fair and reasonable	78	79	79	79	79
6. Feedback on my work was provided within three weeks	73	79	79	80	79
7. I received constructive feedback when needed	75	78	78	77	77
8. The tutor(s) was/were enthusiastic about what they were teaching	85	85	84	84	85
9. The tutor(s) appeared to be well prepared and presented the material in an organised manner	86	86	86	86	87
10. I was able to contact the tutor(s) for support and/or guidance as required	85	86	85	86	86
11. Overall I am satisfied with the quality of the module	79	79	78	78	79
12. I was fully engaged with the teaching and assessment activities for this module	-	79	79	79	79

As in previous years the top performing survey questions in 2018/19 focused on the tutor:

- The tutors appeared to be well prepared and presented material in an organised manner 87%
- I was able to contact the tutor for support and/or guidance as required 86%
- The tutors were enthusiastic about what they were teaching 85%

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, Faculty and School results for 2018/19 is attached at Appendix 3. The School level data has been ranked by overall satisfaction which ranged from 65.51% to 85.69%. Faculty overall satisfaction ranged from 74.10% to 81.15%.

4 2019/20 SURVEY

The survey periods for 2019/20 are as follows:

Semester 1 modules	2 December 2019 – 31 January 2020
Semester 2 modules	20 April - 19 June 2020
Semester 3 modules (including modules that span the full academic year)	10 August - 4 September 2020

The survey results report 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: OVERALL RESPONSE RATES BY FACULTY AND SCHOOL (2018/19)

	Response rate
Faculty of Arts, Humanities and Social Sciences	12%
School of Applied Social and Policy Sciences	10%
School of Arts and Humanities	14%
The Belfast School of Art	12%
School of Communication and Media	14%
School of Education	11%
School of Law	24%
Faculty of Computing, Engineering and the Built Environment	13%
The Belfast School of Architecture and the Built Environment	24%
School of Computing, Engineering and Intelligent Systems	20%
School of Computing	18%
School of Engineering	15%
Faculty of Life and Health Sciences	16%
School of Biomedical Sciences	21%
School of Geography and Environmental Sciences	13%
School of Health Sciences	21%
School of Nursing	16%
School of Pharmacy and Pharmaceutical Sciences	40%
School of Psychology	7%
School of Sport	31%
Ulster University Business School	11%
Department of Accounting, Finance and Economics	16%
Department of Hospitality and Tourism Management	42%
Department of Global Business and Enterprise	7%
Department of Management, Leadership and Marketing	10%

MODULE FEEDBACK SURVEY 2018/19: UNIVERSITY, FACULTY AND SCHOOL RESULTS (% Agree)

	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	Q3. There were appropriate learning resources available to support this module	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	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	Q10. I was able to contact the tutor(s) for support and/or guidance as required	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	78.40	71.22	80.25	78.72	79.15	79.25	77.03	84.72	86.60	86.06	79.19	78.60
Ulster University Business School	80.01	71.79	81.78	82.52	83.25	86.10	80.56	85.52	89.51	85.66	81.15	79.80
Faculty of Life and Health Sciences	80.62	73.27	81.00	79.45	79.01	77.56	76.16	85.50	87.15	87.02	80.69	80.69
Faculty of Arts, Humanities and Social Sciences	79.62	75.32	82.81	78.71	81.91	77.99	80.45	87.05	86.40	87.62	80.07	79.07
Faculty of Computing, Engineering and the Built Environment	72.07	63.26	75.38	74.66	73.70	77.78	72.43	80.32	83.44	83.29	74.10	73.44
Department/School Results												
Pharmacy & Pharmaceutical Sciences	84.18	78.60	81.67	76.89	77.98	88.71	78.85	86.23	84.76	91.07	85.69	84.47
Education	87.20	82.42	90.25	83.03	77.57	83.43	84.05	92.03	92.63	89.09	84.85	88.41
Nursing	84.91	80.25	85.89	82.29	81.68	72.52	78.99	90.91	91.74	90.72	84.68	86.37
Applied Social and Policy Sciences	82.04	77.89	86.75	83.61	84.57	83.9	83.68	87.47	88.78	90.14	84.17	81.94
Management, Leadership and Marketing	82.89	73.94	85.16	86.02	84.98	88.15	84.12	84.11	90.42	88.98	84.03	81.63
Psychology	80.54	69.83	82.65	82.38	82.65	68.70	68.64	86.21	85.02	84.66	83.74	79.24
Sport	80.61	71.80	78.56	80.17	80.64	83.33	77.69	87.53	88.36	85.34	81.45	78.97
Belfast School of Architecture and the Built Environment	78.68	71.21	80.03	77.19	80.28	77.43	78.83	86.32	88.24	87.89	81.13	80.09
Accounting, Finance and Economics	80.19	70.40	83.03	84.36	83.96	88.81	77.43	84.45	88.27	86.64	80.67	78.07
Arts and Humanities	82.15	77.24	83.77	80.52	84.36	78.74	82.04	90.15	86.64	86.68	80.50	78.84
Hospitality & Tourism Management	77.84	71.80	78.25	78.51	81.75	83.07	80.17	86.49	89.88	82.48	80.34	80.41
Belfast School of Art	76.97	76.75	79.46	68.22	80.77	68.02	80.93	89.17	83.25	86.78	78.12	80.82
Global Business and Enterprise	78.78	70.25	80.55	80.71	81.55	82.61	81.17	88.61	89.71	84.29	78.03	78.36
Biomedical Sciences	78.10	69.59	79.01	78.11	77.69	82.08	75.25	78.06	84.24	85.20	77.14	77.78
Geography and Environmental Sciences	79.34	67.31	79.95	76.71	75.54	83.96	73.63	81.47	84.15	84.84	77.05	77.18
Communication and Media	77.31	69.04	79.02	77.38	78.33	73.58	78.45	84.93	86.59	89.94	76.82	72.54
Law	74.70	72.09	79.83	76.30	79.20	77.83	73.27	81.32	83.23	83.39	76.67	78.20
Computing, Engineering and Intelligent Systems	75.61	66.45	78.78	80.75	78.01	81.06	75.93	79.63	85.73	83.50	76.45	76.02
Health Sciences	75.95	68.01	77.26	76.98	75.68	69.17	73.55	84.36	84.35	84.30	76.39	76.34
Engineering	66.53	61.78	72.10	71.62	72.74	76.11	62.67	77.30	77.04	81.06	70.20	72.95
Computing	63.96	51.72	68.88	69.01	63.03	76.80	66.40	74.40	78.93	77.91	65.51	63.53