

Student Satisfaction Survey, 2006/07

School of Cultural Studies

Every year our School carries out a student satisfaction survey. The findings form part of the important and essential evaluation process for the courses we offer in the School and we highly value the opinions and feedback from our students.

To follow is a summary of those opinions from this year's survey – if you would like to see a PDF version of the full report, please email cspublicity@leedsmet.ac.uk.

Overview

Across all areas of investigation, the statements which attracted the highest levels of agreement were that **students would be prepared to recommend Leeds Met to other potential students** and **students in the School of Cultural Studies felt safe on campus**.

In terms of satisfaction with their course of study, the three areas with which respondents expressed the highest levels of agreement were that the **overall quality of the teaching was high**, that **they had been encouraged to think critically** and that they **would, on the whole, recommend their course**.

BA (Hons) English Literature

The three statements, *on the whole I would recommend my course to others*; *the course has been effective in encouraging me to plan my own learning* and *the course has given me the chance to acquire skills that will be useful in the future* all attracted high scores for this course.

91% of all English Literature respondents would *recommend Leeds Met to others* and an impressive 97% of the level 3 students would make this recommendation, which does indicate a high level of satisfaction after three years of study.

89% of English Literature respondents agreed or strongly agreed that *the course helped them to think critically*, and 89% agreed or strongly agreed *the quality of the teaching was of a high standard*.

BA (Hons) Media & Popular Culture

81% of all Media & Popular Culture respondents agreed or strongly agreed *the quality of the teaching was of a high standard* on this course, with 87% happy to *recommend Leeds Met to others*.

The scores on all responses were predominantly better than the previous year's results, which reinforces our belief that we are constantly working towards improving the offering to our students.

BA (Hons) English & History

The survey showed that 78% of English & History respondents agreed or strongly agreed *the quality of the teaching was of a high standard*.

Respondents studying this course also demonstrated more positive attitudes to: the amount of guidance and help they had been given through the Helpzones (which are the newly-introduced information points where students can drop in for advice and guidance on any matter, from accommodation to paying bills); off-campus safety, the catering facilities and the propensity to recommend Leeds Metropolitan to others in the future (89% of respondents).

BA (Hons) History

89% of History respondents agreed or strongly agreed *the quality of the teaching was of a high standard*, an impressive percentage. 80% also felt the course had *enhanced their ability to think critically*, 82% of respondents would *recommend the course* and 90% would *recommend the university*.

History students were also happy with the communal and social space, as well as the hygiene and cleanliness levels of the university. 86% of History respondents felt *confident using the IT facilities*.

BA (Hons) History & Politics

The report notes: 'Respondents studying on the BA (Hons) History & Politics programme consistently showed more favourable views on many aspects of the student experience and consistently outperformed the School as a whole'. It goes on to comment: 'Comparison with previous years shows an improvement in attitudes towards helping students to think critically, and the amount of guidance and help they have been given'.

Specifically, 88% of respondents felt *the quality of teaching on the course has been of a high standard*, 84% felt the course has *enhanced their ability to think critically* and 82% would *recommend the course to others*.

Future improvements

In light of feedback from students and as part of the continuing improvement process, the School this year is concentrating on improving the personal tutorial system, so that students can get the most from their one-to-one discussions with staff. We are also developing new ways of thinking about the seminar as a learning and teaching tool.. And in consultation with learning resources staff, we're focusing on helping students to make the most of the rich information sources that we hold.