This is a guide to your student survey for the 2022/23 academic year.

Please contact us for any further help and questions: studentsurveys@arts.ac.uk
Welcome to Survey Season

Each year, we run a dedicated ‘Survey Season’ from February to April as an opportunity for all students – undergraduate, postgraduate, and further education – to have their say.

We want your views on a number of different topics.

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.

How you can take part

You can find all the surveys online, select your year group and you’ll be taken straight to your survey.

You’ll also be contacted directly 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 from 9 February, otherwise your email will come from UAL.

You will stop receiving reminders once you have completed the survey.
What do we want to know?

We want to hear your feedback on your overall academic experience at UAL. Outside of core teaching, this can include technical facilities and workshops, libraries, technicians, guest lecturers, visiting practitioners, and UAL’s Student Support services, including Counselling and Health Advice.

The different areas you’ll be asked about – and some of the things you might like to reflect on – including:

**Teaching on my course**
How do staff make the course engaging and stimulating?

**Learning opportunities**
What kind of opportunities do you get to apply the skills you are learning here?

**Marking and assessment**
How are you marked and assessed?
How do you engage with feedback you receive?

**Academic support**
How well are you supported in your studies?

**Organisation and management**
How well organised is your course?

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

**Student voice**
What opportunities do you have to feed back on the course and influence change?

**Mental wellbeing services**
How aware are you of the counselling, health advice and other student support services provided at UAL?

**Freedom of expression**
How free do you feel to express yourself?

**Diversity (PTES)**
How diverse do you find your course content?

**Course costs (PTES)**
Are any additional costs on your course reasonable?

**Engagement (PTES)**
How have you engaged with the course so far?
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Dissertation or major project (PTES)
If you are currently planning, undertaking, or have completed, a dissertation or major project.

Skills Development (PTES)
How have your skills developed throughout your course?

For Postgraduate Research students, we want your views on a number of issues specific to your experience, including supervision, research culture, research skills, responsibilities, opportunities and professional development.

For undergraduates (CSS and NSS), you will have an opportunity to write open comments at the end of the survey to give us feedback directly. For postgraduates (PTES and PRES), you will have opportunities to write open comments at the end of each section of the survey. These reflections are incredibly valuable to us, and we encourage you to give as much feedback as you wish.
Survey types and dates

6 February – 30 April

Course Student Survey (CSS)
For 1st and 2nd year undergrads and Graduate Diploma students

National Student Survey (NSS)
Typically for final year undergrads

Postgraduate Taught Experience Survey (PTES)
For taught postgrads

Postgraduate Research Experience Survey (PRES)
For research postgrads

17 April – 26 May (provisional)

Further Education Student Survey (FESS)
For further education students
Course Student Survey (CSS)

We want your honest views about your experience since the start of your course.

Teaching on my course

1 How good are teaching staff at explaining things?
   Very good
   Good
   Not very good
   Not at all good
   This does not apply to me

2 How often do teaching staff make the subject engaging?
   Very often
   Fairly often
   Not very often
   Rarely
   This does not apply to me

3 How often is the course intellectually stimulating?
   Very often
   Fairly often
   Not very often
   Rarely
   This does not apply to me

4 How often does your course challenge you to achieve your best work?
   Very often
   Fairly often
   Not very often
   Rarely
   This does not apply to me

Learning opportunities

5 To what extent have you had the chance to explore ideas and concepts in depth?
   To a large extent
   To some extent
   To a small extent
   Not at all
   This does not apply to me
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**Course Student Survey**
- National Student Survey
- Postgraduate Taught Experience Survey
- Postgraduate Research Experience Survey
- Further Education Student Survey

1. **How well does your course introduce subjects and skills in a way that builds on what you have already learned?**
   - Very well
   - Well
   - Not very well
   - Not at all well
   - This does not apply to me

2. **To what extent have you had the chance to bring together information and ideas from different topics?**
   - To a large extent
   - To some extent
   - To a small extent
   - Not at all
   - This does not apply to me

3. **To what extent does your course have the right balance of directed and independent study?**
   - To a large extent
   - To some extent
   - To a small extent
   - Not at all
   - This does not apply to me

4. **How well has your course developed your knowledge and skills that you think you will need for your future?**
   - Very well
   - Well
   - Not very well
   - Not at all well
   - This does not apply to me

**Marking and assessment**

5. **How clear were the marking criteria used to assess your work?**
   - Very clear
   - Clear
   - Not very clear
   - Not at all clear
   - This does not apply to me

6. **How fair has the marking and assessment been on your course?**
   - Very fair
   - Fair
   - Not very fair
   - Not at all fair
   - This does not apply to me

7. **How well have assessments allowed you to demonstrate what you have learned?**
   - Very well
   - Well
   - Not very well
   - Not at all well
   - This does not apply to me
13 How often have you received assessment feedback on time?
Very often
Fairly often
Not very often
Rarely
This does not apply to me

14 How often does feedback help you to improve your work?
Very often
Fairly often
Not very often
Rarely
This does not apply to me

Academic support

15 How easy was it to contact teaching staff when you needed to?
Very easy
Easy
Not very easy
Not at all easy
This does not apply to me

16 How well have teaching staff supported your learning?
Very well
Well
Not very well
Not at all well
This does not apply to me

Organisation and management

17 How well organised is your course?
Very well organised
Well organised
Not very well organised
Not at all well organised
This does not apply to me

18 How well were any changes to teaching on your course communicated?
Very well
Well
Not very well
Not at all well
This does not apply to me
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Learning resources

19 How well have the IT resources and facilities supported your learning?
   Very well
   Well
   Not very well
   Not at all well
   This does not apply to me

20 How well have the library resources (e.g., books, online services and learning spaces) supported your learning?
   Very well
   Well
   Not very well
   Not at all well
   This does not apply to me

21 How easy is it to access subject specific resources (e.g., equipment, facilities, software) when you need them?
   Very easy
   Easy
   Not very easy
   Not at all easy
   This does not apply to me

Student voice

22 To what extent do you get the right opportunities to give feedback on your course?
   To a large extent
   To some extent
   To a small extent
   Not at all
   This does not apply to me

23 To what extent are students’ opinions about the course valued by staff?
   To a large extent
   To some extent
   To a small extent
   Not at all
   This does not apply to me

24 How clear is it that students’ feedback on the course is acted on?
   Very clear
   Clear
   Not very clear
   Not at all clear
   This does not apply to me

25 How well does the students’ union (association or guild) represent students’ academic interests?
   Very well
   Well
   Not very well
   Not at all well
   This does not apply to me
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Mental wellbeing services

26 How well communicated was information about your university/college's mental wellbeing support services?

Very well
Well
Not very well
Not at all well
This does not apply to me

Students can reflect on if they feel they could get mental health support if they need it, including awareness of UAL and College support services, and how easy it is to find more information.

Freedom of expression

27 During your studies, how free did you feel to express your ideas, opinions, and beliefs?

Very free
Free
Not very free
Not at all free
This does not apply to me

Overall

28 Overall, I am satisfied with the quality of my course.

Open text question

29 Looking back on the experience, are there any positive aspects you would like to highlight?
30 Looking back on the experience, are there any negative aspects you would like to highlight?
National Student Survey (NSS)

We want your honest views about your experience since the start of your course.

Teaching on my course

1 How good are teaching staff at explaining things?
   - Very good
   - Good
   - Not very good
   - Not at all good
   - This does not apply to me

2 How often do teaching staff make the subject engaging?
   - Very often
   - Fairly often
   - Not very often
   - Rarely
   - This does not apply to me

3 How often is the course intellectually stimulating?
   - Very often
   - Fairly often
   - Not very often
   - Rarely
   - This does not apply to me

4 How often does your course challenge you to achieve your best work?
   - Very often
   - Fairly often
   - Not very often
   - Rarely
   - This does not apply to me

Learning opportunities

5 To what extent have you had the chance to explore ideas and concepts in depth?
   - To a large extent
   - To some extent
   - To a small extent
   - Not at all
   - This does not apply to me
6 How well does your course introduce subjects and skills in a way that builds on what you have already learned?

- Very well
- Well
- Not very well
- Not at all well
- This does not apply to me

7 To what extent have you had the chance to bring together information and ideas from different topics?

- To a large extent
- To some extent
- To a small extent
- Not at all
- This does not apply to me

8 To what extent does your course have the right balance of directed and independent study?

- To a large extent
- To some extent
- To a small extent
- Not at all
- This does not apply to me

9 How well has your course developed your knowledge and skills that you think you will need for your future?

- Very well
- Well
- Not very well
- Not at all well
- This does not apply to me

**Marking and assessment**

10 How clear were the marking criteria used to assess your work?

- Very clear
- Clear
- Not very clear
- Not at all clear
- This does not apply to me

11 How fair has the marking and assessment been on your course?

- Very fair
- Fair
- Not very fair
- Not at all fair
- This does not apply to me

12 How well have assessments allowed you to demonstrate what you have learned?

- Very well
- Well
- Not very well
- Not at all well
- This does not apply to me
13 How often have you received assessment feedback on time?
- Very often
- Fairly often
- Not very often
- Rarely
- This does not apply to me

14 How often does feedback help you to improve your work?
- Very often
- Fairly often
- Not very often
- Rarely
- This does not apply to me

Academic support

15 How easy was it to contact teaching staff when you needed to?
- Very easy
- Easy
- Not very easy
- Not at all easy
- This does not apply to me

16 How well have teaching staff supported your learning?
- Very well
- Well
- Not very well
- Not at all well
- This does not apply to me

Organisation and management

17 How well organised is your course?
- Very well organised
- Well organised
- Not very well organised
- Not at all well organised
- This does not apply to me

18 How well were any changes to teaching on your course communicated?
- Very well
- Well
- Not very well
- Not at all well
- This does not apply to me
Learning resources

19 How well have the IT resources and facilities supported your learning?

Very well
Well
Not very well
Not at all well
This does not apply to me

20 How well have the library resources (e.g., books, online services and learning spaces) supported your learning?

Very well
Well
Not very well
Not at all well
This does not apply to me

21 How easy is it to access subject specific resources (e.g., equipment, facilities, software) when you need them?

Very easy
Easy
Not very easy
Not at all easy
This does not apply to me

Student voice

22 To what extent do you get the right opportunities to give feedback on your course?

To a large extent
To some extent
To a small extent
Not at all
This does not apply to me

23 To what extent are students’ opinions about the course valued by staff?

To a large extent
To some extent
To a small extent
Not at all
This does not apply to me

24 How clear is it that students’ feedback on the course is acted on?

Very clear
Clear
Not very clear
Not at all clear
This does not apply to me

25 How well does the students’ union (association or guild) represent students’ academic interests?

Very well
Well
Not very well
Not at all well
This does not apply to me
Mental wellbeing services

26 How well communicated was information about your university/college's mental wellbeing support services?

- Very well
- Well
- Not very well
- Not at all well
- This does not apply to me

Freedom of expression

27 During your studies, how free did you feel to express your ideas, opinions, and beliefs?

- Very free
- Free
- Not very free
- Not at all free
- This does not apply to me

Open text question

28 Looking back on the experience, are there any particularly positive or negative aspects you would like to highlight?

Additional questions
Students may choose not to answer these

Overall

29 Overall, I am satisfied with the quality of my course.
For most of the questions you 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 will be opportunities to provide open-ended comments throughout and at the end of the survey.

**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.

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? Remember that making is also an intellectual activity.

‘Academic ability’ can be considered in the context of making as an intellectual activity. Academic ability is about experimentation, concept development, research and reflection, communication and debate.

Contact time can include being with staff in any context – including online – such as in one-to-one tutorials, crits, lectures, etc.

In thinking about support, answers can reference the full range of staff you can contact for advice and guidance: course tutors, technicians, academic support staff, librarians, administrators and others.
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.

Think about the various channels of feedback made available to you, such as course-specific meetings or mechanisms for feeding back, Course Committees, your Course Reps, School Reps, Student and Dean Fora, and College Officers. Remember that your input may have helped enhance the course and your learning experience.

Reflect on how your learning and development has been encouraged and progressed through feedback and assessment.

Think about teaching sessions that have particularly encouraged debate and discussion, as well as moments in the course where you have been able to present your work and ideas to each other.

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.

Feedback comes in many forms and settings, written and verbal, formal and informal, and from both lecturers and technical members of staff, and your peers.

Remember, marking criteria may have been outlined in unit handbooks or in the briefing presentation for a unit. Many different forms of feedback can be included, such as crits / feedback from peers / emails. Have you been able to apply feedback received to help your learning?
**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.

Think about the process involved in supporting you to identify your topic.

This may include how many tutorials are offered. How have tutors provided research skills, and what feedback tutorials have there been already and/or are planned?

NB: If you have not yet started this stage of your studies, mark this as ‘not applicable’ (e.g. students in year 1 of a 2 year masters, on a January start, etc).

**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.

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 that there are smaller breaks between lessons.

Think about the ways you are contacted by staff, e.g. when something has changed. Were you given as much notice as possible, and were the appropriate channels used for communicating these changes?

**Resources and services**

26 The library resources and services are good enough for my needs (including physical and online).
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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).

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

You can think about some of the ways in which resources have been made available online, or in alternative ways, like click and collect services, online technical demonstrations, etc.

Online services can also include ASK and LinkedIn Learning, free copies of software for UAL students, Moodle and the MyUAL app also, Academic Support Online (academicsupportonline.arts.ac.uk).

Support

30 The support for academic skills meets my needs (for example, support for your writing, language, subject-specific skills).

31 The support for using IT and accessing resources meets my needs (for example, support with accessing online journals and e-books, using digital learning tools/apps).

32 The support for my health and wellbeing meets my needs (for example, personal tutor, student support and counselling services).

Consider the support you may have received, whether that is academic support, digital support and health and wellbeing support.

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 support, disability and dyslexia support, money and immigration advice.

Skills development

33 As a result of the course I am more confident about independent learning.

34 My confidence to be innovative or creative has developed during my course.

35 My research skills have developed during my course.
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36 My ability to communicate information effectively to diverse audiences has developed during my course.

37 I have been encouraged to think about what skills I need to develop for my career.

38 As a result of the course I feel better prepared for my future career.

Think about careers support, tutorials, academic support from tutors and all visiting speakers and alumni.
Keep in mind projects you have undertaken on the course that focus on these kind of skills, especially live projects with externals.

Overall

39 Overall, I am satisfied with the quality of the course.

40 Please comment on one thing that has been most enjoyable or interesting on your course.

41 Please comment on one thing that would most improve your experience of your course.

Think about all aspects of the course when answering this question.

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.

Consider whether costs are reasonable in the context of the course you are undertaking.
This is a chance for you 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.
Postgraduate Research Experience Survey (PRES)

For most of the questions you 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 will be opportunities to provide open-ended comments throughout and at the end of the survey.

Supervision

1. 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

Consider how your supervisory team’s knowledge and specialist skills, feedback and support for your personal development has helped you develop as a researcher.

It would be helpful to comment more specifically on your knowledge, skills, feedback and personal development needs in terms of the different stages of your doctorate, e.g. pre- and post-confirmation, submission.
Resources

2 To what extent do you agree or disagree with the following statements about resources?
   a. I have a suitable working space when I am on campus
   b. I have a suitable working space when I am studying remotely
   c. There is appropriate access to physical library resources and facilities
   d. There is appropriate access to online library resources
   e. There is appropriate access to IT resources and facilities when I am on-campus
   f. I have access to the specialist resources necessary for my research (for example, equipment, facilities, software, materials) when I am on campus
   g. I have access to the specialist resources necessary for my research (for example, course materials, software, virtual learning environment) when I am studying remotely

This refers to all resources including Archives and Special Collections. Online services includes the PGR Hub, RNUAL Resources available on the PGR Hub, ASK, LinkedIn Learning, Thinking Teaching, Write Here Write Now.

Consider also Academic Support Online. You might also consider the college Student Support Fund to which all students can apply to support their research.

It would be helpful to comment more specifically on the physical and digital university infrastructure for study, e.g. RNUAL, physical working space, library.

Research culture

3 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

Consider seminars, and opportunities to engage with fellow researchers offered through RNUAL, College based activities, Research Centres and Institutes. Consider also newsletters,
residencies and events offered by the PostGraduate Community.

Think about the online provision developed through RNUAL, the PGR Hub, online College Groups and the Postgraduate Community.

It would be helpful to comment on the university-level provision RNUAL and Institutes, college and department-level provision (centres, hubs, formal or informal activities). It would be helpful to specify how this provision related to stages in your study progression.

Here it would be helpful if students could comment to the university-level provision RNUAL and Institutes, college and department-level provision (centres, hubs, formal or informal activities). It would be helpful to specify how this provision related to stages in their study progression.

**Progress and assessment**

4 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

You may want to reflect on RNUAL and college inductions. You might consider training directed at the preparation for registration, confirmation and submission and the supervisory support at each stage.

The Research Degrees Handbook and the PGR Hub contain guidance and detail on progress and assessment – have you found these helpful?
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Responsibilities

5 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

Think about specific changes which have happened as a result of their feedback.
Various channels of feedback are available, such as Course Committees, Course Reps, other Arts SU channels. Supervisor and student responsibilities are explained in the Research Degrees Handbook and details on who to approach are in the Handbook and on the PGR Hub.

Support

6 To what extent do you agree or disagree with the following statements about available support?
   a. The support for academic skills meets my needs (for example, support for your writing, language, subject-specific skills)
   b. The support for using IT and accessing resources meets my needs (for example, support with accessing online journals and e-books, using digital learning tools/apps)
   c. The support for my health and wellbeing meets my needs (for example, personal tutor, student support and counselling services)

Consider support and resources received through RNUAL; academic support; library support; disability and mental health services; ArtsSU; supervisors and administrative staff.
Whether or not you have used them, this is a chance for you to feedback on the services available to you which might include counselling, mental health support, disability and dyslexia support, money and immigration advice.
Research skills

7 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

Think about how they have benefited from RNUAL, college/institute based training and supervision. You might also consider how opportunities to present/exhibit their work inside and outside of UAL have enhanced your confidence as a researcher.

Professional development

8 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

Think about how training opportunities and experiences gained during your research degree have helped you develop your profile as an independent researcher.

Overall

9 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
This is the question which is referred to most once results are published. This is because it reflects the overall satisfaction of students once you have taken everything into account.

Consider your awareness of the timeline of your research degree and the support you are receiving to stay on track with that timeline.

Open text comments

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

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

This question is for optional free text comments. When completing the survey, you will be given the chance to provide both positive and negative comments. You can reflect on your overall experience and/or give feedback on anything you think hasn’t been covered in the previous questions.

Motivation

12 To what extent do you agree or disagree with the following statement about your motivation?
   a. As a result of my research degree programme I feel better prepared for my future career.

Think about how supervisory support, RNUAL training, opportunities to share your research with the research community inside and outside of UAL have prepared you for their future career.
Covid-19 pandemic

13 To what extent do you agree or disagree with the following statements about the Covid-19 pandemic?

a. Communications from my institution in relation to the Covid-19 pandemic were appropriate and clear

b. I have received the support I need from my institution in relation to the Covid-19 pandemic

c. My institution has worked to ensure the quality of my academic experience during the Covid-19 pandemic

Think about the communications you received from UAL, Research Student Team, your supervisory team and your college/institute. Consider how RNUAL and college/institute training, viva examinations, confirmation meetings and supervision adapted and support you through the pandemic.
Further Education Student Survey (FESS)

For most of the questions you 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 will be opportunities to provide open-ended comments throughout and at the end of the survey.

Communication: Pre-enrolment Information and Course Timetables

1 The information I needed to start my course was clear, accurate and was provided promptly
2 My course timetables are:
   a. easy to find
   b. clear and easy to understand
   c. accurate
   d. provided promptly
3 Additional comments on this section:

Do you feel you received enough, accurate information in good time? This includes start dates, timetables and what to expect in the first week etc.

About My Course: Projects, teaching and tutor, technician support

4 My tutors helped me understand what was required to successfully pass the course
5 Projects helped me meet the assessment objectives
6 Teaching sessions are:
   a. challenging
   b. easy to understand
   c. interesting
7 Tutors are knowledgeable, supportive and encouraged me with my project work
8 The standard of teaching on my course is high
9 Technicians are available, supportive and helpful
(Please select “Not Applicable” if your course is online only.)
10 The course has encouraged and helped me to study independently
11 I am better informed now about the progression opportunities
available to me after my course (e.g. BA study, apprenticeship
and industry)
12 Aspects of my course promote and support sustainable
practices (e.g. recycling, re-using materials, climate change)
13 Additional comments in this section:

Consider all aspects of your course including that outside
of core teaching – for example: guest lecturers and visiting
practitioners. Have you felt challenged by the course? Do you
feel you were supported in your development throughout the
year and are ready to progress to higher education or industry?

Language and Maths Skills

14 My use of academic English has improved on my course
15 My use of Maths has developed on my course
   (e.g. measurement, scale, proportion, budgeting, costings)
16 Additional comments on this section:

This is about maths and English development in your field of
study, not comparing it to your GCSEs or other qualifications.

Course Facilities & Resources, Student Support and the
UAL Community

17 The course and curriculum information on Moodle supported my
studies effectively
18 I know who to ask if I need help with my studies
19 I know where to go if I need help with non-academic issues (e.g.
   finance, accommodation, visa, counselling, mental health and
   the welfare of others)
20 The course is culturally diverse and inclusive
21 I feel safe on my course
22 My experience on my course has been free from bullying
   and discrimination
23 I feel part of the larger creative community at UAL
24 Library Services meet my study needs (e.g. information resources
   like books and magazines, online services like computers, Wi-fi
   and printers, learning spaces and help from staff)
25 Additional comments on this section:
Whether or not you have accessed these facilities or services, this is a chance for you to feed back on the environment of the course and the university services available to you which might include counselling, mental health support, money, immigration and accommodation advice.

Overall

26 Overall, I am satisfied with the quality of my course
27 Additional comments on this section:

Provide as much detail as possible if you were happy with the course or not.

Disability or Dyslexia Support

28 Are you a disabled or dyslexic student?
29 Did you feel able to declare this?
30 Did you receive the support you needed from your course team?
31 Please tell us why:
32 Did you receive the support you needed from the UAL Disability service while on the course?
33 Please tell us why:

This section will only appear if you answer ‘yes’ to the first question. This is an opportunity for self-declaring disabled or dyslexic students to tell us about their experiences and the support they received.

Final comments

34 Please tell us more about what you enjoyed about your course and/or one thing you would improve?

You can use this space to cover anything you choose to in further detail.
For further information, visit the Survey Season webpage.