



LTC09D009

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UEA London/INTO UEA London Preliminary Institutional Approval

A sub-group of the Institutional Approval Panel met with INTO UEA Norwich students that had progressed onto UEA courses on Monday 5 October 2009 to consider their views and experience of INTO UEA Norwich.

Professor Tom Ward
Chair of the Institutional Approval Panel
6 October 2009

UNIVERSITY OF EAST ANGLIA

**PRELIMINARY INSTITUTIONAL APPROVAL EVENT – MEETING WITH INTO UEA
NORWICH STUDENTS**

**UEA LONDON
INTO UEA LONDON
5 OCTOBER 2009**

1. Initial Meeting

1.1 The Panel consisted of:

Professor Tom Ward (PVC Academic – Chair)
Dr Andrea Blanchflower (Director of Faculty Administration
SSF)
Dr Sara Connolly (Associate Dean SSF)
Professor Geoff Moore (Director of Taught Programmes)
Ms Erica Towner (Director of Partnerships)
Mrs Sally Walker (Head of the Partnerships Office)

Observers

Dr Richard Harvey, Dean of UEA London
Ms Liam Morton, UEA London Project Manager

1.2 The Panel identified a range of questions to be explored with the students:

- Positive aspects of their INTO course
- Accuracy of pre-course information
- Facilities
- Learning and pastoral support
- Feedback and student representation
- Cultural Information
- Social programme and involvement with Union of UEA students
- How to improve the programme
- Relevance of programme to further study
- student views on London delivery

2. Panel Meeting with Students

2.1 The Chair welcomed the students and explained that the objective of the event was to consider whether to recommend to LTC that an preliminary Institutional Agreement between the University and the Joint Venture should be approved and that courses be delivered by UEA and INTO from January 2010.

2.2 Four students were present at the meeting but due to confidentiality reasons the students have not been identified in this report.

2.3 Students' opinions on positive aspects of INTO UEA

The students commented that the courses completed at INTO prepared them very well for further study at the UEA as they understood what was expected of them in terms of course load, academic writing style and referencing.

For many students joining INTO was their first time in the UK and they stated that feeling part of the family at INTO helped them with the culture shock they had experienced. Students at INTO became close friends and got to know their tutors very well but they also feel part of the UEA community as a whole and did not feel there was any divide between the UEA and INTO.

2.4 Students' expectations of the course and the facilities at INTO in comparison to the information they had received

The students found the initial information they received prior to admission to be accurate. This information had been received either through agencies or on the internet and included details on the level of support they would receive and facilities available.

Students had found the facilities available to them such as the library and Sportspark were easy to use.

INTO had a good social programme and organised events such as trips to other cities and sporting events which the students valued. On an occasion when a party had proved unpopular and feedback was given by the students, the staff responded by changing the type of party for the next event.

The students commented that, they also felt a part of the UEA as a whole. However, the students did find it more comfortable to engage in INTO rather than those run by the Union of UEA Students.

2.5 Support from INTO staff

All of the students commented that they were always supported academically and personally, and that the tutors were very approachable. They stated that they had a lot of direct contact with their tutor who was able to help the students to resolve any issues they had. The students felt that staff were friendly, helpful and supportive and that they felt very at home at INTO.

The students were not aware of the INTO UEA Student Forum but were happy with the support they received from staff.

2.6 Preparation for Progressing to the UEA

The students were confident that their experience at INTO had prepared them for progressing to the UEA, particularly in terms of their knowledge of how to write essays, Harvard referencing, course load and using the facilities. One student commented that he were aware of an international student who had not attended INTO and was finding it difficult to settle in at UEA.

2.7 Recommending INTO

All of the students would recommend that international students, and particularly those preparing to study for postgraduate programmes, would benefit from completing an INTO course because of the preparation for and continuity to the next level of education that it provided. The students noted the level of fees for the INTO programmes and were interested to know if there was the possibility of bursary arrangements.

2.8 Suggestions about INTO UEA Norwich and UEA London

An issue was raised around the curriculum balance between English language and subject teaching on some of the courses and the need to keep the balance under review. Some students thought the subject content too broad and some too specific.

The students thought it might be useful to hold more student discussions to share experiences and information relating to cultural differences they were experiencing. They would like advice on how to live with English people.

The students felt that some international students might choose UEA London over UEA Norwich if they preferred a busier lifestyle and were able to afford to live in London. However they considered that had the choice been available to them, they would have chosen Norwich. The students felt that it was important for prospective students to know that the INTO London base was affiliated with a university and that they had the opportunity to continue their studies at the UEA following completion of their INTO course.

They valued the fact that INTO UEA Norwich is within a university campus and the benefits that brings. They were of the opinion that if the INTO building had more facilities to offer such as a bigger library or a bar, that UEA students would also spend time at INTO.

**Hannah Coman
Senior Administrator
Partnerships Office**