# The UNION

StART Talking Week October 2019

By UPSU Insights Function

Introduction

- The StART Talking Week ran from Monday 21st to Friday 25th October 2019.

- There were 892 responses in total;
  - 480 positive (53.8%)
  - 175 neutral (19.6%)
  - 237 negative responses (26.6%)

- Main categories of feedback were;
  - 213 responses on 'Teaching on the Course' (24%)
  - 115 responses on 'Course & Learning Content' (13%)

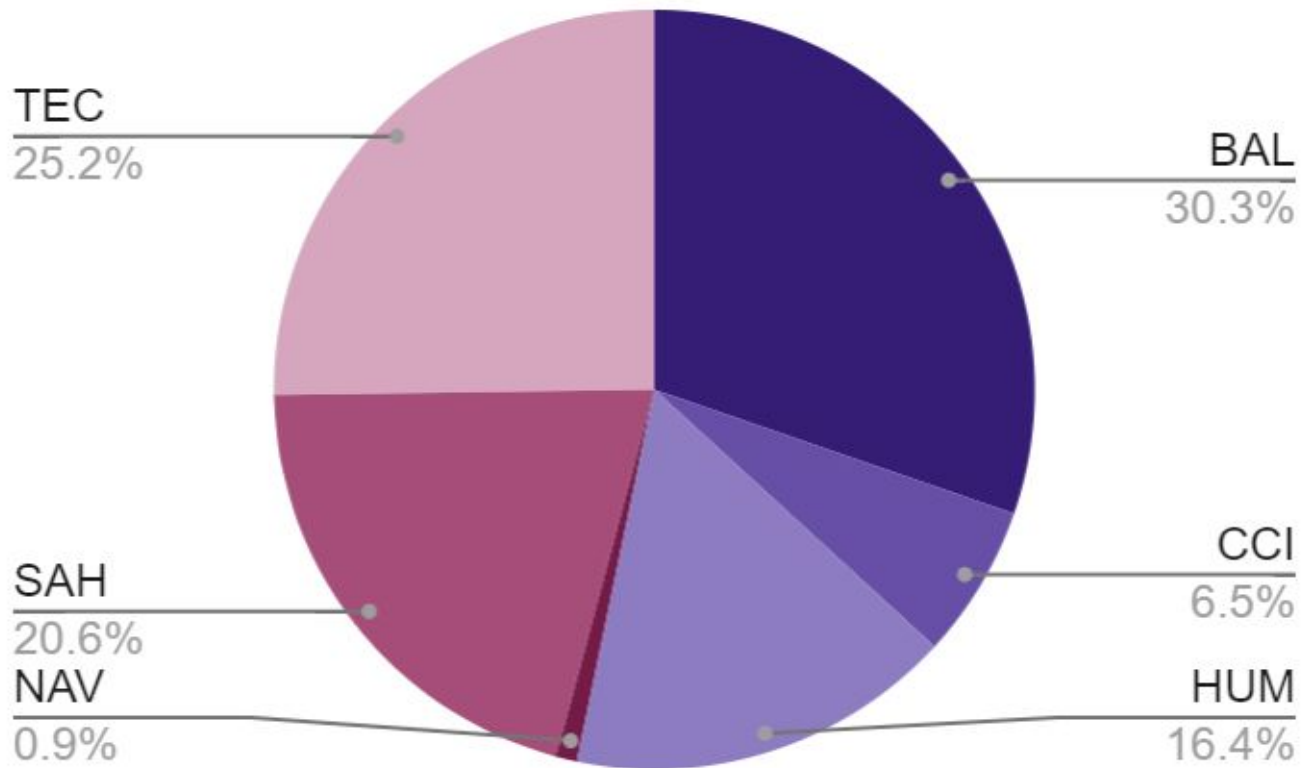- The Business and Law Faculty had the most responses (30%).
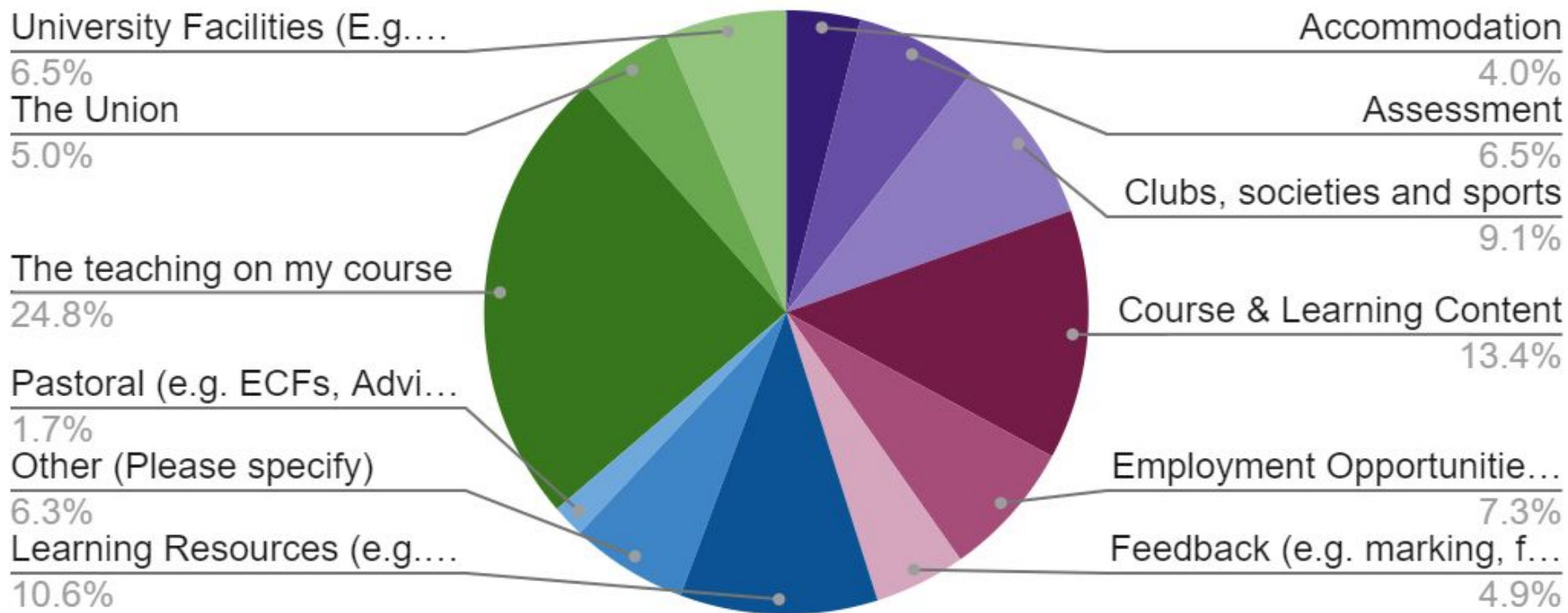
Overall University Feedback

892 responses

Negative
26.6%

Positive
53.8%

Neutral
19.6%

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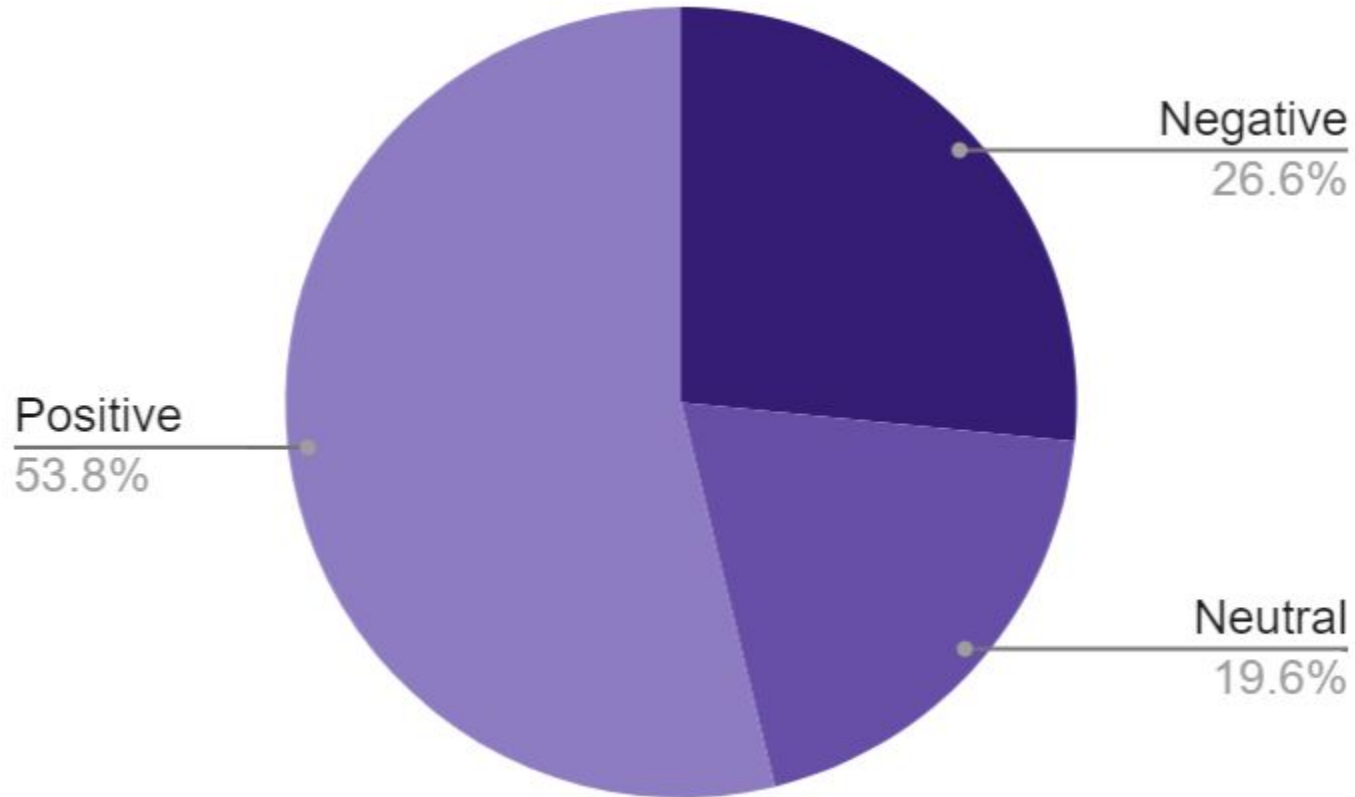
Overall University Feedback

890 responses (2 Invalid)

TEC
25.2%

BAL
30.3%

SAH
20.6%

NAV
0.9%

CCI
6.5%

HUM
16.4%

Overall University Feedback by Category

860 responses (32 uncategorised)

University Facilities (E.g....
6.5%

The Union
5.0%

The teaching on my course
24.8%

Pastoral (e.g. ECFs, Advi...
1.7%

Other (Please specify)
6.3%

Learning Resources (e.g....
10.6%

Accommodation
4.0%

Assessment
6.5%

Clubs, societies and sports
9.1%

Course & Learning Content
13.4%

Employment Opportunitie...
7.3%

Feedback (e.g. marking, f...
4.9%

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Overall University Feedback

860 responses (32 uncategorised)
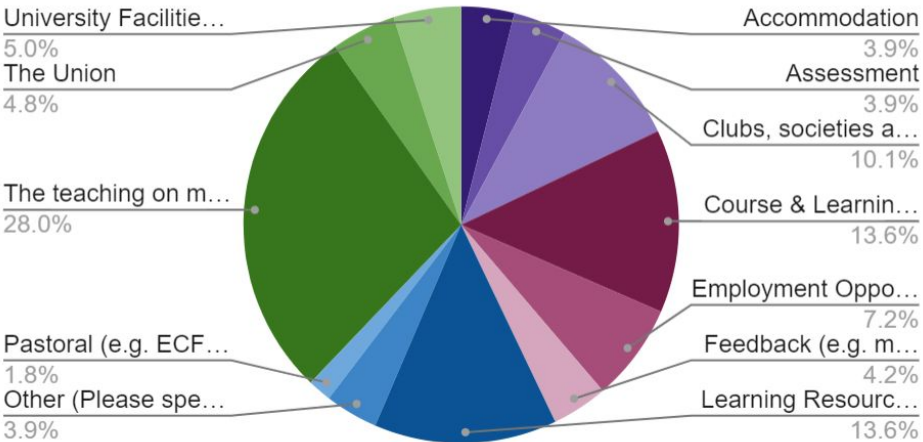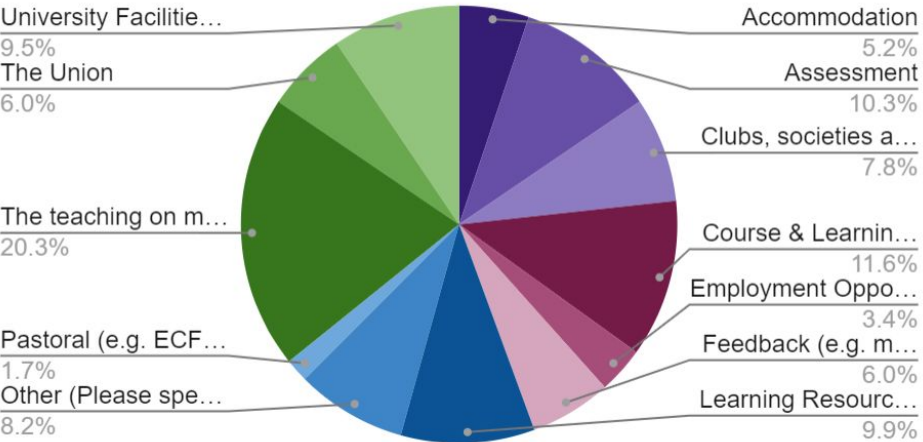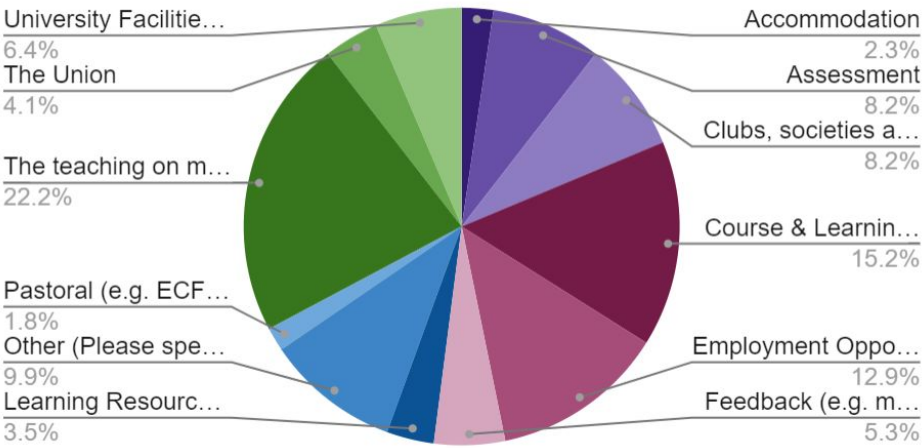
Business and Law

269 responses

Negative
29.0%

Positive
50.9%

Neutral
20.1%

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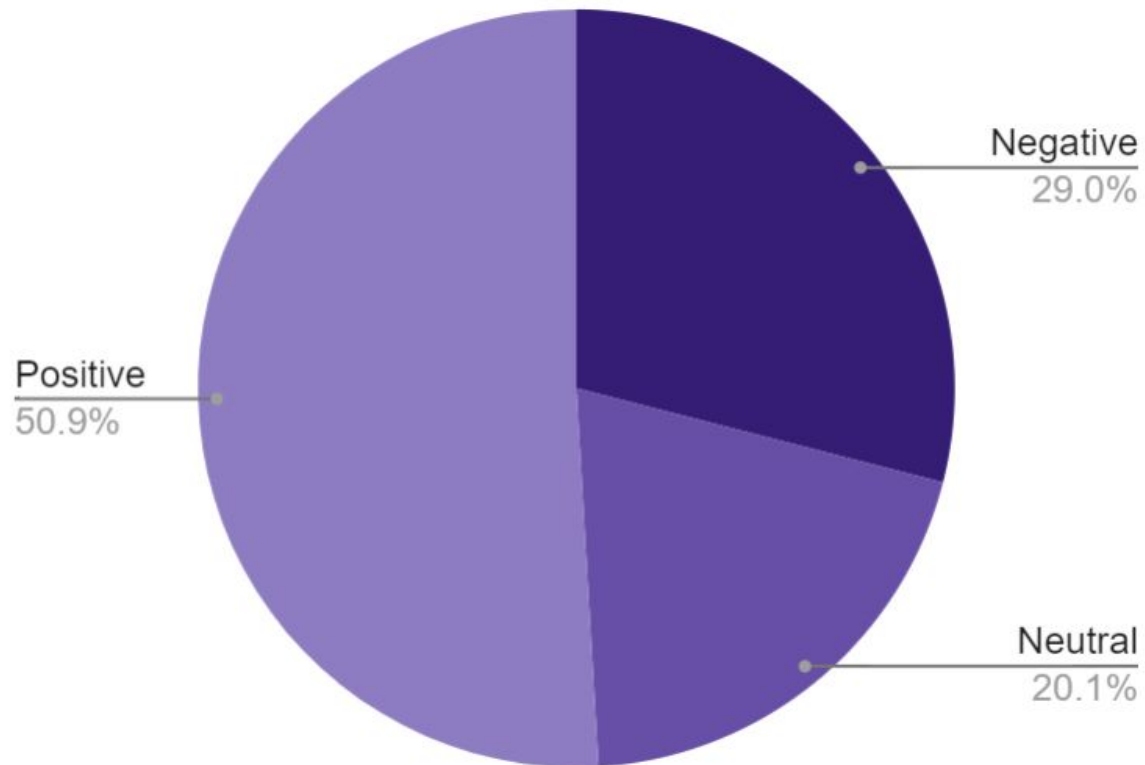
Business and Law by Category

264 responses (5 uncategorised)

University Facilities (E.g.…
4.9%

The Union
5.3%

The teaching on my course
21.6%

Pastoral (e.g. ECFs, Advi…
2.3%

Other (Please specify)
4.9%

Learning Resources (e.g.…
12.5%

Accommodation
4.9%

Assessment
7.6%

Clubs, societies and sports
7.2%

Course & Learning Content
13.6%

Employment Opportunitie…
10.2%

Feedback (e.g. marking, f…
4.9%

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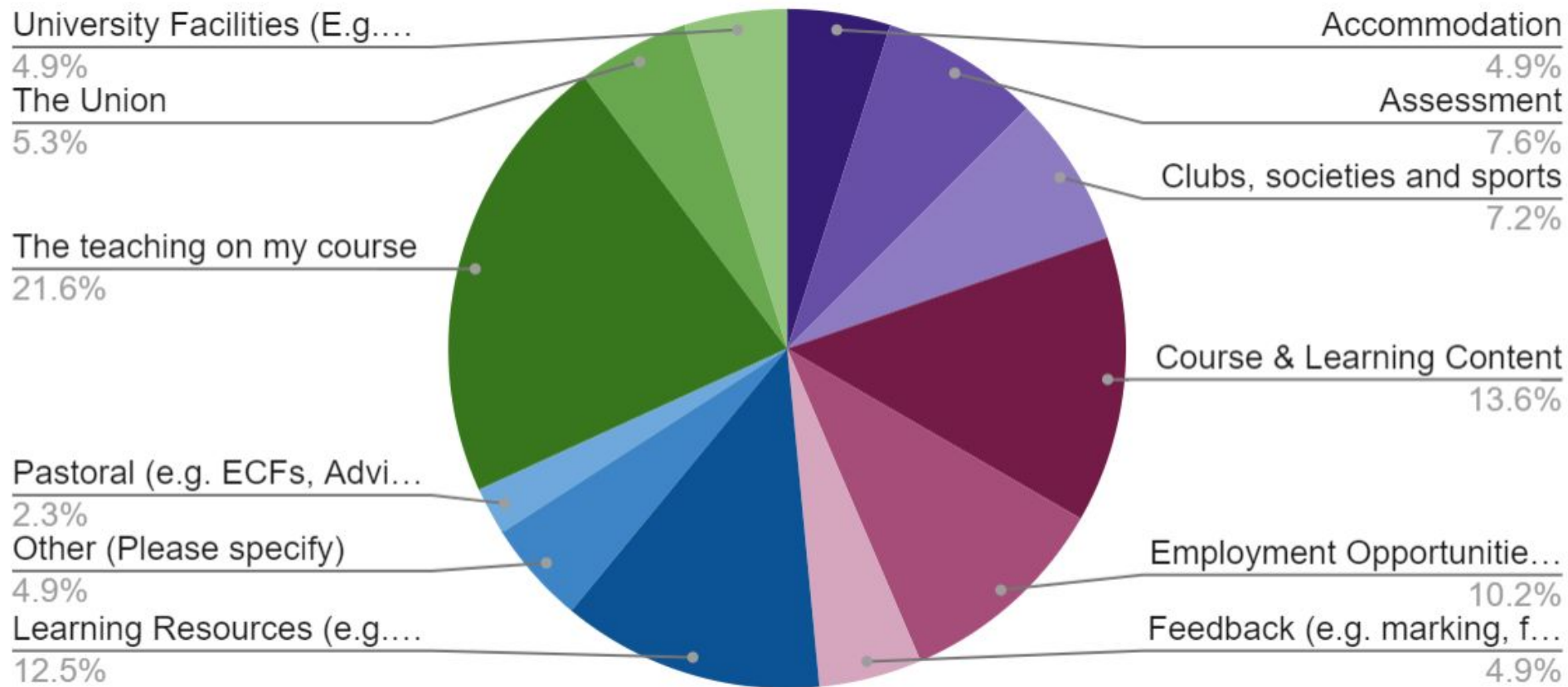
BAL Positives and Negatives

59 responses Neutral or uncategorised
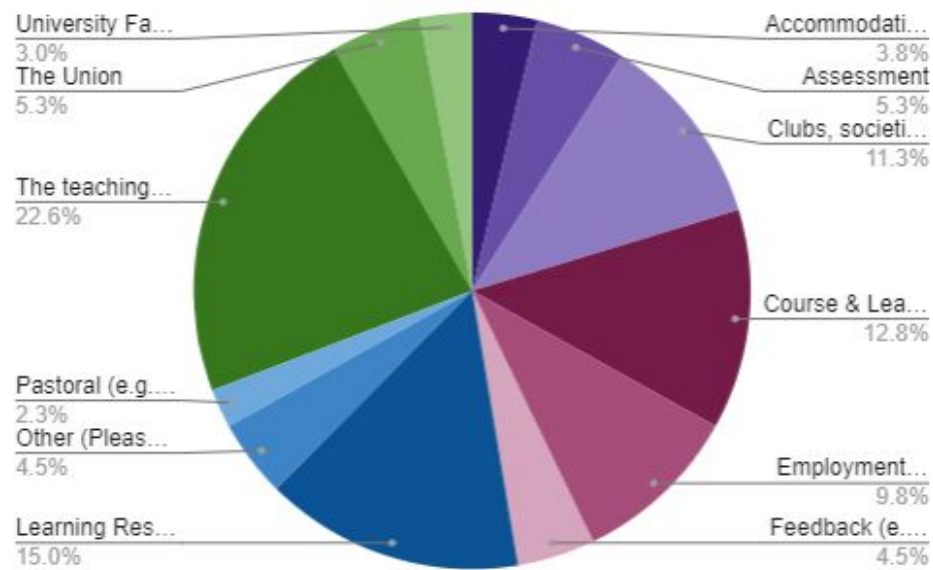
133 positive responses
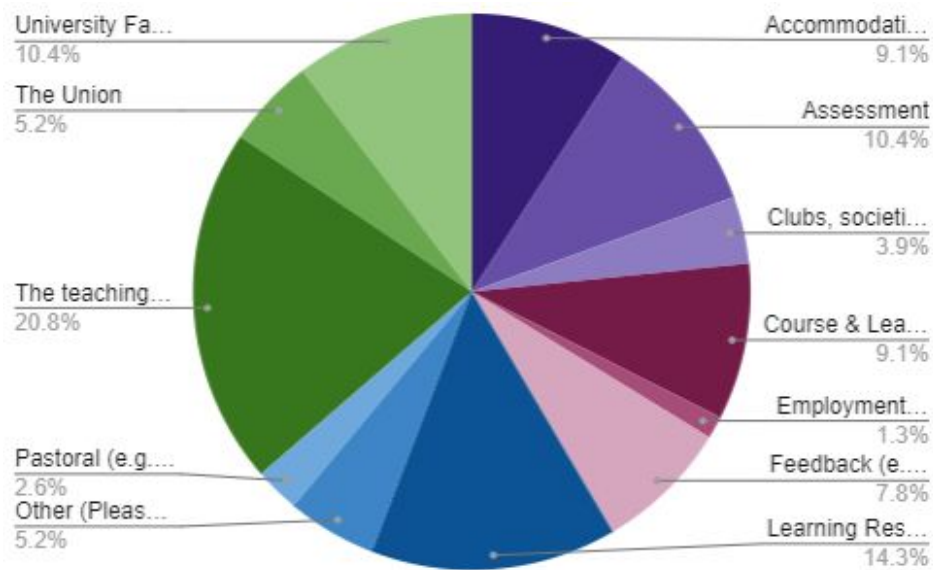
77 negative responses

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Creative and Cultural Industries

58 responses

Negative
31.0%

Positive
51.7%

Neutral
17.2%

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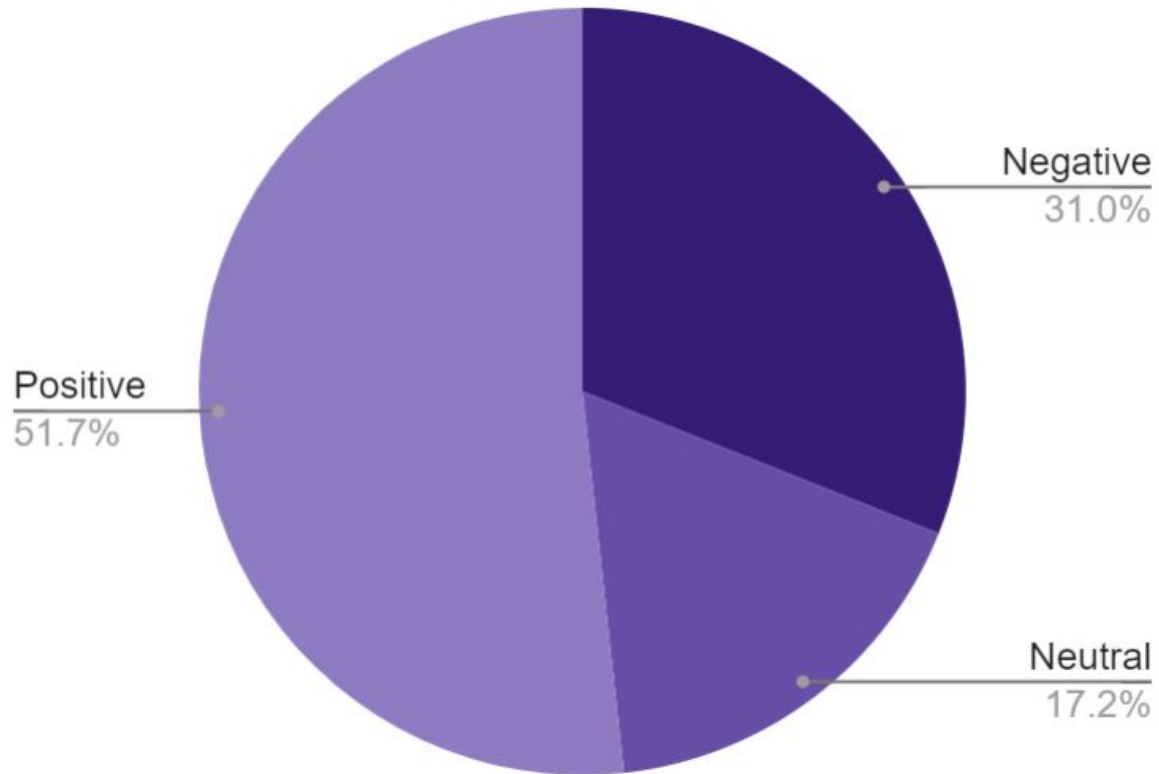
Creative and Cultural Industries by Category

58 responses

University Facilities (E.g….
8.6%
The Union
5.2%

The teaching on my course
31.0%

Pastoral (e.g. ECFs, Advi…
1.7%

Accommodation
6.9%
Assessment
3.4%
Clubs, societies and sports
8.6%

Course & Learning Content
19.0%
Employment Opportunitie…
1.7%
Feedback (e.g. marking, f…
1.7%
Other (Please specify)
10.3%

The Union
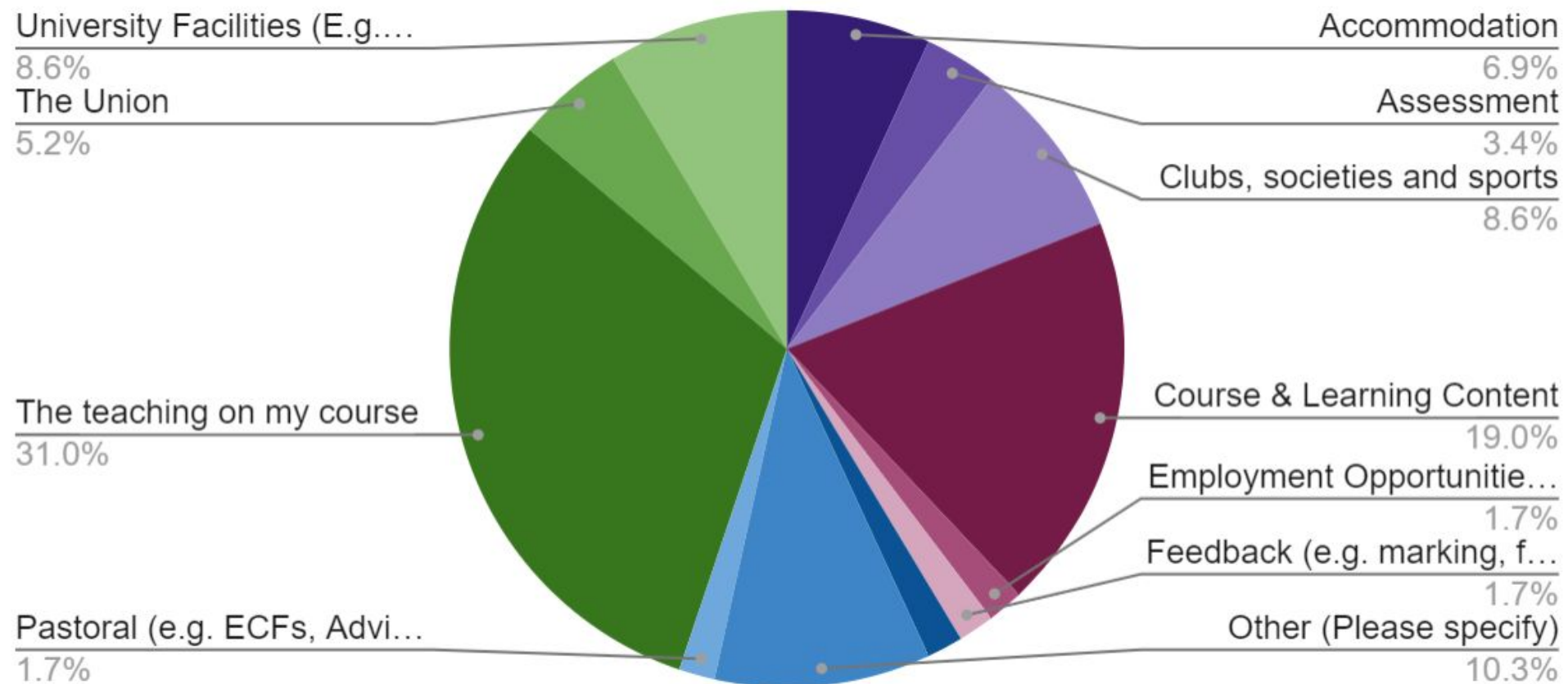
CCI Positives and Negatives

10 responses Neutral
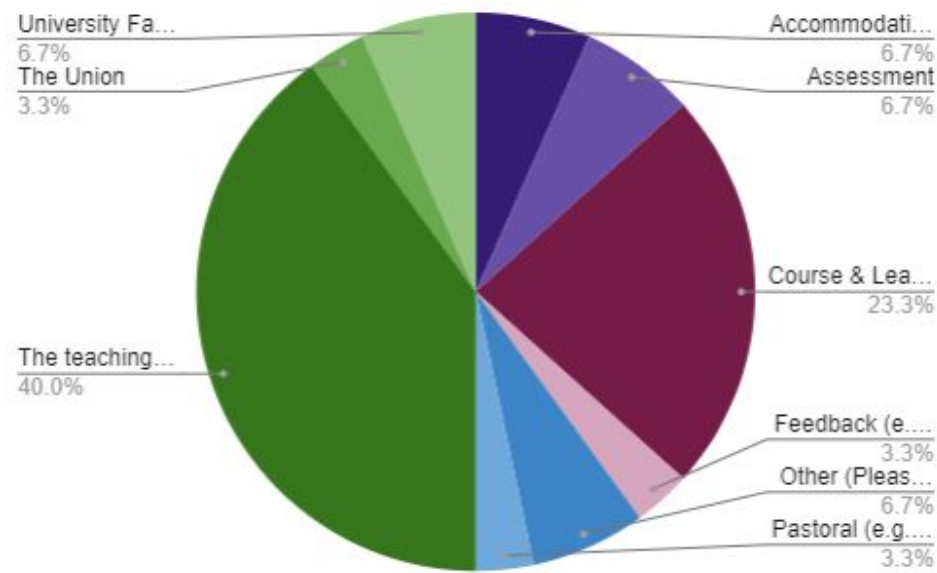
30 positive responses
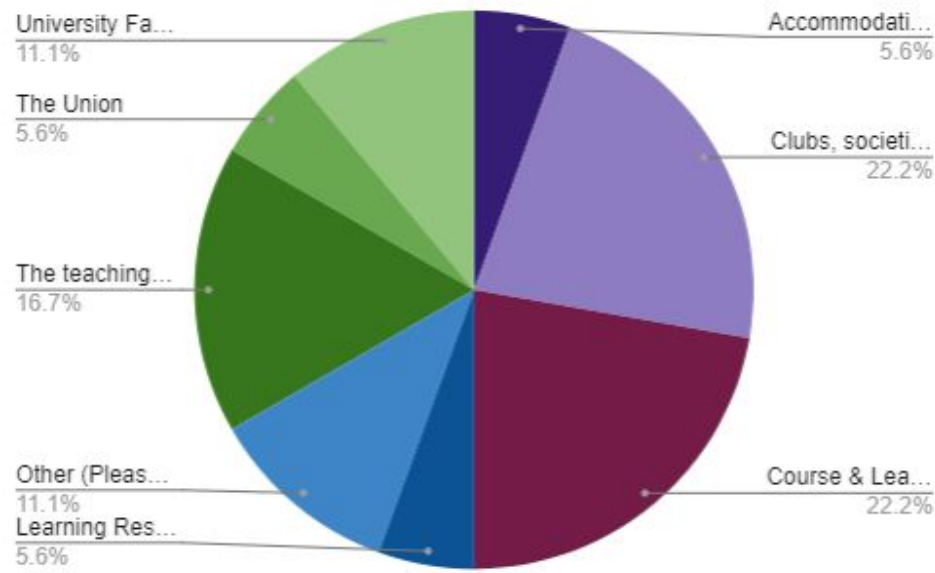
18 negative responses

Humanities and Social Sciences

146 responses

Negative
17.8%

Neutral
16.4%
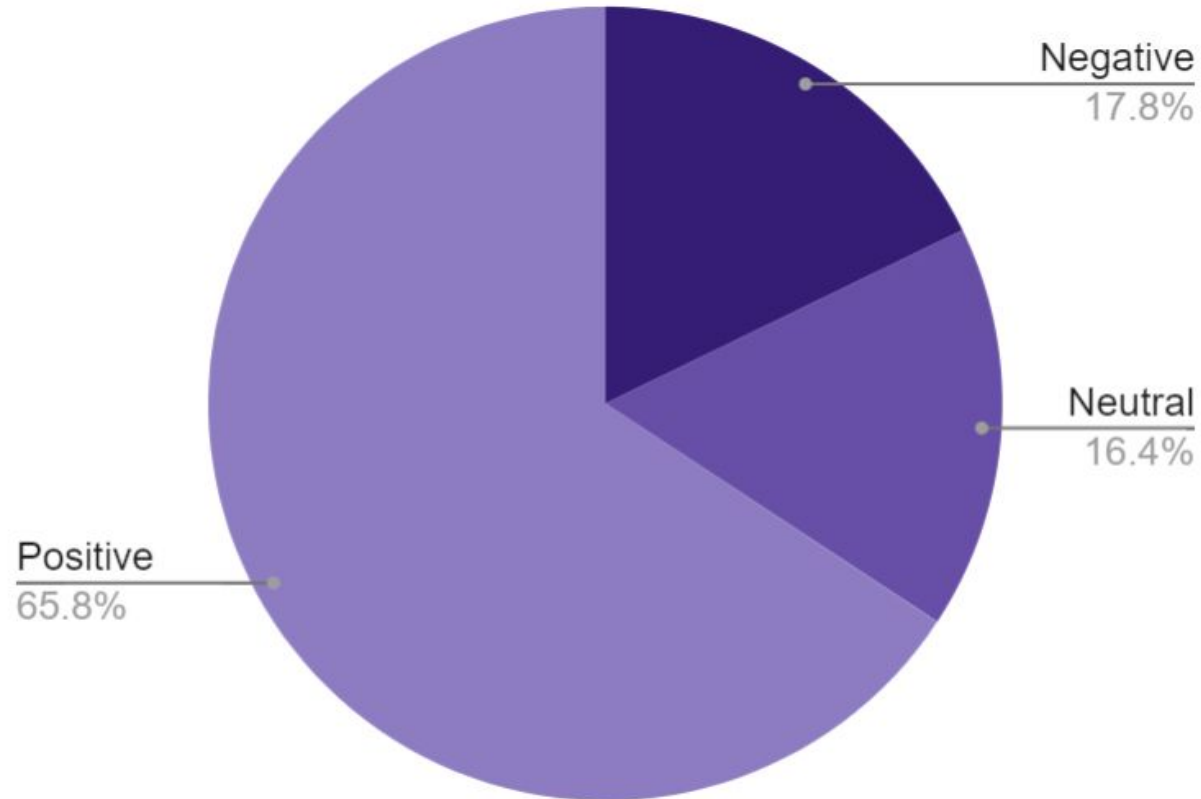
Positive
65.8%

Humanities and Social Sciences by Category

139 responses (7 uncategorised)

University Facilities (E.g....
8.6%

The Union
5.2%

The teaching on my course
31.0%

Pastoral (e.g. ECFs, Advi...
1.7%

Accommodation
6.9%

Assessment
3.4%

Clubs, societies and sports
8.6%

Course & Learning Content
19.0%

Employment Opportunitie...
1.7%

Feedback (e.g. marking, f...
1.7%

Other (Please specify)
10.3%
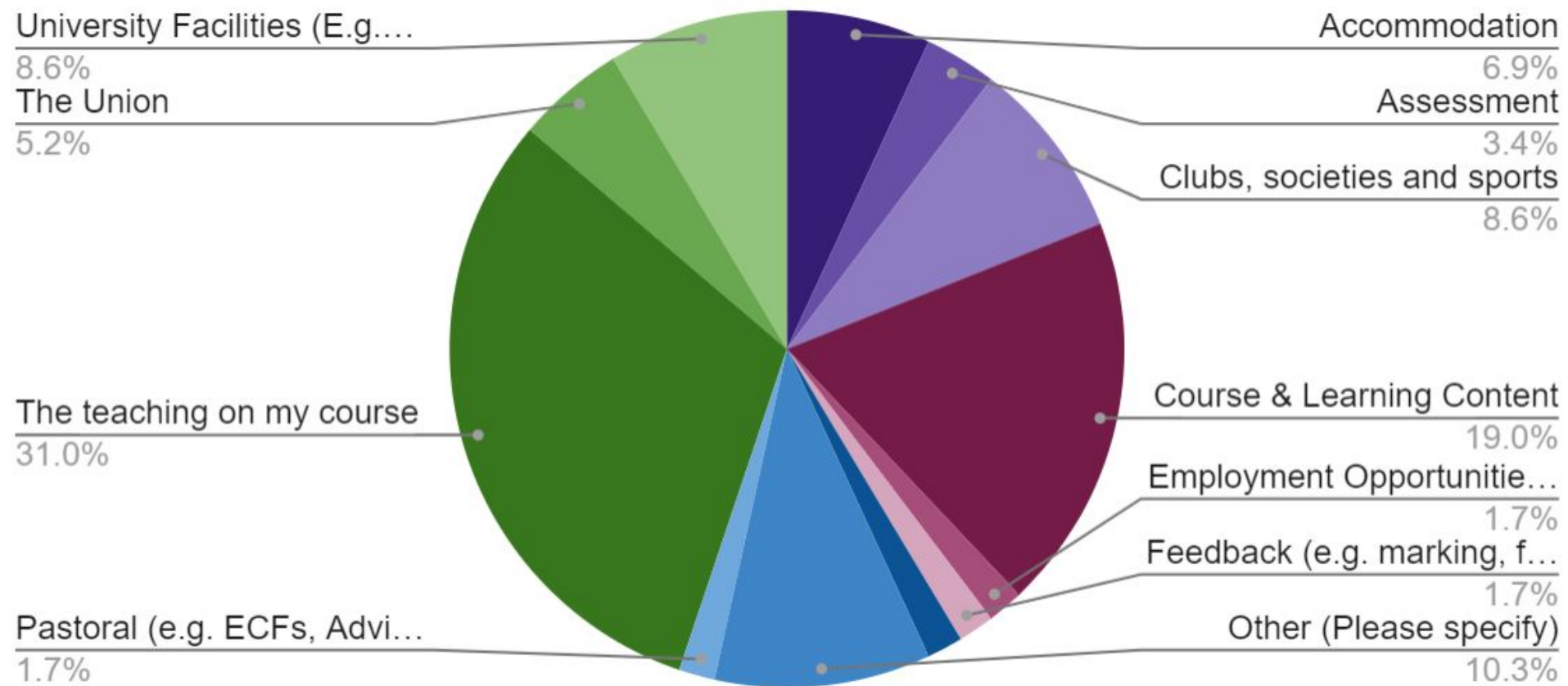
HUM Positives and Negatives

30 responses Neutral or uncategorised

91 positive responses

University Fa... 5.5%
The Union 6.6%
The teaching... 31.9%
Other (Pleas... 3.3%
Accommodati... 3.3%
Assessment 2.2%
Clubs, societi... 9.9%
Course & Lea... 14.3%
Employment... 2.2%
Feedback (e... 3.3%
Learning Res... 17.6%

25 negative responses

University Fa... 20.0%
The Union 4.0%
The teaching... 28.0%
Assessment 8.0%
Clubs, societi... 4.0%
Course & Lea... 4.0%
Feedback (e... 12.0%
Learning Res... 8.0%
Other (Pleas... 12.0%
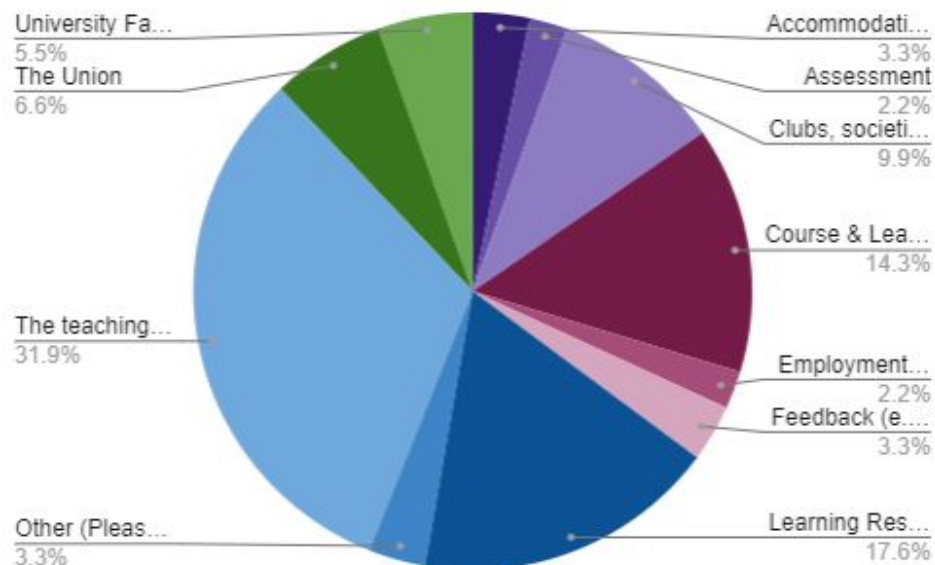
ICP
8 responses
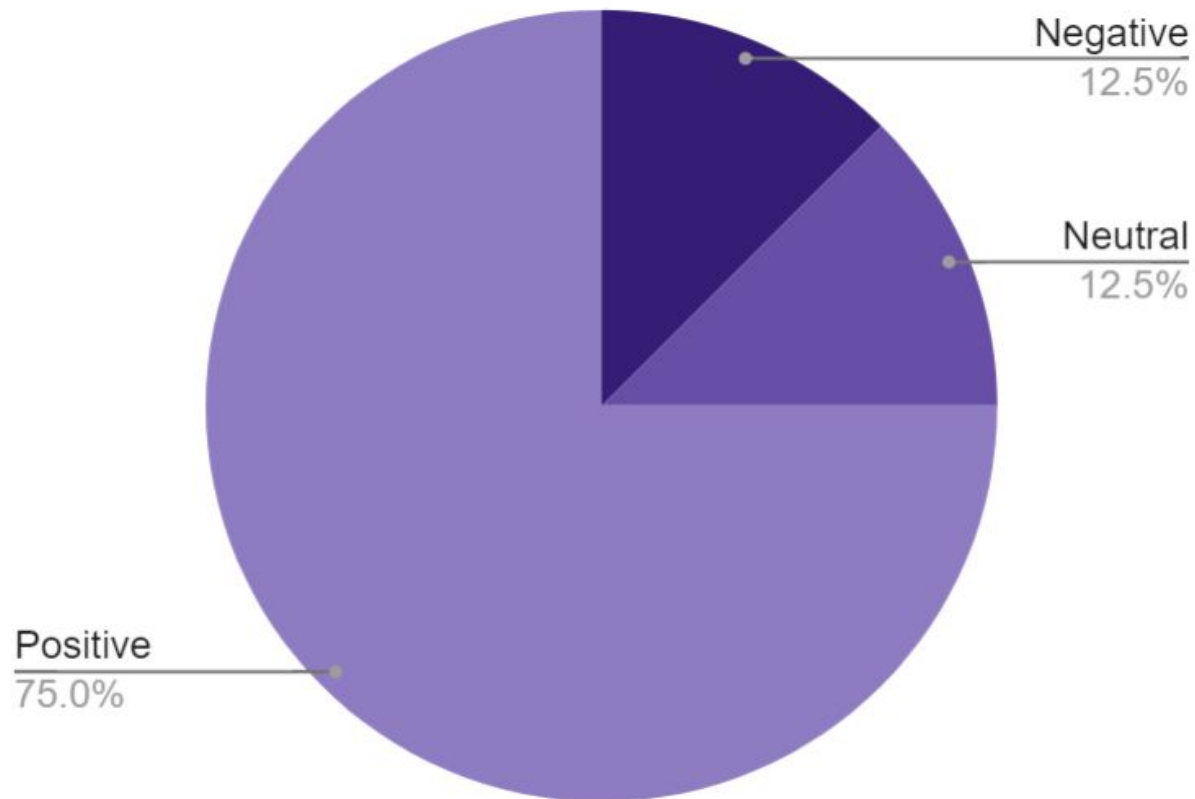
ICP by Category

7 responses (1 uncategorised)

University Facilities (E.g....
14.3%

The Union
14.3%

The teaching on my course
28.6%

Feedback (e.g. marking, f...
14.3%

Learning Resources (e.g....
14.3%

Other (Please specify)
14.3%

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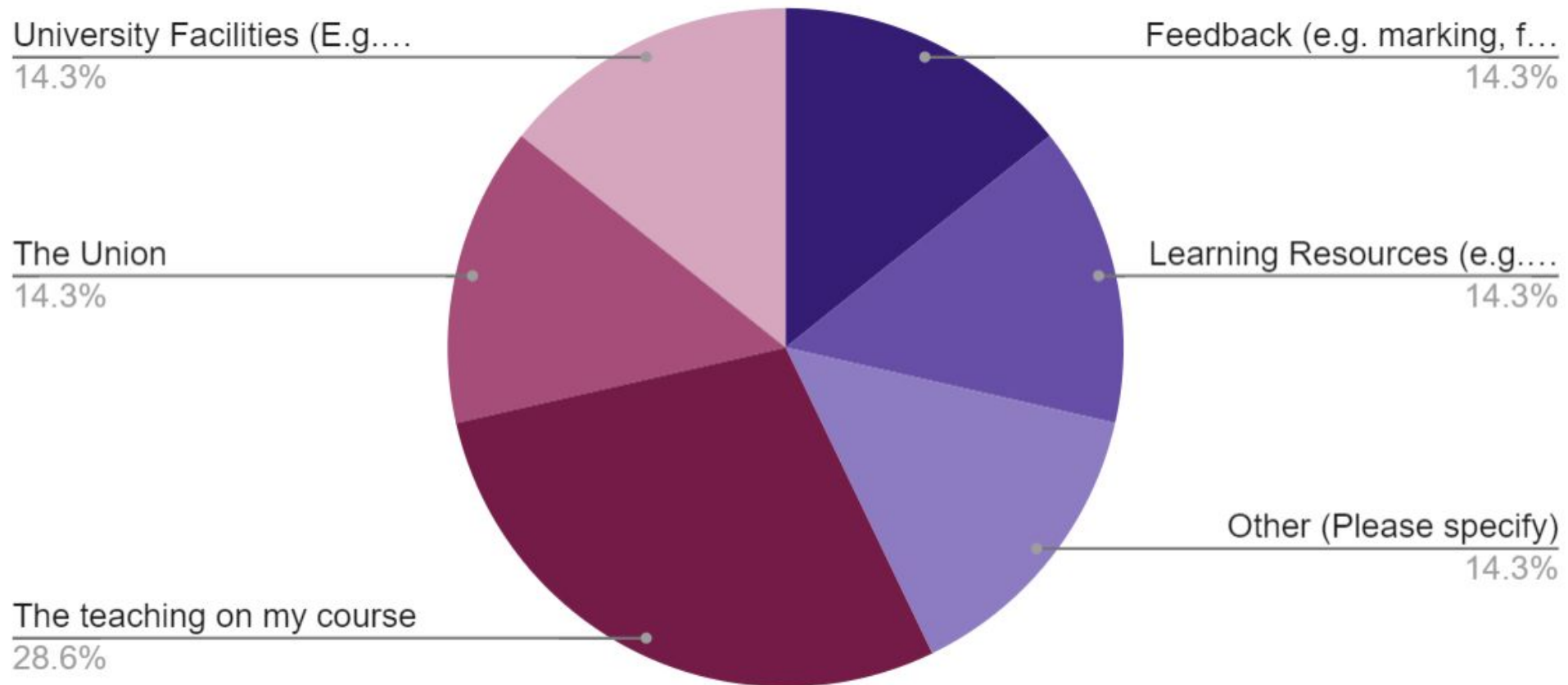
Science and Health

183 responses

Negative 31.7%
Positive 47.5%
Neutral 20.8%
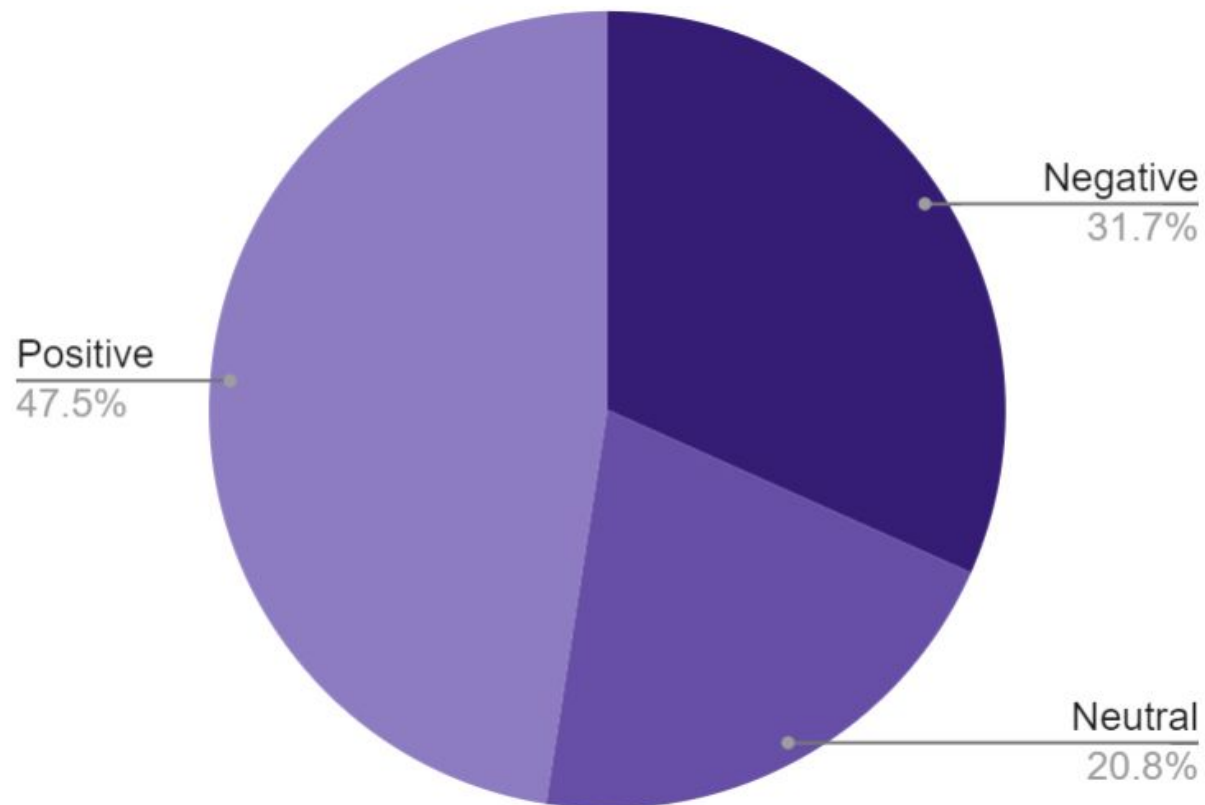
Science and Health by Category

175 responses (8 uncategorised)

University Facilities (E.g.… 7.4%

The Union 4.0%

The teaching on my course 24.0%

Pastoral (e.g. ECFs, Advi… 1.7%

Other (Please specify) 5.7%

Learning Resources (e.g.… 7.4%

Accommodation 2.3%

Assessment 9.7%

Clubs, societies and sports 12.0%

Course & Learning Content 12.0%

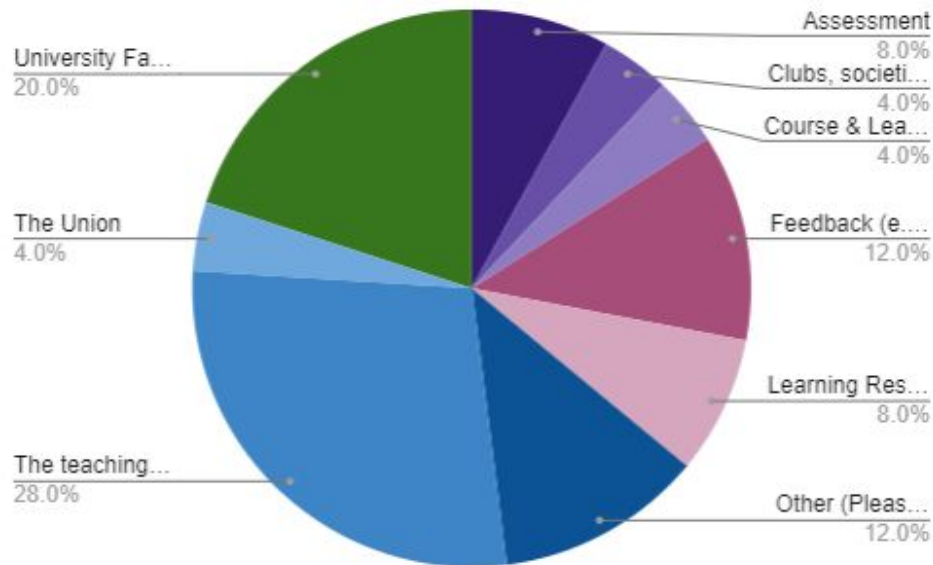Employment Opportunitie… 10.3%

Feedback (e.g. marking, f… 3.4%

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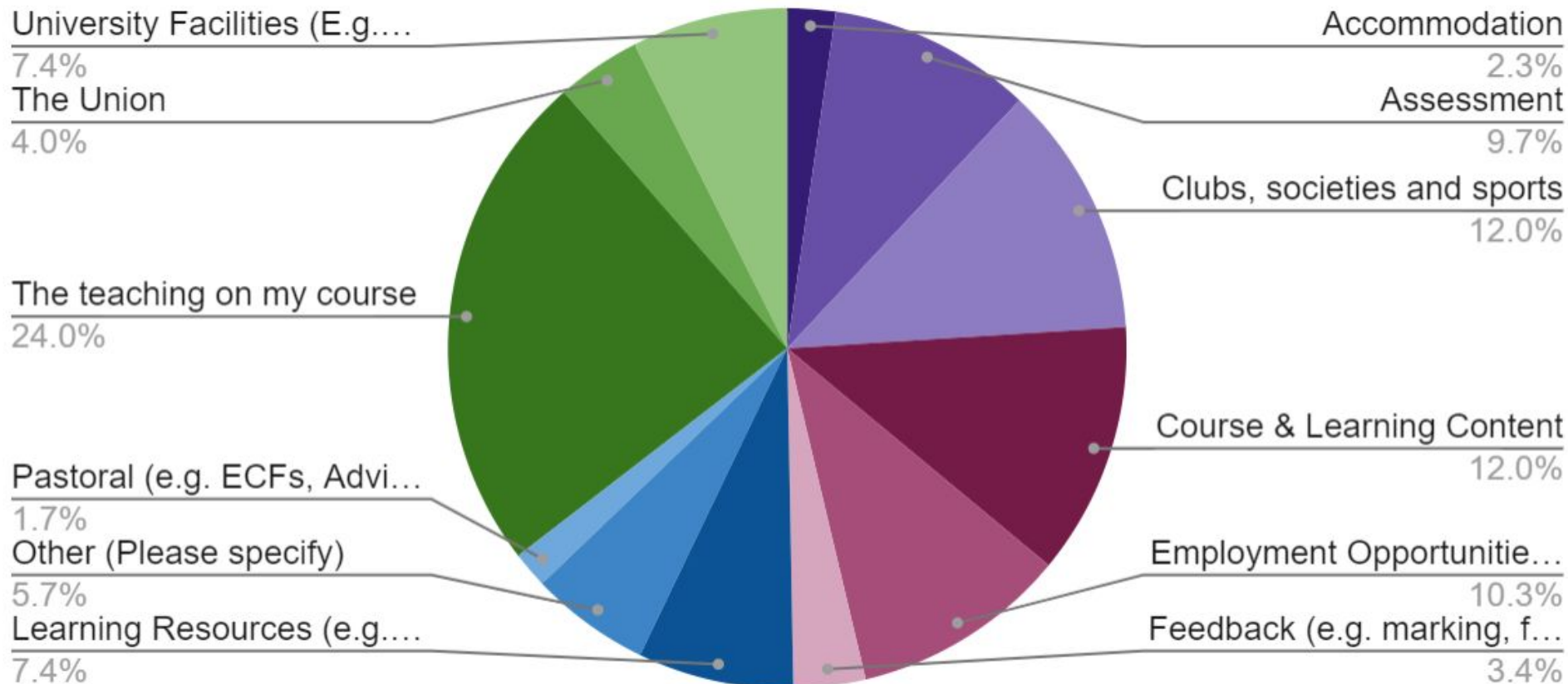
SAH Positives and Negatives

44 responses Neutral or uncategorised
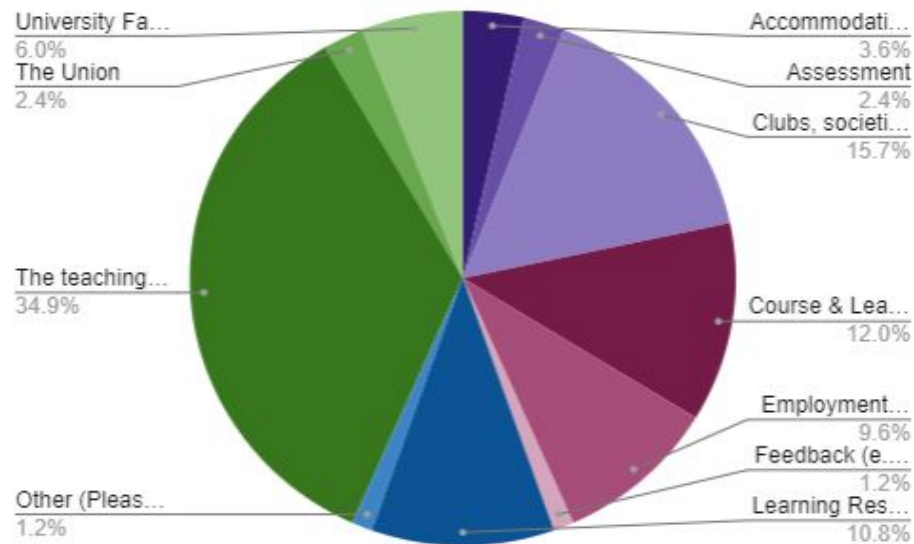
83 positive responses
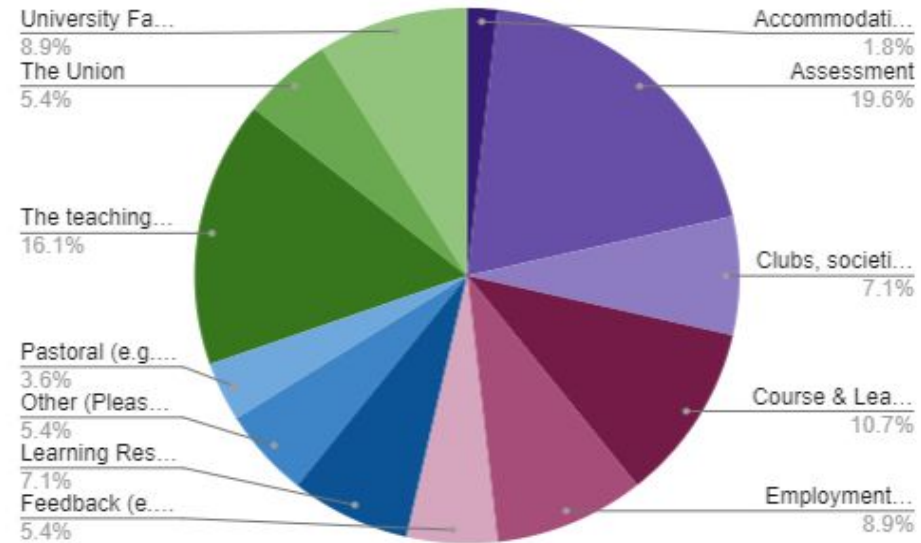
56 negative responses

Technology
224 responses

Negative
24.6%

Positive
54.0%

Neutral
21.4%

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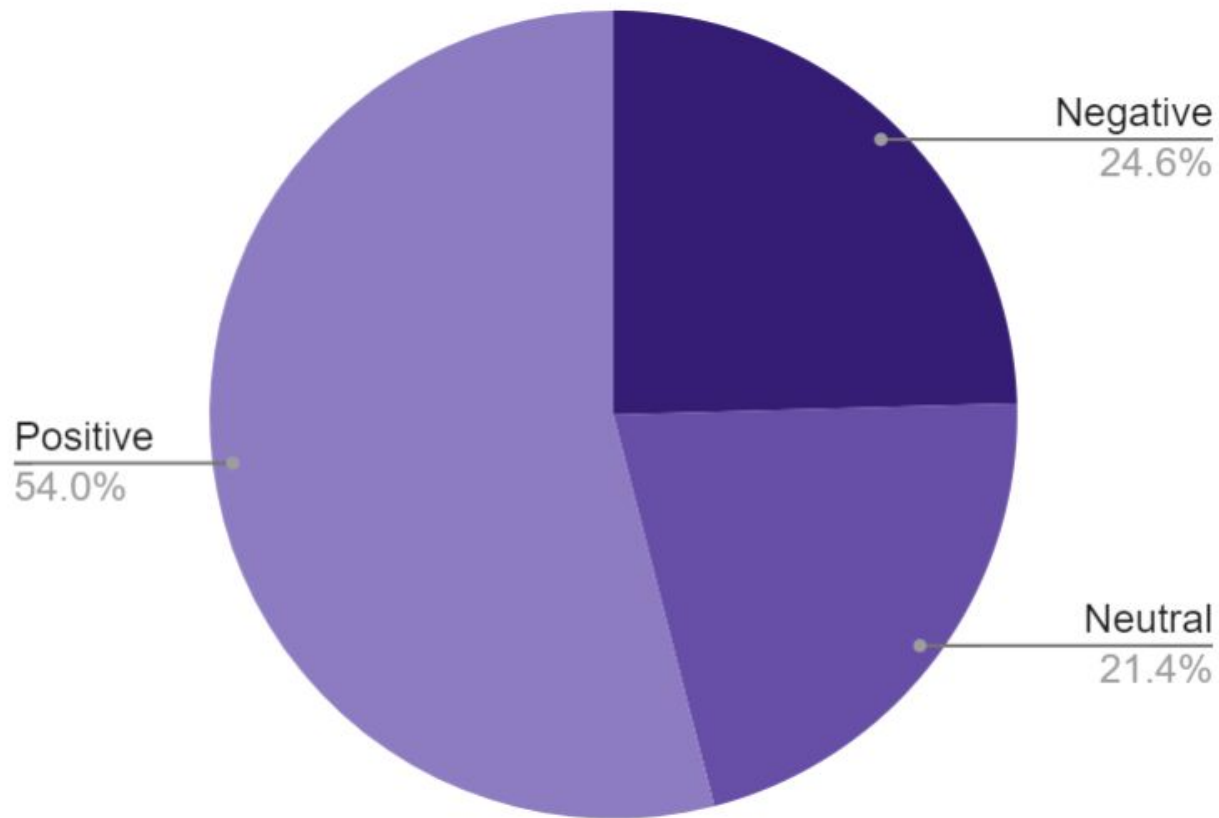
Technology by Category
214 responses (10 uncategorised)

University Facilities (E.g.... 4.7%
The Union 4.7%
The teaching on my course 26.2%
Pastoral (e.g. ECFs, Advi... 2.3%
Other (Please specify) 7.5%
Accommodation 3.3%
Assessment 3.7%
Clubs, societies and sports 10.3%
Course & Learning Content 14.0%
Employment Opportunitie... 7.0%
Feedback (e.g. marking, f... 5.6%
Learning Resources (e.g.... 10.7%
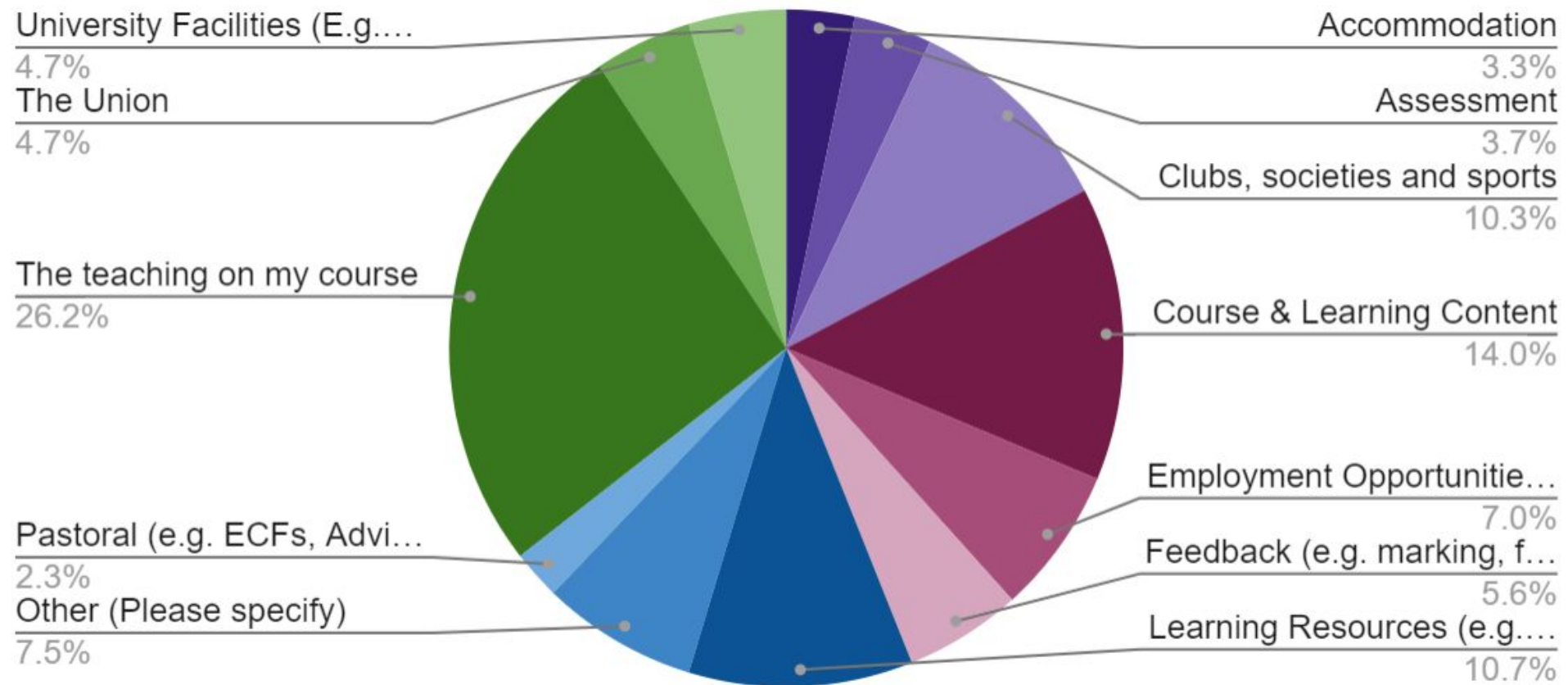
TEC Positives and Negatives

57 responses Neutral or uncategorised
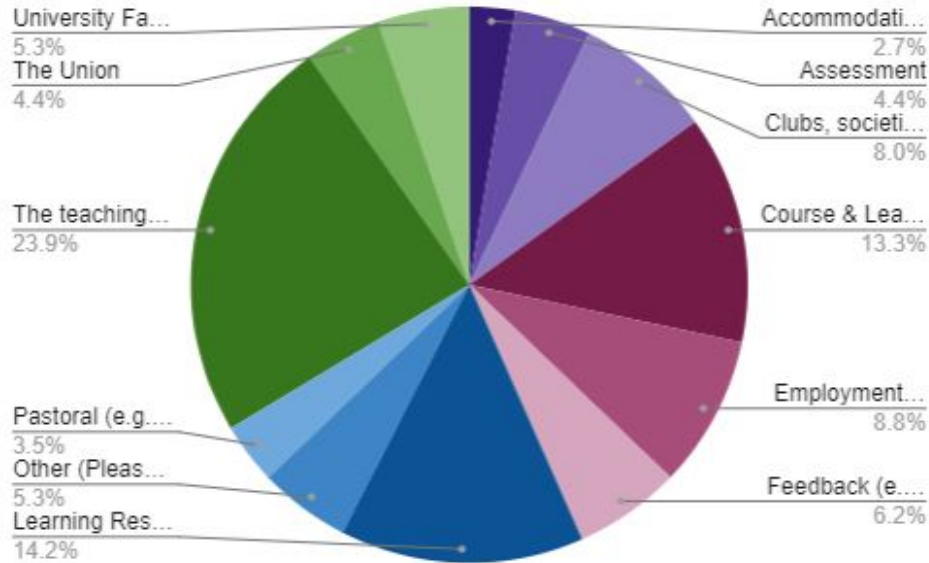
113 positive responses

54 negative responses

The Union

Comment Trends - UoP

Positive

- 117 - Course Content
- 104 - Teaching Staff
- 53 - Library
- 41 - Societies
- 26 - Union Services
- 26 - University Facilities
- 18 - Placements/Grad Jobs/Jobs
- 8 - Course Reps
- 7 - Additional Support
- 6 - Food/Cafes
- 3 - Accomodation
- 3 - Bus
- 3 - Tutor Group
- 1 - Peers

Neutral

- 16 - Union & Societies
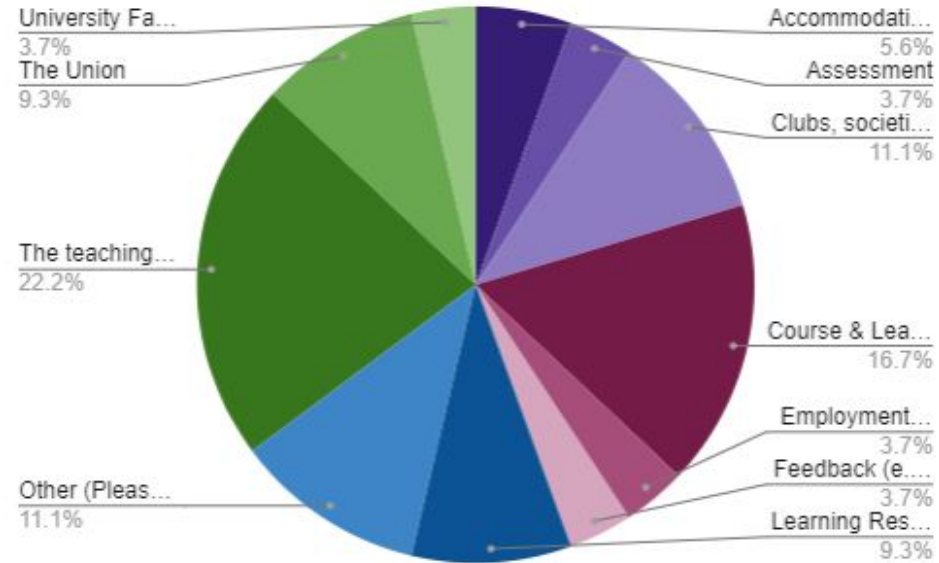- 14 - Placements/Grad Jobs/Jobs
- 14 - Timetable Suggestions
- 11 - Library
- 10 - Course Information
- 7 - Moodle
- 6 - Student Wellbeing
- 6 - Assessments

Negative

- 81 - Course Organisation
  - Rushed semester structure
  - Admin issues at start of term
- 56 - Assessments & Feedback
  - Group work
  - Deadlines close together with new semester structure
- 38 - Teaching Staff
- 34 - Union and Societies
- 21 - Library
  - Lack of space
- 21 - University Facilities
- 17 - Placements/Grad Jobs/Jobs
- 14 - Living Conditions & Expenses
- 9 - Recorded Lectures
- 8 - Bus
- 8 - Advice & Additional Support
- 4 - University Hygiene
- 3 - Course Reps
- 2 - Gym
- 1 - Course Fees

*130 Submissions without specified feedback or N/A

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Comment Trends - BAL

Positive

- 32   Course Content
- 25   Teaching Staff
- 17   Library
- 15   Societies
- 7   Placements/Jobs/Grad Roles
- 4   University Facilities
- 3   Union Services
- 2   Food/Cafes
- 1   Accomodation
- 1   Additional Support
- 1   Course Reps
- 0   Bus
- 0   Peers
- 0   Tutor Group

Neutral

- 6   Library
- 5   Placements/Jobs/ Grad Roles
- 4   Assessments
- 3   Timetable Suggestions
- 3   Union & Societies
- 2   Course Information
- 1   Student Wellbeing
- 0   Moodle

Negative

- 23   Course Organisation
- 18   Assessments & Feedback
- 17   Teaching Staff
- 12   Library
- 7   Living Conditions & Expenses
- 5   University Building Facilities
- 5   Union & Societies
- 5   Placements/Jobs/Work Opportunities
- 3   Recorded Lectures
- 2   Gym
- 1   Bus
- 1   University Hygiene
- 1   Advice & Additional Support
- 0   Course Fees
- 0   Course Reps

*46 Submissions without specified feedback

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Comment Trends - BAL

The most frequent positive themes were:

1. **Course Content** - 32

   1.1. The comments show general satisfaction with the course content, particularly modules that are designed to stand out in job applications and provide opportunities to work with real businesses. The availability of lecture materials through recording lectures and publishing powerpoints was also praised.

2. **Teaching Staff** - 25

   2.1. Praise for staff members who are very responsive to students' issues and questions and work with the students to improve the course / module. Further praise for staff who are enthusiastic about their content and who offer constructive, proactive feedback.

3. **Library** - 17

   3.1. This mainly referred to the wide range of resources available, the library staff being friendly and helpful, as well as the 24/7 access to the library.

Comment Trends - BAL

The most frequent negative themes were:

1. **Course Organisation** - 23

    1.1. Comments identified a lack of guidance for independent study. Some comments refer to the change in teaching terms, saying that the increase of modules per term affects the ability to manage time efficiently, while having the same content taught within a shorter period of time leads to decreasing concentration and increasing stress due to more assessments.

2. **Assessments & Feedback** - 18

    2.1. This mainly referred to a need for clarity in assessment requirements as well as more guidance and support offered prior to the deadlines.

3. **Teaching staff** - 17

    3.1. This mainly referred to a need for some teaching staff to be more approachable and open to questions from students.

Comment Trends - CCI

Positive

- 13   Course Content
- 12   Teaching Staff
- 4   University Facilities
- 3   Union Services
- 1   Accomodation
- 1   Course Reps
- 0   Library
- 0   Societies
- 0   Placements/Jobs/Grad Roles
- 0   Food/Cafes
- 0   Additional Support
- 0   Bus
- 0   Peers
- 0   Tutor Group

Neutral

- 3   Student Wellbeing
- 2   Library
- 2   Timetable Suggestions
- 1   Union & Societies
- 0   Placements/Jobs/ Grad Roles
- 0   Assessments
- 0   Course Information
- 0   Moodle

Negative

- 9   Course Organisation
- 5   Union & Societies
- 4   Teaching Staff
- 3   University Building Facilities
- 2   Assessments & Feedback
- 2   Placements/Jobs/Work Opportunities
- 2   University Hygiene
- 1   Library
- 1   Living Conditions & Expenses
- 1   Recorded Lectures
- 1   Bus
- 0   Gym
- 0   Advice & Additional Support
- 0   Course Fees
- 0   Course Reps

*4 Submissions without specified feedback

Comment Trends - CCI

The most frequent positive themes were:

1. **Course Content** - 13

   1.1. The comments showed general satisfaction with the course content, particular praise for content that is interesting and helpful, as well as practical.

2. **Teaching Staff** - 12

   2.1. Positive comments referring to staff being friendly and responsive to queries, as well as informed and professional in teaching. Particular praise for staff who strive to make lectures interactive and engaging with students throughout.

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Comment Trends - CCI

The most frequent negative themes were:

1. **Course Organisation** - 9

    1.1.   Some comments refer to modules content being repetitive, which leads to decreased attendance, and identify a need to shift the focus from theory to practical solutions. Additionally, the feedback shows a need for more information on work placements opportunities.

2. **Union and Societies** - 5

    2.1.   Comments mention the closure of Waterhole Bar and identify a need for more diverse student groups.

Comment Trends - HSS

Positive

- 23 Teaching Staff
- 21 Course Content
- 13 Library
- 5 Union Services
- 4 University Facilities
- 4 Societies
- 3 Placements/Jobs/Grad Roles
- 3 Additional Support
- 3 Bus
- 2 Course Reps
- 2 Food/Cafes
- 1 Peers
- 0 Accomodation
- 0 Tutor Group

Neutral

- 3 Union & Societies
- 2 Course Information
- 2 Moodle
- 1 Student Wellbeing
- 1 Library
- 1 Placements/Jobs/ Grad Roles
- 0 Timetable Suggestions
- 0 Assessments

Negative

- 13 Course Organisation
- 10 Assessments & Feedback
- 7 University Building Facilities
- 3 Union & Societies
- 3 Library
- 2 Teaching Staff
- 1 University Hygiene
- 1 Living Conditions & Expenses
- 1 Bus
- 0 Placements/Jobs/Work Opportunities
- 0 Recorded Lectures
- 0 Gym
- 0 Advice & Additional Support
- 0 Course Fees
- 0 Course Reps

*23 Submissions without specified feedback

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Comment Trends - HSS

The most frequent positive themes were:

1. **Teaching Staff** - 23

    1.1. Comments generally praised teaching staff who are supportive, knowledgeable and keen to make the content engaging and practical. There were positive examples of students feeling supported and encouraged by the teaching staff.

2. **Course Content** - 21

    2.1. This mainly referred to students enjoying their course and finding it useful and interesting. Particular praise to the diversity in module options and opportunities for practical experience.

3. **Library** - 7

    3.1. Overall positive comments about the library and resources available, such as wide range of books available, silent areas for study and the references webpage.

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Comment Trends - HSS

The most frequent negative themes were:

1. **Course Organisation** - 13

    1.1. Comments contained mentions of timetabling issues at the beginning of the term and identified a need for more contact time between staff and students. There was also mention of the recent change which saw modules condensed into one term as having a negative impact on studies and having lacked consultation with students.

2. **Assessments & Feedback** - 10

    2.1. This mainly referred to a need for more support and guidance on upcoming deadlines as well as more detailed feedback.

3. **University Building Facilities** - 7

    3.1. Comments mention food options being expensive and lacking diversity, need for more study spaces during busy times as well as ensured accessibility for students with mobility needs.

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Comment Trends - SAH

Positive

- 19   Course Content
- 16   Teaching Staff
- 14   Societies
- 10   Library
- 6   Union Services
- 5   University Facilities
- 4   Placements/Jobs/ Grad Roles
- 2   Tutor Group
- 1   Additional Support
- 0   Bus
- 0   Course Reps
- 0   Food/Cafes
- 0   Peers
- 0   Accomodation

Neutral

- 5   Placements/Jobs/ Grad Roles
- 3   Union & Societies
- 3   Moodle
- 2   Timetable Suggestions
- 2   Assessments
- 1   Student Wellbeing
- 0   Course Information
- 0   Library

Negative

- 16   Course Organisation
- 16   Assessments & Feedback
- 10   Union & Societies
- 9   Teaching Staff
- 8   Placements/Jobs/Work Opportunities
- 5   Advice & Additional Support
- 4   University Building Facilities
- 4   Bus
- 2   Course Reps
- 1   Library
- 1   Living Conditions & Expenses
- 1   Recorded Lectures
- 0   University Hygiene
- 0   Gym
- 0   Course Fees

*24 Submissions without specified feedback

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Comment Trends - SAH

The most frequent positive themes were:

1. **Course Content** - 19

    1.1. General positive comments, describing content as informative, interesting and useful. Particular praise to courses which are focused on practical learning such as workshops and prepare for future jobs.

2. **Teaching staff** - 16

    2.1. Overall positive feedback about teaching staff; comments praise staff members who are very responsive both in writing and in person and keen to improve the course by listening to students' views.

3. **Societies** - 14

    3.1. Comments praise the opportunities to socialise and make friends in societies, as well as their diversity and inclusivity.

Comment Trends - SAH

The most frequent three negative themes were:

1. **Assessments & Feedback** - 16

    1.1.   This mainly referred to assessments, particularly exams, which are too close together and thus impact negatively on preparation potential and performance, as well as lead to stress and pressure.

2. **Course Organisation** - 16

    2.1.   This mainly referred to a need for better communication of changes within the course and keeping Moodle updated and structured.

3. **Union & Societies** - 10

    3.1.   This mainly referred to the closure of the Waterhole Bar and memberships to sports societies being too expensive.

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Comment Trends - TEC

Positive

- 31   Course Content
- 27   Teaching Staff
- 13   Library
- 8   Societies
- 8   Union Services
- 7   University Facilities
- 5   Placements/Jobs/Grad Roles
- 2   Additional Support
- 2   Food/Cafes
- 1   Accomodation
- 0   Tutor Group
- 0   Bus
- 0   Course Reps
- 0   Peers

Neutral

- 7   Timetable Suggestions
- 6   Union & Societies
- 6   Course Information
- 3   Placements/Jobs/Grad Roles
- 2   Moodle
- 2   Library
- 0   Assessments
- 0   Student Wellbeing

Negative

- 20   Course Organisation
- 11   Union & Societies
- 10   Assessments & Feedback
- 6   Teaching Staff
- 4   Library
- 4   Living Conditions & Expenses
- 4   Recorded Lectures
- 2   Placements/Jobs/Work Opportunities
- 2   Advice & Additional Support
- 2   University Building Facilities
- 1   Bus
- 1   Course Reps
- 0   University Hygiene
- 0   Gym
- 0   Course Fees

*29 Submissions without specified feedback

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Comment Trends - TEC

The most frequent positive themes were:

1. **Course content** - 31

    1.1. The comments show general satisfaction with the course content, students enjoying the course and finding it interesting and useful.

2. **Teaching staff** - 27

    2.1. Praise for staff members who are supportive and responsive to students' questions, as well as knowledgeable and with previous experience in the field. Comments also mention staff being approachable and keen to make lectures engaging.

3. **Library** - 13

    3.1. This mainly referred to easy access around the library, good range of resources and spaces, particularly the quiet areas for individual learning.

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Comment Trends - TEC

The most frequent negative themes were:

1. **Course Organisation** - 20

   1.1. Comments identify a need to have some courses more organised from the beginning of the academic year to avoid confusion as well as utilising Moodle more effectively in informing students of changes and updates.

2. **Union & Societies** - 11

   2.1. This mainly referred to feedback and the need for more detailed, tailored feedback with focus on areas for improvement.

3. **Assessments & Feedback** - 10

   3.1. This mainly referred to the closure of Waterhole Bar and need for more social space and activities.

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