



**UNIVERSITY
OF LONDON**

**INTERNATIONAL
PROGRAMMES**

Student Experience Survey 2015–2016

The World Class: studied
anywhere, valued everywhere.



Introduction

Thank you to everyone who completed the Student Experience Survey 2015–16.

We received over 7,000 responses and appreciate you taking the time to give us your reflections on what it is like to be an International Programmes student.

We asked you to give us feedback on various aspects of your experience, including

- Communication and information
- Learning
- Assessment
- Professional development
- Overall experience

Those of you who had completed at least one form of assessment were invited to complete the survey on certain dates between November 2015 and April 2016.

21% of eligible postgraduates, and 18% of undergraduates, responded to the survey. The overall response rate was up by 6% compared to the 2013–14 survey.

Analysis of the survey results was carried out by an independent consultant, who also chaired focus groups with undergraduate and postgraduate students to explore the findings in more detail.

In this document, you will find a summary of the results and information about some of the actions being taken to further improve your experience with the University.



Overview of the findings

Results indicate that:

- you generally find our programmes intellectually stimulating and value the flexibility that programmes offer
- most of you highly endorse the study materials we provide and the quality of programme information we deliver
- the majority of you are satisfied with our examination arrangements and the venues used for exams
- we can see that some of you are less satisfied with the academic support you receive and with your experience of the Virtual Learning Environment (VLE) and the online library
- we also found that more than half of you say your main reason for studying with us is to gain a qualification to help with your employment. Most of you also state that you feel better prepared for employment as a result of your studies

Outcome

What do we do with the results?

We run this survey once every two years and consider it one of the most important measures of student satisfaction.

We are now looking closely at the results to see what enhancements can be made to your student experience.

A response to the survey results is taking place at two levels:

- **University of London International Programmes**
This report covers administrative matters relevant to all programmes, including our student helpdesk, your examinations, the way we communicate with you, the information we provide, and the overall infrastructure
- **Programme level**
Your Programme Director will publish a statement on your VLE addressing academic matters and any other themes relevant to your individual programme

What has already happened?

- the Pro-Vice Chancellor (International) has reviewed the findings and approved a method for responding to the results
- breakdowns of the survey results have been sent for consideration to all programme teams
- a report of the findings has been sent to our senior Academic Committee and also to committees that are responsible for matters of learning, teaching and assessment, and the student lifecycle. This has already resulted in detailed discussion, which will be picked up again in the new academic year
- senior managers and various teams at the International Programmes have also received breakdowns relating to their areas of responsibility for consideration

What next?

- the Student Voice Group, which is made up of student members of University of London International Programmes committees, will give feedback about the survey findings and the International Programmes' response
- committees will track the progress of actions and enhancements during the 2016–17 academic year
- survey results will continue to be discussed at the Annual Programme Planning and Review (APPR) meetings for each programme during 2016–17

Communication and information

Findings

- many of you strongly endorse the information we provide about your studies
- most of you agree that programme changes have been communicated effectively and that the advice you have received has been helpful
- some of you were less satisfied with the guidance you have received about choosing modules/courses

The information provided by the University of London International Programmes is clear

84%

85%

Any changes to the programme have been communicated effectively

79%

77%

The advice I have received from University of London/programme staff has been helpful

78%

76%

Responses I have received from University of London/programme staff to queries have been timely

69%

67%

I have received sufficient guidance on how to choose my modules/courses

53%

60%

Postgraduate

Undergraduate

Chart indicates percentage of respondents who agreed with the statements. Based on rounded figures.

Response

- we will continue to build on recent enhancements that have made the rules and regulations that apply to your study experience easier to access and understand
- we will continue to revise and update the Frequently Asked Questions available through the

Student Helpdesk to give you instant answers to common queries

- we employ additional members of staff in our Student Advice Centre over busy periods to help us answer your queries quickly
- we are rolling out live chat functionality across our website and live Q&A events

- we are upgrading our Student Helpdesk software to make it easy for you to log and manage your enquiries using mobile devices
- whenever you give us a one or two-star rating on the Student Helpdesk, we will continue to investigate the reasons and take steps to improve our service

- student advisors will continue to take part in training throughout the year to make sure they are giving you the right information
- for 2017, we are working towards official Customer Service Excellence (CSE) accreditation to ensure that you receive the best service when you contact us

Learning

Findings

- study/subject guides, programme flexibility, and depth of programme coverage are well endorsed
- some of you indicated that you do not receive enough academic support
- some of you would like to see improvements to the online library and VLE

The study/subject guides enable me to understand the fundamentals of my subject(s)

86%

78%

The flexibility of the programme enables me to combine study with other commitments

85%

77%

The programme covers all the subjects in sufficient depth

81%

73%

The VLE (virtual learning environment) provides an appropriate level of support for my learning

67%

72%

The Online Library resources and service are good enough for my needs

61%

64%

I have received adequate academic support with my studies

59%

59%

Postgraduate

Undergraduate

Chart indicates percentage of respondents who agreed with the statements. Based on rounded figures.

Response

- we are channelling resource into improving our VLEs
- we have invested in a state of the art video suite to support the production of richer content for programme VLEs

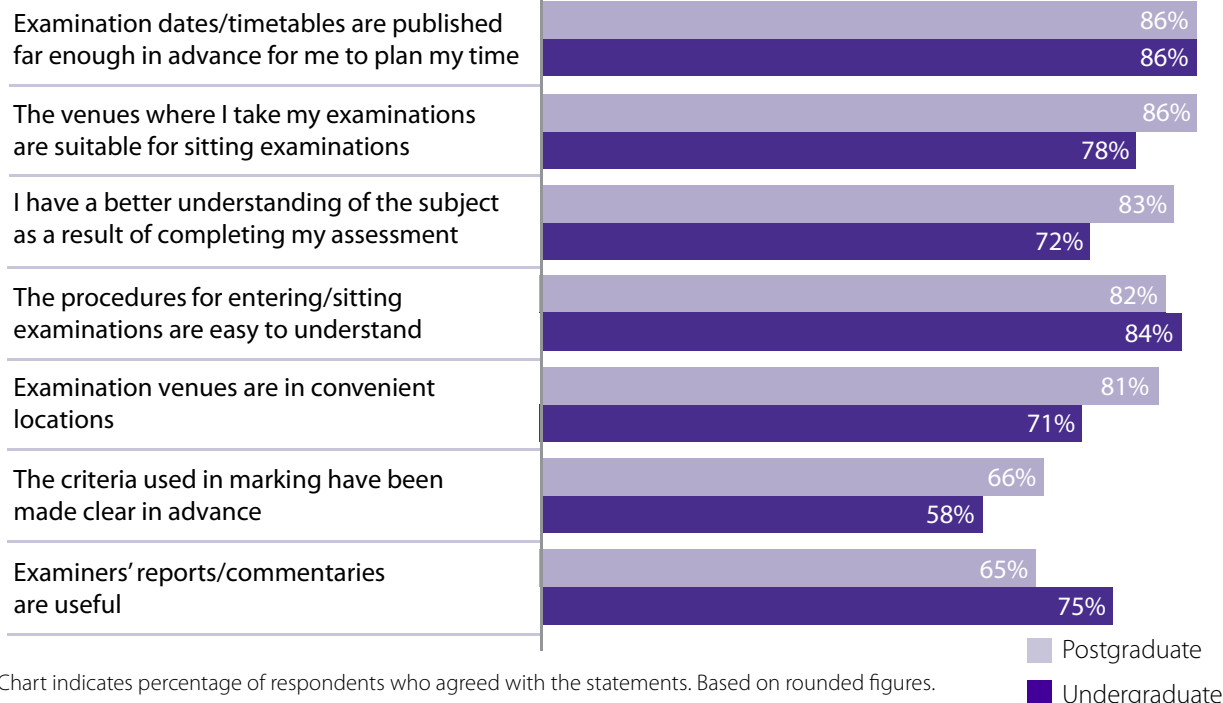
- as a direct result of the survey findings, we will explore setting minimum requirements for all VLEs
- new VLE content covering student induction and study skills is being rolled out
- an improvements programme is

already underway for the online library, including investments in e-books, the rolling out of a new library website, the introduction of state of the art discovery tool, development of information literacy tutorials, and increased staffing levels

Assessment

Findings

- a strong majority of you are satisfied with when we publish our examination dates/timetables
- the majority of you think that the procedures for taking examinations are easy to understand, and that your examination venues are suitable
- some of you think that the criteria used in marking could be clearer and that examiners' reports/commentaries could be more useful



Response

- for 2017, we aim to publish examination timeables six months in advance
- we are sourcing new examination centres in areas where demand is high
- we continue to support the work of independent auditors that visit our examination centres. In 2015, they visited and submitted reports on 40 centres worldwide
- feedback from this survey will also feed into our ongoing review of examination centre provision
- assessment criteria are outlined in your programme regulations and written in plain English
- as a direct result of the survey findings our Learning, Teaching and Assessment sub-committee will review the clarity, consistency and structure of assessment criteria across all programmes

Professional development

Findings

- most of you think your studies help you prepare for future employment and tackle unfamiliar situations/problems, although endorsement is higher among postgraduates. We also recognise that many of you are already in employment when you register with us

As a result of my studies I feel better prepared for my future employment

As a result of my studies I feel confident in tackling unfamiliar situations/problems



Chart indicates percentage of respondents who agreed with the statements. Based on rounded figures.

■ Postgraduate
■ Undergraduate

Response

- guidance on career and employability skills is now available on most programme VLEs, using content from a Massive Open Online Course (MOOC) designed by The Careers Group, University of London

- we are piloting a new project of student placements in business
- we are investigating the possibility of offering bespoke careers services to International Programmes students through The Careers Group, University of London

Overall experience

Findings

- the vast majority of you agree that your programme is intellectually stimulating. However, a significant number of you do not feel part of a University of London student community

The programme is intellectually stimulating

93%

88%

Overall, I am satisfied with the quality of my programme

81%

80%

My overall learning experience meets my expectations

76%

73%

I feel that I belong to a UOLIP student community

52%

56%

Postgraduate

Undergraduate

Chart indicates percentage of respondents who agreed with the statements. Based on rounded figures.

Response

- in 2015 the International Programmes established a Student Experience team to give oversight to the whole student journey. One of their priorities is to work to improve the sense of belonging to a University of London student community
- we are commissioning independent research to understand your digital needs and expectations, and to inform future developments
- we are exploring how we can contact you at key points in your academic journey to increase the support we give you
- there is a pilot project underway to explore how we can work more closely with our teaching institutions to optimise your student experience
- we are developing our social media presence, including posting stories and quotes from students, alumni and academic leaders
- we continue to promote our calendar of alumni and current student events around the world

What three things could the University provide to improve your overall experience as a student?

We asked you to rank your top three from the following list:

- | | |
|-------------------------------------------------------------------|-----------------------------------------------------|
| • better employability and enterprise skills | • more assessment feedback |
| • better/more examination venues | • more contact with academic staff |
| • coursework with feedback to enable me to assess my own progress | • more coursework that contributes to my final mark |
| • exam skills training and advice | • more frequent examination sessions |
| • improved VLE (video lectures, student interaction) | • stronger study skills |
| | • up to date study materials |

Undergraduates selected

- 1 More coursework that contributes to my final mark
- 2 Improved VLE (video lectures, student interaction)
- 3 Coursework with feedback to enable me to assess my own progress

Postgraduates selected

- 1 Improved VLE (video lectures, student interaction)
- 2 More contact with academic staff
- 3 Coursework with feedback to enable me to assess my own progress

Response

- | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| • while examinations will continue to be the main form of assessment on most undergraduate programmes, we have recently revised our assessment principles to increase opportunities for programme teams to introduce coursework, e-tivities and other forms of assessment | • we understand that academic feedback is important to you and our assessment principles do encourage appropriate feedback wherever possible. Programmes attempt to meet this need in different ways, depending on their size and type, and are actively considering new ways to offer | feedback. However, we will not be able to significantly increase the level of feedback in many cases because we do not want to make programmes more expensive to run | • we have commissioned research into students' digital expectations and experiences. The researchers will be seeking your views in the 2016–17 academic year – please help us help you by participating in this research when opportunities are publicised |
| | • we are already investing in improvements to the infrastructure and content of your VLEs | | |

A photograph of three students sitting on a black metal park bench in a park setting. A young man in a purple t-shirt is sitting on the left, leaning forward and looking at a tablet held by a young woman in a dark blue t-shirt and a light green floral skirt. Another young woman in a red and black plaid shirt and blue jeans is sitting on the right, looking towards the other two. The background is filled with green trees and a grassy area with some fallen leaves. A blue semi-transparent banner is overlaid on the left side of the image, containing the text 'Thank you for participating.'

Thank you
for participating.