

StART Talking Week January 2020

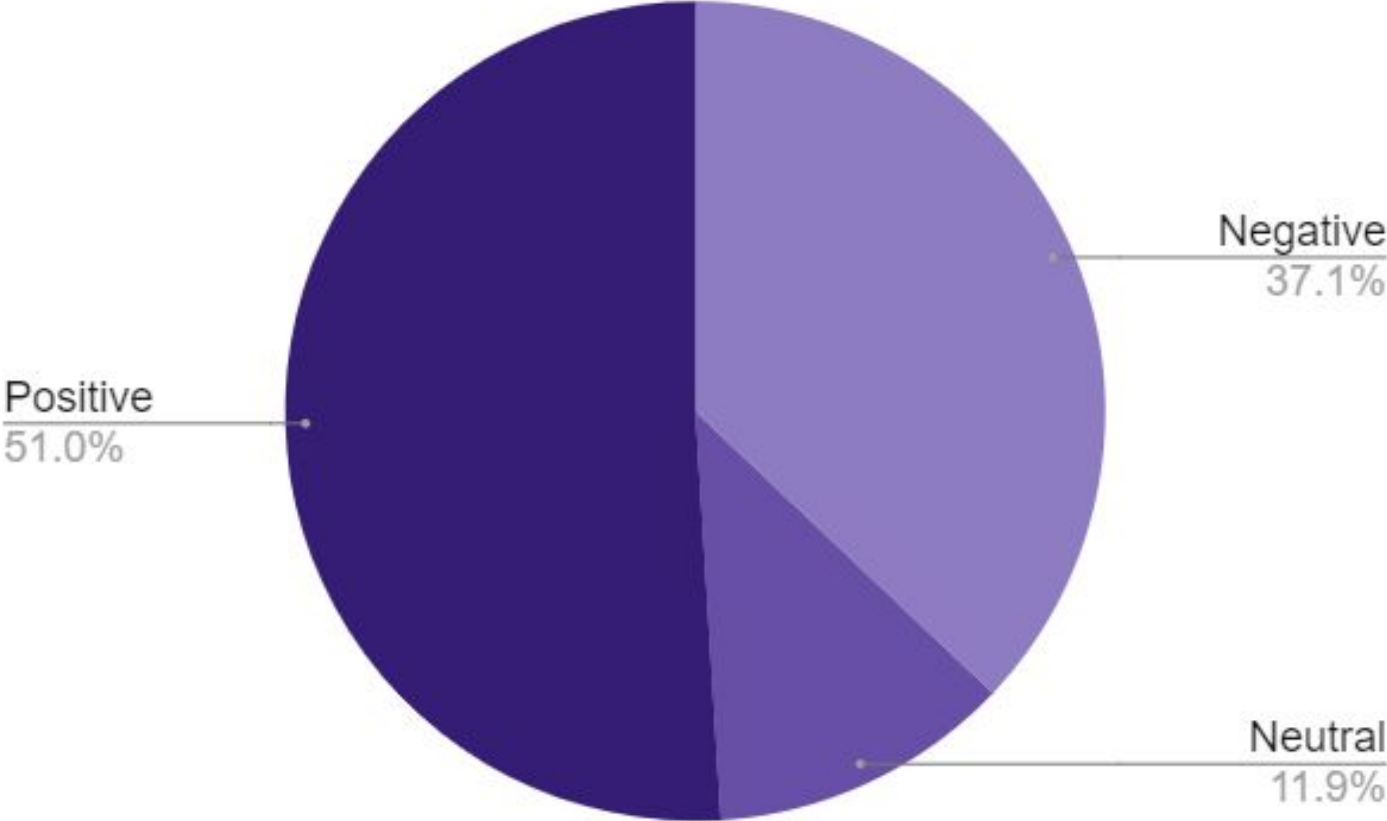
By UPSU Insights Function

# Introduction

- The StART Talking Week ran from Monday 20th to Friday 24th January 2020.
- There were 553 valid responses in total;
  - 282 positive (51%)
  - 66 neutral (12%)
  - 205 negative responses (37%)
- Main categories of feedback were;
  - 120 responses on 'The teaching on my course' (22%)
  - 73 responses on 'Course & Learning Content' (13%)
- The Business and Law Faculty had the most responses (26%).

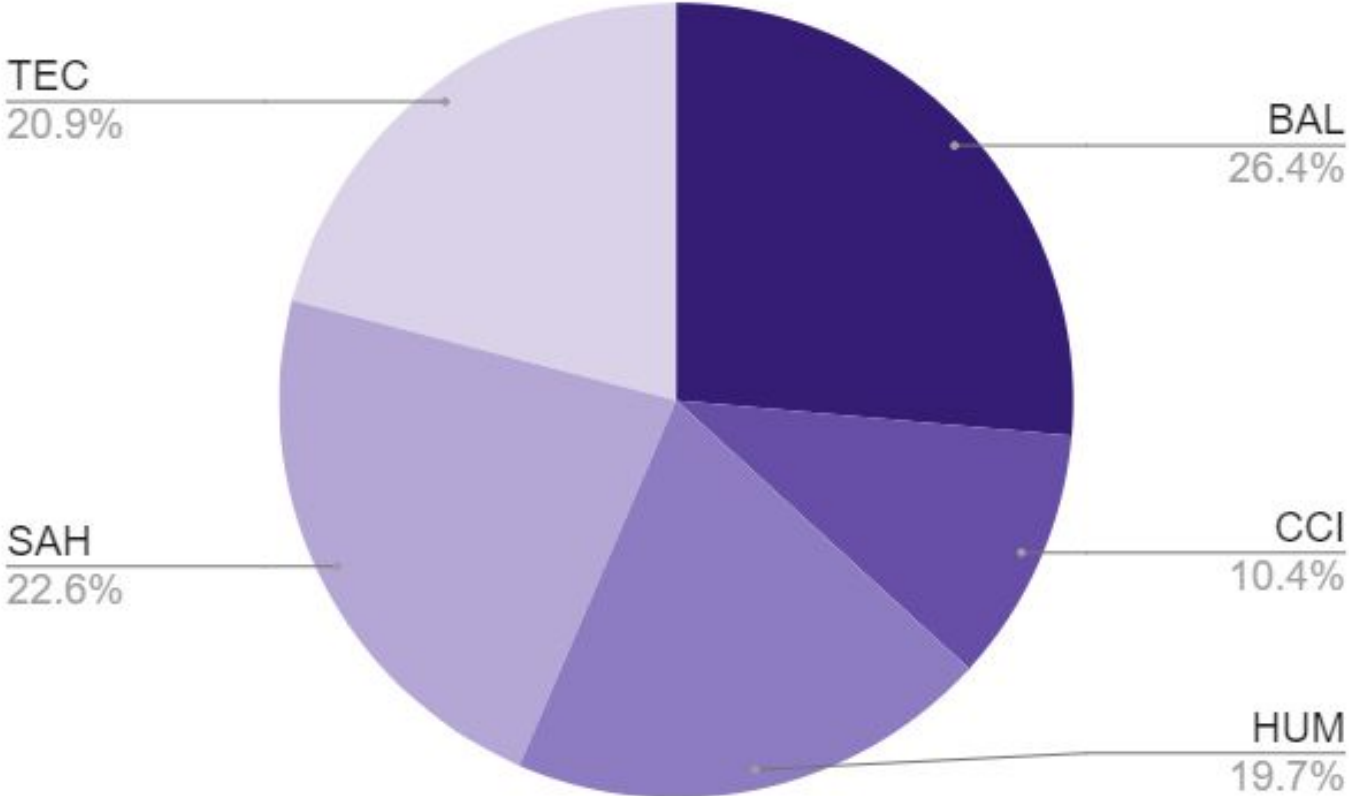
# Overall University Feedback

553 responses



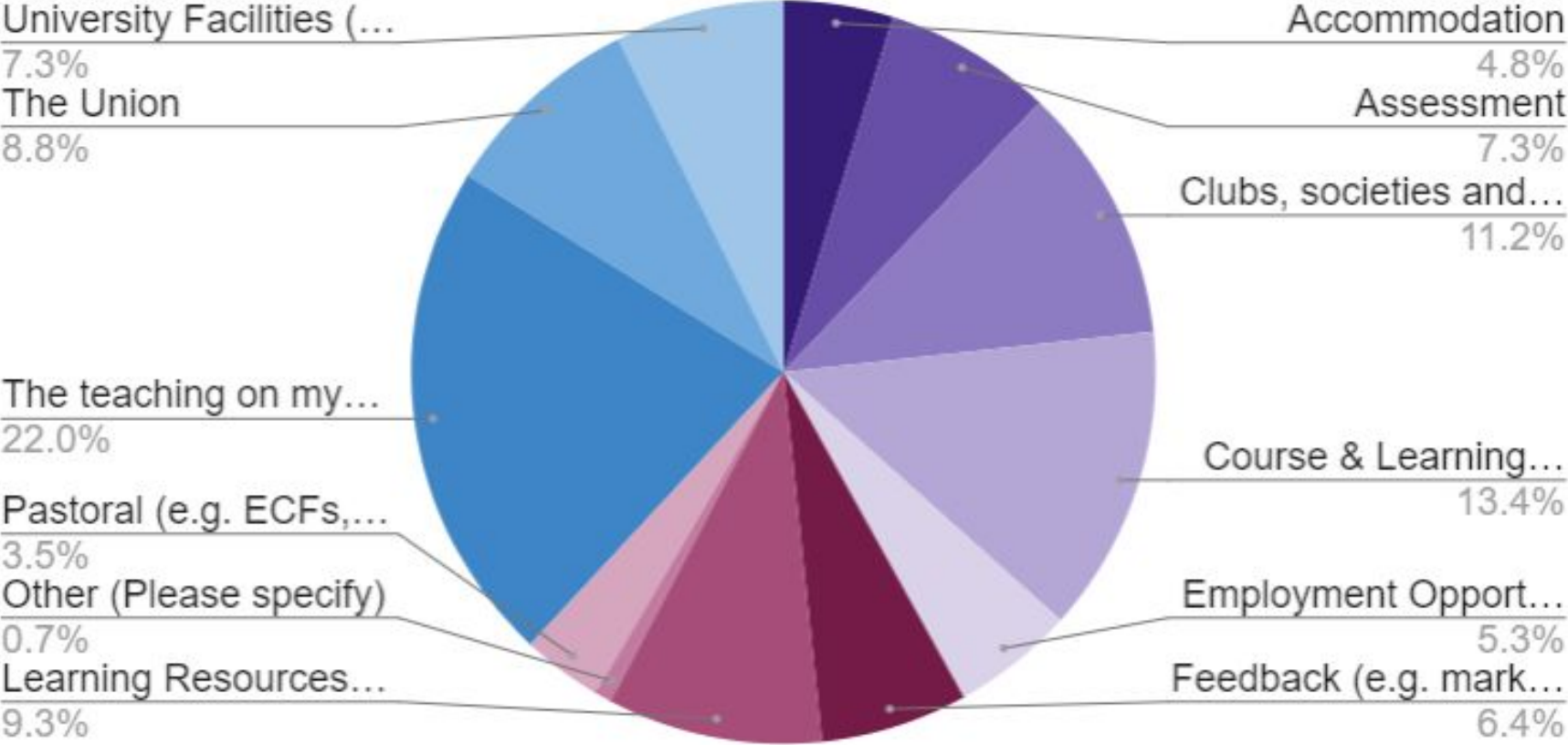
# Overall University Feedback by Faculty

549 responses (3 Invalid)



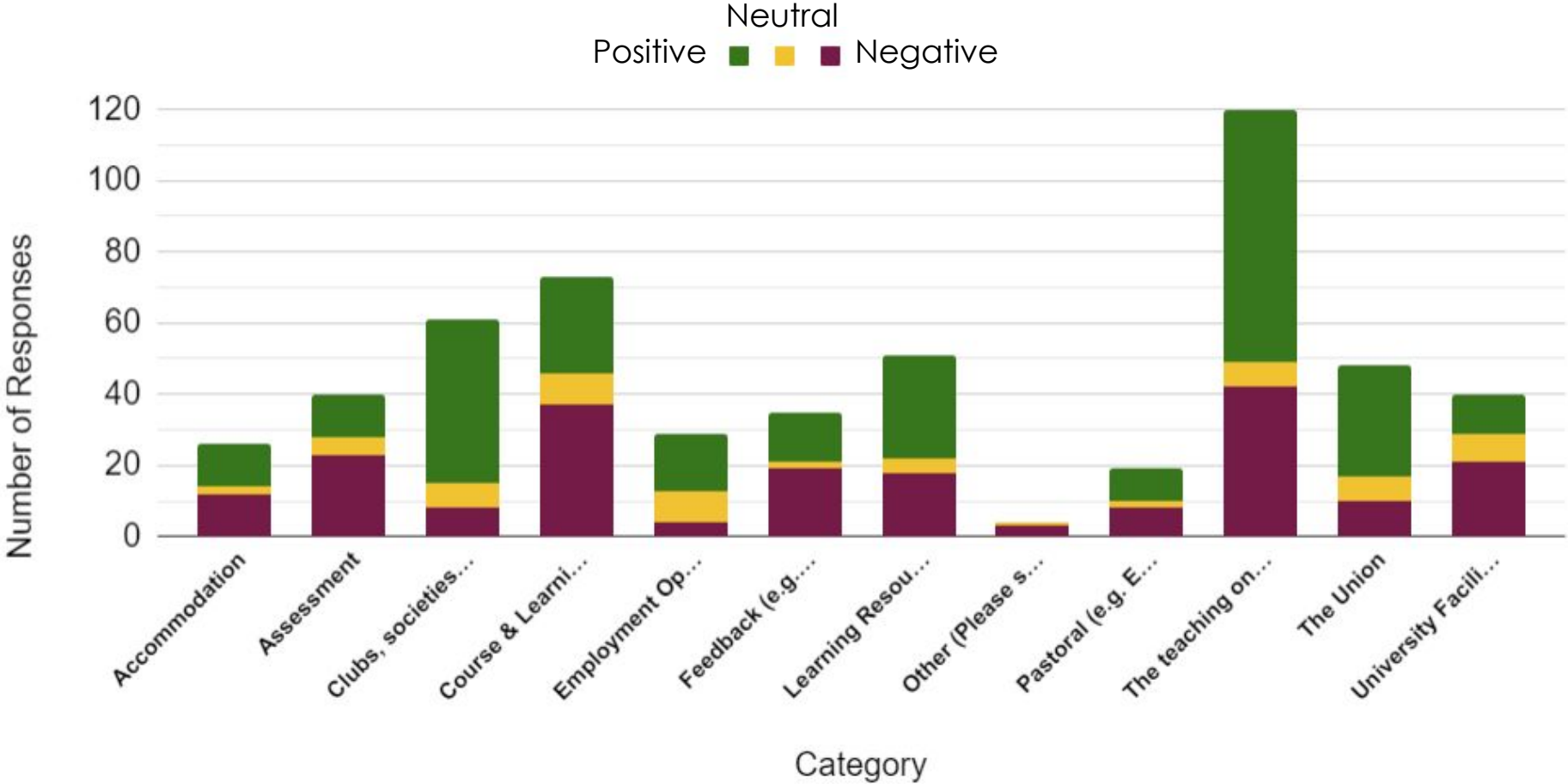
# Overall University Feedback by Category

546 responses



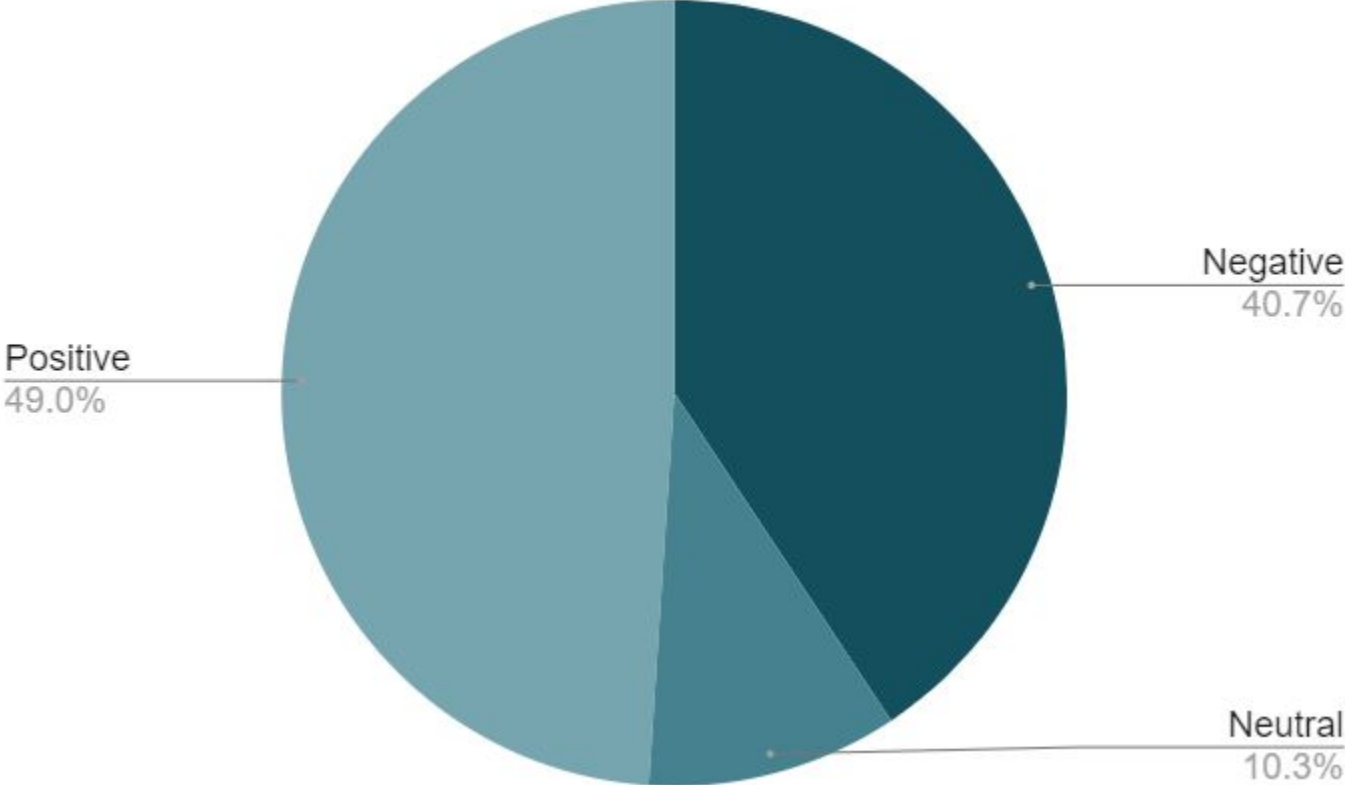
# Overall University Feedback

546 responses



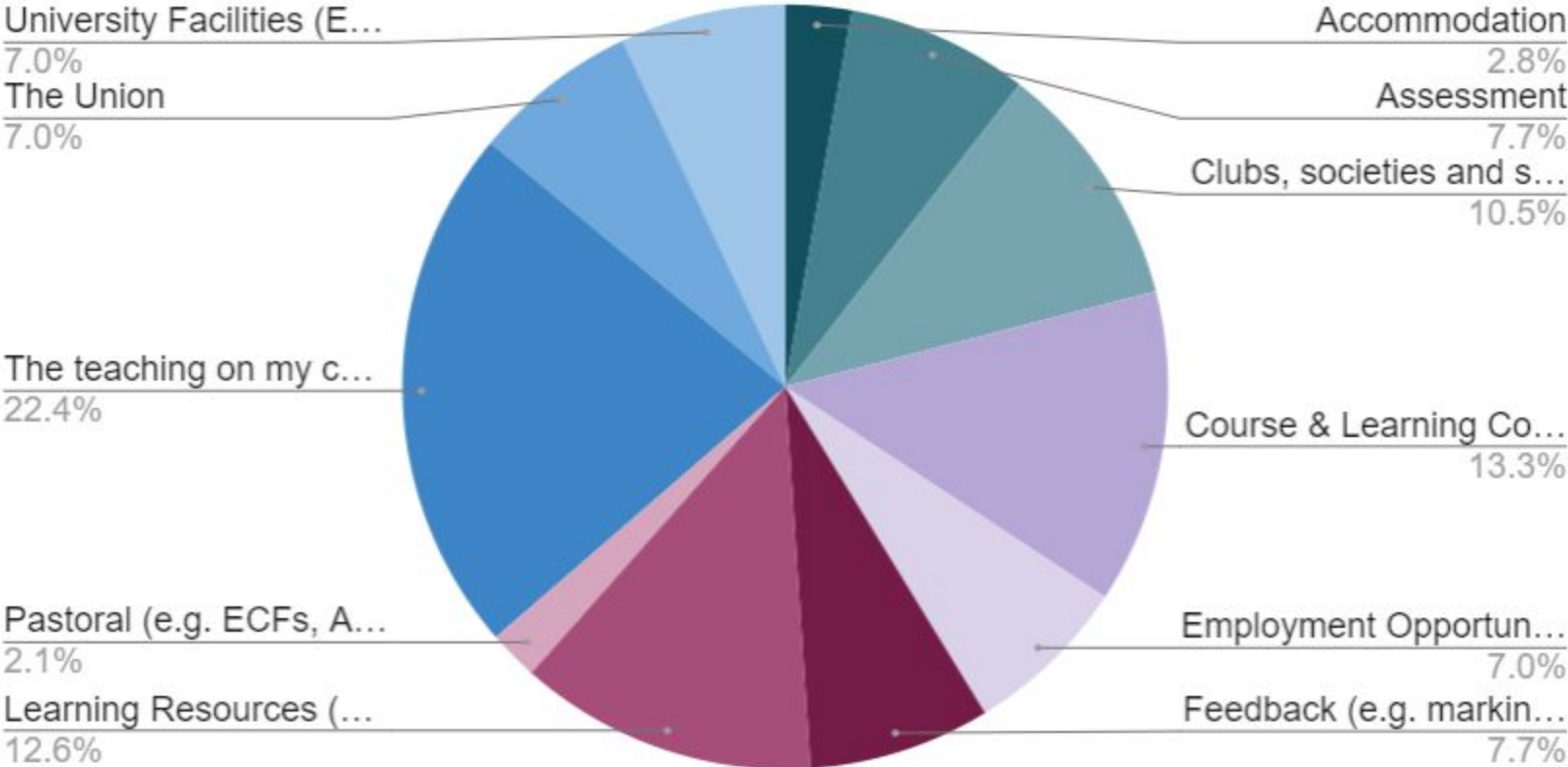
# Business and Law

145 responses



# Business and Law by Category

143 responses

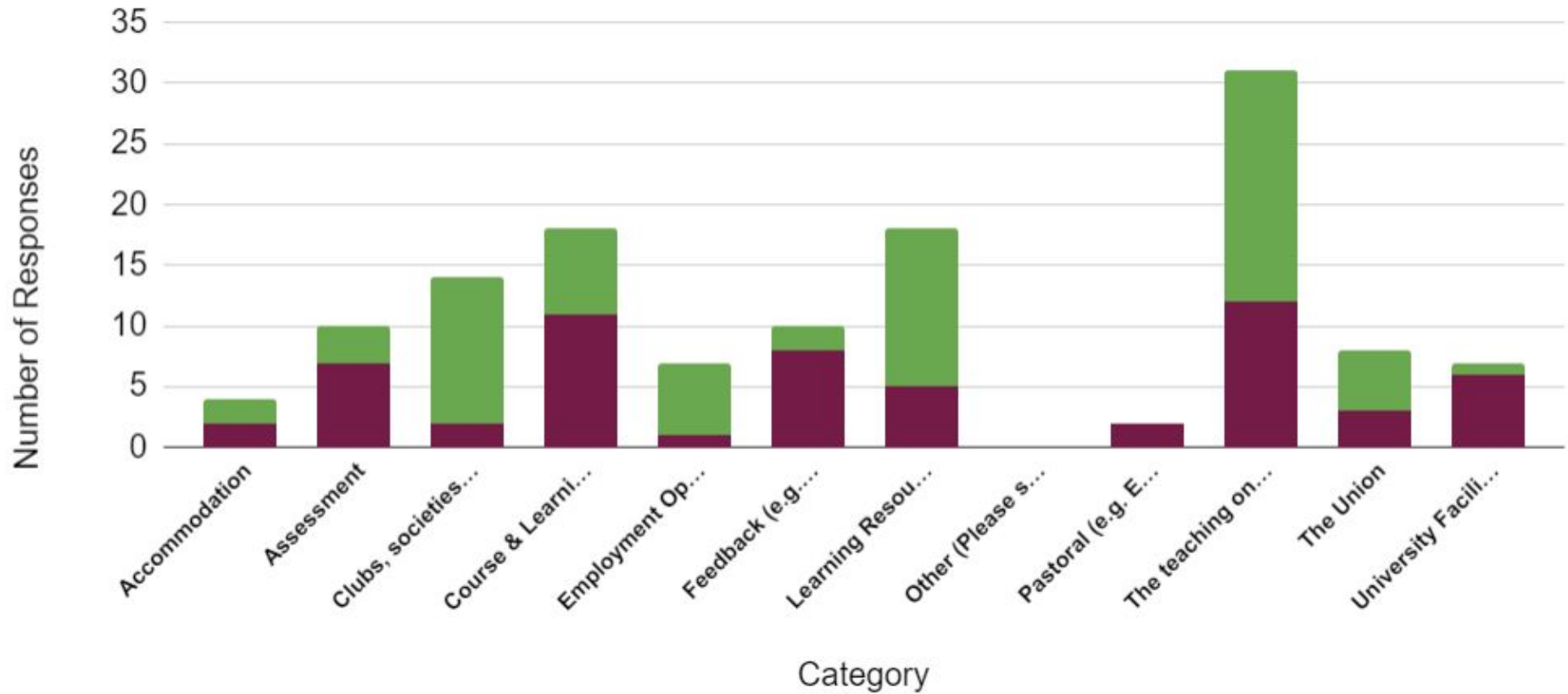




# BAL Positives and Negatives

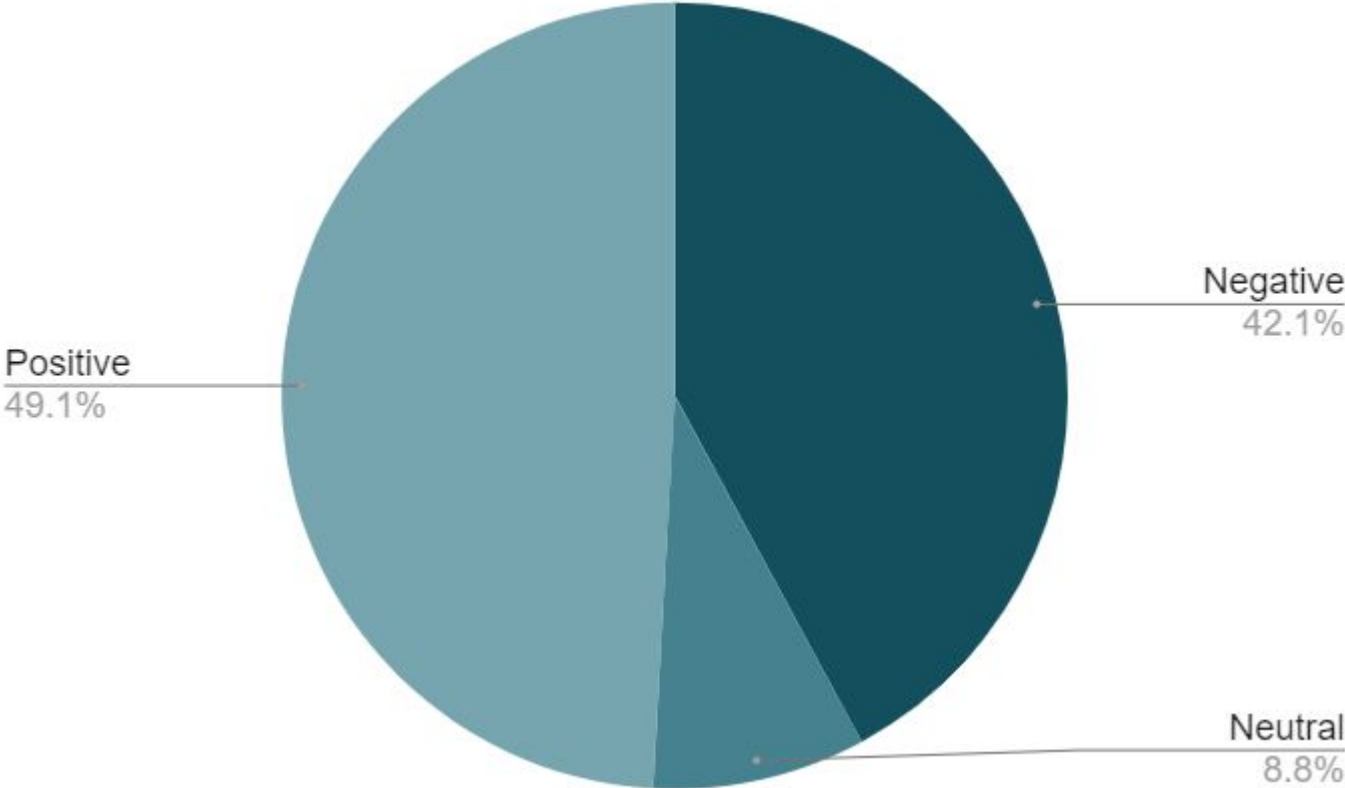
14 responses Neutral

70 positive responses 59 negative responses



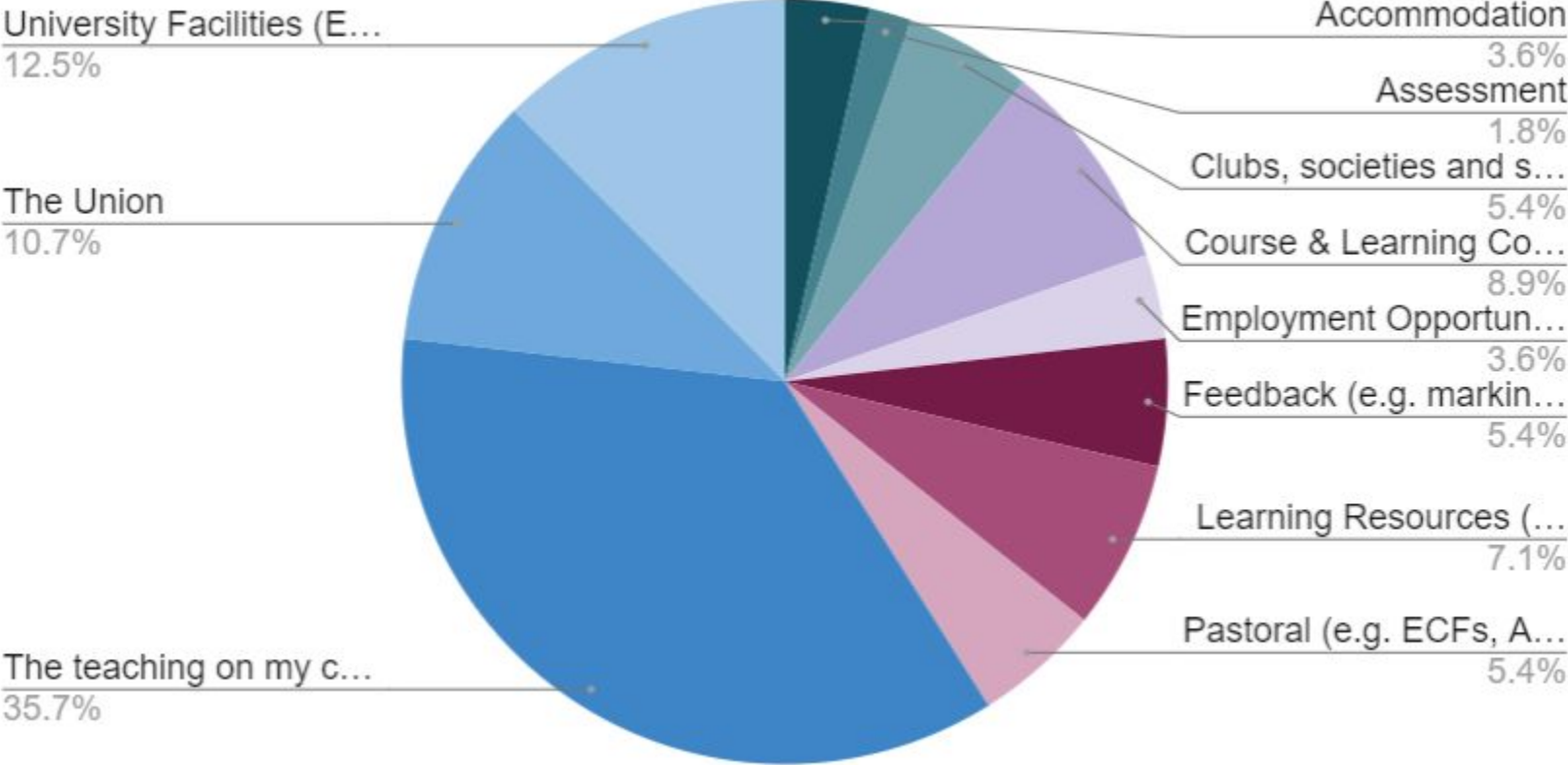
# Creative and Cultural Industries

57 responses



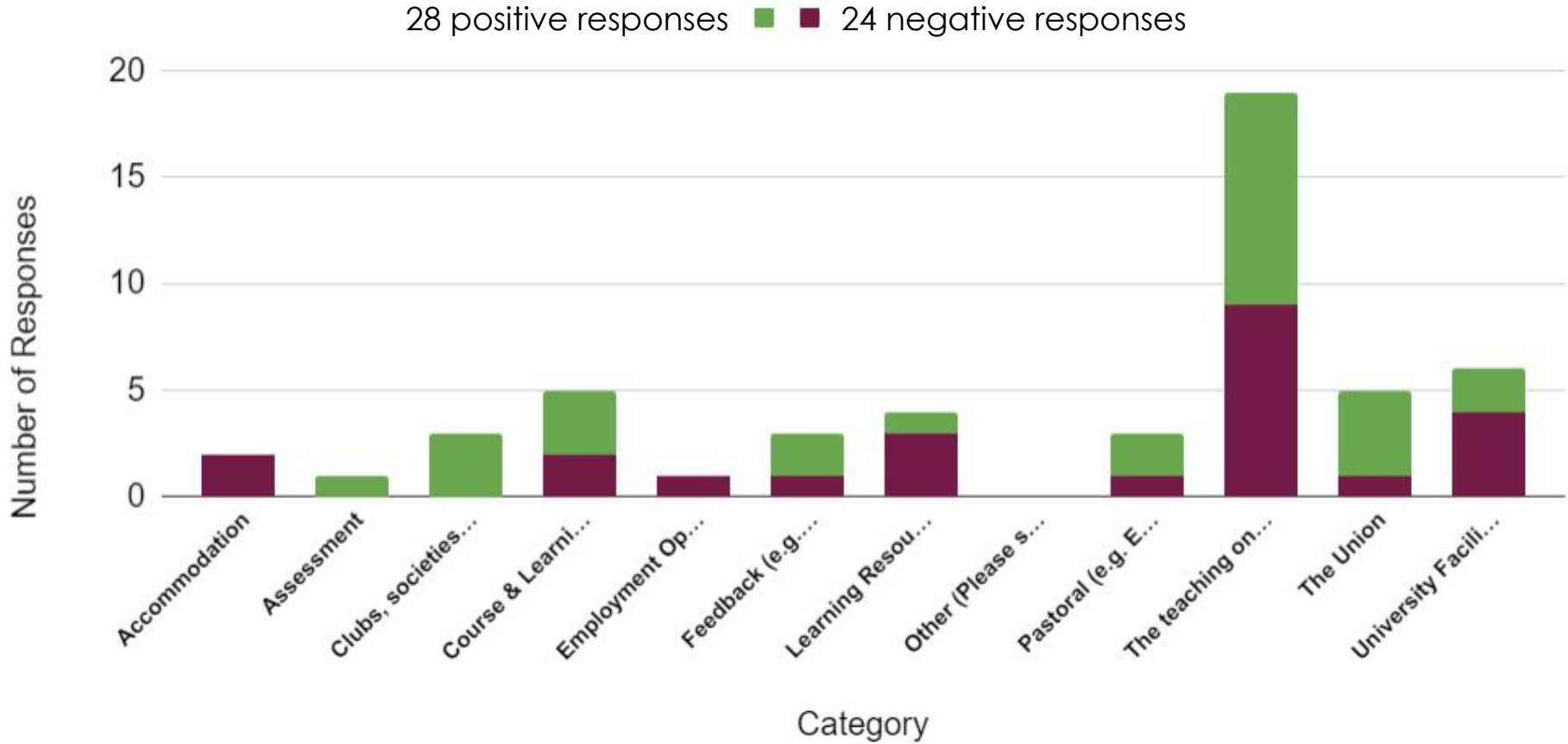
# Creative and Cultural Industries by Category

56 responses



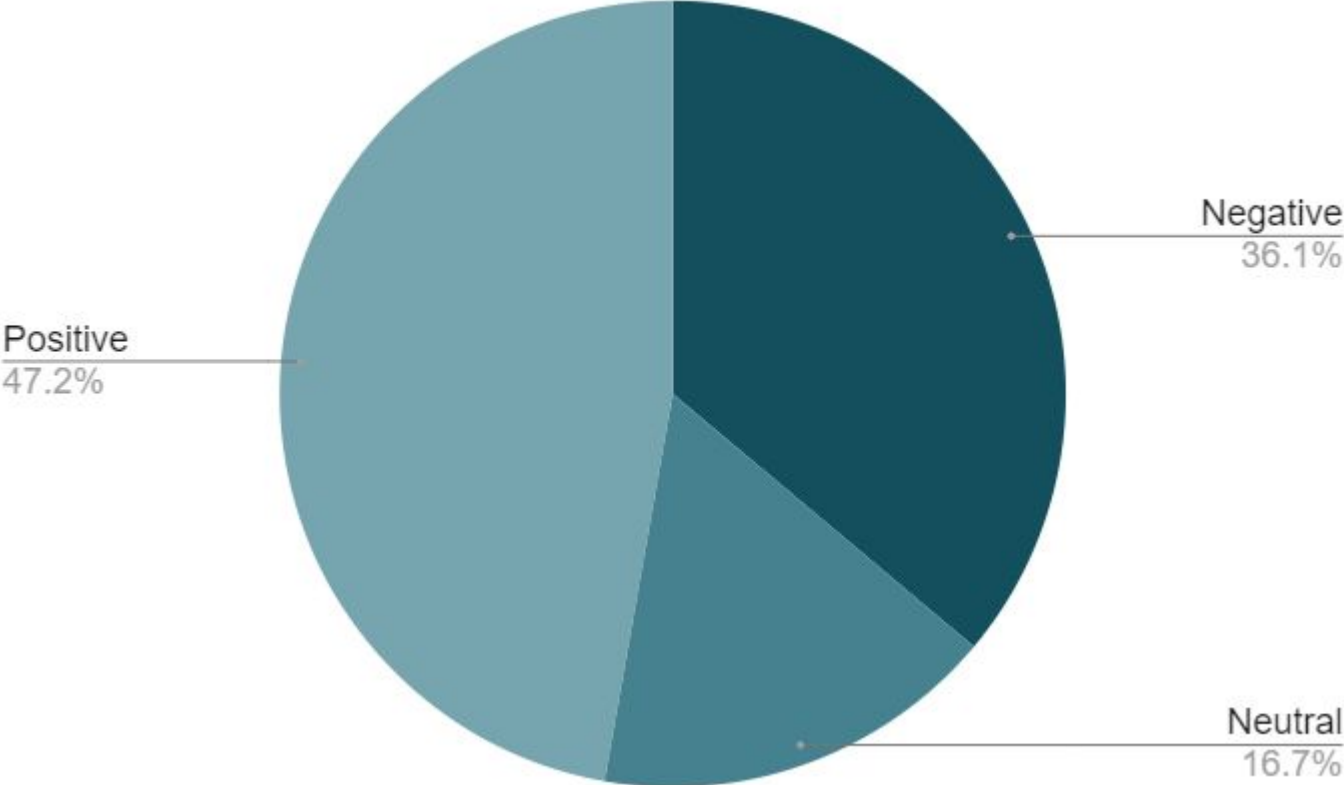
# CCI Positives and Negatives

4 responses Neutral



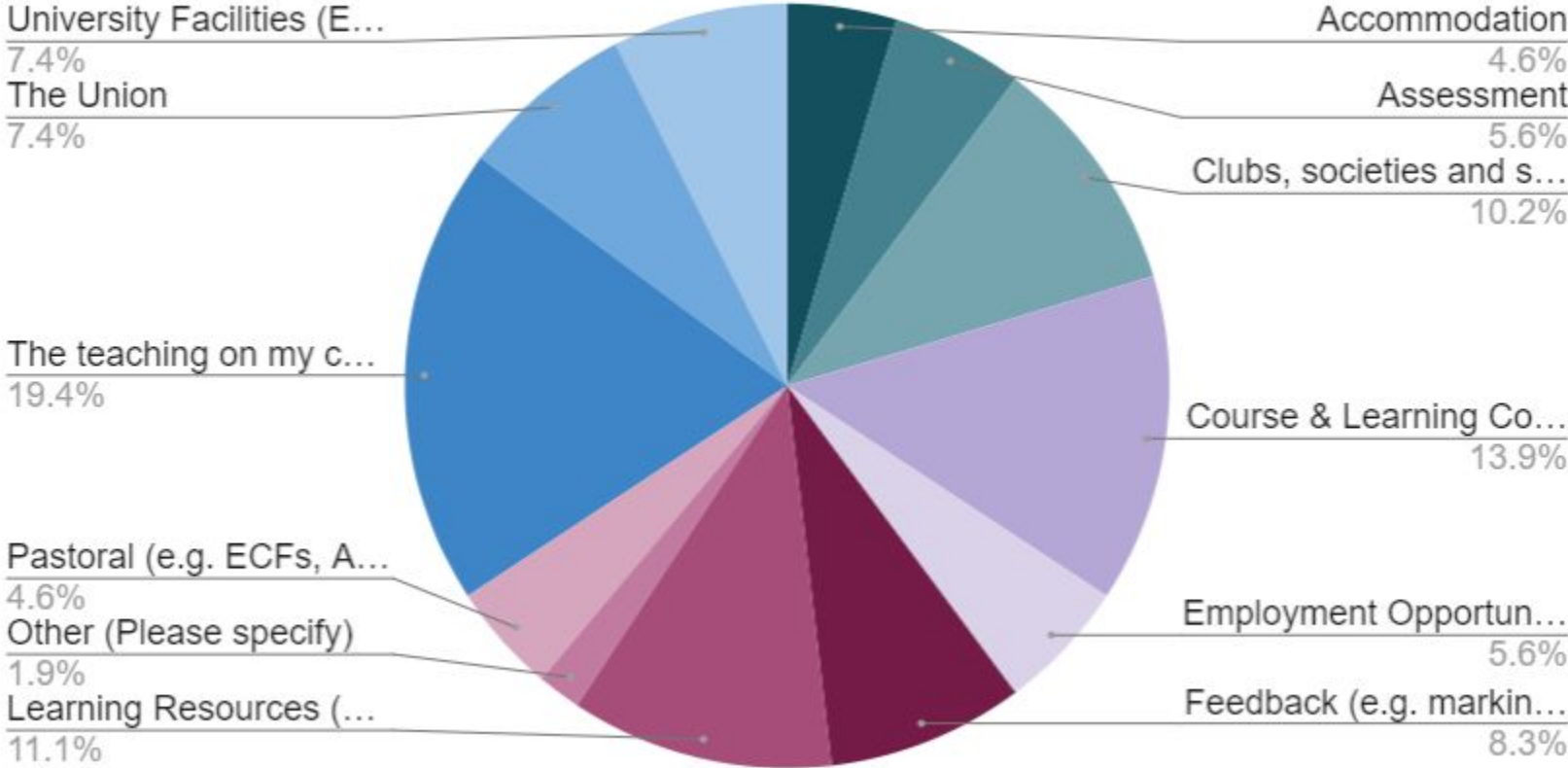
# Humanities and Social Sciences

108 responses



# Humanities and Social Sciences by Category

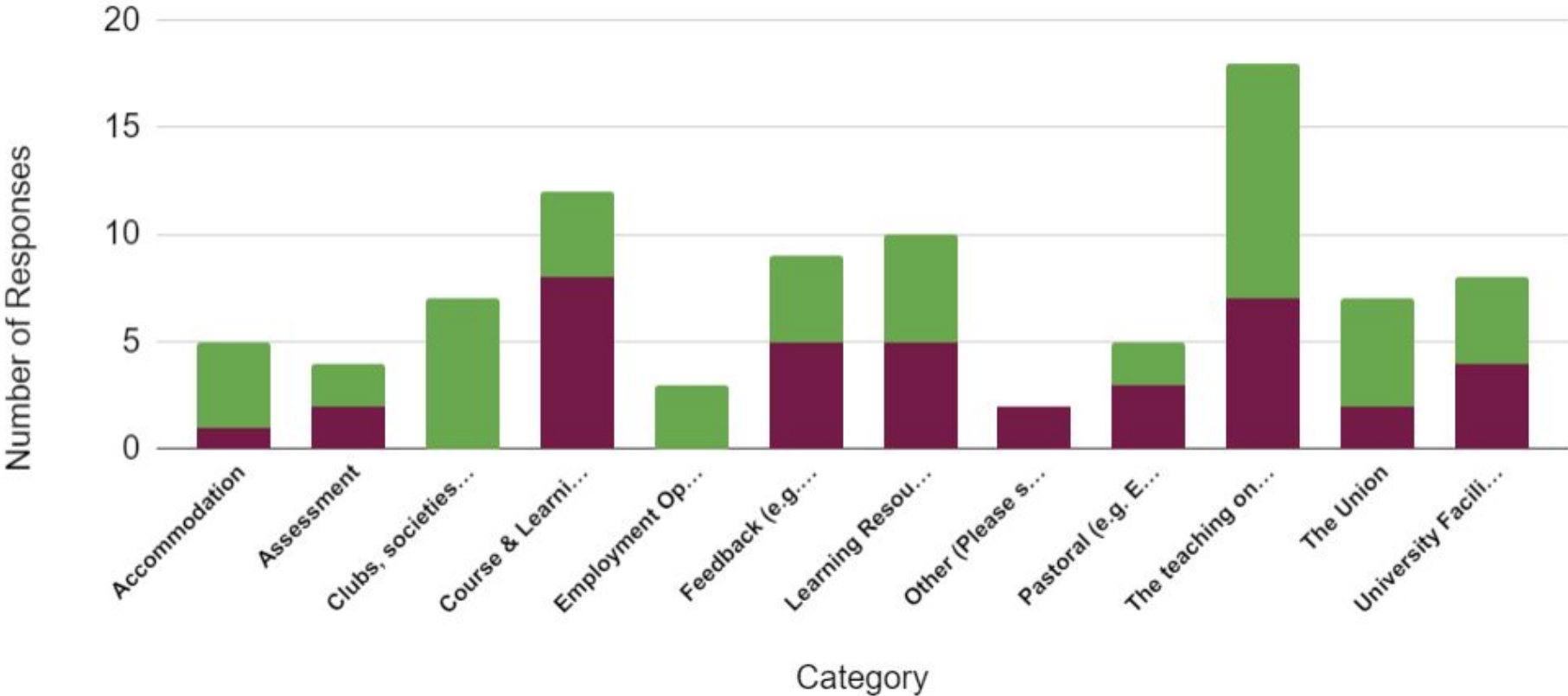
108 responses



# HUM Positives and Negatives

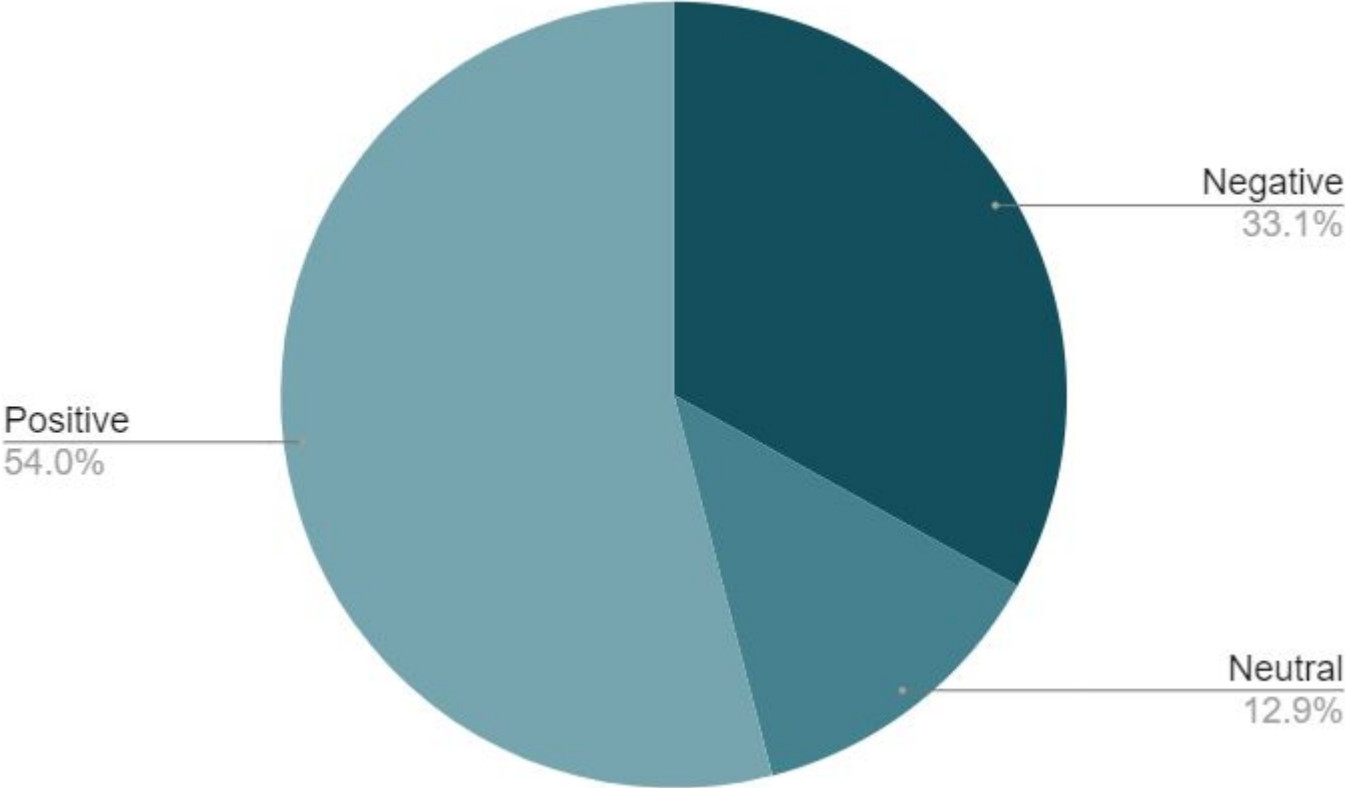
18 responses Neutral

51 positive responses 39 negative responses



# Science and Health

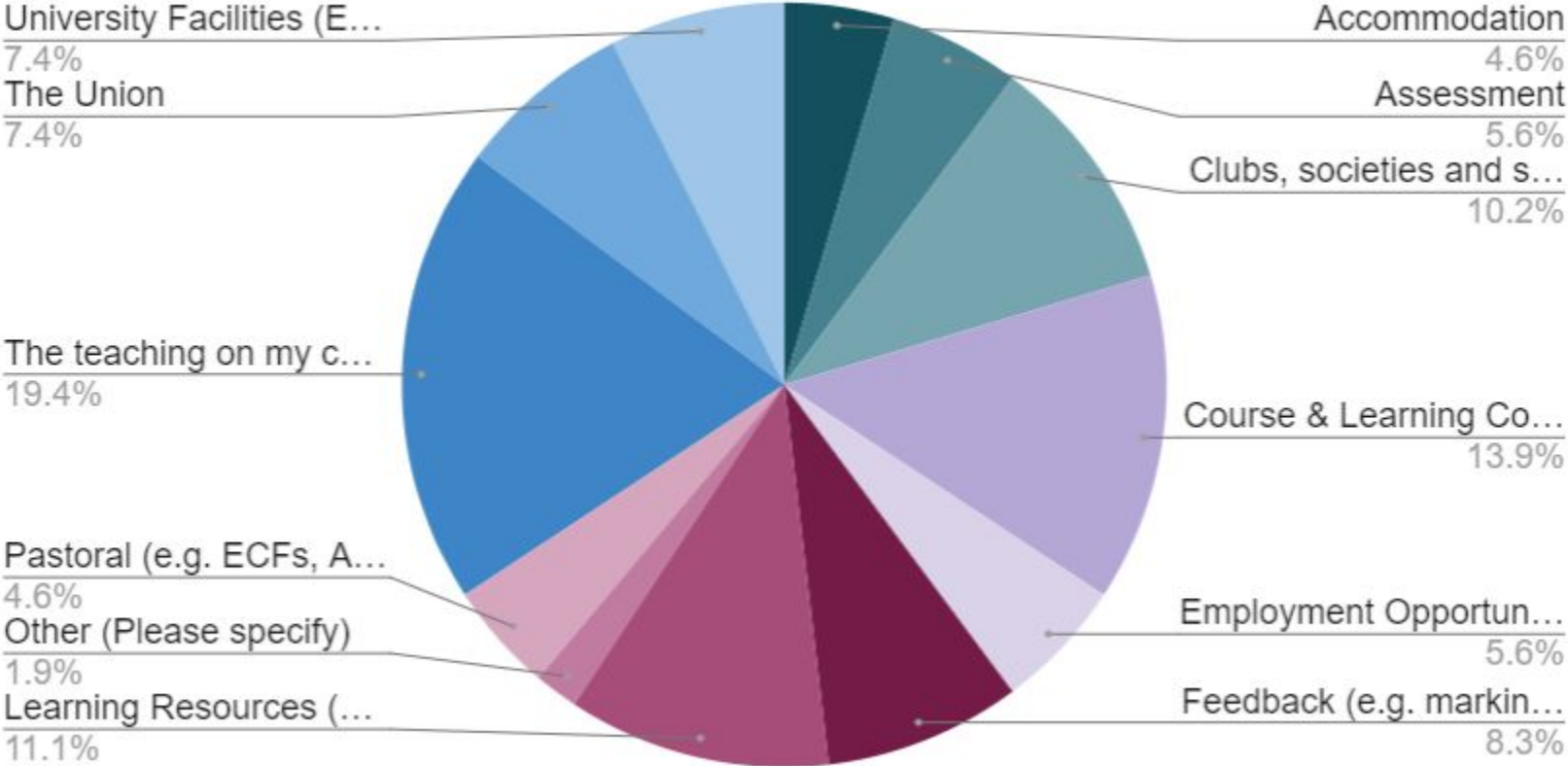
124 responses





# Science and Health by Category

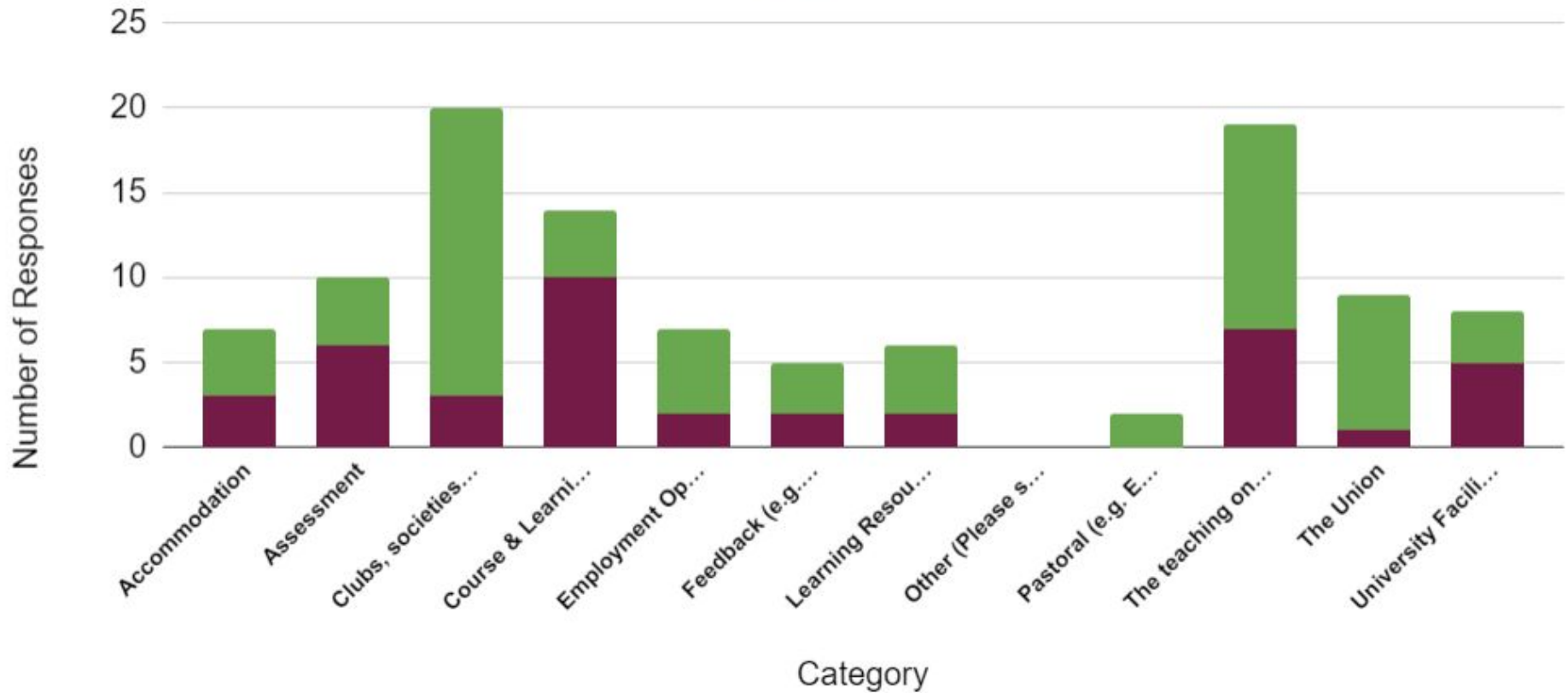
122 responses



# SAH Positives and Negatives

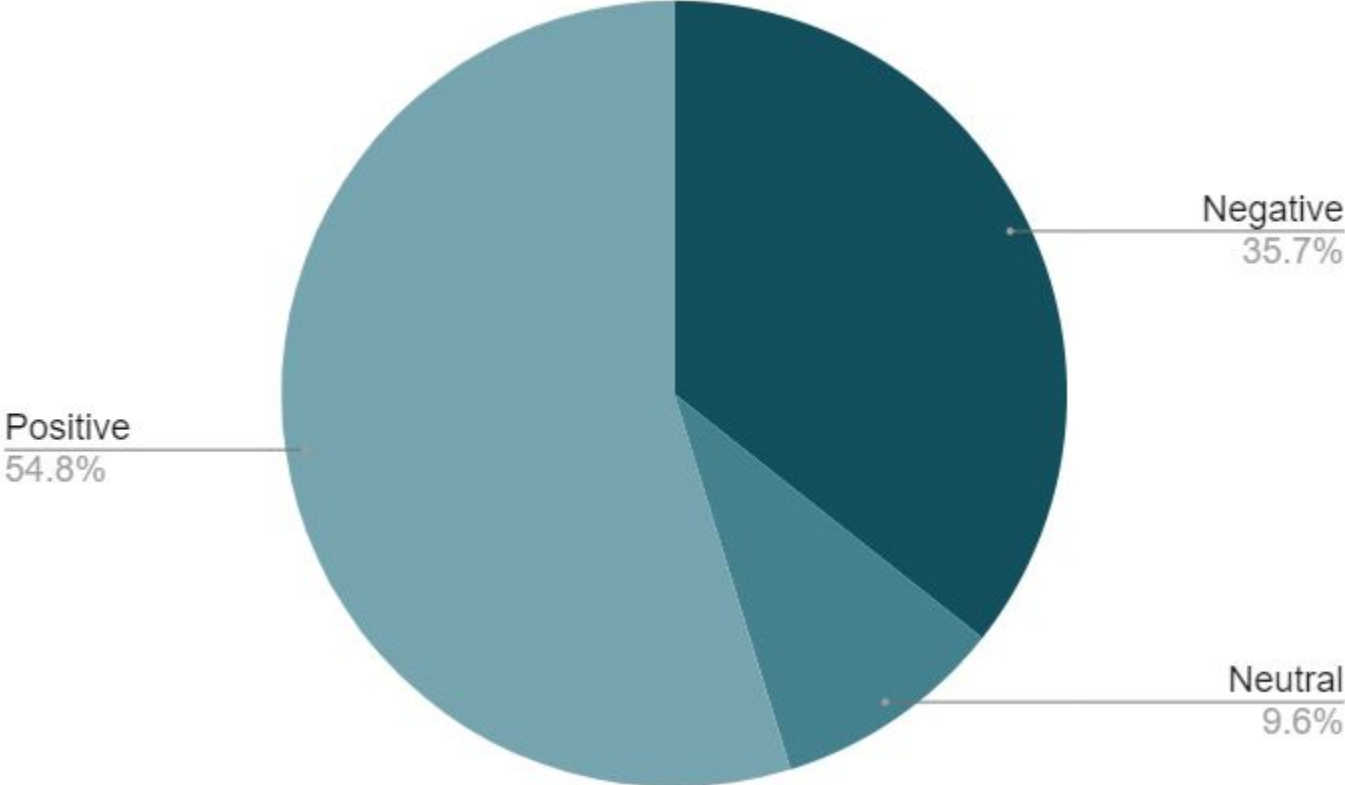
15 responses Neutral

66 positive responses 41 negative responses



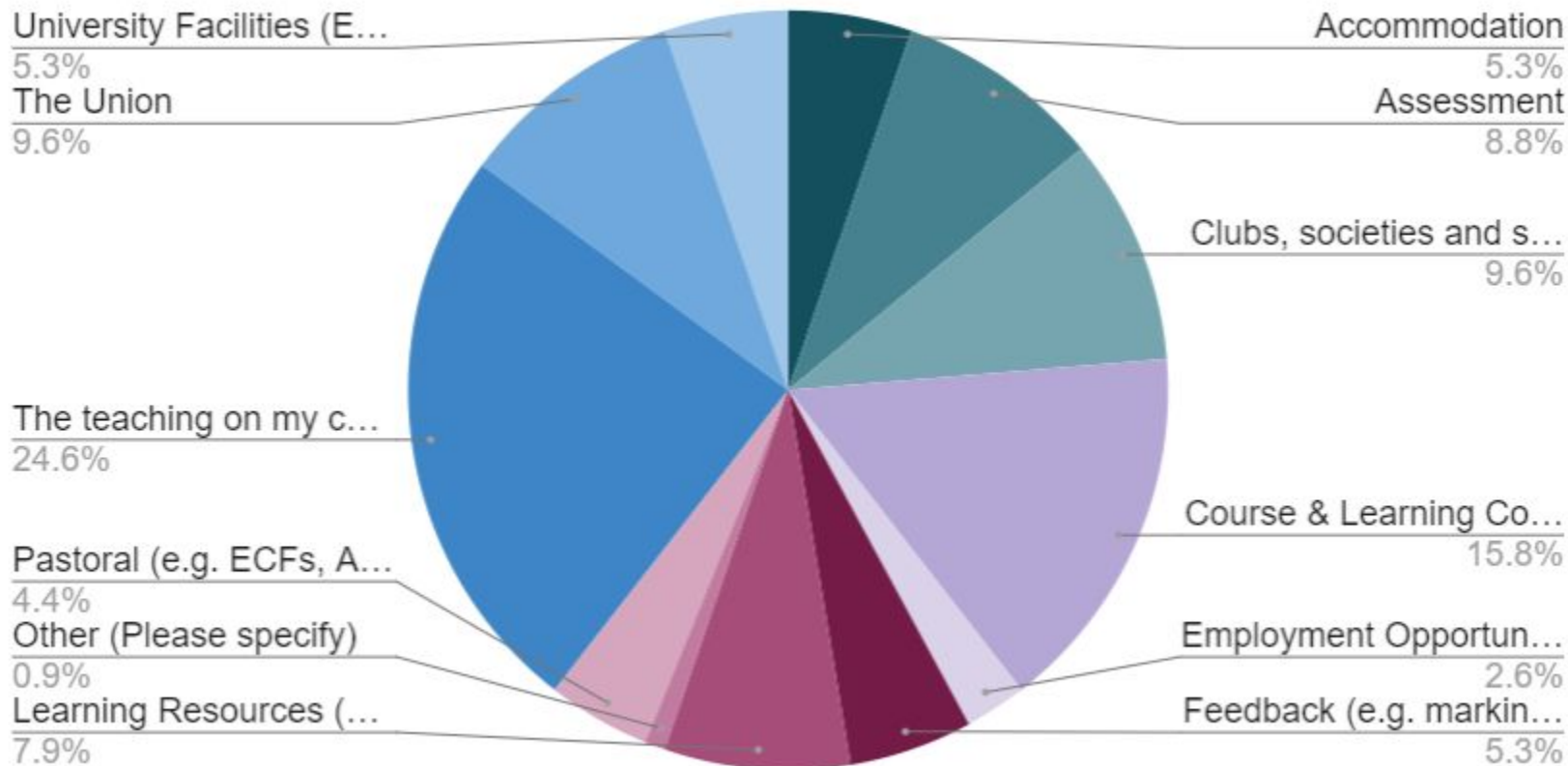
# Technology

115 responses



# Technology by Category

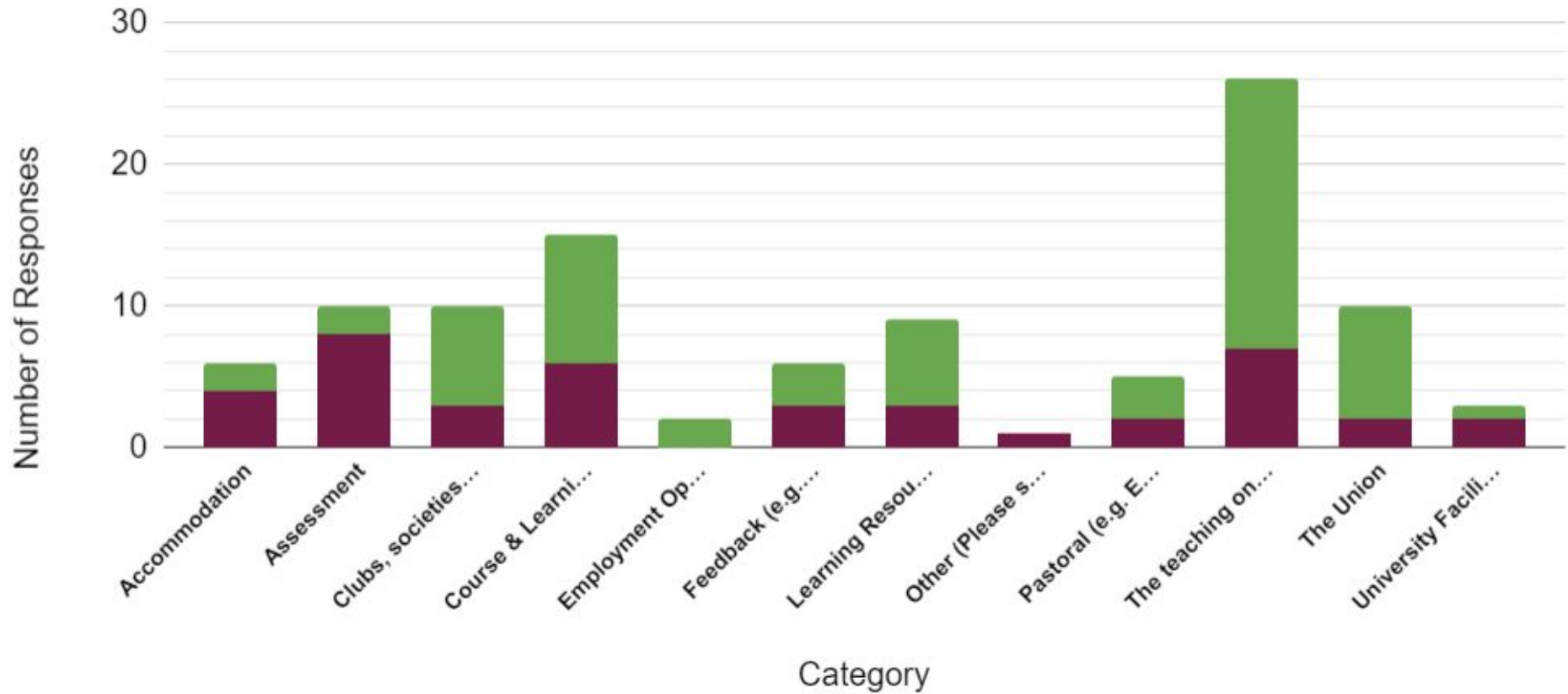
114 responses



# TEC Positives and Negatives

11 responses Neutral

62 positive responses 41 negative responses



# Comment Trends - UoP

## Positive

- 84 - Teaching Quality
- 46 - Societies
- 43 - Course Content
- 42 - Library & Uni Resources
- 33 - The Union
- 16 - Employment & Placement
- 16 - Assessments & Feedback
- 12 - Accomodation
- 6 - Gym & Sport Facilities
- 5 - Course Reps
- 4 - Additional Support
- 4 - Moodle
- 2 - Timetabling

## Neutral

- 23 - Teaching & Course
- 12 - The Union & Waterhole
- 8 - Employment & Placement
- 7 - Societies
- 5 - Travel & Trips
- 3 - Uni Facilities
- 2 - Courses
- 1 - Wellbeing Services
- 1 - N/A

## Negative

- 54 - Assessments & Feedback
- 36 - Course Content
- 26 - Teaching Quality
- 17 - Library Facilities
- 13 - Timetabling
- 13 - Uni Facilities
- 13 - The Union
- 12 - Societies
- 12 - Accomodation
- 7 - Additional Support
- 7 - Moodle
- 4 - Employment & Placement
- 4 - Health & Safety
- 3 - Expenses
- 3 - Advice Services
- 3 - Lecture Recording
- 2 - Hygiene & Maintenance
- 2 - Course Reps
- 1 - Lecture Disruption

# Comment Trends - BAL

## Positive

- 21 - Teaching
- 14 - Library & Uni Resources
- 12 - Societies
- 9 - Course Content
- 6 - Employment & Placements
- 5 - Union
- 2 - Assessment
- 2 - Gym & Sport Facilities
- 2 - Moodle
- 2 - Accommodation

## Neutral

- 5 - Teaching & Content
- 3 - Travel & Trips
- 3 - Union & Waterhole
- 3 - Employment/Placements
- 1 - Societies

## Negative

- 20 - Assessments
- 11 - Course Content
- 7 - Teaching Quality
- 4 - Societies
- 3 - Timetabling
- 3 - Library Facilities
- 2 - Course Reps
- 3 - Union
- 2 - Uni Building Facilities
- 2 - Employment & Placements
- 2 - Accommodation
- 1 - Moodle
- 1 - Health & Safety

# Comment Trends - BAL

The most frequent positive themes were:

1. **Teaching** - 21

- 1.1. Praise for BAL teaching staff, particularly that they are engaging and have a passion for the topics they're teaching.

2. **Library & Resources** - 14

- 2.1. Common trend of highlighting the helpfulness the library provides with great resources including headphones at the front desk. Positive comments on the ability to access the library 24/7 in term time.

3. **Societies** - 12

- 3.1. This mainly referred to the range of clubs and activities available to join as well as them being affordable for students.



# Comment Trends - BAL

The most frequent negative themes were:

1. **Assessments** - 20
  - 1.1. Comments identified a lack of detailed feedback when getting assessments back, added pressure of deadlines being clustered due to the new semester format and more preparation needed for exams.
2. **Course Content** - 11
  - 2.1. A need for better correlation between seminar and lecture content with more structured and engaging lectures.
3. **Teaching staff** - 7
  - 3.1. Seminar and lecture information poorly taught making the content confusing in some modules. Organisation of the department was also mentioned.

# Comment Trends - CCI

## Positive

- 11 - Teaching
- 6 - Course Content
- 4 - Union
- 3 - Societies
- 2 - Assessments
- 2 - Library Resources
- 1 - Gym & Sport Facilities

## Neutral

- 2 - Union & Waterhole
- 2 - Teaching & Content
- 1 - Employment/Placements

## Negative

- 4 - Teaching
- 4 - Union
- 4 - Assessments
- 3 - Course Content
- 2 - Accomodation
- 2 - Additional Support
- 1 - Recorded Lectures
- 1 - Expenses
- 1 - Timetabling
- 1 - Societies
- 1 - Moodle
- 1 - Uni Buildings
- 1 - Hygiene & Maintenance

# Comment Trends - CCI

The most frequent positive themes were:

1. **Teaching** - 11
  - 1.1. Friendly course tutors and teaching staff always willing to help.
2. **Course Content** - 6
  - 2.1. Smoothly run course with enthusiastic comments on the specific content topics.

# Comment Trends - CCI

The most frequent negative themes were:

1. **Teaching** - 4

1.1. Part-time lecturers cannot be contacted as often as full-time lectures therefore students feel they miss out on support. Some concerns for unhelpful seminar activities.

2. **Union** - 4

2.1. All concerned with the marketing of student activities run by the Union and facilities currently available, students would like a better understanding of what happens at the Union.

3. **Assessments** - 4

3.1. Feedback was a main concern as it is being provided with little time to reflect and use learnings on new coursework. Deadlines just after consolidation week and christmas break leave students with little access from lecturer support as they are not contactable during these periods.

# Comment Trends - HUM

## Positive

- 17 - Teaching
- 8 - Library & Uni Resources
- 7 - Societies
- 6 - Union
- 6 - Course Content
- 4 - Accommodation
- 3 - Assessments
- 2 - Gym & Sport Facilities
- 2 - Additional Support
- 2 - Employment/Placements

## Neutral

- 8 - Teaching
- 4 - Societies
- 3 - Employment/Placements
- 1 - Union
- 1 - University Facilities

## Negative

- 10 - Assessments
- 7 - Course Content
- 5 - Teaching
- 5 - University Facilities
- 4 - Moodle
- 3 - Library Facilities
- 2 - Health & Safety
- 2 - Union & Advice Service
- 1 - Timetabling
- 1 - Additional Support
- 1 - Societies
- 1 - Lecture Recording
- 1 - Accommodation

# Comment Trends - HUM

The most frequent positive themes were:

1. **Teaching** - 17

1.1. Well planned in-depth teaching, both seminars and lectures are engaging and teaching staff are clear and helpful when supporting students.

2. **Library & Uni Resources** - 8

2.1. Resources in the library are useful and well organised, staff are always willing to help.

3. **Societies** - 7

3.1. Makes students feel welcome and creates better social lives as it's an opportunity to meet new people and engage in different activities.

# Comment Trends - HUM

The most frequent negative themes were:

1. **Assessments** - 10

1.1. Group assessment marking doesn't allow lecturers to understand who has completed what and how much work. Need for clearer, more in-depth and more consistent feedback in general highlighted.

2. **Course Content** - 7

2.1. Too much content for the amount of lecture hours that do not fill up students time including a suggestion of a years plan guide to be given at the start of the year to help students with priority organisation.

3. **Teaching** - 5

3.1. Poor communication with lecturers who do not provide enough support or advice.

# Comment Trends - SAH

## Positive

- 17 - Societies
- 12 - Teaching
- 8 - Union
- 8 - Library & Uni Facilities
- 8 - Course Content
- 6 - Assessments
- 4 - Accommodation
- 4 - Employment/Placements
- 3 - Moodle
- 3 - Course Reps
- 2 - Additional Support
- 1 - Gym & Sport Facilities

## Neutral

- 4 - Union & Waterhole
- 3 - Teaching & Content
- 1 - Societies
- 1 - Travel & Trips
- 1 - Employment
- 1 - Uni Facilities
- 1 - Courses
- 1 - Wellbeing Services

## Negative

- 8 - Assessments
- 8 - Course Content
- 5 - Teaching
- 4 - Societies
- 4 - Library Facilities
- 3 - Accommodation
- 2 - Timetabling
- 2 - Employment/Placements
- 1 - Health & Safety
- 1 - Lecture Disruption
- 1 - Additional Support
- 1 - Hygiene & Maintenance
- 1 - Uni Buildings

\*24 Submissions without specified feedback



# Comment Trends - SAH

The most frequent positive themes were:

1. **Societies** - 17
  - 1.1. Great variety of sports and clubs to join and they have been very welcoming and inclusive.
2. **Teaching** - 12
  - 2.1. Teaching staff are detailed and informative when delivering content and provide useful help to students.
3. **Union** - 8
  - 3.1. The comments mainly highlighted how helpful the union is to them with mention of the Union space itself being a good place to go and study when the library is full.

# Comment Trends - SAH

The most frequent three negative themes were:

1. **Assessments** - 8

1.1. Greater access to assessment feedback in time for the exam period. Assessment deadlines too close together giving little time to properly prepare.

2. **Course Content** - 8

2.1. Lecture content is rushed through with some content not relevant to the studies. Not enough contact hours including disorganisation of course documents.

3. **Teaching** - 5

3.1. The main comments suggested the course is disorganised and some lecturers giving unclear information. Mention of timetable considerations for students travelling in.

# Comment Trends - TEC

## Positive

- 22 - Teaching
- 11 - Course Content
- 8 - The Union
- 7 - Societies
- 7 - Library & Uni Resources
- 3 - Employment/Placements
- 3 - Assessment
- 2 - Timetabling
- 2 - Moodle
- 2 - Accommodation
- 2 - Course Reps

## Neutral

- 3 - Course Content
- 3 - Union & Waterhole
- 3 - Teaching
- 1 - Timetabling
- 1 - Travel & Trips
- 1 - Employment
- 1 - Assessment

## Negative

- 11 - Assessments & Feedback
- 5 - Course Content
- 5 - Teaching
- 4 - Uni Building Facilities
- 4 - Library Facilities
- 4 - Accommodation
- 4 - Timetabling
- 2 - Additional Support
- 2 - Societies
- 2 - The Union
- 2 - Expenses
- 1 - Advice Services
- 1 - Lecture Recording
- 1 - Moodle

# Comment Trends - TEC

The most frequent positive themes were:

1. **Teaching** - 22
  - 1.1. Lectures and seminars are helpful and well taught with good teaching materials available. Supportive teachers assisting in and outside teaching times.
2. **Course Content** - 11
  - 2.1. Generic positive feedback on the courses including the work being challenging but enjoyable.
3. **The Union** - 8
  - 3.1. Comments regarding an excellent service provided by the union including the events and shop products. With mention of great sabbatical officers.

# Comment Trends - TEC

The most frequent negative themes were:

1. **Assessments & Feedback** - 11

1.1. Inconsistency between content in lectures/seminars and examination questions. Not enough time given to prepare for assessments. Feedback is not given back in time to prepare for next assignment/exam.

2. **Course Content** - 5

2.1. Disorganisation and miscommunication between different lecturers with mention to outdated information.

3. **Teaching** - 5

3.1. Generic feedback on poorly taught lectures including a need for more engaging sessions.