

GENERAL SATISFACTION

	Ancient History & Archaeology	American Studies	Biological Sciences	Chemistry	Computer Science	Economics	Engineering	English	Geography	Geology	History of Art	History	Law (as a subject)	Management Studies	Mathematics	Mass Communications	Medicine	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
Pleased with course choice	4.46	4.50	4.02	4.22	3.50	3.59	4.13	4.34	4.17	4.56	4.26	4.42	4.26	3.36	3.89	3.00	4.70	4.14	3.67	4.36	4.41	3.86	4.31	4.03	3.74	4.35	4.36	4.17
Course met expectations	3.70	4.29	3.78	3.89	3.00	3.41	3.88	4.07	3.83	4.40	3.84	3.98	3.94	2.73	3.61	2.80	4.20	3.64	3.19	4.07	4.13	3.68	3.88	3.61	3.47	4.04	4.02	3.81
Academic staff helpful	4.38	4.29	4.16	4.11	3.35	3.32	4.25	3.98	3.78	4.53	3.63	3.80	3.83	3.18	4.06	3.60	3.80	3.86	4.05	3.82	3.80	3.92	3.98	4.06	3.50	3.91	3.97	3.90
Quality of teaching is high	4.35	4.21	3.94	4.11	3.00	3.59	4.25	4.21	3.98	4.73	4.11	4.29	4.07	3.27	3.56	3.50	3.80	4.00	3.48	3.96	4.07	3.81	4.18	3.81	3.66	4.11	3.95	3.97
Academic staff care about my well-being	4.03	3.43	3.62	3.78	2.54	2.90	3.56	3.52	3.38	4.33	3.32	3.36	3.21	3.36	3.17	2.80	2.98	3.50	3.33	3.29	3.07	2.89	3.49	3.44	3.02	3.30	3.29	3.34
Transferable skills developed	4.08	3.71	3.89	4.22	3.65	3.39	4.19	3.74	3.89	4.27	3.79	3.96	3.83	3.64	3.50	3.20	4.70	3.93	3.90	3.64	3.98	3.41	3.81	3.96	3.45	3.88	4.19	3.86
Enjoyable social opportunities	4.30	4.14	3.89	4.22	3.23	3.71	4.12	4.17	4.37	4.47	4.37	4.31	4.09	3.55	3.50	3.70	4.43	4.25	3.71	4.14	4.09	4.11	4.26	3.86	3.80	4.14	4.10	4.06
Provided career preparation	3.86	3.50	3.81	4.22	3.62	3.49	4.12	3.56	3.69	3.93	3.37	3.96	3.87	3.55	3.44	3.30	4.78	3.93	3.86	3.71	4.09	3.41	3.71	3.83	3.44	3.91	4.18	3.81
Proud to have been a student at this University	4.46	4.36	4.22	4.22	3.77	4.15	4.41	4.46	4.22	4.53	4.58	4.24	4.21	4.00	4.22	3.67	4.18	4.32	4.05	4.07	4.52	4.27	4.37	4.19	3.99	4.25	4.29	4.24

COURSE ORGANISATION	Departmental provision summary																																
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SKILLS DEVELOPMENT

	Ancient History & Archaeology	American Studies	Biological Sciences	Chemistry	Computer Science	Economics	Engineering	English	Geography	Geology	History of Art	History	Law (as a subject)	Management Studies	Mathematics	Mass Communications	Medicine	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
Training in writing skills	3.42	3.38	3.56	3.67	4.00	2.95	4.17	3.84	3.16	3.82	3.43	3.40	3.35	3.00	3.20	3.33	0.00	4.06	3.61	3.54	3.54	3.44	3.59	3.66	3.17	3.42	3.52	3.50
Training in numerical skills	3.33	0.00	3.24	3.13	3.73	3.25	3.89	0.00	3.00	3.42	0.00	0.00	0.00	3.00	4.25	0.00	0.00	0.00	3.94	0.00	3.69	2.79	0.00	3.64	3.05	0.00	3.41	3.36
Training in solving problems	3.50	0.00	3.52	4.00	3.87	3.45	3.63	0.00	3.36	3.77	4.00	3.58	3.70	3.17	3.93	0.00	3.75	3.38	4.06	0.00	3.57	3.44	3.46	3.79	3.33	3.73	3.57	3.60
Training in use of the Library	3.59	3.31	3.68	3.60	3.00	3.21	3.55	3.65	3.44	4.07	3.61	3.63	3.29	3.70	3.24	3.10	3.47	3.42	2.75	3.23	3.09	3.20	3.53	3.36	3.26	3.31	3.47	3.42
Training in use of information sources	3.62	3.18	3.57	3.78	3.33	3.41	3.38	3.45	3.31	3.92	3.87	3.45	3.49	3.11	3.43	3.25	3.31	3.53	3.33	3.40	3.68	3.36	3.49	3.52	3.23	3.51	3.50	3.46
Training in examination preparation	3.23	3.67	3.25	4.00	3.20	2.81	3.67	3.41	3.03	3.57	3.57	2.98	3.03	3.38	3.00	3.63	3.43	3.17	2.93	3.05	3.46	3.67	3.26	3.28	3.19	3.11	3.30	3.24
Training in working in groups	3.61	3.50	3.27	4.11	2.80	3.07	3.80	3.29	3.29	4.33	3.20	3.00	3.29	3.63	2.38	3.22	3.50	3.58	3.79	3.20	3.12	3.42	3.31	3.57	3.20	3.27	3.27	3.33
Training in making presentations	3.55	3.36	3.62	3.50	3.06	3.11	4.10	3.34	3.73	3.69	3.62	3.33	3.11	2.50	3.22	3.40	3.54	3.72	3.72	3.64	3.57	3.42	3.44	3.60	3.24	3.14	3.62	3.44
Training in word processing	3.74	3.33	3.51	3.14	3.88	2.93	0.00	3.32	3.80	3.91	3.30	3.59	3.33	3.86	3.50	3.00	2.75	3.40	3.33	3.53	3.65	3.27	3.44	3.65	3.27	3.38	3.42	3.44
Training in use of spreadsheets	3.35	0.00	3.28	3.14	3.88	3.08	4.00	3.00	3.75	3.54	0.00	3.56	0.00	3.25	0.00	2.75	0.00	0.00	3.55	3.33	3.47	2.75	3.35	3.67	3.10	0.00	3.25	3.35
Training in foreign language skills	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.89	0.00	0.00	0.00	0.00	0.00	0.00	4.30	0.00	0.00	0.00	0.00	3.75	0.00	0.00	0.00	0.00	0.00
Training in laboratory techniques	3.53	0.00	3.83	4.30	3.17	0.00	3.67	0.00	3.58	4.00	0.00	0.00	0.00	0.00	0.00	0.00	3.20	0.00	3.61	0.00	3.42	0.00	0.00	3.80	0.00	0.00	3.68	3.65
Training in laboratory safety	3.57	0.00	3.75	4.30	0.00	0.00	3.73	0.00	3.57	4.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.89	0.00	0.00	0.00	0.00	3.92	0.00	0.00	3.68	3.72

FORMS OF TEACHING		Departmental provision summary																											
		Ancient History & Archaeology	American Studies	Biological Sciences	Chemistry	Computer Science	Economics	Engineering	English	Geography	Geology	History of Art	History	Law (as a subject)	Management Studies	Mathematics	Mass Communications	Medicine	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
	Lectures	4.16	3.80	3.78	4.20	3.08	3.45	3.67	3.92	3.79	4.31	3.79	3.93	3.96	3.55	3.72	3.60	3.80	3.75	3.62	3.71	3.87	3.68	3.90	3.69	3.50	3.99	3.81	3.78
	Small group classes	4.09	4.07	3.87	4.40	3.29	3.52	3.93	4.05	3.52	4.14	3.74	3.62	3.80	3.45	4.23	3.33	3.55	4.07	3.78	3.57	3.43	3.38	3.85	3.87	3.47	3.79	3.68	3.74
	Larger group classes	4.00	3.50	3.72	4.44	3.05	3.31	3.29	3.93	3.53	4.08	3.40	3.51	3.35	3.40	3.50	3.22	3.49	3.63	3.50	3.48	3.30	3.42	3.69	3.55	3.28	3.34	3.55	3.52
	Practical classes	3.77	0.00	3.70	4.40	3.00	3.28	3.41	0.00	3.39	4.40	3.75	0.00	0.00	0.00	2.78	3.67	3.12	3.39	3.15	0.00	3.23	0.00	3.45	3.55	3.28	0.00	3.43	3.47
	Field work	3.74	0.00	3.95	0.00	0.00	0.00	0.00	0.00	4.41	4.56	4.56	3.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.03	4.38	0.00	0.00	3.70	4.01
	Project supervision	3.83	0.00	4.05	4.50	3.42	2.69	4.06	3.52	3.54	3.93	2.79	3.26	0.00	3.11	3.25	3.33	3.12	0.00	3.86	3.10	3.59	3.52	3.44	3.79	3.01	0.00	3.82	3.56
	Dissertation supervision	4.14	3.86	4.05	4.00	3.14	2.89	4.25	3.47	3.52	4.00	3.06	3.58	0.00	2.91	3.25	3.11	2.47	0.00	3.50	3.30	3.86	4.00	3.62	3.66	3.12	0.00	3.56	3.52
	Computer based learning	3.41	0.00	3.16	3.50	3.36	2.71	3.81	2.82	3.18	3.23	2.73	3.25	3.14	3.00	3.17	2.63	2.70	3.50	3.11	2.76	3.59	2.87	3.10	3.35	2.77	3.24	3.15	3.12
QUALITY OF TEACHING ROOMS																													
	Lecture rooms	3.78	3.60	3.86	4.20	3.76	3.69	3.22	3.98	3.66	3.88	3.67	3.56	3.80	3.09	3.78	3.20	3.71	3.21	4.33	3.29	3.82	3.68	3.67	3.86	3.47	3.77	3.76	3.70
	Seminar rooms	3.16	3.20	3.30	4.22	3.41	3.19	3.28	2.90	3.23	3.82	2.95	3.11	3.24	3.55	3.11	3.22	3.34	2.93	3.19	2.86	3.14	3.24	2.98	3.44	3.26	3.23	3.23	3.19
	Quality of Rooms - Laboratories	3.62	0.00	3.90	4.60	3.08	0.00	3.89	0.00	3.15	3.93	0.00	0.00	0.00	0.00	3.40	0.00	3.13	3.46	3.47	0.00	3.21	0.00	3.41	3.60	0.00	0.00	3.52	3.50

ACADEMIC SUPPORT	Departmental provision summary																																
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Availability of academic staff	3.78	3.53	3.67	4.30	3.16	2.90	3.81	3.43	3.00	4.06	2.74	3.25	3.13	2.64	3.50	3.30	2.83	3.57	3.95	3.04	3.22	3.41	3.32	3.70	3.04	3.23	3.31	3.33					
Approachability of academic staff	4.22	4.00	3.87	4.50	3.08	3.12	3.94	3.80	3.62	4.50	3.74	3.73	3.48	3.00	3.33	3.60	3.20	3.79	3.86	3.61	3.13	3.57	3.78	3.87	3.32	3.54	3.45	3.62					
Given progress information more than once per year	78%	47%	58%	90%	50%	36%	83%	54%	77%	67%	21%	44%	33%	27%	72%	50%	58%	61%	33%	32%	30%	54%	54%	66%	44%	34%	52%	52%					
No delay on formal assessment feedback	78%	73%	55%	90%	73%	80%	67%	86%	77%	63%	47%	82%	69%	64%	89%	80%	61%	64%	43%	75%	45%	70%	75%	71%	77%	68%	52%	69%					
No delay on non-formal assessment feedback	81%	73%	63%	70%	62%	83%	71%	79%	83%	88%	53%	85%	77%	60%	78%	67%	53%	71%	62%	78%	60%	73%	77%	74%	75%	76%	57%	72%					
Satisfied with quantity of formal assessment	69%	73%	35%	40%	46%	34%	67%	61%	57%	63%	53%	65%	26%	45%	39%	78%	51%	43%	38%	63%	39%	68%	62%	51%	50%	25%	42%	49%					
Satisfied with quantity of informal assessment	56%	64%	39%	70%	46%	49%	56%	58%	57%	56%	47%	56%	38%	36%	72%	67%	64%	61%	57%	44%	59%	65%	60%	60%	47%	38%	52%	53%					
Clear module assessment information	100%	93%	97%	100%	88%	93%	94%	97%	94%	88%	100%	94%	95%	64%	100%	100%	90%	79%	86%	96%	84%	78%	94%	92%	86%	96%	92%	92%					
Clear year assessment information	92%	67%	85%	100%	81%	85%	89%	88%	79%	94%	84%	78%	74%	36%	89%	70%	88%	79%	71%	89%	67%	78%	80%	85%	79%	75%	84%	81%					
Clear degree classification information	64%	53%	63%	90%	62%	59%	89%	68%	43%	75%	37%	59%	39%	27%	61%	70%	33%	64%	43%	54%	51%	46%	56%	67%	55%	41%	53%	55%					

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PASTORAL SUPPORT																													
	Satisfaction with pastoral support	3.94	3.27	3.60	4.44	3.04	2.76	3.81	3.52	3.43	4.50	2.84	3.06	2.88	2.50	3.35	3.00	2.23	3.56	3.67	3.16	3.21	3.34	3.42	3.69	2.94	2.95	3.07	3.25
	Had contact with personal tutor	95%	87%	98%	100%	96%	74%	100%	79%	98%	100%	68%	73%	84%	73%	100%	70%	21%	75%	95%	71%	74%	89%	80%	98%	80%	85%	69%	81%
	Had invitation from personal tutor	70%	67%	79%	100%	96%	57%	94%	85%	98%	94%	32%	50%	81%	73%	94%	60%	18%	75%	90%	48%	85%	86%	69%	94%	71%	83%	63%	74%
ATTENTION TO STUDENT FEEDBACK																													
	Opportunity to give feedback	97%	100%	95%	100%	88%	93%	100%	95%	87%	100%	79%	93%	86%	100%	94%	100%	80%	85%	95%	78%	98%	97%	92%	95%	92%	86%	92%	92%
	Department taking account of concerns	70%	80%	60%	89%	46%	59%	53%	59%	56%	80%	61%	57%	53%	36%	41%	56%	53%	58%	68%	64%	48%	56%	62%	64%	54%	55%	55%	59%
	Effective questionnaires	68%	80%	50%	88%	50%	59%	59%	57%	53%	79%	53%	52%	56%	55%	65%	44%	44%	56%	52%	58%	50%	53%	60%	63%	51%	57%	47%	56%

		Ancient History & Archaeology	American Studies	Biological Sciences	Chemistry	Computer Science	Economics	Engineering	English	Geography	Geology	History of Art	History	Law (as a subject)	Management Studies	Mathematics	Mass Communications	Medicine	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
COMPUTING SERVICES	Availability of PCs and Macs	3.23	3.40	3.40	3.80	3.50	2.95	3.61	3.14	3.04	3.56	2.94	2.92	3.12	2.73	3.50	2.90	3.46	2.96	4.19	2.82	3.33	2.89		3.04	3.62	2.87	3.17	3.36	3.20
	Availability of Printers	3.32	3.23	3.24	3.00	3.19	3.31	3.00	3.10	3.13	3.31	3.41	3.24	3.31	3.09	3.42	2.90	3.36	3.00	3.76	3.15	3.59	3.31		3.13	3.26	3.18	3.30	3.36	3.23
	Quality of Computer Hardware	3.57	3.75	3.45	3.67	2.69	3.40	3.71	3.67	3.55	3.40	3.77	3.68	3.60	3.18	3.60	3.20	3.33	3.32	3.45	3.45	3.81	3.45		3.59	3.37	3.32	3.62	3.50	3.49
	Suitability of software packages	3.77	4.50	3.87	4.00	3.46	3.43	3.50	3.92	3.91	4.00	3.92	4.00	3.78	3.55	3.94	3.30	3.67	3.86	3.76	3.88	4.09	3.71		3.91	3.78	3.47	3.82	3.87	3.79
LIBRARY	Availability of books on Reading lists	78%	60%	76%	70%	42%	79%	67%	49%	68%	81%	79%	76%	67%	64%	56%	30%	93%	71%	71%	71%	56%	51%		66%	65%	62%	69%	74%	67%
	Speed of service Library Enquiry	3.84	4.07	3.92	4.33	3.87	3.76	4.20	3.74	3.91	3.94	4.05	3.98	3.86	3.10	4.08	3.44	3.67	3.92	4.08	3.92	3.91	3.91		3.87	4.04	3.71	3.88	3.84	3.86
	Quality of service Library Enquiry	3.95	4.07	4.00	4.29	3.94	3.84	4.29	3.81	3.91	3.75	4.05	4.15	3.99	3.50	4.33	3.67	3.78	4.11	4.33	3.92	4.18	4.20		3.98	4.03	3.82	4.00	3.98	3.96
	Library Help on sources	3.79	3.73	3.80	4.14	3.93	3.76	4.00	3.65	3.77	3.92	3.78	4.02	4.09	3.20	3.90	3.63	3.68	4.00	3.80	4.00	3.73	3.88		3.82	3.90	3.70	4.08	3.73	3.82
	On-Line Catalogue	4.33	4.07	3.98	4.44	3.67	3.63	3.94	4.25	3.96	3.63	4.37	4.15	3.89	3.91	4.19	4.10	3.97	4.00	4.35	3.85	4.15	3.97		4.16	4.01	3.79	3.92	4.02	4.01
	Familiarity with information sources	4.22	4.20	4.31	4.20	3.38	3.79	3.72	4.00	4.06	3.94	4.32	4.22	3.99	3.45	3.72	3.80	4.18	3.82	3.81	4.07	4.15	3.89		4.07	3.82	3.80	3.97	4.25	4.00
BOOKSHOP	University Bookshop	3.73	3.33	3.85	3.90	3.60	3.20	3.50	3.37	3.59	3.81	3.53	3.71	3.76	3.09	3.81	3.10	4.02	3.11	4.00	3.70	3.80	3.69		3.47	3.73	3.30	3.79	3.84	3.60

		Ancient History & Archaeology	American Studies	Biological Sciences	Chemistry	Computer Science	Economics	Engineering	English	Geography	Geology	History of Art	History	Law (as a subject)	Management Studies	Mathematics	Mass Communications	Medicine	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
CAREERS	Careers Service	3.67	4.25	3.32	4.17	4.00	3.22	3.86	3.49	3.48	2.43	3.45	3.29	3.32	3.50	3.78	4.00	4.00	3.28	3.50	2.95	3.69	3.70		3.49	3.63	3.44	3.31	3.45	3.48
STUDY SUPPORT	Student Learning Centre	3.73	3.00	3.00	3.00	3.25	4.00	0.00	3.67	4.11	5.00	4.17	3.67	3.71	0.00	3.75	3.00	4.00	3.67	3.75	3.00	3.29	4.00		3.76	3.71	3.63	3.83	3.38	3.66
	AccessAbility Centre	2.50	0.00	4.00	0.00	5.00	3.50	0.00	3.50	4.00	3.50	4.50	3.00	4.67	0.00	0.00	3.00	0.00	0.00	5.00	4.00	5.00	5.00		3.75	4.33	3.43	4.67	4.50	4.00
ADMINISTRATION SERVICES	FJ Reception desk	3.79	3.75	3.81	4.11	4.00	3.77	4.07	3.72	3.72	4.09	3.81	3.96	3.76	3.91	4.00	3.43	3.83	3.88	4.12	3.85	4.00	3.71		3.77	4.03	3.80	3.77	3.87	3.84
	Registry	3.41	2.50	3.53	3.67	3.71	3.12	3.92	3.25	3.09	3.91	3.33	3.47	3.24	3.67	3.31	2.88	3.25	3.28	3.57	3.35	3.27	3.17		3.28	3.66	3.27	3.25	3.35	3.36
	Cashiers Office	3.46	3.44	3.31	3.88	3.81	3.48	3.67	3.25	3.36	3.19	3.64	3.58	3.26	3.29	3.67	2.63	3.58	3.20	3.94	3.59	3.25	3.17		3.41	3.63	3.26	3.24	3.33	3.40
	Examinations Office	3.33	4.00	2.54	4.33	3.45	3.24	3.40	3.29	2.80	2.33	2.92	2.81	2.47	3.22	2.75	2.50	0.00	2.63	3.00	3.27	3.60	3.56		3.07	3.21	3.22	2.43	2.90	3.02
	International Office	3.67	0.00	5.00	0.00	4.50	3.67	4.00	4.00	2.00	0.00	2.20	2.50	3.00	3.00	4.67	4.00	0.00	3.75	4.00	0.00	4.00	4.50		2.92	4.30	3.78	3.00	4.50	3.58
HEALTH AND WELFARE SERVICES	Health Centre	4.00	3.77	3.86	4.00	3.62	3.74	4.00	3.84	3.83	3.69	4.29	3.77	3.78	3.57	4.22	4.00	3.30	3.91	3.64	3.70	3.97	3.75		3.85	3.85	3.78	3.80	3.70	3.80
	Sick Bay	4.20	4.00	4.00	0.00	2.00	4.20	4.33	3.80	4.50	5.00	5.00	4.86	4.23	3.00	4.00	4.00	4.67	4.00	4.67	4.67	4.71	5.00		4.35	3.85	4.21	4.18	4.50	4.24
	Counselling	4.50	0.00	3.11	0.00	2.50	3.60	5.00	3.00	4.33	3.00	3.33	3.75	3.62	3.00	0.00	0.00	3.73	4.33	5.00	4.00	3.25	4.50		3.77	4.00	3.80	3.58	3.42	3.67
	Welfare	3.71	3.00	3.90	0.00	3.50	3.50	4.00	3.83	3.80	3.17	4.67	3.92	3.72	3.00	4.50	4.00	4.33	4.67	4.00	3.88	4.43	3.50		3.83	3.79	3.68	3.69	4.14	3.84
	Chaplaincy	4.00	0.00	4.67	0.00	4.00	2.50	5.00	4.00	3.83	0.00	0.00	4.00	4.00	3.00	0.00	0.00	4.57	5.00	3.00	5.00	0.00	3.50		3.90	4.00	3.44	4.20	4.58	4.05

		Ancient History & Archaeology	American Studies	Biological Sciences	Chemistry	Computer Science	Economics	Engineering	English	Geography	Geology	History of Art	History	Law (as a subject)	Management Studies	Mathematics	Mass Communications	Medicine	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	3.20	3.33	3.40	3.67	2.94	3.41	3.56	3.29	3.22	3.15	3.36	3.00	3.56	3.67	3.54	3.33	3.36	3.79	3.58	3.10	3.46	3.62		3.27	3.37	3.45	3.61	3.37	3.38
	Accommodation information	3.38	3.53	3.56	3.63	3.36	3.61	3.38	3.47	3.50	3.07	3.60	3.43	3.63	3.64	3.93	2.80	3.46	4.00	3.60	3.46	3.46	3.53		3.56	3.47	3.41	3.65	3.48	3.51
	Accommodation Office	3.41	3.17	3.41	4.00	3.14	3.46	3.43	3.08	3.48	2.80	3.25	3.31	3.39	3.44	3.88	2.86	3.24	3.55	3.73	3.25	3.52	3.48		3.30	3.47	3.40	3.38	3.41	3.38
	Wardens and Sub-wardens	2.89	3.17	3.63	3.20	3.08	3.04	3.42	2.84	3.34	2.89	3.15	2.89	3.33	3.14	3.60	3.29	3.17	3.12	3.91	2.77	3.44	3.54		3.08	3.37	3.15	3.37	3.43	3.24
	Value for money of accommodation	2.82	3.07	2.95	3.00	2.53	2.84	2.94	3.22	3.02	2.92	3.27	2.81	3.17	3.44	3.46	2.75	3.18	3.31	3.39	2.76	2.80	3.19		3.08	2.99	2.96	3.25	2.96	3.04
CATERING SERVICES																														
	Snappers	3.45	3.73	3.27	4.00	3.19	3.32	3.19	3.31	3.31	3.45	3.21	3.58	3.39	3.00	3.36	3.00	3.38	3.50	3.79	3.10	3.44	3.06		3.43	3.38	3.12	3.40	3.34	3.34
	The Venue	3.21	3.44	3.44	3.25	3.06	3.03	3.14	3.20	3.21	2.80	3.40	3.28	3.03	3.00	3.63	2.63	3.19	3.48	3.40	3.00	3.22	3.38		3.25	3.31	3.04	3.09	3.32	3.21
	Café Piazza	3.70	3.00	3.49	3.50	3.41	3.25	3.64	3.54	3.75	3.36	3.56	3.41	3.59	3.10	3.44	3.71	3.82	3.64	4.13	3.21	3.65	3.34		3.57	3.56	3.26	3.61	3.62	3.52
	CW Coffee Bar	3.53	3.75	3.31	3.50	3.21	3.22	3.47	3.39	3.38	3.38	3.06	3.45	3.19	3.09	3.67	2.67	3.43	3.33	3.46	3.29	3.38	3.03		3.42	3.40	3.07	3.16	3.29	3.30
	Other Coffee bars	3.81	4.00	3.77	3.43	3.13	2.95	3.50	3.32	3.56	3.77	3.44	3.56	3.42	3.20	3.82	3.13	3.56	3.59	3.63	3.38	3.54	3.35		3.55	3.60	3.17	3.50	3.66	3.51
	Value for money catering	3.21	3.33	2.93	3.10	2.68	3.00	3.38	3.08	3.11	3.38	2.83	3.08	2.95	2.91	3.17	2.50	3.06	3.11	3.22	3.04	3.15	2.80		3.12	3.12	2.84	3.00	3.03	3.04
SPORTS SERVICES																														
	Greenhouse Fitness	3.64	4.00	4.02	4.00	3.44	3.54	4.00	3.60	3.64	3.71	3.78	3.88	3.84	3.50	3.86	2.80	3.86	3.69	3.44	3.85	3.89	3.74		3.75	3.73	3.58	3.89	3.93	3.77
	Manor Road Sports	4.06	4.11	4.26	4.00	4.08	4.00	4.14	4.15	3.97	4.29	4.08	4.13	4.04	3.86	4.00	3.60	4.00	4.00	4.00	3.68	4.24	3.88		4.16	4.00	3.90	4.08	4.12	4.06

IMPORTANCE RATINGS	Relative importance of issues																												
	Ancient History & Archaeology	American Studies	Biological Sciences	Chemistry	Computer Science	Economics	Engineering	English	Geography	Geology	History of Art	History	Law (as a subject)	Management Studies	Mathematics	Mass Communications	Medicine	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	
Importance of computing	4.11	3.79	4.40	4.11	4.76	3.90	4.75	3.79	4.11	4.13	3.53	3.75	3.49	3.91	3.50	3.90	3.33	3.36	4.38	3.36	4.37	4.16	3.83	4.37	3.88	3.44	4.07	3.94	
Importance of Library	4.70	4.57	4.43	4.33	3.19	3.98	4.06	4.70	4.47	4.53	4.68	4.65	4.22	4.45	3.78	4.90	3.82	4.50	3.48	4.50	4.74	4.51	4.66	3.90	4.23	4.23	4.35	4.33	
Importance of course organisation	4.27	4.21	4.25	4.22	3.73	3.80	3.94	4.15	3.89	4.33	4.32	4.02	4.06	4.27	4.00	4.20	4.15	4.25	3.86	4.04	4.24	3.92	4.19	3.92	3.84	4.05	4.23	4.07	
Importance of teaching methods	4.16	4.21	4.43	4.67	3.88	4.05	4.25	4.38	4.02	4.53	4.11	4.05	4.25	4.27	4.28	4.30	4.28	4.21	4.00	4.11	4.37	4.00	4.21	4.14	4.03	4.26	4.38	4.21	
Importance of quality of teaching rooms	3.19	2.93	3.30	3.67	3.19	3.15	3.56	3.36	3.09	3.63	3.21	2.93	3.01	3.73	3.17	4.00	3.28	3.61	3.19	2.93	3.17	3.19	3.23	3.29	3.21	3.03	3.24	3.22	
Importance of skills training	3.62	3.21	4.10	4.22	3.44	3.65	3.56	3.25	3.83	4.00	3.53	3.40	3.38	3.82	3.44	3.60	4.10	3.57	3.43	3.07	3.74	3.57	3.46	3.60	3.50	3.38	4.00	3.59	
Importance of progress information	3.95	3.93	4.10	3.67	3.31	3.73	3.69	3.70	3.78	3.93	3.84	3.77	3.59	3.82	3.78	4.50	4.03	4.14	3.90	3.41	4.09	3.89	3.83	3.65	3.83	3.61	4.10	3.83	
Importance of academic support	4.11	4.00	4.27	4.33	3.69	3.60	4.06	3.90	3.72	4.20	4.00	3.82	3.72	4.27	3.83	4.00	4.00	4.00	4.05	3.64	4.09	3.86	3.91	3.92	3.78	3.75	4.17	3.92	
Importance of pastoral support	3.61	3.29	4.02	3.89	3.58	3.05	4.06	3.70	3.65	4.07	3.53	3.49	3.18	3.73	3.83	3.70	3.66	3.71	3.57	3.54	3.65	3.47	3.62	3.72	3.30	3.24	3.82	3.57	
Importance of feedback channels	3.57	3.36	3.68	4.11	3.58	3.38	3.63	3.61	3.54	3.93	4.21	3.27	3.34	3.91	3.89	3.80	3.73	3.79	3.19	3.29	3.52	3.76	3.57	3.68	3.56	3.38	3.65	3.58	

	Archaeology	Applied Psychology	Education	Education Management	Labour Markets	Law	Management	Mass Communications	Museum Studies	Criminology	Sport and Society	All Respondents
ADMISSIONS AND RECRUITMENT												
Sufficient contact before course	83%	85%	86%	89%	83%	88%	77%	95%	95%	95%	100%	83%
Adequate preliminary information	84%	85%	90%	86%	92%	93%	87%	90%	97%	92%	100%	89%
Accurate publicity material	84%	79%	90%	83%	90%	90%	83%	100%	95%	86%	67%	85%
Adequate study techniques	95%	91%	90%	95%	86%	88%	89%	90%	89%	95%	83%	90%
COURSE ORGANISATION												
Course materials received promptly	95%	66%	90%	92%	100%	95%	94%	100%	97%	100%	100%	94%
Satisfactory fee arrangements	100%	97%	90%	97%	96%	97%	94%	95%	92%	99%	83%	95%
Course gave value for money	89%	58%	81%	88%	84%	86%	89%	95%	81%	88%	50%	86%
Satisfied with the course material	84%	85%	95%	94%	82%	93%	83%	95%	83%	91%	83%	86%
Course questionnaires used	79%	50%	57%	73%	76%	59%	44%	76%	75%	58%	67%	55%
Course began at an appropriate level	95%	94%	95%	91%	90%	88%	80%	85%	89%	91%	83%	85%
Course followed sensible progression	100%	94%	100%	95%	90%	95%	92%	95%	97%	94%	83%	93%
Course sufficiently challenging	100%	91%	100%	94%	94%	98%	88%	100%	92%	95%	83%	92%
Needed to use a library	89%	85%	95%	94%	76%	88%	86%	86%	92%	86%	50%	86%
Used the University Library	53%	87%	80%	76%	50%	86%	41%	61%	66%	56%	67%	54%

	Archaeology	Applied Psychology	Education	Education Management	Labour Markets	Law	Management	Mass Communications	Museum Studies	Criminology	Sport and Society	All Respondents
STUDENT ACHIEVEMENT												
Took the course for career reasons	84%	79%	95%	83%	88%	85%	91%	71%	89%	78%	67%	87%
Course fulfilled my requirements	100%	97%	95%	95%	92%	85%	91%	95%	94%	96%	100%	92%
LEARNING AND ASSESSMENT												
Feedback clear and helpful	94%	85%	95%	94%	96%	88%	72%	95%	83%	92%	100%	82%
Clear scheme of assessment	95%	91%	95%	94%	96%	91%	83%	86%	81%	90%	100%	87%
Individual supervision for dissertation	84%	84%	95%	75%	92%	93%	44%	70%	94%	88%	50%	65%
Strict submission deadlines	89%	91%	80%	79%	67%	86%	81%	86%	100%	97%	17%	83%
Methods of assessment appropriate	95%	94%	100%	92%	86%	89%	83%	95%	83%	94%	100%	87%
ACADEMIC SUPPORT												
Adequate academic support	84%	55%	70%	83%	85%	82%	62%	85%	75%	77%	50%	70%
Encouraged to ask advice	89%	55%	57%	64%	82%	74%	56%	86%	67%	76%	67%	64%
Staff availability	94%	75%	85%	90%	93%	84%	79%	100%	82%	85%	83%	83%
Prompt response from staff	89%	63%	90%	97%	98%	81%	82%	100%	82%	92%	60%	85%
Peer contact	100%	75%	62%	34%	72%	95%	67%	76%	86%	56%	17%	68%
Helpfulness of peer contact	83%	65%	63%	61%	58%	88%	78%	76%	84%	69%	50%	76%

GENERAL SATISFACTION							
	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Med & Biol Sciences	Faculty of Education	All Respondents
Pleased with course choice	4.49	4.24	4.13	4.83	4.27	4.75	4.29
Course met expectations	4.10	3.64	3.71	4.33	3.72	4.40	3.82
Academic staff helpful	4.48	4.12	4.11	4.50	4.20	4.70	4.23
Quality of teaching is high	4.26	3.44	3.84	4.58	3.89	4.25	3.93
Academic staff care about my well-being	4.10	3.65	3.54	4.33	3.82	4.53	3.78
Transferable skills developed	4.13	4.25	3.92	4.58	4.34	4.45	4.14
Enjoyable social opportunities	4.23	3.80	3.68	4.08	3.88	4.15	3.85
Provided career preparation	4.05	4.20	3.86	4.67	4.20	4.15	4.05
Proud to have been a student at this University	4.18	3.65	4.02	4.92	4.00	4.80	4.09

COURSE ORGANISATION	Faculty of Arts		Faculty of Science		Faculty of the Social Sciences		Faculty of Law		Faculty of Med & Biol Sciences		Faculty of Education		All Respondents	
Course handbook	4.18	4.05	3.86	4.20	4.00	4.35	4.00							
Departmental Office support	4.11	4.00	3.84	4.00	4.01	4.61	3.99							
Course information	4.05	3.95	3.81	4.27	3.89	4.40	3.93							
Timetable information	3.84	4.05	4.02	4.36	4.00	4.32	4.02							
Module handouts	4.18	3.84	3.73	4.27	4.05	3.68	3.89							
Reading lists	4.42	3.95	3.98	4.40	3.80	3.89	4.00							
Module introductions	4.22	3.95	3.81	4.09	3.80	3.89	3.89							

No score indicates that less than 20% of respondents made use of the provision

Scores are on a scale of 1-5, where 5 is most positive, or on a % scale where 100% is most positive.

SKILLS DEVELOPMENT	Departmental provision summary						
	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Med & Biol Sciences	Faculty of Education	All Respondents
Research training	3.73	3.40	3.79	4.11	3.81	4.41	3.80
Training in writing skills	3.65	3.55	3.63	3.50	3.68	4.43	3.66
Training in numerical skills	0.00	3.67	3.41	0.00	0.00	0.00	0.00
Training in solving problems	3.73	3.67	3.87	3.33	3.96	4.50	3.84
Training in use of information sources	3.53	3.14	3.89	4.00	3.67	4.31	3.76
Training in use of the Library	3.59	3.53	3.93	4.33	3.75	4.33	3.86
Training in working in groups	3.30	3.67	3.32	3.13	3.64	4.29	3.47
Training in making presentations	3.13	3.73	3.39	3.70	3.70	3.88	3.51
Training in basic IT skills	3.36	4.11	3.98	2.40	3.69	3.67	3.76
Training in advanced IT skills	3.41	3.50	3.54	3.50	3.56	0.00	3.54
Training in laboratory techniques	0.00	3.81	0.00	0.00	4.09	0.00	3.83

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Scores are on a scale of 1-5, where 5 is most positive, or on a % scale where 100% is most positive.

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Med & Biol Sciences	Faculty of Education	All Respondents
FORMS OF TEACHING							
Lectures	4.00	3.53	3.80	4.17	3.69	4.25	3.82
Small group classes	4.21	3.58	3.68	4.11	3.81	4.25	3.85
Larger group classes	3.87	3.75	3.52	4.00	3.89	4.43	3.76
Practical classes	3.81	3.89	3.21	0.00	3.86	0.00	3.63
Field work	3.80	3.33	3.35	0.00	3.73	0.00	3.59
Project supervision	3.45	3.88	3.66	4.20	3.82	4.11	3.73
Dissertation supervision	3.87	3.63	3.80	4.20	3.80	4.10	3.83
Computer based learning	3.59	3.44	3.40	4.17	3.49	3.83	3.49
QUALITY OF TEACHING ROOMS							
Lecture rooms	3.00	3.82	3.85	4.17	3.28	4.21	3.63
Seminar rooms	3.08	3.53	3.61	4.09	3.27	3.94	3.49
Quality of Rooms - Laboratories	3.13	3.74	3.19	0.00	3.75	0.00	3.55

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Scores are on a scale of 1-5, where 5 is most positive, or on a % scale where 100% is most positive.

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Med & Biol Sciences	Faculty of Education	All Respondents
ACADEMIC SUPPORT							
Availability of academic staff	3.83	3.42	3.42	3.58	3.52	4.11	3.55
Approachability of academic staff	4.18	4.04	3.78	4.00	4.18	4.45	4.00
Satisfaction with academic support	3.90	3.77	3.64	4.17	3.62	4.15	3.73
Given progress information more than once per year	90%	65%	61%	83%	73%	74%	70%
Prompt feedback on formal assessment	80%	46%	68%	75%	56%	90%	66%
Prompt feedback on non formal assessment	47%	19%	31%	0%	22%	25%	28%
Satisfied with quantity of formal assessment	74%	62%	59%	58%	82%	85%	68%
Satisfied with quantity of informal assessment	71%	54%	60%	55%	80%	58%	65%
Clear module assessment information	97%	86%	88%	83%	81%	85%	87%
Clear programme assessment information	97%	87%	85%	92%	85%	80%	87%

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Scores are on a scale of 1-5, where 5 is most positive, or on a % scale where 100% is most positive.

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Med & Biol Sciences	Faculty of Education	All Respondents
PASTORAL SUPPORT							
Satisfaction with pastoral support	3.83	3.72	3.44	3.89	3.44	4.07	3.57
Personal tutor was available	95%	92%	92%	100%	89%	100%	92%
Had contact with personal tutor	100%	100%	70%	67%	80%	95%	80%
Had contact with postgraduate tutor	83%	80%	80%	50%	71%	76%	76%
ATTENTION TO STUDENT FEEDBACK							
Opportunity to give feedback	95%	92%	87%	92%	80%	85%	86%
Department taking account of concerns	90%	63%	67%	73%	68%	90%	72%
Effective questionnaires	95%	62%	61%	100%	59%	83%	68%

No score indicates that less than 20% of respondents made use of the provision

Scores are on a scale of 1-5, where 5 is most positive, or on a % scale where 100% is most positive.

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Med & Biol Sciences	Faculty of Education	All Respondents
COMPUTING SERVICES							
Availability of PCs/Macs	3.65	3.58	3.36	3.73	3.52	4.00	3.50
Availability of Printers	3.28	3.55	3.54	3.91	3.62	3.83	3.56
Quality of Computer Hardware	3.58	3.40	3.58	4.18	3.75	4.23	3.66
Suitability of software packages	3.59	3.84	3.66	4.09	3.90	4.25	3.78
LIBRARY							
Familiarity with information sources	4.18	4.15	3.94	4.08	3.90	4.21	4.00
Availability of books on Reading lists	74%	68%	57%	50%	70%	83%	65%
Speed of service Library Enquiry	3.92	4.00	3.96	4.33	3.93	4.26	3.99
Quality of service Library Enquiry	4.11	3.71	4.15	4.33	4.01	4.39	4.10
Library Help on sources	3.88	3.88	4.10	4.36	3.98	4.44	4.07
Ease of use of on line catalogues	4.06	4.19	4.04	4.08	3.92	3.74	4.01
BOOKSHOP							
University Bookshop	3.81	3.86	3.68	4.00	3.80	4.00	3.76

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Med & Biol Sciences	Faculty of Education	All Respondents
CAREERS							
Careers Service	4.13	3.27	3.17	4.20	3.53	0.00	3.40
STUDY SUPPORT							
Student Learning Centre	3.33	4.00	3.72	3.00	3.67	0.00	3.68
AccessAbility Centre	0.00	5.00	4.00	3.00	4.29	0.00	4.16
ELTU	3.00	4.00	3.59	4.29	4.33	4.00	3.69
ADMINISTRATION SERVICES							
Graduate Office	3.41	3.68	3.66	4.00	3.47	3.71	3.60
International Office	3.50	3.20	3.23	4.40	3.11	2.80	3.30
FJ Reception desk	3.80	3.91	3.68	4.17	3.43	3.33	3.66
Cashiers Office	3.52	3.52	3.57	3.78	3.45	3.22	3.52
HEALTH AND WELFARE SERVICES							
Health Centre	3.67	3.63	3.69	4.50	4.00	4.00	3.80
Sick Bay	4.67	0.00	2.43	4.00	5.00	0.00	3.67
Counselling	3.67	0.00	2.57	4.00	3.63	0.00	3.26
Welfare	4.00	4.00	3.56	4.20	3.85	4.00	3.73
Chaplaincy	3.50	0.00	2.33	4.00	2.50	0.00	3.00

	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Med & Biol Sciences	Faculty of Education	All Respondents
ACCOMMODATION SERVICE							
Accommodation	3.38	3.12	3.52	3.57	2.69	3.58	3.28
Accommodation information	3.33	3.36	3.43	3.75	3.19	4.00	3.40
Accommodation Office	3.04	3.06	3.26	3.50	3.00	4.33	3.24
Wardens and Sub-wardens	3.27	3.17	3.67	4.25	2.95	4.40	3.46
Value for money of accommodation	2.95	2.85	2.97	3.13	2.80	3.92	2.99
CATERING SERVICES							
Snappers	3.20	3.50	3.48	3.40	3.23	3.50	3.38
The Venue	3.12	3.45	3.39	3.29	3.29	3.33	3.32
Café Piazza	3.46	3.36	3.42	3.56	3.26	3.88	3.42
CW Coffee Bar	3.19	3.47	3.30	3.78	3.11	3.33	3.28
Other Coffee bars	3.00	3.45	3.27	3.80	3.22	3.00	3.25
Value for money catering	3.06	3.00	3.04	3.17	2.57	2.92	2.92
SPORTS SERVICES							
Greenhouse Fitness	3.14	2.83	3.35	0.00	3.30	4.00	3.29
Manor Road Sports	3.80	3.67	3.52	0.00	4.19	4.00	3.78

IMPORTANCE RATINGS							
	Faculty of Arts	Faculty of Science	Faculty of the Social Sciences	Faculty of Law	Faculty of Med & Biol Sciences	Faculty of Education	All Respondents
Importance of computing	4.03	4.32	4.18	4.67	4.07	4.05	4.15
Importance of Library	4.69	4.04	4.58	4.83	4.12	4.84	4.45
Importance of course organisation	4.46	3.78	4.19	4.75	4.06	4.35	4.19
Importance of teaching methods	4.51	3.78	4.21	4.75	4.15	4.55	4.25
Importance of quality of teaching rooms	3.43	3.30	3.41	4.00	3.20	3.84	3.41
Importance of skills training	3.81	3.67	3.75	4.17	3.81	3.94	3.80
Importance of progress information	4.03	3.67	4.09	4.33	3.89	4.50	4.03
Importance of academic support	4.38	4.08	4.23	4.67	4.32	4.74	4.31
Importance of pastoral support	3.68	3.71	3.58	3.75	3.75	3.72	3.66
Importance of feedback channels	3.65	3.75	3.82	4.42	3.63	4.26	3.79