

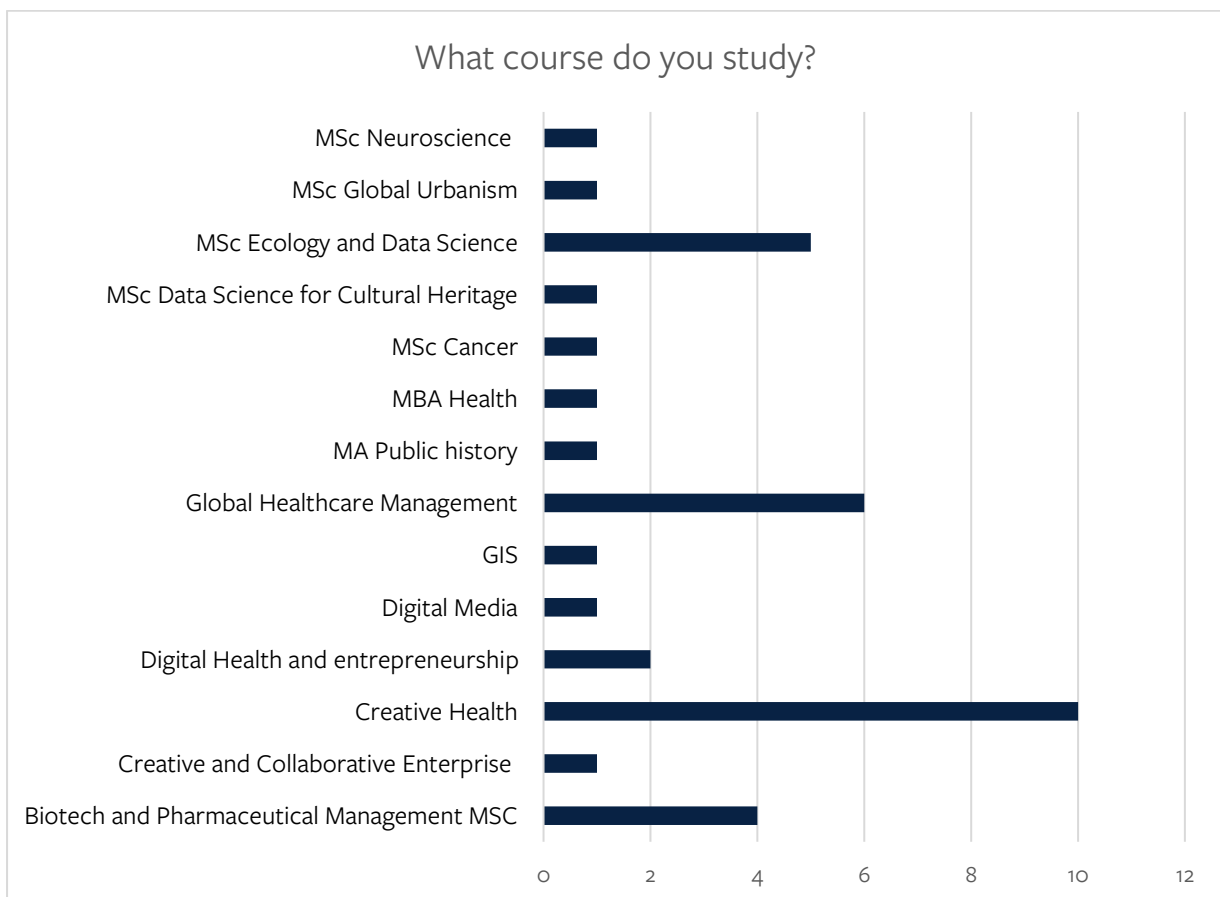
UCL East Academic Experience Survey

Summary

Over the course of April 2023, an Academic Experience Survey was shared with students who study at UCL East.

Participants

Over the course of April 2023, an Academic Experience Survey was shared with students who study at UCL East. The survey received 36 individual responses from 14 different courses.



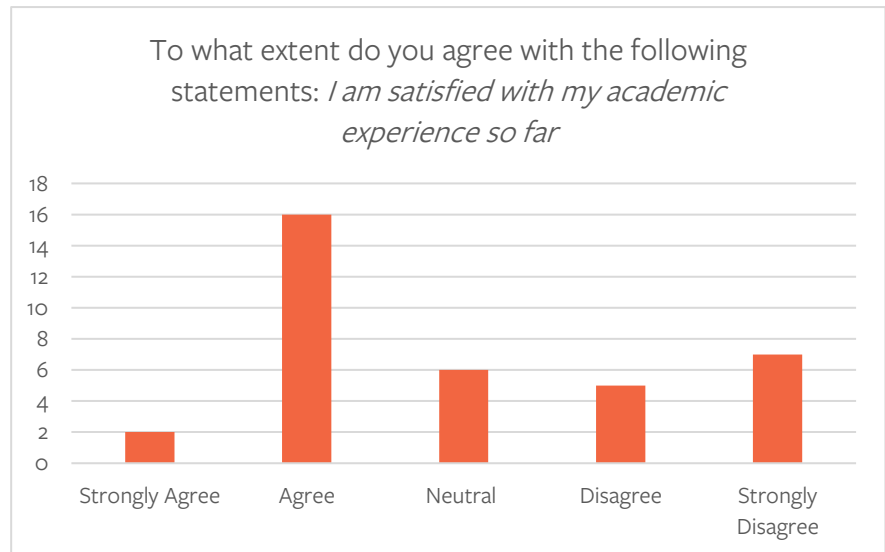
Results

All 36 respondents were asked the following set of questions regarding their academic experience at UCL East.

Question 1: “To what extent do you agree with the following statements: I am satisfied with my academic experience so far?”

Answers:

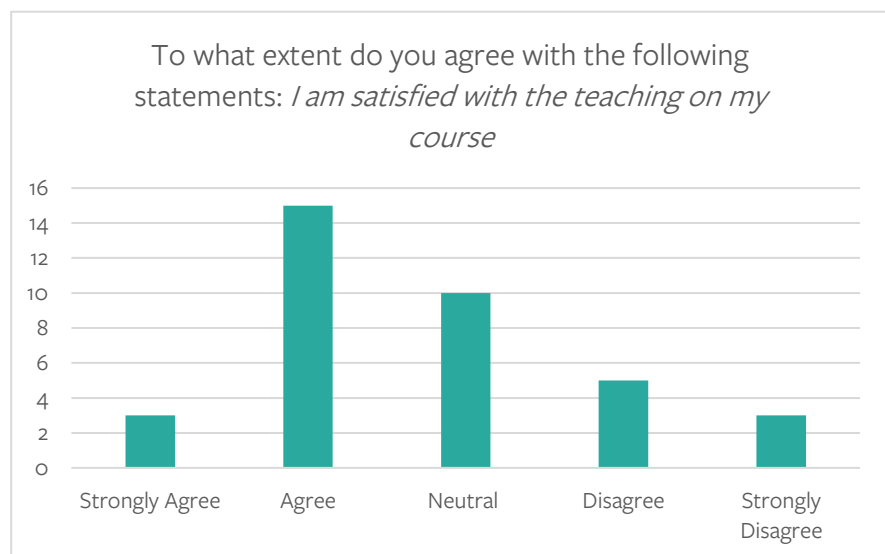
Strongly Agree	6%
Agree	44%
Neutral	17%
Disagree	14%
Strongly Disagree	19%



Question 2: “To what extent do you agree with the following statements: I am satisfied with the teaching on my course?”

Answers:

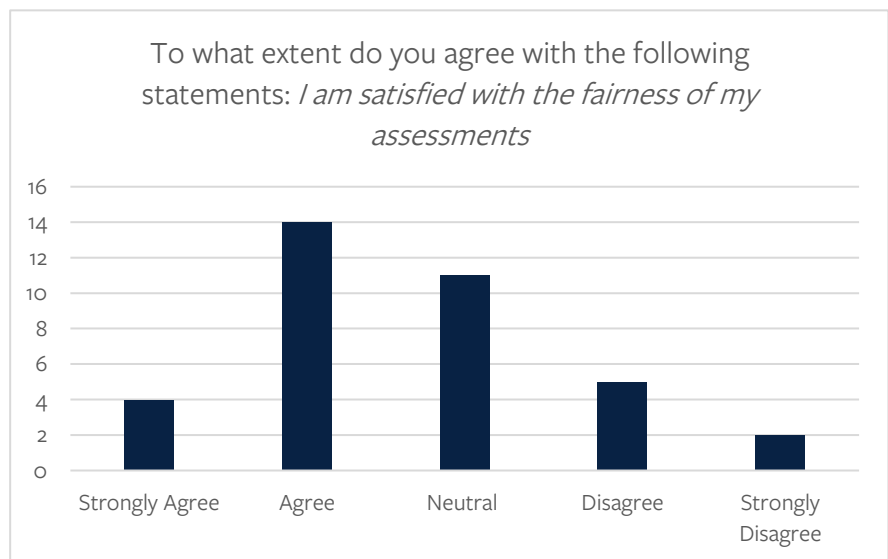
Strongly Agree	8%
Agree	42%
Neutral	28%
Disagree	14%
Strongly Disagree	8%



Question 3: “To what extent do you agree with the following statements: I am satisfied with the fairness of my assessments?”

Answers:

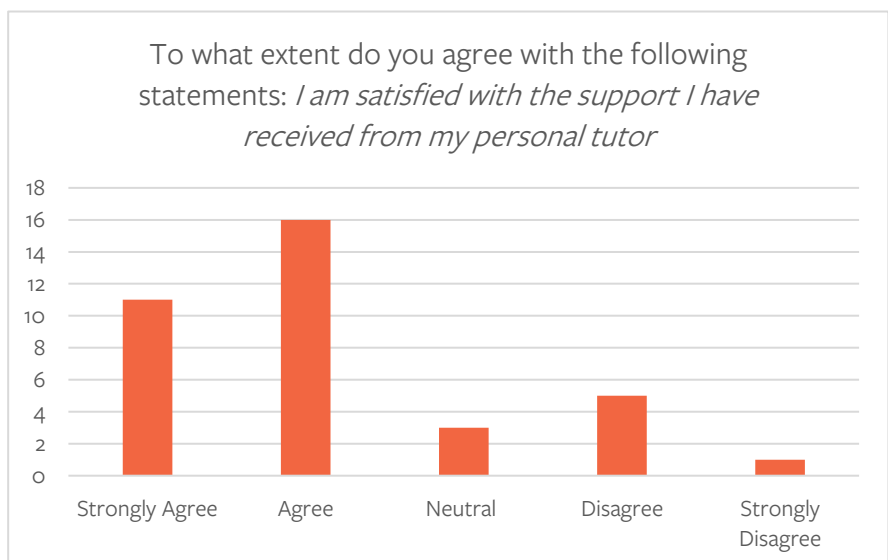
Strongly Agree	11%
Agree	39%
Neutral	31%
Disagree	14%
Strongly Disagree	5%



Question 4: “To what extent do you agree with the following statements: I am satisfied with the support I have received from my personal tutor?”

Answers:

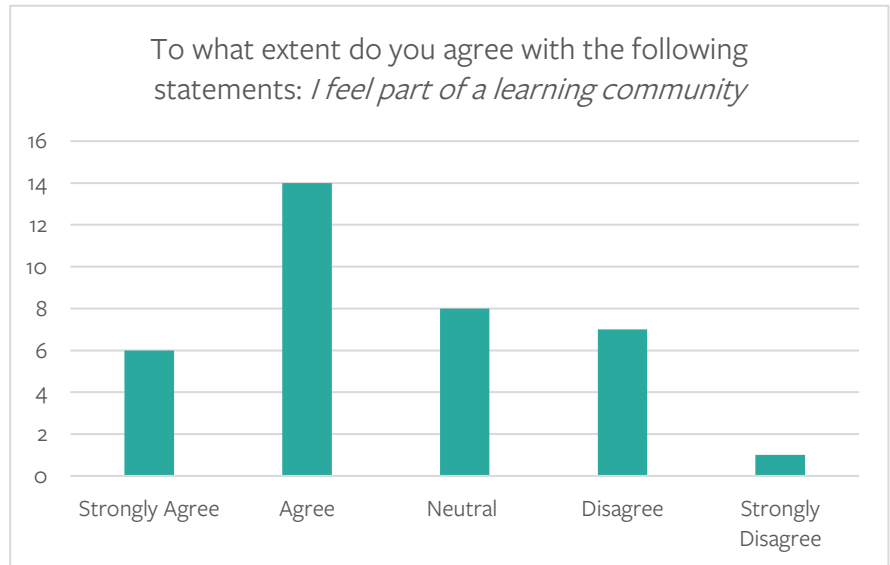
Strongly Agree	31%
Agree	44%
Neutral	8%
Disagree	14%
Strongly Disagree	3%



Question 5: “To what extent do you agree with the following statements: I feel part of a learning community?”

Answers:

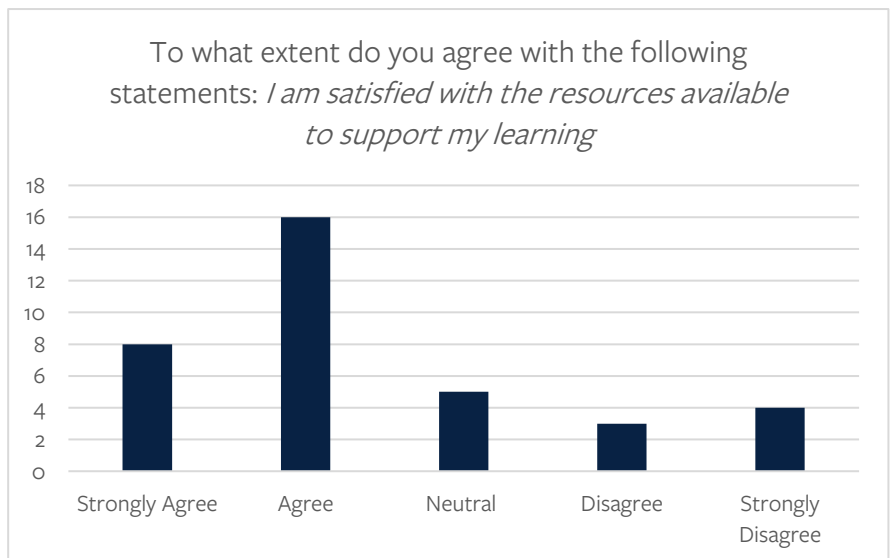
Strongly Agree	17%
Agree	39%
Neutral	22%
Disagree	19%
Strongly Disagree	3%



Question 6: “To what extent do you agree with the following statements: I am satisfied with the resources available to support my learning?”

Answers:

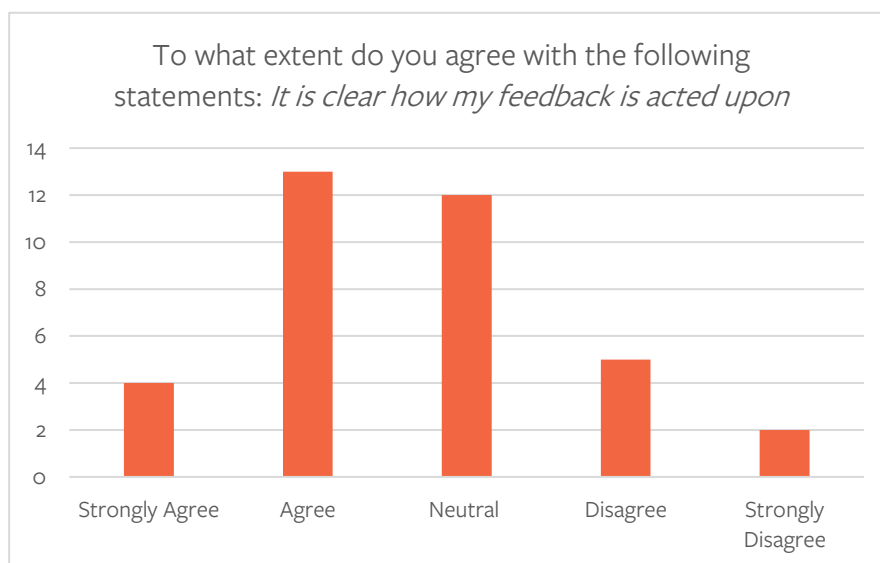
Strongly Agree	22%
Agree	44%
Neutral	14%
Disagree	9%
Strongly Disagree	11%



Question 7: “To what extent do you agree with the following statements: It is clear how my feedback is acted upon?”

Answers:

Strongly Agree	11%
Agree	36%
Neutral	33%
Disagree	14%
Strongly Disagree	6%



In addition to these questions, participants were also asked two open-ended questions in order to gain some qualitative data regarding their experiences. The first question asked, “What is the best thing about your academic experience?” and the key themes included opportunities to meet new people support from academic staff.

One participant highlighted that as a **“part-time student and parent, I am really pleased with how approachable and accommodating the teachers have been, and how inclusive the whole experience has been to someone coming to this masters as a mature student”**.

Similarly, another participant wrote **“Learning again! It’s really energising, and the teaching staff have all been really great, and very supportive”**.

On the other hand, the second question asked participants “what would you change about your academic experience?” and the main areas of concern included UCL East facilities/location, accessibility and course structure.

In regards to the facilities and location of UCL East one participant said that **“I would have never moved us to the UCL East building in Stratford - it is so much better to be in Bloomsbury where there are many other students, libraries, resources, student bars, independent cafes, and things to do.”**

One participant also said that **“A better learning environment as a whole at UCL East would be beneficial to the student experience ie enough places to eat, a place to heat up food, and**

enough places to study. I'm not sure how these things were overlooked. I really do not enjoy going to UCL East."

Participants also raised concerns around the accessibility of UCL East. One participant said that **"UCL East is not fit for purpose. It's highly inaccessible and actually illegal in terms of accessibility requirements and it has so many issues that need to be fixed but nobody seems to care. There's never enough room to eat lunch, the rooms are always locked and there's nowhere quiet to decompress should one need to".** Similarly, another participant also raised that **"the building at UCL East as it's so echoy, loud, scary and inaccessible for me".**

There were also several comments regarding the course structure as participants have asked for **"More structure to the course, clarity for assignments, and a slightly less chaotic feel".**

Likewise, one participant spoke about their particular programme and said that **"The Creative Health Masters is not currently fit for purpose. It does not achieve the learning goals it has set out to do. The course is disorganised, and our staff are so busy they have very little time to support (but they do their best - this is not their fault). I don't feel I have learnt very much at all, apart from my optional module. I'm significantly disappointed in the experience thus far. The course needs significant work, and I would not recommend it in its current form to anyone moving forward."**

Summary

From the results it is clear that the academic experience at UCL East has been both positive and negative for students this year. When looking at the responses surrounding support from personal tutors/teaching staff and the availability of learning resources, the results have been largely positive and therefore indicates that these areas are working well. However due to UCL East being so new there are still some significant issues, particularly surrounding facilities and accessibility on campus, course structure, and the general feeling of being part of a learning community. Therefore, in order to ensure that students are receiving the best possible experience these areas need to be addressed.

Experiences of Academic Reps

Within the question set we asked the participants "Are you a Course Rep, Lead Department Rep or Faculty Rep?" and 4/36 responded with "Yes". These 4 students were then asked the following questions to gain an insight into their experiences of being an Academic Rep at UCL East.

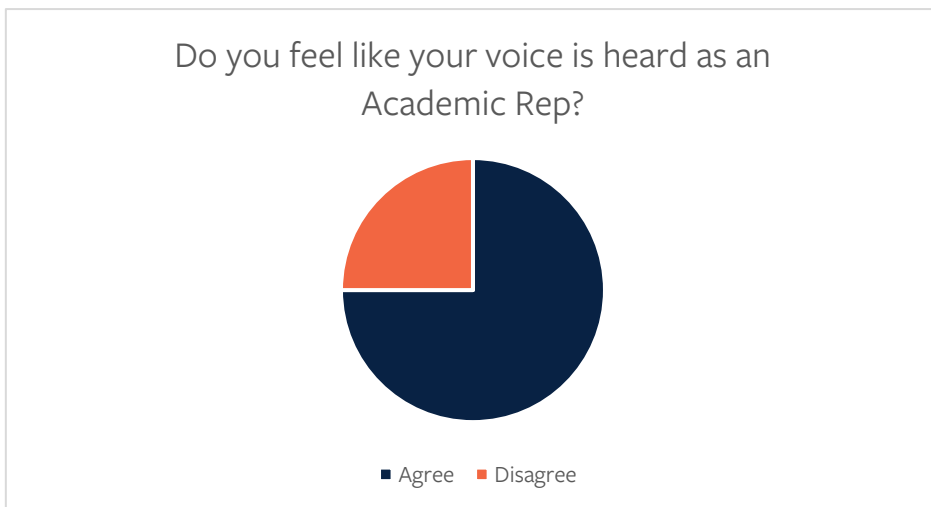
Question 1: “Have you attended a Student Staff Consultative Committee (SSCC)?”

Answer: 75% responded with “Yes” and 25% responded with “No”.



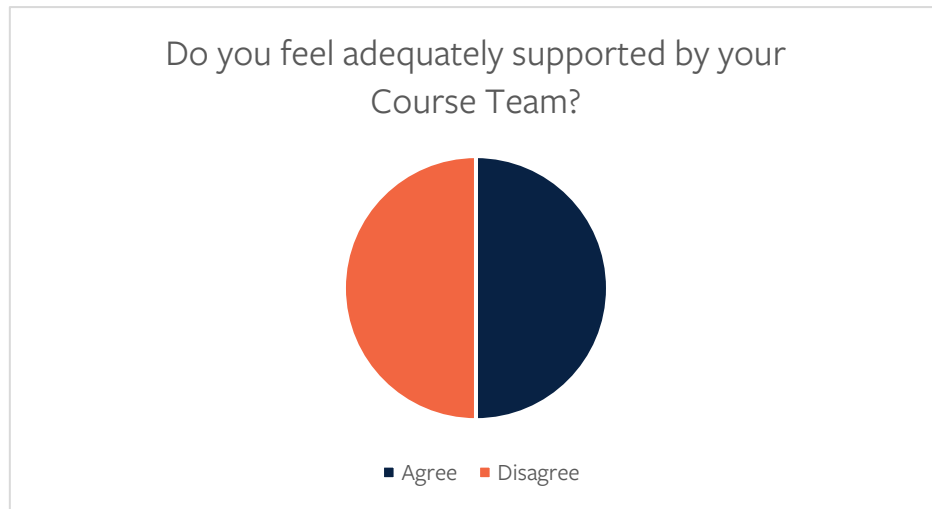
Question 2: “Do you feel like your voice is heard as an Academic Rep?”

Answer: 75% responded with “Agree” and 25% responded with “Disagree”.



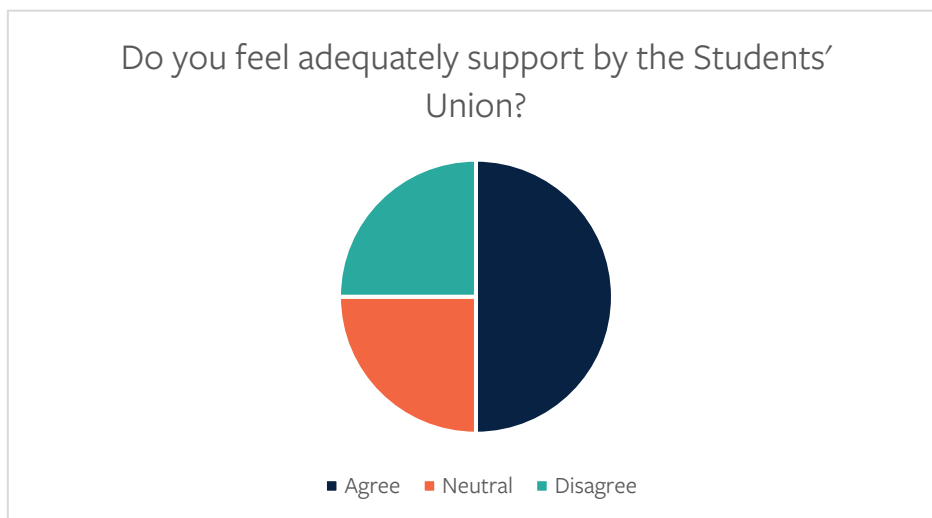
Question 3: “Do you feel adequately supported by your Course Team?”

Answer: 50% responded with “Agree” and 50% responded with “Disagree”.



Question 4: “Do you feel adequately supported by the Students’ Union?”

Answer: 50% responded with “Agree”, 25% responded with “Neutral” and 25% responded with “Disagree”.



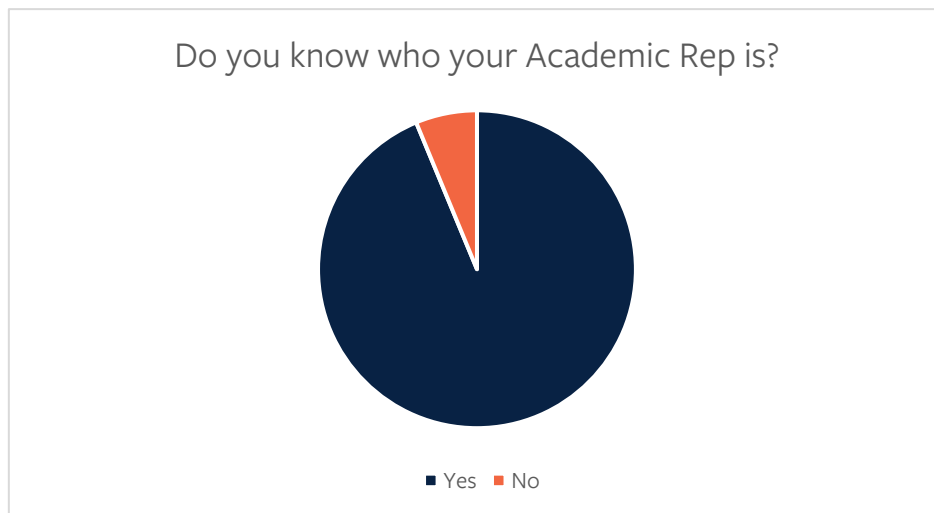
Summary

Due to the small sample size, it is challenging to generalise these findings to the wider Academic Rep network at UCL East. Therefore further research needs to be undertaken to get a clearer understanding of their experiences. However, from this limited research it appears that the Academic Reps are having a reasonably positive experience with 75% feeling like their voices have been heard and that there has been an opportunity to attend an SSCC meeting. Having said this, there does appear to be discrepancies between the level of support from the Course Teams and the Students' Union and therefore more needs to be done to ensure that the Academic Reps are feeling supported.

Those that responded "No" to the first question "Are you a Course Rep, Lead Department Rep or Faculty Rep?" were asked the following set of questions:

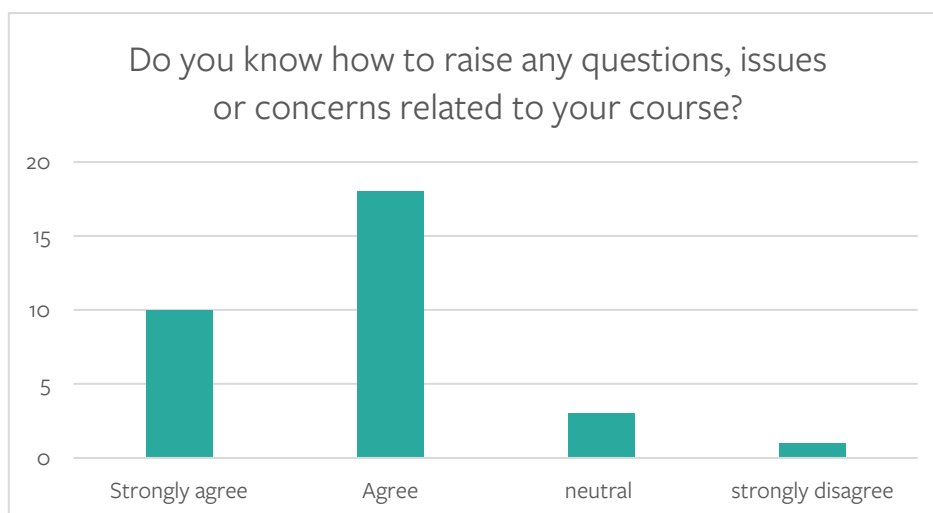
Question 1: "Do you know who your Academic Rep is?"

Answer: 94% responded with "Yes" and 6% responded with "No".



Question 2: “Do you know how to raise any questions, issues or concerns related to your course?”

Answer: 32% responded with “Strongly Agree”, 56% responded with “Agree”, 9% responded with “Neutral” and 3% responded with “Strongly Disagree”.



Summary

Whilst the sample size is still small, these results clearly indicate that students are aware of their Academic Reps, and they know how to raise any concerns about their course. However, when comparing this to one of the previous questions which asked, “*To what extent do you agree with the following statements: It is clear how my feedback is acted upon?*” the participants responded more neutrally and therefore whilst students may know where to report feedback, they don’t know what happens afterwards.

Recommendations

- Re-survey students at UCL East to gain a larger sample size and more insight into their academic experiences – particularly for Academic Reps.
- Conduct an accessibility audit of the campus to ensure that it is accessible for all students.
- Evaluate current course structures and seek student feedback on individual programmes.
- Increase social opportunities for students to establish a stronger learning community feel.
- Review support mechanisms provided by Course Teams and the Students’ Union for Academic Reps.
- Ensure that feedback loops are closed to ensure that students are aware of what is being done with their feedback.