

LTC09D014

**University of East Anglia
Learning, Teaching & Quality Office**

**Themes Emerging from Open Text Comments
National Student Survey 2009**

- **Teaching**
 - Positive comments about academic staff, including their obvious subject expertise
 - Also a number of negative comments about academic staff as teachers
 - Dissertation supervision – some praise / some complaints
 - Negative comments about contact hours
 - Positive and negative comments about varied learning methods (presentations, group work, problem based learning, independent research projects, fieldwork and placements)
 - Positive comments about skills for future employment

- **Assessment and Feedback**
 - Complaints about the promptness of feedback
 - Helpfulness / usefulness of feedback and how it supported future improvement (including how constructive feedback was and its tone)
 - Difficulty understanding what was required from assessment tasks / what markers were looking for (including how to improve 69% to get a first and use of marking range)
 - Notwithstanding the campaign there were few comments on feedback on exams
 - Bunching of submission deadlines
 - A few negative comments about anonymous marking
 - Concern at variability of marking standards between markers

- **Academic Support**
 - Experience of the Advising System appears to continue to be varied, with some comments highly praising support received

- **Learning Resources**
 - Poor availability of sufficient key texts
 - Praise for the use of Blackboard in some modules
 - Difficulties in accessing computers

- **Organisation**

- Management of Joint Courses – including deadlines and the integration of the subject areas
- Mis-selling the course (including content not matching expectations)
- Teaching taking place on Wednesday afternoons
- Positive comments in respect of module choice flexibility (but negative comments in some Schools about absence or cutting of choice)
- Some negative comments about course content, including relevance and the way in which courses work as a whole
- Poor communication (between Schools and students and the University and students as well as between Schools offering joint courses)

- **Miscellaneous**

- The building work in the Square (and elsewhere) also came in for a bit of criticism
- Non-accreditation of courses
- A couple of praising comments about support for mental health and the Learning Enhancement Team, plus positive comments about pastoral support and accommodation of personal needs
- Some issues around placements, whilst the year abroad remains a popular experience
- Some students referred to being set “homework”, which might provide an insight into expectations of HE
- Car parking
- Comments in SWP in respect of being first cohort to do a course (mirroring similar comments from PHA and MED in previous years)

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