This is an annual opportunity for all students - undergrad, postgrad and further education - to feed back during a dedicated ‘survey season’ from January to April (May for further education).

This includes a wide area of feedback with a number of different topics.

To thank you for taking part, you can claim £10 in vouchers 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.

The USS and FESS are internal surveys, while the NSS, PTES and PRES are nationwide sector surveys.
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**
How satisfied are you with the quality of your experience at UAL?

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**How you can take part**

Visit bit.ly/SurveyUAL or scan one of the QR codes on the posters up around your college. 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 £10 in vouchers to spend in college canteens, arts shops or on print credits.

To claim your vouchers, forward your confirmation of survey completion together with your student ID to: studentsurveys@arts.ac.uk.

You will then be able to collect your vouchers in any UAL library.

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**Further support**
Please contact us if you have any further questions: surveyhelp@arts.ac.uk

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Click here to skip down to your full question set: USS and NSS | PTES | PRES | FESS
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.

Consider whether your course has challenged you to be creative, innovative, to problem solve and think critically in relation to both practice and theory.

Creative practice and making are also intellectual activities. Consider aspects of your course outside of core teaching – for example, guest lecturers, visiting practitioners, live projects and external trips.

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 learning? In addition, was this freedom balanced by the right level of structure?

Think about whether you were able to learn in a way that was demanding but also responded to your 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.

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.

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 staff, librarians and administrators, finance and mental health support etc.

Guidance can similarly include careers support, tutorials, academic support from tutors and all visiting speakers and alumni.

Did you know how to contact your tutors and get advice?

Study choices can include, for example, elective units and dissertation subjects.

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.

Reflect on how well the online timetabling system works for you. This can include, for example, occasions where a course has been organised so there are shorter breaks between lessons, or perhaps where longer breaks have been arranged to allow students to have a pause during intense days.

Some courses have timetables to allow sessions to happen in a particular part of the week to help you plan and maximise your opportunities for paid work and independent study.

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.

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.

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

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.

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.

“Other students”, this can include both those on the same course 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 the various channels of feedback made available to you, such as Course Committees, Student Reps, Deans meetings, other Arts SU channels.

Think about specific changes which have happened as a result of student feedback.

Overall

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

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

Diversity

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

This is a chance for you to feedback 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.

Course costs

29. 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.

This is a question from Arts SU.
Welfare resources and facilities

30. There is sufficient provision of welfare and student services to meet my needs.
31. 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.

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 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 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 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” could be reflected upon in the context of creating work as an intellectual activity point.

Academic ability is about experimentation, concept development, research and reflection, communication and debate.

Contact time can include being in a studio with staff as well as one-to-one tutorials, 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 Committees, Student Reps, Deans meetings, other Arts SU channels.

Remember that your input may have helped enhance the course and the learning experience.

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

Assessment and feedback

13. The criteria used in marking have been 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**

1. I understand the required standards for the dissertation/major project.
2. I am happy with the support I received for planning my dissertation/major project (topic selection, project outline, literature search etc.).
3. My supervisor has the skills and subject knowledge to adequately support my dissertation/major project.
4. 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).

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**Organisation and management**

5. The timetable fits well with my other commitments.
6. Any changes in the course or teaching have been communicated effectively.
7. The course is well organised and is running smoothly.
8. I was given appropriate guidance and support when I started my course.
9. 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?

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**Resources and services**

10. The library resources and services are good enough for my needs (including physical and online).
11. I have been able to access general IT resources (including physical and online) when I needed to.
12. I have been able to access subject specific resources (e.g. equipment, facilities, software) necessary for my studies.
13. 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.

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

This is a chance for you to feedback on the services available to you which might include counselling, mental health or disability and dyslexia support, money and immigration advice.
Skills development

1. As a result of the course I am more confident about independent learning.
2. My confidence to be innovative or creative has developed during my course.
3. My research skills have developed during my course.
4. My ability to communicate information effectively to diverse audiences has developed during my course.
5. I have been encouraged to think about what skills I need to develop for my career.
6. 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 which have been undertaken in the course that focus on these kind of skills, especially live projects with externals.

Overall

7. Overall, I am satisfied with the quality of the course.
8. Please comment on one thing that has been most enjoyable or interesting on your course.
9. Please comment on one thing that would most improve your experience of your course.

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

Motivations

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

Remember the reasons for selecting the course and outline what your intentions were in starting the course.

What did you think about relevant course materials (webpages, prospectuses, etc.) when you were making decisions about what and where to study?

Institutional questions

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

This question was requested by Arts SU.

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.

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.
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

Consider how your supervisor’s knowledge and specialist skills, feedback and support for your personal development has helped you develop 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

This includes all resources including Archives and Special Collections. Online services includes Moodle, ASK and LinkedIn Learning also, Academic Support Online (academicsupportonline.arts.ac.uk). You should also consider the Student Support Fund to which all can apply.

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.

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

Consider seminars, workshop programmes and residencies offered through RNUAL, College based activities, Research Centres and Institutes. Consider also newsletters, residencies and events offered by the Post Graduate Community.

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

You may want to reflect on RNUAL and college inductions. You might want to consider training directed at the preparation for registration, confirmation and submission and supervisory support at each stage. The Research Degrees Handbook gives guidance and detail on progress and assessment – have you read this and found it helpful?
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

Think about specific changes which have happened as a result of your feedback. Remember the various channels of feedback made available to you, such as Course Committees, Student Reps, other Arts SU channels. Supervisor and student responsibilities are clearly explained in the Research Degrees Handbook and details on who to approach are in the Handbook and on Moodle.

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

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

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

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

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 they have taken everything into account.

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

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. Reflect on your overall experience and/or give feedback on anything you feel hasn’t been covered in the previous questions.

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?
### Communication

1. The information available before I started the course was clear and accurate
2. Timetables are accurate and were provided in good time
3. The information on Moodle supports my learning

**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.**

### Teaching and Projects

4. My course helped me understand assessment requirements
5. Projects help me meet the course objectives
6. Teaching sessions are varied and interesting
7. Tutors are motivated and supportive
8. The standard of teaching on my course is high
9. Technicians are skilled and supportive
10. The course has helped me to study independently
11. I am aware of progression opportunities (e.g. BA and industry)
12. I understand more about sustainable practices from my course (e.g. recycling, re-using materials)

**Consider all aspects of your course including that outside of core teaching – for example: guest lecturers, visiting practitioners and external trips. 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?**

### Language Skills and Maths

13. My ability to write and speak about my subject has improved
14. My ability to use maths-related skills has improved (e.g. measurement, scale, proportion)

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

### The environment of the course

15. I know who to ask if I need help with my studies
16. I know where to go if I need help with non-academic issues (e.g. finance, accommodation, visa, personal welfare, welfare of others)
17. The course promotes equality and cultural diversity
18. The college provides a safe working environment
19. My course is free from bullying and discrimination
20. I feel part of the larger creative UAL community
21. Library Services (e.g. information resources, online services, learning spaces and help from staff) meet my study needs

**Whether or not you have accessed these facilities; this is a chance for you to feed back on the university services available to you which might include counselling, mental health or disability and dyslexia support, money, immigration and accommodation advice.**

### Recommendation

22. I would highly recommend my course

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

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1 The FE Office expect the wording of some questions to change following course lead student focus groups (The areas covered by the questions will not change)