

## **RESPONSE TO THE NATIONAL STUDENT SURVEY AND THE STUDENT SATISFACTION SURVEY**

Overall satisfaction as expressed in the NSS and the SSS 2011 was particularly good. In particular according to the NSS results 89% of students expressed satisfaction of their experience in the Department of Economics. According to the SSS the overall satisfaction was 89%.

### **Areas where significant satisfaction has been expressed**

Students' satisfaction was very high in the following areas:

- Academic Support (82% in the SSS and 85% in the NSS)
- Organisation and Management (84% in the SSS and 91% in the NSS)
- Learning Resources (85% in the SSS and 90% in the NSS)

Moreover the satisfaction on the level of teaching at the NSS level was 86%.

The results on overall satisfaction signal the commitment of the Department in continuing to provide the best possible academic experience to our students.

### **Areas where significant dissatisfaction has been expressed**

While there are no areas in the NSS and the SSS results that show any particular dissatisfaction there is still room for important improvements in the following areas:

- Assessment and Feedback (satisfaction at the NSS level is 69% while at the SSS level is 61%)  
In terms of Assessment and Feedback the Department continues to be committed in improving the way feedback is provided to students. In addition, efforts continue to impress upon all those responsible for setting and marking students' work to fulfil their responsibilities to provide detailed comments that serve to clarify things that students may not understand.
- Personal Development (satisfaction was 81% at the NSS level and 65% at the SSS level)  
In terms of Personal Development the differences in the results between the NSS survey (restricted to third year students) and the SSS survey (restricted to first and second year) are probably the reflection that students in their final year of studies have reached a higher level of personal development than students in their initial stage of the academic career. The Department is, however, taking active steps to improve students' skills (for example, by gaining funds via the Frontrunners schemes) and by welcoming University-wide initiatives offering students the opportunity to acquire transferable skills.