Postgraduate Student Satisfaction Survey 2015-2016

While our student satisfaction scores are not as high as they have been in previous years, we are proud to note that overall satisfaction stands at a resounding 91%:

- The teaching on my degree 87
- Assessment and feedback 68
- Academic support 72
- Organisation and management 73
- Learning resources 82
- Personal development 70

Overall 91

In our 2014 report, raising overall satisfaction into the 90s was a central goal and we are pleased that our efforts have achieved the intended result. While overall satisfaction has increased, we are concerned that our performance in other indicators has dropped.

Satisfaction regarding ‘teaching,’ ‘assessment and feedback’ and ‘organisation and management’ are not as high as they have been in previous years. This unfortunate performance may be down to several factors but mainly, staffing issues experienced on the MA Psychoanalytic Studies, MA Jungian and Post-Jungian Studies and MA Psychodynamic Counselling. Most of these concerns, however, have been resolved and we look forward to reaching the high satisfaction targets to which we hold ourselves.

While noting areas in need of improvement, 87% of respondents agreed that teaching on our various degrees was excellent, which is still a noteworthy achievement. Our scores pertaining to ‘Learning resources’ and ‘Personal development’ have remained relatively steady. This year, we have made a greater effort to inform students of the support available via the Talent and Development section of the University. Moreover, we have thoroughly re-organised our “Research Skills and Methods” module (PA915), which fosters the expansion of academic skills that are highly transferrable to all aspects of personal and professional development.

We would like to thank our students for taking the time to complete the survey and welcome their feedback, which can be directed to student reps, module co-ordinators, course Directors or the Director of the Centre. Any matters arising will be discussed at Student Staff Liaison Committee meetings, which are held once a term.