

ACADEMIC REVIEW COMMITTEE

GRADUATE SURVEYS 2003

The three graduate surveys were conducted by the Academic Office on behalf of the Academic Review Committee. Similar questionnaires were used for the first-degree graduates and campus-based postgraduates, and a distinctive questionnaire was used for distance-learning postgraduates. The surveys sought feedback on the quality and standards of both central and departmental provision, with the objective of identifying areas of relative success and to identify issues for review. The answers to the questions should be read in the context of other available information, particularly other forms of student feedback. Respondents were asked to identify their main subject areas, so that it is possible to analyse the responses at departmental/subject level.

The questionnaires for the surveys were distributed to prospective graduates by post shortly before their graduation in July 2003 and February 2004. Students were asked to complete and return them anonymously before graduation. They were under no constraint to do so. The response rate in the first-degree survey was 22%. This response rate was lower than in previous years, a drop which may have been caused by the fact that a separate survey was running concurrently. The University's Teaching and Learning unit was surveying students in the context of evaluating the University's Learning and Teaching Strategy. It was not possible to combine the two surveys because their range of questions was different, and the Graduate Survey was targeted at graduates only.

The response rate in the postgraduate distance-learning survey was a very respectable 39%. The response rate in the campus-based postgraduate survey was 11% which is too low to make any inter-departmental comparisons valid because of the small number of respondents in some departments, although inter-faculty comparisons can be made. The low response rate from the postgraduate survey is a recurring problem. One of the issues is that the students graduate in the February after the academic year of their programme, postgraduate full-time Master's programmes having a duration of twelve months. The gap between the end of their programme and their graduation, when the survey is run, may be too long for them to be motivated to complete the survey. Consideration has been given to amending the methodology to see

whether this response rate can be improved. A pilot will be trialled at the July 2004 Graduation Ceremonies to supplement the postal returns by targeting undergraduate students on degree programmes with low response rates.

In most of the questions, students were asked to give a yes/no response to whether a particular service was provided or to rate their level of satisfaction on a scale of 1 to 5 or to express their level of agreement with a statement on a scale of 1 to 5. Conclusions about relative satisfaction among respondents can be drawn by comparing responses for different faculties and subjects. Comparative charts have been produced for this purpose. In the two campus-based questionnaires, respondents were asked to rate the importance to them of issues covered by the various parts of the survey. In these surveys, it is therefore possible to correlate levels of satisfaction with levels of importance. Any aspect of provision that appears to be unsatisfactory, in an area which respondents considered important, is obviously of particular concern.

The outcome of the surveys will be sent heads of department whose subjects or areas of responsibility are identified. Where responses appear to show a department in a relatively negative light, departments will be asked to respond to the Academic Review Committee. Departments are also invited to identify questions in the survey where the positive responses may be reflecting examples of best practice.

	Ancient History & Archaeology	American Studies	Biological Sciences	Chemistry	Computer Science	Economics	Engineering	Economic and Social History	English	Geography	Geology	History of Art	History	Law (as a subject)	Mathematics	Mass Communications	Medicine (as a subject)	Modern Languages	Physics and Astronomy	Politics	Psychology	Sociology	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine & Biol. Sci.	All Respondents	
ACCOMMODATION SERVICE																													
Accommodation	3.36	3.55	3.76	3.75	4.50	3.88	3.31	3.23	3.75	3.58	3.44	3.11	3.33	3.45	3.33	3.00	3.28	3.52	3.57	2.95	2.86	3.60	3.44	3.50	3.51	3.44	3.32	3.45	
Accommodation information	3.23	3.82	3.37	3.60	3.50	3.83	3.23	3.57	3.65	3.56	3.40	2.78	3.49	3.45	3.33	3.25	3.50	3.60	3.60	3.22	3.69	3.90	3.52	3.42	3.69	3.44	3.48	3.51	
Accommodation Office	3.10	3.63	3.36	3.50	0.00	3.33	3.14	3.30	3.60	3.24	3.57	2.83	3.32	3.29	3.38	3.50	3.20	3.27	3.33	3.07	3.71	4.00	3.41	3.38	3.27	3.27	3.37	3.35	
Wardens and Sub-wardens	2.45	3.88	3.64	2.67	3.50	3.21	3.50	3.33	3.71	3.31	3.20	2.71	3.11	3.08	3.10	2.67	2.85	3.36	3.33	2.94	3.25	4.30	3.33	3.22	3.29	3.08	3.12	3.25	
Value for money of accommodation	2.86	3.36	2.94	3.00	3.33	3.00	2.79	3.08	3.25	3.42	2.80	2.78	3.12	3.11	2.85	2.25	3.06	3.28	3.57	2.91	2.50	2.90	3.15	2.92	2.93	3.09	2.85	3.03	
HEALTH AND WELFARE SERVICES																													
Health Centre	3.00	3.75	3.94	4.00	4.33	4.00	3.70	3.58	4.05	3.50	3.67	3.89	3.96	3.69	3.89	4.00	3.26	3.75	3.29	3.58	3.86	3.80	3.76	3.72	3.79	3.68	3.67	3.73	
Sick Bay	3.00	1.00	3.50	0.00	5.00	4.00	5.00	0.00	4.86	4.33	0.00	3.00	5.00	3.67	0.00	4.00	4.50	4.60	4.00	4.50	4.00	4.50	4.47	4.25	4.00	3.60	4.00	4.20	
Counselling	4.00	0.00	3.75	0.00	5.00	4.00	1.00	3.50	4.29	4.50	5.00	3.50	4.29	4.11	2.00	5.00	4.00	4.00	0.00	4.00	4.67	3.67	4.04	3.40	4.00	4.11	4.00	3.98	
Welfare	3.00	3.00	2.40	2.50	0.00	4.00	3.67	4.33	4.13	3.67	3.17	4.67	4.20	3.42	1.00	3.67	4.00	3.75	3.00	3.67	4.50	5.00	3.81	3.25	4.21	3.42	3.42	3.65	
Chaplaincy	0.00	0.00	4.00	0.00	3.00	3.00	0.00	0.00	5.00	0.00	0.00	0.00	3.67	5.00	4.00	4.00	4.00	5.00	3.00	5.00	0.00	0.00	4.50	3.33	4.00	5.00	4.00	4.17	
CATERING SERVICES																													
Snappers	3.23	3.20	3.72	3.40	3.60	3.56	3.36	3.64	3.24	3.54	3.83	2.83	3.19	3.32	3.75	3.33	3.38	3.74	3.75	3.48	3.00	3.43	3.34	3.60	3.57	3.31	3.42	3.44	
The Venue	3.00	3.11	3.56	3.29	3.60	3.59	3.00	2.85	2.91	3.25	3.29	2.80	3.07	3.13	3.33	2.67	3.38	3.63	3.00	2.86	3.42	3.25	3.16	3.25	3.19	3.11	3.44	3.22	
Café Piazza	3.33	3.33	3.61	3.20	3.33	3.57	3.14	3.30	3.83	3.40	3.25	3.50	3.38	3.73	3.89	3.50	3.75	3.92	3.25	3.65	3.85	4.30	3.52	3.50	3.54	3.73	3.67	3.57	
CW Coffee Bar	3.07	3.30	3.35	3.29	3.00	3.13	2.86	3.00	3.31	3.55	4.25	2.70	3.55	3.39	3.46	2.50	3.33	3.46	3.13	3.05	3.21	3.46	3.38	3.28	3.04	3.37	3.28	3.30	
Other Coffee bars	3.33	3.29	3.43	3.29	3.33	3.83	2.71	3.14	3.70	3.50	3.80	3.33	3.44	3.23	3.44	3.00	3.20	3.50	3.57	3.69	3.50	3.33	3.42	3.42	3.57	3.20	3.35	3.39	
Value for money catering	2.69	3.18	3.17	2.83	2.86	3.00	2.75	2.88	3.48	3.25	3.30	3.22	3.06	3.18	3.31	3.25	3.18	3.46	3.09	3.17	2.56	2.64	3.19	3.12	2.98	3.16	3.04	3.11	

	All Respondents	Faculty of Medicine & BioSci	Faculty of Law	Faculty of the Social Sciences	Faculty of Science	Faculty of Arts	Sociology	Psychology	Politics	Physics and Astronomy	Modern Languages	Medicine (as a subject)	Mass Communications	Mathematics	Law (as a subject)	History	History of Art	Geology	Geography	English	Economic and Social History	Engineering	Economics	Computer Science	Chemistry	Biological Sciences	American Studies	Ancient History & Archaeology	
ADMINISTRATION SERVICES																													
FJ Reception desk	3.89	3.91	4.02	3.75	3.92	3.88	3.93	3.93	3.70	3.90	3.96	4.21	4.00	4.20	4.02	3.88	3.70	3.75	3.75	4.11	3.93	3.58	3.56	4.29	4.00	3.68	3.33	3.50	
Registry	3.38	3.21	3.65	3.37	3.46	3.34	3.20	2.92	3.00	3.33	3.35	2.63	3.75	4.10	3.67	3.25	3.50	3.00	3.31	3.36	3.54	3.10	3.27	4.00	4.00	3.70	3.30	2.69	
Cashiers Office	3.35	3.35	3.58	3.14	3.48	3.26	3.13	3.67	2.75	2.86	3.11	3.19	3.00	3.90	3.59	3.35	2.80	3.40	3.40	3.64	3.90	3.00	3.23	4.00	3.14	3.35	3.30	3.00	
Examinations Office	3.44	3.83	3.67	3.73	3.59	3.03	4.00	3.00	4.00	4.00	3.00	0.00	4.50	3.78	3.68	3.00	2.67	3.00	3.14	3.50	3.00	3.00	3.50	4.33	3.00	4.00	2.60	3.00	
International Office	3.41	4.33	4.00	3.75	3.00	3.20	0.00	0.00	3.67	1.00	4.50	0.00	0.00	2.00	4.00	3.00	3.33	0.00	3.00	4.00	0.00	3.75	4.00	0.00	0.00	4.33	2.67	3.00	
CAREERS																													
Careers Service	3.52	3.45	3.90	3.71	3.43	3.36	3.57	3.75	3.14	3.33	3.71	3.00	3.33	3.31	3.91	3.32	3.33	3.00	3.47	3.70	3.50	3.86	3.64	4.00	3.00	3.33	3.14	3.09	
SPORTS SERVICES																													
Greenhouse Fitness	3.58	3.50	3.81	3.31	3.51	3.65	4.00	4.00	3.00	4.00	4.12	3.50	3.33	3.00	3.81	3.73	4.00	3.80	3.59	3.67	3.29	3.30	3.21	3.80	4.00	3.31	2.83	3.86	
Manor Road Sports	4.00	3.79	4.26	3.90	3.90	4.07	4.38	4.13	3.65	4.33	4.44	3.71	3.75	3.88	4.24	4.08	4.00	3.86	4.00	4.27	4.07	3.50	3.78	4.33	3.67	3.67	3.56	4.29	
COMPUTING SERVICES																													
Availability of PCs and Macs	3.09	3.62	3.04	2.76	3.28	2.93	2.71	3.25	2.65	3.75	3.16	3.50	2.75	3.24	3.04	2.87	2.60	3.40	2.93	3.04	2.88	3.20	2.95	3.75	3.00	3.88	2.55	3.06	
Availability of Printers	3.28	3.44	3.39	3.29	3.21	3.20	2.75	3.40	3.19	3.36	3.28	3.31	3.00	3.67	3.39	3.22	3.13	2.90	2.86	3.60	3.43	3.08	3.60	4.00	2.67	3.48	3.00	2.31	
Quality of Computer Hardware	3.59	3.60	3.74	3.64	3.19	3.77	3.73	4.07	3.62	3.08	3.68	3.57	3.00	3.50	3.75	3.91	3.50	3.78	3.23	4.30	4.00	2.73	3.78	4.00	2.86	3.39	3.60	3.31	
Suitability of software packages	3.88	3.78	3.95	3.94	3.66	4.02	4.09	4.27	3.87	3.82	4.00	3.85	3.67	3.69	3.95	4.17	4.00	3.78	3.78	4.27	4.25	3.50	3.84	4.00	3.71	3.52	3.67	3.71	

First Degree Graduate Survey 2003														Comparison of Scores across Departments/Faculties													

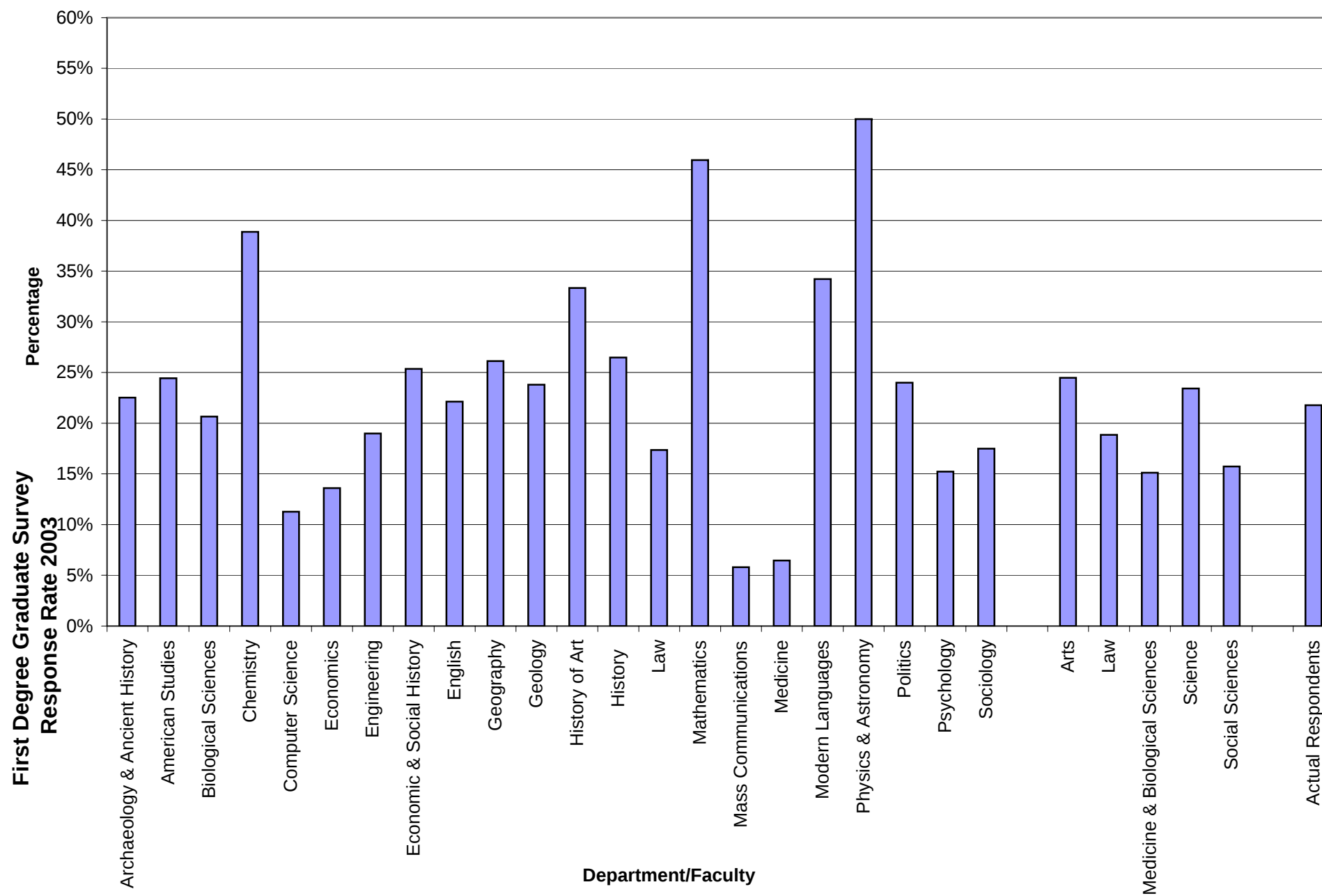
	Ancient History & Archaeology	American Studies	Biological Sciences	Chemistry	Computer Science	Economics	Engineering	Economic and Social History	English	Geography	Geology	History of Art	History	Law (as a subject)	Mathematics	Mass Communications	Medicine (as a subject)	Modern Languages	Physics and Astronomy	Politics	Psychology	Sociology	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine & Bio. Sci	All Respondents
FORMS OF TEACHING																												
Lectures	3.67	3.73	3.92	3.71	4.14	3.35	3.36	3.94	3.93	3.64	4.20	3.90	4.03	3.93	3.71	4.00	3.21	3.73	3.42	3.91	3.81	3.36	3.83	3.70	3.61	3.93	3.64	3.76
Small group classes	3.60	3.90	3.96	3.86	3.33	3.53	2.90	4.06	4.19	3.74	3.44	3.78	4.11	4.18	3.69	4.00	3.39	3.81	3.55	3.48	3.60	3.73	3.89	3.49	3.73	4.20	3.69	3.80
Larger group classes	3.42	3.60	3.68	3.83	3.25	3.17	2.86	3.91	4.27	3.37	3.86	4.00	3.61	3.61	3.42	3.67	3.13	3.42	3.25	3.33	3.67	3.25	3.59	3.41	3.44	3.64	3.49	3.52
Practical classes	3.25	0.00	3.96	4.00	3.25	3.00	3.14	4.00	0.00	3.13	4.11	0.00	0.00	0.00	3.00	4.00	2.94	3.38	3.33	0.00	3.18	0.00	3.19	3.35	3.23	0.00	3.47	3.35
Field work	3.60	0.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	4.36	4.40	0.00	0.00	0.00	0.00	5.00	0.00	0.00	0.00	0.00	0.00	0.00	4.18	4.15	0.00	0.00	3.56	0.00
Project supervision	3.27	4.00	4.36	4.43	3.80	2.82	3.71	3.43	4.17	2.96	3.30	3.00	3.39	0.00	3.83	4.00	2.14	0.00	4.08	0.00	3.33	3.50	3.47	3.74	3.09	0.00	3.81	3.56
Dissertation supervision	4.27	3.64	4.23	4.00	5.00	2.94	3.67	3.08	3.43	3.42	2.80	2.88	3.47	0.00	0.00	4.25	2.35	0.00	0.00	3.53	3.50	0.00	3.46	4.03	3.30	0.00	3.43	3.50
Computer based learning	2.88	3.00	3.04	2.57	3.83	2.89	2.73	3.86	2.56	3.44	3.38	2.75	2.68	3.50	3.06	3.50	2.60	0.00	2.58	2.81	3.09	2.14	2.99	3.00	3.04	3.44	2.95	3.03
QUALITY OF TEACHING ROOMS																												
Lecture rooms	2.80	3.18	3.56	3.29	4.00	4.25	2.71	3.71	4.04	3.50	3.90	3.30	3.41	3.67	3.65	3.25	3.26	3.65	2.92	3.30	3.44	3.36	3.47	3.32	3.66	3.67	3.40	3.49
Seminar rooms	2.53	3.09	3.40	2.71	3.50	3.55	2.69	3.12	2.52	3.29	3.38	2.80	3.00	3.39	3.27	3.50	3.33	2.96	3.08	3.13	3.13	2.93	2.86	3.06	3.30	3.39	3.30	3.11
Quality of Rooms - Laboratories	2.57	0.00	3.84	3.71	3.75	0.00	3.64	0.00	0.00	3.45	3.89	0.00	0.00	0.00	3.25	0.00	3.64	3.38	3.75	0.00	3.00	0.00	0.00	3.58	0.00	0.00	3.68	3.57

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	Ancient History & Archaeology	American Studies	Biological Sciences	Chemistry	Computer Science	Economics	Engineering	Economic and Social History	English	Geography	Geology	History of Art	History	Law (as a subject)	Mathematics	Mass Communications	Medicine (as a subject)	Modern Languages	Physics and Astronomy	Politics	Psychology	Sociology	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine & Biol.Sci	All Respondents
ACADEMIC SUPPORT																												
Availability of academic staff	3.50	3.18	3.72	3.86	3.38	3.40	3.57	3.59	3.52	2.79	3.60	2.90	3.28	3.35	3.65	3.75	2.58	3.27	4.25	3.38	2.81	3.36	3.27	3.61	3.52	3.35	3.12	3.36
Approachability of academic staff	3.81	3.36	3.84	3.86	3.88	3.20	3.43	4.13	4.15	3.55	3.70	3.50	3.78	3.65	3.59	4.00	3.11	3.42	4.17	3.96	3.31	3.71	3.69	3.73	3.80	3.65	3.48	3.68
PASTORAL SUPPORT																												
Satisfaction with pastoral support	3.50	3.27	2.78	3.14	3.13	3.30	3.79	3.71	3.37	3.74	3.50	2.80	3.23	3.20	3.41	4.00	3.61	3.56	3.42	3.29	3.00	3.14	3.34	3.11	3.11	3.54	3.30	3.32
IMPORTANCE RATINGS																												
Importance of computing	3.75	4.20	3.88	4.00	4.13	4.05	4.00	3.94	3.56	4.10	4.10	3.80	3.75	4.02	3.59	4.25	3.95	4.04	4.00	4.08	4.31	3.93	3.95	4.07	3.93	4.16	4.19	3.96
Importance of Library	4.19	4.55	4.04	4.86	4.38	4.45	4.67	4.24	4.19	4.52	4.70	4.60	4.38	4.16	4.71	5.00	4.42	4.31	4.36	4.50	4.69	4.00	4.27	4.26	4.47	4.36	4.46	4.32
Importance of course organisation	3.75	3.91	3.64	4.43	4.00	4.10	3.93	4.18	4.07	4.38	4.00	4.00	4.10	4.02	4.12	4.50	4.05	4.00	4.00	4.17	4.19	4.00	4.09	4.08	4.16	4.22	4.12	4.09
Importance of teaching methods	3.94	4.09	3.76	4.86	3.88	3.80	4.20	4.18	4.15	4.24	3.90	4.20	4.23	3.98	4.35	4.25	4.21	3.85	4.64	4.13	4.19	4.43	4.19	4.19	4.24	4.24	4.12	4.19
Importance of quality of teaching rooms	2.56	3.27	3.08	2.43	3.63	3.25	3.07	3.00	3.04	3.17	3.20	2.80	3.08	3.04	3.18	3.25	3.32	3.04	2.73	2.88	3.06	2.86	3.17	3.20	3.00	3.02	3.14	3.11
Importance of skills training	3.75	4.00	3.32	3.71	3.63	3.80	3.67	3.53	3.22	3.83	3.60	2.90	3.40	3.73	3.47	4.50	3.79	3.65	3.73	3.67	3.31	3.36	3.70	3.61	3.69	3.58	3.60	3.64
Importance of progress information	3.75	4.09	3.56	4.43	3.75	4.00	4.07	3.65	3.59	4.00	3.90	3.40	3.83	3.67	4.00	4.50	4.16	3.81	3.82	4.25	3.75	3.71	3.95	4.05	3.93	4.04	3.84	3.91
Importance of academic support	3.81	4.45	3.56	3.86	3.63	4.05	4.33	4.06	3.81	4.17	4.20	3.80	3.78	3.89	4.12	4.25	4.05	3.88	4.09	4.04	3.69	4.00	4.10	4.11	4.07	4.22	4.04	4.02
Importance of pastoral support	3.25	4.00	3.12	3.43	3.63	3.90	4.13	3.65	3.37	3.83	3.90	3.00	3.28	3.44	4.00	4.25	3.47	3.31	3.64	3.33	3.63	3.21	3.63	3.64	3.78	3.71	3.58	3.64
Importance of feedback channels	3.13	3.82	3.16	3.29	3.50	3.85	3.67	3.65	3.44	3.62	3.60	3.00	3.30	3.31	3.82	4.25	3.74	3.42	3.36	3.54	3.50	3.79	3.59	3.65	3.58	3.57	3.60	3.59

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GENERAL SATISFACTION																												
Pleased with course choice	4.50	4.18	3.79	4.71	4.50	4.10	4.27	4.18	4.19	4.28	3.80	3.70	4.23	4.04	4.47	4.75	4.21	4.23	4.18	4.13	4.31	3.36	4.22	3.93	4.30	4.13	4.25	4.19
Course met expectations	3.94	4.00	3.32	4.29	4.00	3.75	4.07	3.81	3.81	3.93	3.70	3.30	3.80	3.66	3.76	4.50	3.58	3.69	4.09	3.96	3.75	3.43	3.82	3.49	3.75	4.07	3.93	3.77
Academic staff helpful	3.88	3.73	3.52	4.43	4.25	3.80	4.27	4.12	4.00	4.07	4.10	3.50	3.88	3.80	3.71	4.50	4.00	3.85	4.27	4.13	3.75	3.71	4.05	3.84	3.89	4.16	4.07	3.96
Quality of teaching is high	4.13	4.09	3.52	4.29	4.25	3.85	4.47	3.94	4.15	3.93	4.10	4.10	3.98	3.93	3.82	4.50	3.79	4.00	4.55	4.17	4.00	3.86	3.97	3.84	3.88	4.20	4.05	3.96
Academic staff care about my well-being	3.31	3.45	2.88	3.43	3.71	3.50	3.87	3.56	3.59	3.52	3.30	2.90	3.21	3.25	3.12	4.00	3.47	3.50	3.82	3.54	3.19	2.86	3.40	3.23	3.14	3.84	3.35	3.39
Transferable skills developed	3.81	4.09	3.72	4.43	3.63	4.00	4.13	3.82	3.93	4.07	4.00	3.90	3.88	3.93	4.24	4.50	4.00	3.88	4.18	3.92	3.75	3.64	3.94	3.74	4.14	4.11	3.98	3.97
Enjoyable social opportunities	4.38	4.45	3.92	4.29	4.38	4.30	4.07	3.76	3.93	3.83	4.00	3.80	4.18	4.13	3.94	4.25	3.79	4.00	4.09	4.21	4.06	3.64	4.05	3.70	4.02	4.16	4.00	4.00
Provided career preparation	3.88	3.55	3.76	4.50	3.50	3.90	3.53	3.94	3.59	3.76	3.40	3.40	3.55	3.73	3.94	4.00	3.68	3.81	3.45	3.67	3.63	3.50	3.84	3.53	4.11	4.00	3.86	3.79
Proud to have been a student at this University	4.44	4.36	4.00	4.29	4.38	4.15	4.20	4.24	4.41	4.10	4.50	4.00	4.25	4.13	4.41	4.75	3.84	4.00	4.73	4.42	4.00	4.21	4.27	4.09	4.32	4.29	4.32	4.25
Availability of books on Reading lists	75%	64%	64%	100%	50%	70%	77%	82%	67%	66%	90%	60%	74%	72%	88%	50%	61%	77%	75%	67%	69%	71%	70%	81%	64%	70%	63%	70%
Given progress information more than once per year	44%	40%	67%	86%	50%	45%	47%	41%	63%	48%	90%	20%	33%	36%	71%	75%	16%	38%	58%	54%	38%	79%	45%	61%	63%	36%	41%	49%
Prompt feedback on formal assessment	63%	73%	76%	71%	75%	70%	53%	88%	74%	69%	90%	30%	85%	71%	94%	25%	42%	50%	33%	79%	88%	79%	71%	69%	75%	71%	67%	71%
Prompt feedback on non-formal assessment	31%	73%	56%	43%	63%	75%	43%	76%	78%	31%	90%	30%	51%	82%	59%	0%	32%	62%	25%	71%	63%	86%	50%	53%	73%	82%	49%	58%
Satisfied with quantity of formal assessment	63%	64%	68%	43%	63%	30%	36%	76%	63%	66%	50%	70%	70%	29%	24%	100%	68%	50%	50%	67%	38%	64%	67%	45%	54%	31%	61%	55%
Satisfied with quantity of informal assessment	75%	27%	67%	57%	38%	45%	43%	71%	59%	90%	70%	40%	63%	38%	71%	100%	68%	42%	75%	50%	69%	79%	59%	66%	61%	36%	66%	59%
Clear module assessment information	100%	100%	96%	100%	100%	95%	100%	88%	93%	90%	100%	80%	93%	100%	100%	100%	89%	62%	83%	96%	94%	93%	86%	97%	96%	100%	93%	93%
Clear year assessment information	75%	91%	84%	86%	100%	80%	93%	88%	96%	79%	70%	80%	78%	67%	82%	100%	68%	54%	83%	83%	69%	71%	82%	81%	86%	69%	77%	80%
Clear degree classification information	56%	73%	56%	71%	63%	80%	80%	82%	67%	45%	60%	60%	55%	27%	65%	100%	38%	27%	75%	63%	44%	57%	59%	65%	82%	29%	48%	58%
Had contact with personal tutor	100%	82%	92%	100%	88%	100%	100%	82%	93%	97%	100%	50%	83%	85%	100%	100%	6%	85%	100%	92%	88%	93%	84%	99%	98%	85%	64%	86%
Had invitation from personal tutor	75%	73%	92%	71%	75%	80%	100%	82%	96%	90%	100%	30%	55%	78%	94%	75%	6%	73%	91%	71%	75%	79%	71%	90%	84%	78%	63%	77%
Main source of help for personal problems	56%	0%	52%	57%	50%	65%	79%	38%	50%	68%	80%	11%	41%	51%	71%	50%	0%	39%	67%	23%	50%	43%	39%	66%	50%	51%	37%	48%

	All Respondents																													
	Faculty of Medicine & Bio. Sci																													
	Faculty of Law																													
	Faculty of the Social Sciences																													
	Faculty of Science																													
	Faculty of Arts																													
	Sociology																													
	Psychology																													
	Politics																													
	Physics and Astronomy																													
	Modern Languages																													
	Medicine (as a subject)																													
	Mass Communications																													
	Mathematics																													
	Law (as a subject)																													
	History																													
	History of Art																													
	Geology																													
	Geography																													
	English																													
	Economic and Social History																													
	Engineering																													
	Economics																													
	Computer Science																													
	Chemistry																													
	Biological Sciences																													
	American Studies																													
	Ancient History & Archaeology																													
	Opportunity to give feedback	94%	100%	76%	100%	100%	95%	93%	94%	89%	89%	90%	100%	85%	80%		82%	100%	89%	100%	83%	96%	81%	79%	95%	92%	91%	98%	93%	91%
	Department taking account of concerns	63%	55%	58%	86%	86%	55%	67%	71%	65%	68%	67%	50%	55%	70%		65%	100%	78%	84%	75%	83%	40%	43%	65%	57%	45%	64%	64%	63%
	Effective questionnaires	56%	45%	64%	83%	57%	55%	57%	73%	58%	63%	56%	44%	47%	48%		53%	100%	56%	67%	58%	78%	44%	58%	55%	47%	48%	58%	60%	55%



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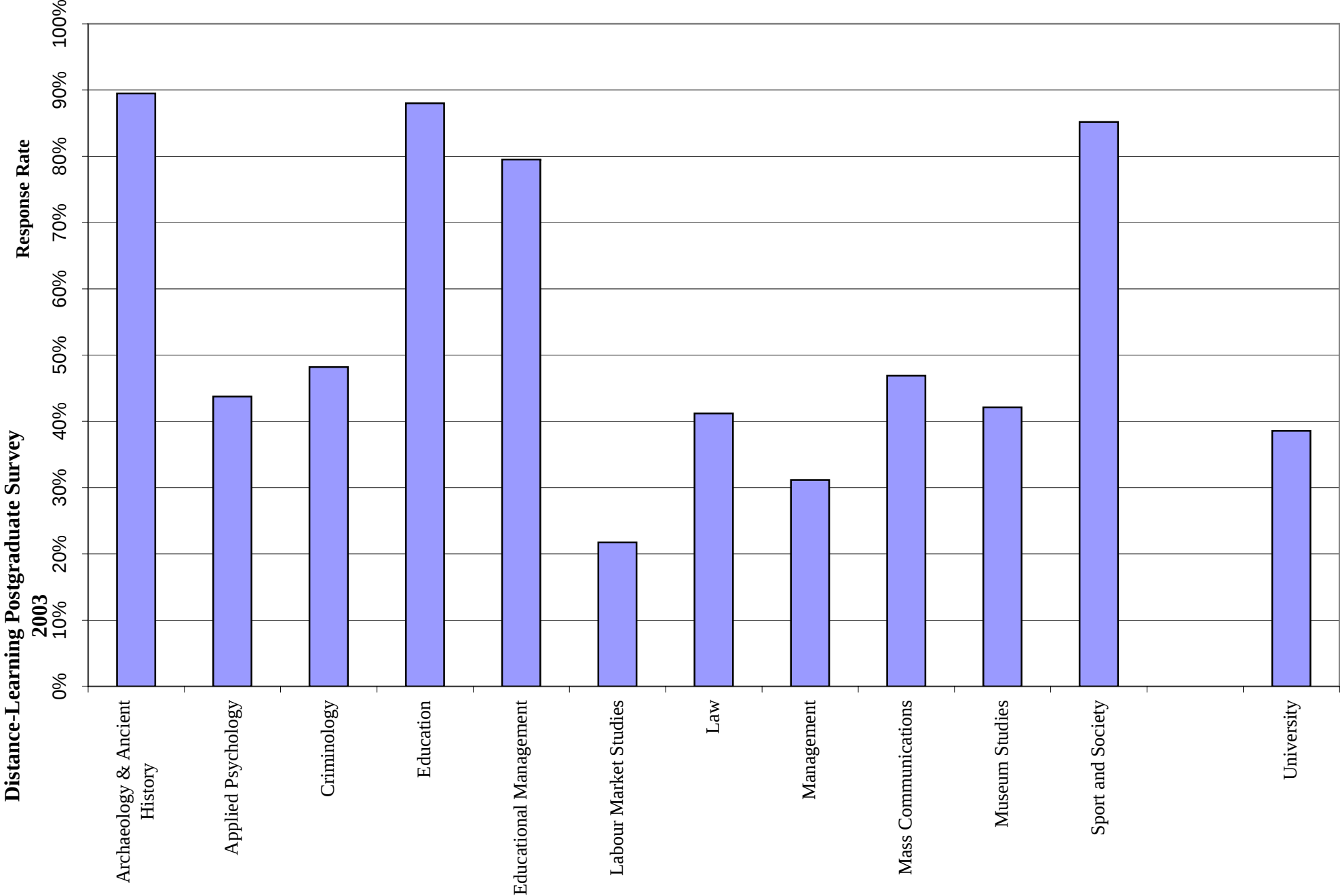
Comparison of Scores accross Departments/Faculties

	Archaeology	Applied Psychology	Criminology	Education	Education Management	Labour Markets	Law	Management	Mass Communications	Museum Studies	Sport and Society	All Respondents
ADMISSIONS AND RECRUITMENT												
Sufficient contact before course	82%	82%	87%	86%	83%	85%	85%	83%	73%	88%	87%	85%
Adequate preliminary information	100%	90%	96%	91%	88%	96%	89%	89%	87%	94%	100%	91%
Accurate publicity material	82%	88%	84%	82%	83%	92%	89%	86%	80%	88%	96%	87%
Adequate study techniques	76%	88%	88%	100%	95%	92%	91%	91%	100%	69%	96%	91%
COURSE ORGANISATION												
Course materials received promptly	82%	92%	91%	91%	88%	85%	94%	90%	87%	100%	100%	91%
Satisfactory fee arrangements	88%	100%	97%	95%	95%	98%	94%	98%	87%	100%	100%	97%
Course gave value for money	88%	94%	96%	82%	86%	90%	91%	89%	87%	88%	91%	90%
Satisfied with the course material	71%	84%	87%	82%	86%	92%	89%	82%	80%	81%	91%	86%
Course questionnaires used	65%	60%	63%	68%	65%	58%	49%	60%	47%	75%	61%	59%
Course began at an appropriate level	88%	92%	95%	95%	89%	89%	83%	90%	80%	94%	100%	91%
Course followed sensible progression	82%	94%	100%	91%	94%	96%	100%	94%	93%	94%	100%	96%
Course sufficiently challenging	100%	92%	99%	100%	91%	92%	97%	92%	80%	94%	96%	93%
Needed to use a library	71%	84%	85%	91%	88%	88%	94%	86%	87%	94%	91%	86%
Used the University Library	67%	60%	58%	35%	57%	43%	58%	55%	62%	40%	57%	55%

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Comparison of Scores accross Departments/Faculties

	Archaeology	Applied Psychology	Criminology	Education	Education Management	Labour Markets	Law	Management	Mass Communications	Museum Studies	Sport and Society	All Respondents
STUDENT ACHIEVEMENT												
Took the course for career reasons	88%	88%	93%	82%	83%	96%	91%	87%	87%	88%	83%	87%
Course fulfilled my requirements	81%	93%	92%	91%	89%	88%	94%	88%	86%	88%	91%	89%
LEARNING AND ASSESSMENT												
Feedback clear and helpful	94%	86%	82%	91%	80%	90%	83%	82%	87%	81%	91%	83%
Clear scheme of assessment	88%	75%	91%	95%	92%	90%	97%	88%	93%	100%	91%	88%
Individual supervision for dissertation	59%	55%	67%	68%	68%	58%	77%	60%	73%	75%	61%	65%
Strict submission deadlines	100%	81%	74%	86%	82%	88%	83%	76%	80%	100%	70%	77%
Methods of assessment appropriate	88%	84%	89%	100%	95%	89%	94%	87%	93%	87%	91%	89%
ACADEMIC SUPPORT												
Adequate academic support	88%	75%	85%	67%	78%	75%	82%	68%	80%	67%	65%	72%
Encouraged to ask advice	82%	50%	62%	59%	67%	75%	63%	62%	67%	67%	59%	65%
Staff availability	94%	87%	88%	70%	82%	85%	88%	83%	85%	93%	90%	84%
Prompt response from staff	75%	78%	81%	73%	81%	89%	85%	82%	85%	88%	81%	84%
Peer contact	53%	61%	62%	64%	67%	68%	74%	64%	71%	67%	67%	63%
Helpfulness of peer contact	69%	75%	74%	67%	74%	73%	72%	74%	75%	85%	87%	69%



	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine	Faculty of Education	All Respondents	
ACCOMMODATION SERVICE								
Accommodation	3.14	3.20	3.38	3.25	3.32	3.17	3.29	
Accommodation information	3.21	3.38	3.40	3.36	3.43	3.00	3.34	
Accommodation Office	3.13	3.13	3.28	2.91	3.38	3.29	3.22	
Wardens and Sub-wardens	3.03	2.50	3.38	3.56	3.47	3.00	3.25	
Value for money of accommodation	3.22	2.75	3.20	3.14	3.07	3.29	3.18	
HEALTH AND WELFARE SERVICES								
Health Centre	4.11	3.80	3.61	3.78	3.54	2.00	3.72	
Sick Bay	4.00	0.00	3.89	4.00	3.50	3.00	3.88	
Counselling	4.33	0.00	4.25	4.50	3.67	2.00	4.04	
Welfare	3.52	3.50	4.14	4.25	4.00	4.33	3.97	
Chaplaincy	4.00	0.00	4.10	4.50	4.00	3.00	4.05	
CATERING SERVICES								
Snappers	3.56	3.30	3.48	3.44	3.33	3.17	3.47	
The Venue	3.04	2.60	3.36	3.00	3.15	3.50	3.19	
Café Piazza	3.59	3.14	3.64	3.36	3.63	3.80	3.59	
CW Coffee Bar	3.49	2.57	3.39	3.44	3.46	3.29	3.42	
Other Coffee bars	3.23	2.75	3.25	3.33	3.48	3.83	3.30	
Value for money catering	3.16	2.56	3.12	3.19	2.91	3.75	3.11	

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine	Faculty of Education	All Respondents
ADMINISTRATION SERVICES							
FJ Reception desk	3.67	3.33	3.82	3.86	3.63	4.33	3.76
Higher Degrees Office	3.71	3.20	3.68	3.91	3.53	4.00	3.66
Cashiers Office	3.38	3.50	3.56	3.71	3.24	3.90	3.49
International Office	3.86	5.00	3.74	4.00	4.40	4.00	3.83
ELTU	3.33	0.00	3.70	3.44	2.67	3.00	3.55
CAREERS							
Careers Service	3.16	2.33	3.42	3.25	3.33	2.00	3.29
SPORTS SERVICES							
Greenhouse Fitness	3.48	4.00	3.49	3.57	3.80	0.00	3.55
Manor Road Sports	3.93	4.50	4.00	3.75	4.18	0.00	4.03
COMPUTING SERVICES							
Availability of PCs and Macs	3.39	2.78	3.38	3.53	3.61	3.50	3.40
Availability of Printers	3.12	3.13	3.35	3.33	3.32	3.70	3.29
Quality of Computer Hardware	3.62	3.00	3.46	3.75	3.59	4.00	3.54
Suitability of software packages	3.68	3.56	3.62	3.71	3.93	4.11	3.70

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine	Faculty of Education	All Respondents	
LIBRARY								
Speed of service Library Enquiry	3.90	3.50	3.94	4.13	3.67	4.17	3.90	
Quality of service Library Enquiry	3.98	3.75	4.02	3.81	3.77	4.18	3.97	
Library Help on sources	3.90	3.33	4.05	4.33	3.87	4.06	3.98	
Ease of use of on line catalogues	4.04	3.50	3.88	4.13	3.94	3.94	3.94	
Familiarity with information sources	4.03	4.00	3.76	4.31	4.06	4.00	3.92	
BOOKSHOP								
University Bookshop	3.81	3.75	3.65	3.81	3.67	4.00	3.72	
STUDY SUPPORT								
Student Learning Centre	3.38	0.00	3.41	0.00	3.89	0.00	3.47	
ELTU	0.00	0.00	3.57	5.00	4.50	0.00	3.90	

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine	Faculty of Education	All Respondents
COURSE ORGANISATION							
Course handbook	4.38	3.71	3.84	3.69	3.90	4.13	4.02
Departmental Office support	4.06	3.78	3.64	3.14	3.87	4.11	3.80
Course information	4.29	3.50	3.75	2.93	3.83	3.88	3.89
Timetable information	4.03	3.80	3.78	3.07	3.77	4.14	3.85
Module handouts	4.25	3.25	3.68	3.71	3.86	3.81	3.88
Reading lists	4.32	3.20	3.90	4.00	3.69	4.19	4.02
Module introductions	4.24	3.75	3.67	3.73	3.76	4.07	3.88
FORMS OF TEACHING							
Lectures	4.04	3.67	3.70	3.60	3.33	3.86	3.77
Small group classes	4.02	3.50	3.65	3.80	3.83	3.93	3.81
Larger group classes	3.95	3.00	3.47	2.82	3.68	3.75	3.64
Practical classes	3.46	3.40	3.35	0.00	4.52	0.00	3.59
Field work	3.93	0.00	3.38	0.00	4.07	4.25	3.82
Project supervision	3.75	3.67	3.62	0.00	3.84	3.82	3.71
Dissertation supervision	3.82	4.00	3.67	3.53	3.86	4.22	3.77
Computer based learning	3.56	3.00	3.51	4.20	3.57	4.17	3.56

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine	Faculty of Education	All Respondents	
QUALITY OF TEACHING ROOMS								
Lecture rooms	3.23	3.20	3.35	2.86	2.76	3.58	3.23	
Seminar rooms	3.27	3.00	3.20	3.07	3.31	3.50	3.24	
Quality of Rooms - Laboratories	3.00	3.20	0.00	0.00	3.77	0.00	3.35	
SKILLS DEVELOPMENT								
Training in writing skills	3.55	0.00	3.60	3.77	3.75	4.00	3.62	
Training in numerical skills	0.00	0.00	0.00	0.00	0.00	3.67	0.00	
Training in solving problems	3.63	4.00	3.55	3.80	3.87	4.00	3.64	
Training in use of the Library	3.70	3.50	3.68	4.13	3.74	4.29	3.74	
Training in use of information sources	3.63	3.60	3.63	3.86	3.71	4.00	3.67	
Research training	3.77	3.50	3.43	3.54	3.98	4.25	3.67	
Training in working in groups	3.82	0.00	3.50	3.00	3.58	3.86	3.60	
Training in making presentations	3.63	3.43	3.70	3.20	3.76	3.86	3.67	
Training in basic IT skills	3.78	3.33	3.66	3.33	3.73	3.86	3.69	
Training in advanced IT skills	3.26	3.33	3.56	3.60	3.57	3.57	3.43	
Training in laboratory techniques	0.00	0.00	0.00	0.00	4.18	0.00	0.00	

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine	Faculty of Education	All Respondents
ACADEMIC PASTORAL SUPPORT							
Availability of academic staff	3.87	3.33	3.27	2.92	3.44	3.41	3.47
Approachability of academic staff	4.22	3.44	3.68	3.43	3.75	3.76	3.84
Satisfaction with pastoral support	3.83	3.50	3.42	2.92	3.34	3.71	3.53
Satisfaction with academic support	3.90	3.50	3.59	3.00	3.53	3.81	3.65

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine	Faculty of Education	All Respondents
IMPORTANCE RATINGS							
Importance of computing	3.97	4.60	4.05	4.19	4.15	4.39	4.07
Importance of Library	4.58	4.80	4.55	4.38	4.62	4.67	4.57
Importance of course organisation	4.39	4.22	4.30	4.50	3.96	4.28	4.28
Importance of teaching methods	4.30	4.11	4.27	4.33	4.00	4.50	4.25
Importance of quality of teaching rooms	3.57	3.22	3.44	3.33	3.32	3.56	3.46
Importance of skills training	3.76	4.30	3.92	3.93	3.72	4.22	3.87
Importance of progress information	4.01	4.22	4.02	4.19	3.81	4.22	4.01
Importance of academic support	4.34	4.56	4.25	4.19	4.31	4.61	4.31
Importance of pastoral support	3.88	4.30	3.85	3.50	3.70	4.11	3.85
Importance of feedback channels	3.82	3.90	3.87	4.00	3.52	4.22	3.83

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine	Faculty of Education	All Respondents
GENERAL SATISFACTION							
Pleased with course choice	4.19	4.40	4.21	3.63	4.17	4.44	4.19
Course met expectations	3.85	3.80	3.71	3.06	3.74	4.06	3.74
Academic staff helpful	4.20	3.90	3.97	3.81	4.15	4.11	4.06
Quality of teaching is high	4.12	4.20	3.77	3.36	3.85	3.83	3.88
Academic staff care about my well-being	3.84	3.60	3.62	3.25	3.69	3.56	3.68
Transferable skills developed	3.91	3.90	4.07	3.44	4.13	4.00	3.99
Enjoyable social opportunities	4.05	4.00	3.84	3.33	3.81	4.11	3.89
Provided career preparation	3.99	3.90	4.11	3.38	3.98	4.33	4.03
Proud to have been a student at this University	4.04	4.30	4.03	3.53	4.07	4.17	4.03
Availability of books on Reading lists	64%	60%	48%	69%	61%	100%	58%
Given progress information more than once per year	83%	70%	70%	73%	80%	76%	76%
Prompt feedback on formal assessment	72%	44%	75%	69%	64%	76%	72%
Prompt feedback on non-formal assessment	35%	33%	33%	31%	38%	27%	34%
Satisfied with quantity of formal assessment	84%	33%	76%	40%	69%	71%	75%
Satisfied with quantity of informal assessment	79%	44%	67%	40%	64%	63%	68%

Postgraduate Survey 2003

PG Comparison

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Medicine	Faculty of Education	All Respondents
Clear module assessment information	92%	89%	89%	87%	88%	100%	90%
Clear programme assessment information	89%	89%	89%	93%	85%	88%	89%
Had contact with personal tutor	92%	88%	84%	62%	80%	94%	85%
Had contact with postgraduate tutor	83%	78%	68%	80%	73%	94%	75%
Personal tutor was available	96%	78%	85%	73%	85%	94%	88%
Opportunity to give feedback	96%	75%	80%	73%	83%	88%	85%
Department taking account of concerns	69%	63%	63%	53%	62%	65%	65%
Effective questionnaires	76%	33%	69%	62%	69%	60%	70%