

# ual:

# Student Guide to Survey Season

We've created an annual opportunity for all students, undergrad and postgrad, to feed back during a dedicated 'survey season' from January to April.

This year, we've also worked with Arts SU to widen our areas of feedback with new topics such as Diversity and Course costs among them.

To thank you for taking part, you can claim a **£10** voucher to spend in college canteens, arts shops or on print credits.

**By completing your survey you can inspire change – your feedback will help us to improve UAL, making the experience even better for you and future students.**

## Undergraduate students

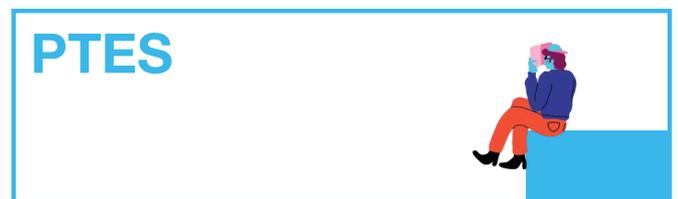


**1st and 2nd year undergrads**  
**University Student Survey (USS)**  
28 January – 30 April



**Final year undergrads**  
**National Student Survey (NSS)**  
28 January – 30 April

## Postgraduate students



**Postgrad – Taught**  
**Postgraduate Taught Experience Survey (PTES)**  
1 February – 30 April



**Postgrad – Research**  
**Postgraduate Research Experience Survey (PRES)**  
1 February – 30 April

The USS is an internal survey, while the NSS, PTES, and PRES are nationwide sector surveys.

**Fill in the survey**  
[bit.ly/SurveyUAL](https://bit.ly/SurveyUAL)



# So what do we want to know?

When thinking about these areas, consider the whole experience. Outside of core teaching, this can include the libraries, technicians, guest lecturers, visiting practitioners and external trips.

## Teaching on my course

How do staff make the course engaging and exciting?

## Learning opportunities

What kind of opportunities did you get to apply the skills you've learnt here?

## Assessment and feedback

What was the quality of the feedback on your work?

## Academic support

How well were you supported in your studies, for example through your course tutors, technicians, and Academic Support including language tutors?

## Organisation and management

How well organised was your course?

## Learning resources

How helpful were the resources supporting your learning, such as Library, IT, and specialist resources like software and workshop equipment?

## Learning community

Did you have opportunities to collaborate with other students and build your network?

## Student voice

What opportunities did you have to feed back on the course and influence change?

## Diversity

How diverse do you find your course content?

## Course costs

Were any additional costs on your course reasonable?

## Welfare resources

Whether or not you used this, how useful did you find UAL welfare/student services?

## Overall

Were you satisfied with the quality of your experience at UAL?

## How you can take part

Visit [bit.ly/SurveyUAL](https://bit.ly/SurveyUAL) or scan one of the QR codes on the posters up around campus. From there, select your year group and you'll be taken straight to your survey.

You'll also be contacted by email with full details on how to take your survey. If you're a final year undergrad you'll be contacted by Ipsos MORI for the NSS, otherwise the email will come from UAL.

You will stop receiving reminders once you have completed the survey.

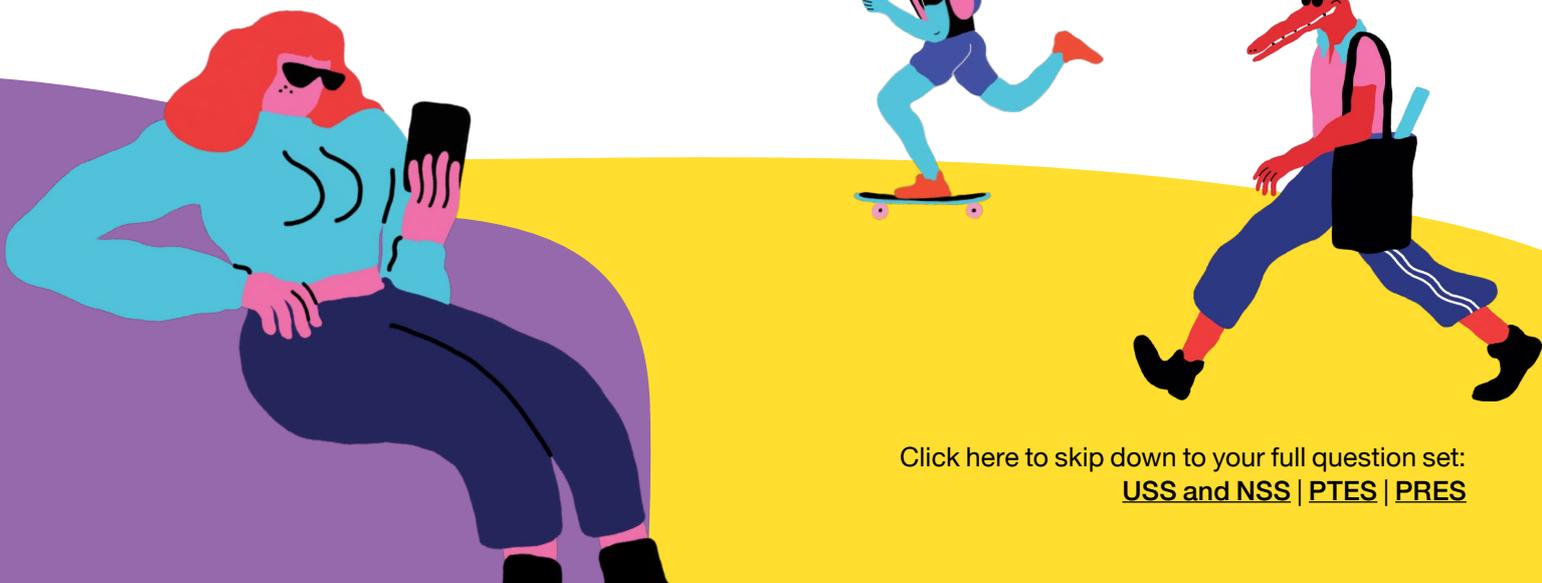
## Claiming your voucher

As a thank you for completing your survey, you will be able to claim a **£10** voucher to spend in college canteens, arts shops or on print credits.

To claim your voucher, forward your confirmation of survey completion together with your student ID to: [studentsurveys@arts.ac.uk](mailto:studentsurveys@arts.ac.uk).

## Further support

Please contact us if you have any further questions: [surveyhelp@arts.ac.uk](mailto:surveyhelp@arts.ac.uk)



Click here to skip down to your full question set:  
[USS and NSS](#) | [PTES](#) | [PRES](#)

# USS and NSS question set and guidance

## Teaching on my course

1. Staff are good at explaining things.
2. Staff make the subject interesting.
3. The course is intellectually stimulating.
4. My course challenges me to achieve my best work.

You should consider aspects of your course outside of core teaching – for example guest lecturers, visiting practitioners and external trips.

Have you felt challenged by the course you took? Don't forget 'making' is also an 'intellectual' activity.

## Learning opportunities

5. My course provides me with opportunities to explore ideas or concepts in depth.
6. My course provides me with opportunities to bring information and ideas together from different topics.
7. My course provides me with opportunities to apply what I have learnt.

Think about how your course has incorporated theory and practice. Does the course provide you with a sense of freedom and flexibility to pursue specific areas of study and personalise your own learning? In addition, was this freedom balanced by the right level of structure?

Try to think about whether you were able to learn in a way that was demanding but also responded to your own interests.

## Assessment and feedback

8. The criteria used in marking is clear in advance.
9. Marking and assessment is fair.
10. Feedback on my work is timely.
11. I receive helpful comments on my work.

Don't forget feedback comes in many forms and settings, written and verbal, formal and informal, and from lecturers, technical members of staff, your peers and external examiners.

Have you been able to apply the feedback you've received to help your learning?

## Academic support

12. I am able to contact staff when I need to.
13. I receive sufficient advice and guidance in relation to my course.
14. Good advice is available when I need to make study choices on my course.

Think about the full range of staff you and fellow students can contact for advice and guidance: course tutors, technicians, academic support tutors and other staff, librarians and administrators, finance and mental health support, visiting speakers and alumni etc.

Did you know how to contact tutors and get advice?

For study choices you might have had advice on options within units and dissertation subjects, for example.

## Organisation and management

15. The course is well organised and is running smoothly.
16. The timetable works efficiently for me.
17. Any changes in the course or teaching are communicated effectively.

Here you can reflect on how well the online timetabling system and Moodle work for you; this can include, for example, occasions where a course has been organised so there are smaller breaks between lessons.

Think about the ways you are contacted by tutors etc. When something has changed, were you given enough notice and were the appropriate channels used for communicating these changes?

## Learning resources

18. The IT resources and facilities provided support my learning well.
19. The library resources (e.g. books, online services and learning spaces) support my learning well.
20. I am able to access course-specific resources (e.g. equipment, facilities, software, collections) when I need to.

Remind students about all aspects of learning resources: Studios/technical workshops, Archives and Special Collections, equipment and help available from technicians, as well as the library.

Online services can also include ASK and Lynda.com, free copies of software for UAL students, Moodle and the MyUAL app.

**Learning community**

- 21. I feel part of a community of staff and students.
- 22. I have the right opportunities to work with other students as part of my course.

This is a chance to consider issues of inclusiveness and social integration. Were there any course specific community building events/initiatives?

You can also consider: group work, collaborative practice units, peer mentoring offered to first year students, networks and College site based events.

On the subject of “other students”, this can include both those on the same course as you and those across the wider College/University

**Student voice**

- 23. I have the right opportunities to provide feedback on my course.
- 24. Staff value students’ views and opinions about the course.
- 25. It is clear how students’ feedback on the course has been acted on.
- 26. The students’ union (association or guild) effectively represents students’ academic interests.

Think about all the various channels of feedback made available to you, such as Course Committees, Student Reps, Deans meetings, other Arts SU channels.

**Diversity**

- 27. My course encourages me to explore a range of culturally diverse course and research materials.

This is a chance to feed back on how diverse you find UAL to be. This can be related to your studies, like the selection of diverse example texts and other learning resources, or in terms of how culturally diverse the wider UAL environment is.

**Course costs**

- 28. The costs associated with my course (additional to fees) are more than I can afford.

You should consider whether you feel costs are reasonable in the context of the course you are undertaking.

**Welfare resources and facilities**

- 29. There is sufficient provision of welfare and student services to meet my needs.
- 30. When needed, the information and advice offered by welfare and student services has been helpful.

Whether or not you have used them, this is a chance for you to feed back on the services available to you which might include counselling, mental health or disability and dyslexia support, money and immigration advice.

**Overall**

- 31. Overall, I am satisfied with the quality of my experience at UAL.

This is the question which is referred to most once results are published. This is because it reflects the overall satisfaction of students once they have taken everything into account.

**In your own words...**

- 32. Thinking about your overall experience, are there any particularly positive or negative aspects you would like to highlight?

This question is for optional free text. This is where you can give feedback on anything you feel hasn't been covered in the previous questions.

## PTES question set

For most of the questions students will be asked to use the following scale to answer: Definitely agree; Mostly agree; Neither agree nor disagree; Mostly disagree; Definitely disagree; Not applicable.

There is also an opportunity to provide open-ended comments at the end of each section.

### Teaching and learning

1. Staff are good at explaining things.
2. Staff are enthusiastic about what they are teaching.
3. The course is intellectually stimulating.
4. The course has enhanced my academic ability.
5. The learning materials provided on my course are useful.
6. There is sufficient contact time (face-to-face and/or online) between staff and students to support effective learning.
7. I am happy with the support for my learning I receive from staff on my course.

### Engagement

8. I am encouraged to ask questions or make contributions in taught sessions (face-to-face and/or online).
9. The course has created sufficient opportunities to discuss my work with other students (face-to-face and/or online).
10. My course has challenged me to produce my best work.
11. The workload on my course has been manageable.
12. I have appropriate opportunities to give feedback on my experience.

### Assessment and feedback

13. The criteria used in marking have been made clear in advance.
14. Assessment arrangements and marking have been fair.
15. Feedback on my work has been prompt.
16. Feedback on my work (written or oral) has been useful.

### Dissertation or major project

17. I understand the required standards for the dissertation/major project.
18. I am happy with the support I received for planning my dissertation/major project (topic selection, project outline, literature search etc.).
19. My supervisor has the skills and subject knowledge to adequately support my dissertation/major project.
20. My supervisor provides helpful feedback on my progress.

### Organisation and management

21. The timetable fits well with my other commitments.
22. Any changes in the course or teaching have been communicated effectively.
23. The course is well organised and is running smoothly.
24. I was given appropriate guidance and support when I started my course.
25. I am encouraged to be involved in decisions about how my course is run.

### Resources and services

26. The library resources and services are good enough for my needs (including physical and online).
27. I have been able to access general IT resources (including physical and online) when I needed to.
28. I have been able to access subject specific resources (e.g. equipment, facilities, software) necessary for my studies.
29. I am aware of how to access the support services at my institution (e.g. health, finance, careers, accommodation).

## Skills development

- 30. As a result of the course I am more confident about independent learning.
- 31. My confidence to be innovative or creative has developed during my course.
- 32. My research skills have developed during my course.
- 33. My ability to communicate information effectively to diverse audiences has developed during my course.
- 34. I have been encouraged to think about what skills I need to develop for my career.
- 35. As a result of the course I feel better prepared for my future career.

## Overall

- 36. Overall, I am satisfied with the quality of the course.
- 37. Please comment on one thing that has been most enjoyable or interesting on your course.
- 38. Please comment on one thing that would most improve your experience of your course.

## Motivations

- 39. My main motivations for taking this postgraduate course were (please select all that apply).
- 40. I am studying for this qualification at this particular institution because of: (please select all that apply).
- 41. The information provided by your institution (including course specific information) to help you choose was:  
easy to find; useful; accurate.

## Institutional questions

- 42. The costs associated with my course (additional to fees) are more than I can afford
- 43. My course encourages me to explore a range of culturally diverse course and research materials
- 44. There is sufficient provision of welfare and student services to meet my needs.
- 45. When needed, the information and advice offered by welfare and student services has been helpful.

## PRES question set

For most of the questions students will be asked to use the following scale to answer: Definitely agree; Mostly agree; Neither agree nor disagree; Mostly disagree; Definitely disagree; Not applicable.

There is also an opportunity to provide open-ended comments at the end of each section.

### Supervision

**To what extent do you agree or disagree with the following statements about supervision?**

- a. My supervisor/s have the skills and subject knowledge to support my research
- b. I have regular contact with my supervisor/s, appropriate for my needs
- c. My supervisor/s provide feedback that helps me direct my research activities
- d. My supervisor/s help me to identify my training and development needs as a researcher

### Resources

**To what extent do you agree or disagree with the following statements about resources?**

- a. I have a suitable working space
- b. There is adequate provision of computing resources and facilities
- c. There is adequate provision of library facilities (including physical and online resources)
- d. I have access to the specialist resources necessary for my research

### Research culture

**To what extent do you agree or disagree with the following statements about the research culture?**

- a. I have access to a good seminar programme in my research area
- b. I have frequent opportunities to discuss my research with other researchers including research students
- c. The research community in my research area stimulates my work
- d. I am aware of opportunities to become involved in the wider research community, beyond my department

### Progress and assessment

**To what extent do you agree or disagree with the following statements about induction, progression arrangements and assessment?**

- a. I received an appropriate induction to research degree programme
- b. I understand the requirements and deadlines for formal monitoring of my progress
- c. I understand the required standard for my thesis
- d. The final assessment procedures for my degree are clear to me

### Responsibilities

**To what extent do you agree or disagree with the following statements about responsibilities?**

- a. My institution values and responds to feedback from research degree students
- b. I understand my responsibilities as a research degree student
- c. I am aware of my supervisors' responsibilities towards me as a research degree student
- d. Other than my supervisor/s, I know who to approach if I am concerned about any aspect of my degree programme

### Research skills

**To what extent do you agree or disagree with the following statements about research skills development?**

- a. My skills in applying appropriate research methodologies, tools and techniques have developed during my programme
- b. My skills in critically analysing and evaluating findings and results have developed during my programme
- c. My confidence to be creative or innovative has developed during my programme
- d. My understanding of 'research integrity' (e.g. rigour, ethics, transparency, attributing the contribution of others) has developed during my programme

## Professional development

**To what extent do you agree or disagree with the following statements about professional development?**

- a. My ability to manage projects has developed during my programme
- b. My ability to communicate information effectively to diverse audiences has developed during my programme
- c. I have developed contacts or professional networks during my programme
- d. I have increasingly managed my own professional development during my programme

**To what extent do you agree or disagree with the following statements about your experience?**

- a. Overall, I am satisfied with the experience of my research degree programme of my research degree programme
- b. I am confident that I will complete my research degree programme within my institution's expected timescale

What, if anything, has been the one most positive aspect of your research degree programme so far?

What, if anything, is the one top area in which your experience of your research degree programme so far could be improved