

National Student Survey 2016

1. EXECUTIVE SUMMARY

BU's overall satisfaction score has improved by 3% to **82%** this year with the sector average remaining static at 86%. This represents BU's highest ever overall satisfaction score and follows four years of relatively static performance around 80%. Whilst this is positive, further improvements are necessary in order to close the 4% gap to the sector average.

This report focuses on performance at Department and Programme level as this provides more useful insight than Faculty level which can mask underlying performance particularly now the four Faculties have increased in size and are broader than the previous six Schools.

The report will also look at the optional bank of questions, which given the recent NSS consultation outcome publication may be more relevant this year as a number of student engagement questions will feature in a revised set of main questions for the 2017 survey.

At programme level 32 programmes have improved overall satisfaction scores, whilst 14 have declined. There are now 22 programmes at or above the 86% sector average compared to 15 last year. The volatility at programme level appears to be lessening and more programmes are on an upward trend. This has resulted in less of a spread of overall satisfaction scores across programmes, with 35 of the 47 programmes with published data scoring 80% or above. However, whilst programmes are improving there still remain a number of programmes below the BU average and further improvements are therefore necessary to lift the overall average.

Of the 12 programmes below 80%, 6 range from 50% to 68%. The effect of these 6 programmes [Computer Animation Arts, Games Technology, Computer Visualisation and Animation, Social Work, Digital Media Design and Mental Health Nursing] is significant and removing these would improve BU's overall satisfaction to a sector average score of 86%.

There continues to be some positive examples of good practice and clearly targeted enhancement, in FoM for example Events and Leisure Marketing has shown consistent improvement, now performing above the sector average for two years. In addition there is evidence previous years' poor performance in certain questions has been tackled which has improved the performance over time. This change in the shape of the programme graphs can be seen in the additional information pack.

The % of actively dissatisfied (mostly disagree and definitely disagree) has decreased by 2% to 9.8%. This compares to a sector average for dissatisfied students remaining at 6.9%. Further analysis shows BU has reduced the proportion of those that definitely disagree from 3.6% to 2.5% resulting in only a 0.2% gap to the sector average.

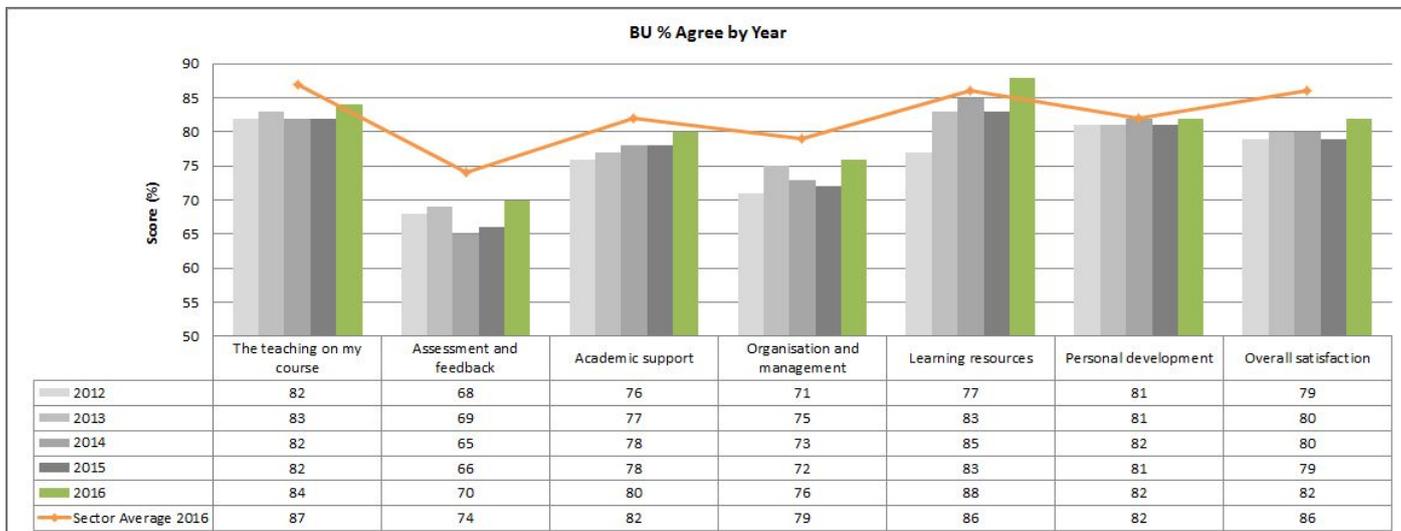
BU continues to have more students falling into the middle category (neither agree nor disagree) with 8.2% in 2016 although this is an improvement on last year by 1.4%; this compares to 7.1% for the sector. The % of definitely agree has also improved this year rising from 30.5% to 34.8 (compared to 44.4% for the sector).

An analysis of actively dissatisfied students at the question level highlights some further key observations:

- The % of dissatisfied students with Question 7 'Feedback on my work has been prompt' has decreased by 5%, from 18% to 13% in 2016. This is the result of an improvement in the proportion of responses falling into the satisfied category; whereas improvement last year was just movement from the disagree to the neither category. This suggests targeted improvements continue to be successful.
- Question 15 'The course is well organised and is running smoothly' is the other question to see a significant fall in the amount of dissatisfied students falling from 18% to 15%. 2% has also shifted from the neither category resulting in a 6% improvement to 71% in satisfaction for this question; although this still remains 7% from the sector average of 78%.
- Question 6 'Assessment arrangements and marking have been fair' is the question furthest from the sector average of 77%, although BU did improve the score by 2% this year to 70%, which has been achieved through a 2% reduction in dissatisfied students.
- Question 13 'The timetable works efficiently as far as my activities are concerned' is the only question to increase the % of dissatisfied students, increasing by 2% to 12%. However this has not impacted the satisfaction rate for the question which remains at 78% as result of 2% moving from the neither category to being satisfied.

2. BOURNEMOUTH UNIVERSITY OVERALL SATISFACTION

Along with overall satisfaction, every question area has increased in 2016 with Learning Resources now 2% above the sector average and Personal Development now level with the sector average. In addition all of the main survey questions have improved in 2016, with the exception of one, question 13 'The timetable works efficiently as far as my activities are concerned', which remained the same.



Having seen a drop last year in satisfaction rates Learning Resources has seen a 5% increase to 88%, 2% above the sector average and now at its highest ever level. This has been achieved through improvements to all three questions in this area; with Q16 'The library resources and services are good enough for my needs' improving by 4% and both Q17 'I have been able to access general IT resources when I needed to' and Q18 'I have been able to access specialised equipment, facilities or rooms when I needed to' improving by 5%.

Assessment and Feedback has also seen a 4% improvement to 70% and whilst this remains BU's worst performing area the gap to the sector average has closed from 7% to 4%. Question 5 'The criteria used in marking have been clear in advance' has seen a 7% increase from 69% to 76% and Question 7 'Feedback on my work has been prompt' has seen 6% increase from 66% to 72% and is now 1% above the sector average.

Overall, out of the 23 questions four are now above the sector average and three are level, this compares to all questions being behind the sector average last year and only two above and two level in 2014.

The additional students' union question has increased 3% since last year to 78% and is now 10% above the sector average.

3. DEPARTMENT ANALYSIS

The following section focuses on results of the Departments within Faculties. Faculty scores can often mask underlying performance, whereas by looking at the results by Department and then Programme it is easier to identify areas of strengths and weaknesses.

Overall twelve of the twenty Departments have improved overall satisfaction in 2016. Nine are at or above the BU average with four of those either at or above the 86% sector average. As is the case with programme results there is now much less spread of overall satisfaction scores with only two Departments below 75% in 2016 compared to seven in 2015.

Further data for all Departmental results is available in the additional information pack.

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The table below shows overall satisfaction scores for each Department in the four Faculties for the last three years.

	2014	2015	2016	trend line
FoM				
Accounting, Finance & Economics	85	80	81	
Events & Leisure	79	81	77	
Leadership, Strategy & Organisations	63	71	81	
Marketing	97	81	88	
Sport & Physical Activity	83	81	85	
Tourism & Hospitality	84	84	82	
SciTech				
Archaeology, Anthropology & Forensic Science	93	84	88	
Computing & Informatics	84	85	81	
Creative Technology	71	57	64	
Design & Engineering	80	68	79	
Life & Environmental Sciences	77	61	83	
Psychology	83	65	86	
FHSS				
Human Sciences & Public Health	80	89	90	
Nursing & Clinical Sciences	84	82	81	
Social Sciences & Social Work	89	89	79	
FMC				
Computer Animation	60	63	62	
Corporate and Marketing Communications	85	89	88	
Journalism & Communication	79	83	79	
Law	86	83	85	
Media Production	70	66	81	

Trend line red marker indicates lowest point, green marker indicates highest point

Within the **Faculty of Science and Technology** aggregate overall satisfaction across all Departments has increased from 72% to 81%. The Department headlines are:

- Five of six Departments have shown an increase in overall satisfaction compared to just one last year. There are now three Departments above the BU average of 82%, two of which are above the 86% sector average.
- Life and Environmental Sciences has seen the biggest overall increase of any Department, increasing from 61% to 83%. Improvements in Academic Support (64% to 81%) and Organisation and Management (63% to 82%) appear to have been contributing factors.
- Creative Technology has increased by 7% in 2016, however it still remains one of the lowest scoring Departments with 64% overall satisfaction. Improvements are evident across the majority of questions, however question 9 'feedback on my work has helped me clarify things' and question 15 'the course is well organised and is running smoothly' still remain very low with 51% and 45% respectively.
- All Departments within SciTech have made significant improvements in both Assessment and Feedback and Organisation and Management, including Design and Engineering increasing Assessment and Feedback by 19% to 75% and Psychology improving Assessment and Feedback by 27% to 72% and Organisation and Management by 18% to 86%.

The Departments within the **Faculty of Health and Social Sciences** continue to have the most satisfied students in 2016 with aggregate overall satisfaction remaining at 85%. At Department level however, the scores are mixed and whilst previous year scores are provided, the Department structure is newer than other Faculties so the trend will be less indicative/useful. Programme level data should be the focus of attention.

- Only Human Sciences & Public Health are above the BU average at 90%, the highest departmental score.
- Social Sciences and Social Work has declined by 10% and has been impacted by the decline of 33% in 'Social Work'.

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- Nursing & Clinical Sciences has dropped 1% in overall satisfaction. Of significant note is the drop of 8% in Academic Support, with question 11 'I have been able to contact staff when I needed to' dropping from 88% to 78%.

For the Departments within the **Faculty of Management**, aggregate overall satisfaction has increased by 2% this year to 81%. The Departmental headlines are:

- Four of the six Departments have increased this year.
- Events and Leisure is the only FoM Department not above 80% satisfaction and has declined 4% to 77% since 2015. Teaching on My Course has dropped 5% to 71% (the lowest of any Department) and Personal Development has also dropped by 6% to 74%. The 'Events Management' programme's result of 72% overall satisfaction is the contributing factor of the Department score.
- Tourism and Hospitality has dropped 2% to 84% despite a 14% increase in Assessment and Feedback. Question 10 'I have received sufficient advice and support with my studies' dropped the most out all questions by 4% to 78%.
- Accounting, Finance & Economics has improved by 1%, but remains below the BU average. Increases are evident in The Teaching on my Course (up 3% to 82%), Learning Resources (up 13% to 89%) and Personal Development (up 4% to 81%). Academic Support has dropped 1% to 74% with the remaining areas staying static.

Within the Departments of the **Faculty of Media and Communication** overall satisfaction has improved by 2% to 81%. The headlines at Department level are:

- Two of the five departments improved this year.
- Improvements in all Media Production Courses have resulted in a 15% increase in overall satisfaction. This moves the Department from two years of poor scores to just below the BU average. Removing 'Radio' and 'Digital Media Design' (which are no longer running) would result in an overall satisfaction score of 86% for the Department.
- Computer Animation still appears to be struggling this year with a 1% decrease to 62%. Whilst gains have been made in the Assessment and Feedback category (32% to 49%) it still remains the lowest Assessment and Feedback score of any Department. In addition, Organisation and Management and Personal Development (despite increases of 6% and 4% respectively) are also the lowest of any Department. Of particular note is question 13, 'the timetable works efficiently as far as my activities are concerned' which has dropped 11% to 58%.
- Journalism, English & Communication's overall satisfaction has decreased by 4% with significant decreases in question 1 'Staff are good at explaining things' (91% to 81%), question 6 'Assessment arrangements and marking have been fair' (75% to 65%), Question 7 'Feedback on my work has been prompt' (76% to 56%) and question 12 'Good advice was available when I needed to make study choices' (74% to 64%).

4. SERVICES QUESTION ANALYSIS

Potentially of more relevance to Professional Services are the following four questions:

Question 13 'The timetable works efficiently as far as my activities are concerned' has maintained its score of 78% and remains 3% below the sector average. At programme level Q13 has fared the worst of all of the four service questions with only 19 programmes showing improvements and 22 a decline, none more so than 'Radio' which has fallen 32% from 90% to 58%. As a result, there are now only 21 programmes on or above the sector average of 81% for this question. More positively 'Scriptwriting for Film & Television' and 'Children's and Young People's Nursing' have improved by 42% and 45%, to 89% and 100% respectively.

At Department level, satisfaction has dropped in 11 out of 20 Departments, most notably in Computer Animation which has fallen 11% to 58% and is now 9% lower than the next lowest Department of Nursing and Clinical Sciences. It is worth noting however that increases in the other two questions regarding Organisation and Management in Computer Animation have led to a rise of 6% to 58%; though this remains a low score. Creative Technology, Media Production and Life & Environmental Sciences have all seen large improvements this year, increasing by 15%, 16% and 19% respectively, the latter now the highest scoring department for this question within the Faculty of Science & Technology.

Question 16 'The library resources and services are good enough for my needs' has improved by 4% to 87% and is now level with the sector. Only 12 programmes have seen a decline in the last year and 26 programmes showing an improvement. Q16 has 32 programmes above the sector average this year with 'Music and Audio Technology' showing the biggest improvement, rising 32% to 100%. 'Social Work' is one of only 4 courses to decline by 10% or more, falling 23% to 67%.

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At Department level, 12 of the 20 Departments have shown improvement with 6 climbing 10% or more, most notably Law and Psychology which have both risen by 13% to 83% and 86% respectively. Human Sciences & Public Health is the highest scoring Department this year with 97% closely followed by Sport & Physical Activity on 96%, both rising 9% since 2015. Creative Technology has improved by 10% this year but remains the lowest scoring department for this question on 76%.

Question 17 'I have been able to access general IT resources when I needed to' is now 2% above the sector average as a result of a 5% rise to 91%. Results are more mixed at programme level with 25 programmes showing improvements and 15 a decline, only 2 of which have fallen by more than 10% including 'Radio' which has fallen 33% to 67%. Nine programmes have risen by 10% or more with 'Ecology and Wildlife Conservation' and 'Music and Audio Technology' seeing improvements of 25% and 26% to 100% and 94% respectively. 30 programmes are now on or above the sector average.

At Department level, 16 Departments have made an improvement with more than half now on or above the sector average of 89%. Human Sciences & Public Health has improved its already strong score of 96% in 2015 by 3% to 99%. Marketing received the lowest score in 2015 with 73% but a 15% increase has moved this to within 1% of the sector average in 2016.

Question 18 'I have been able to access specialised equipment, facilities or rooms when I needed to' has also improved by 5% to 85% and is now 3% above the sector average. 27 programmes have seen an improvement in this question, 14 of which improving by 10% or more with 'Scriptwriting for Film & Television' rising 47% to 100%. 'Sports Management' has seen the biggest decline for this question, falling 14% to 81%. 29 programmes are now on or above the sector average.

At Department level, 14 Departments have seen improvements this year with 14 now on or above the sector average of 82%. Corporate & Marketing Communications has seen the largest decrease this year falling 9% to 72%, the joint lowest score along with Design & Engineering. SciTech has seen the biggest increases with Creative Technology and Psychology improving by 25% and 24% respectively helping the Faculty score to rise 11% to 86%.

The table below highlights these changes.

NSS % Agree by Department	Q13		Q16		Q17		Q18	
	2015	2016	2015	2016	2015	2016	2015	2016
Human Sciences & Public Health	80	83	88	97	96	99	87	95
Nursing & Clinical Sciences	63	67	90	88	96	95	91	90
Social Sciences & Social Work	81	79	89	83	89	86	78	78
Corporate & Marketing Communications	89	82	77	81	83	85	81	72
Journalism, English & Communication	82	81	86	83	88	89	87	84
Law	86	80	70	83	86	88	81	77
Media Production	59	75	89	88	94	88	76	81
Computer Animation	69	58	77	80	74	88	75	84
Accounting, Finance & Economics	80	72	82	93	75	90	71	84
Events & Leisure	85	80	91	88	86	91	84	91
Leadership, Strategy & Organisations	84	79	82	86	85	92	79	81
Marketing	84	92	81	92	73	88	78	96
Sport & Physical Activity	87	90	87	96	88	93	81	82
Tourism & Hospitality	81	79	84	86	83	86	82	85
Archaeology, Anthropology & Forensic Science	79	81	92	86	89	91	85	89
Computing & Informatics	76	82	77	87	85	93	80	93
Creative Technology	59	74	66	76	74	87	58	83
Design & Engineering	81	77	88	88	88	86	76	72
Life & Environmental Sciences	64	83	88	85	81	90	72	85
Psychology	85	81	73	86	87	89	69	93

5. PROGRAMME LEVEL ANALYSIS

The following graphs illustrate the programme performance in overall satisfaction rates over the last five years where data is available. The programmes have been grouped together to show similar types of trend. Further data for all 2016 programme results (including those with no trend of data) is available in the additional information pack.

Programmes are shown in 5 clusters of similar performance trends:

1. Programmes where satisfaction levels appear to be less stable and/or are on a downward trend such as ‘Product Design’ and ‘Computer Visualisation and Animation’
2. Programmes that have satisfaction levels either similar or above the overall BU score but are showing signs of decline, such as ‘Computing’ and ‘Nutrition’
3. Programmes where, although satisfaction levels are fairly volatile, the trend appears to be increasing such as ‘Public Relations’ and ‘Scriptwriting for Film and Television’
4. Programmes where overall satisfaction is showing consistent signs of improvement and/or generally achieve the BU average or better such as ‘Television Production’ and ‘Law’.
5. Programmes with steady performance over the years such as ‘Advertising’, ‘Forensic Science’ and ‘Retail Management’ which are consistently scoring above the overall BU score.

The first two clusters are those that are of greatest concern and the information pack gives additional details of the movement in individual question scores over the last three years as well as a programme matrix showing potential related or unrelated factors surrounding the programme such as tariff on entry and placement opportunities.

This year, as a result of a number programme improvements more programmes reside in the 3rd and 4th clusters demonstrating that some of the volatility at programme level appears to be lessening and more programmes are on an upward trend. However a number of these programmes are around or below the BU average and further improvements are therefore necessary to lift the overall average.

Two programmes have remained volatile and/or on a downward trend and therefore remain a significant concern, Computer Visualisation and Animation and Events Management. A further two programmes, ‘Computer Animation Arts’ and ‘Product Design’ have moved from the volatile and on an upward trend group last year. Also of significance is two programmes moving into this cluster that have been generally performing better than the BU average but had dips this year, Social Work and English. This would emphasise the suggestion that ensuring consistent satisfaction levels requires continued and focused effort.

Also of significance are three programmes, which although overall satisfaction is still above or close to the BU average, are showing some sign of decline and further action may be required to improve satisfaction. These programmes are ‘Computing Framework’, ‘Nutrition’ and ‘Sports Management’.

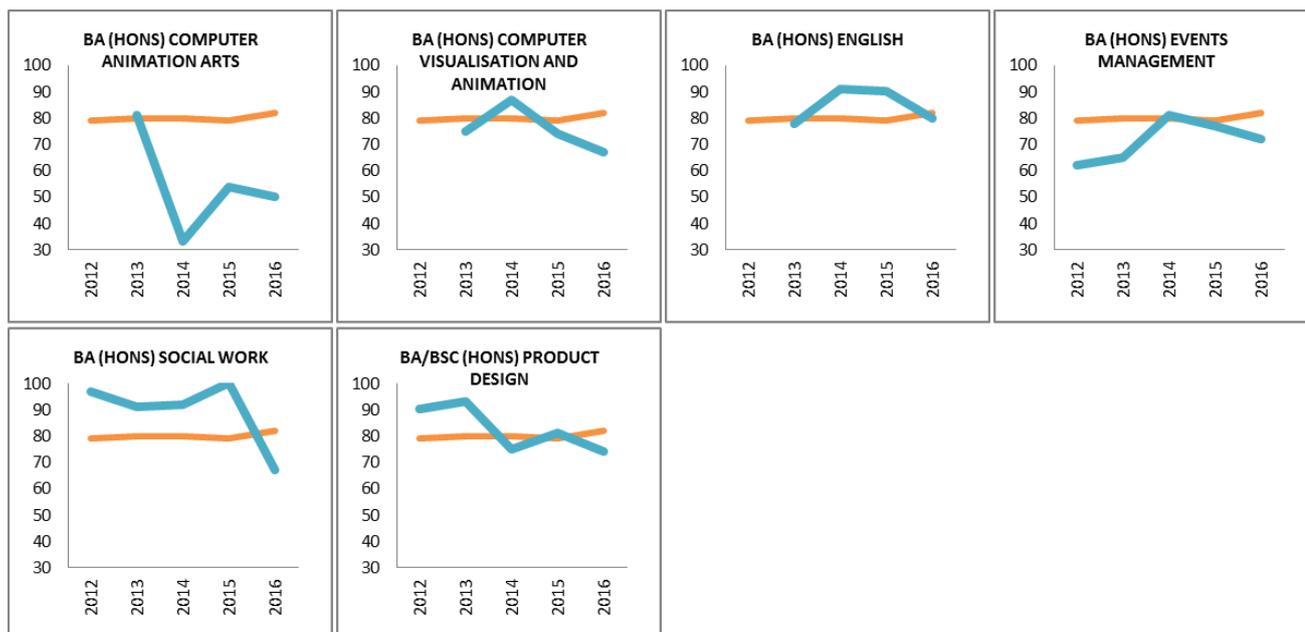
It should also be noted that some areas of concern last year such as ‘Industrial Design’, ‘Scriptwriting for Film and Television’ and ‘Psychology’ have shown improvement this year.

Overall, whilst there has been a 3% improvement in question 9, ‘Feedback on my work has helped me clarify things’ to 63%, it still remains the lowest scoring question and is consistently low across programmes with 30 of the 47 programmes with published data receiving under 70%. Question 15 ‘the course is well organised and is running smoothly’ has historically been the other question to receive consistently low scores, and whilst a dip in the programme charts is still evident, a 6% improvement overall has led to 20 as opposed to 32 programmes receiving scores under 70%.

These questions and trends are further highlighted in the programme graphs in the additional information pack.

Key	
BU Overall Satisfaction	
Programme Overall Satisfaction	

1. Programmes where overall satisfaction appears volatile and/or on downward trend



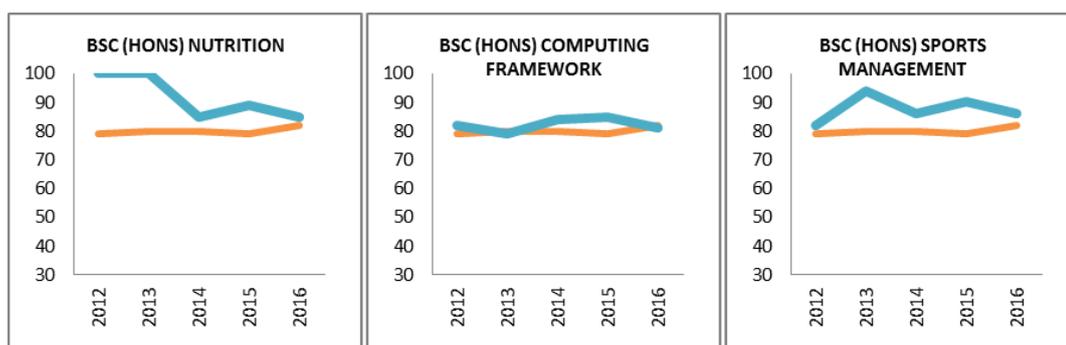
The charts above illustrate programmes where year on year overall satisfaction scores appear to be volatile, are below the BU average and / or are on a downward trend.

‘Social Work’, after being one of BU’s top performing programmes, has shown a significant decline in 2016 from 100% to 67%. All but one question has declined this year, with the most significant falls under The Teaching on my Course and Personal Development. This programme also has the most amount of ‘actively dissatisfied students across BU at 28%, although it should be noted this only relates to 5 students.

‘Events Management’ and ‘Computer Visualisation and Animation’ have now both seen two successive years of decline falling to 72% and 67% respectively. Interestingly ‘Computer Visualisation and Animation’ have made significant improvements in a numbers of questions such as question 2 ‘Staff are good at explaining things’ improving by 25% to 86%, question 7 ‘Feedback on my work has been prompt’ improving by 33% to 52% and question 15 ‘The course is well organised and is running smoothly’ improving by 38% to 67%. Only 3 questions has declined, significantly though question 13 ‘The timetable works efficiently as far as my activities are concerned’ has declined by 20% to 57% which appears to have had the negative impact on overall satisfaction. Conversely scores by question for ‘Events Management’ have broadly followed the same pattern as previous years, with declines by 7% and 11% respectively for The Teaching on my Course and Personal Development.

‘Computer Animation Arts’ is now the worse performing programme with a 50% satisfaction rate. Broadly speaking a similar pattern to previous years is evident across the questions with low satisfaction scores in both Assessment and Feedback and Organisation and Management.

2. Programmes where overall satisfaction is showing signs of decline but still similar or above the BU overall score



The charts above show programmes that have been performing well with overall satisfaction similar to the BU overall score but have shown a decline in the last year.

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The 'Computing Framework' is one of the largest in terms of population size and has seen a decrease by 4% in overall satisfaction to 81% this year after three years of improvement. However this appears at odds with results at question level with only Personal Development going down by 1% where as other question areas have seen large increases such as 10% increase in Assessment and Feedback, 11% increase in Organisation Management and a 10% increase in Learning Resources.

'Sports Management' has seen a 4% decrease this year but still remains at 86%. At question level there has been a dips in question 9 'Feedback on my work has helped me clarify things' decreasing by 28% to 48%, question 15 'The course is well organised and is running smoothly' decreasing by 19% to 71% and question 13 'The timetable works efficiently as far as my activities are concerned' decreasing by 14% to 81%. In addition students appear less satisfied with Learning Resources.

3. Programmes where overall satisfaction appears volatile and/or on upward trend



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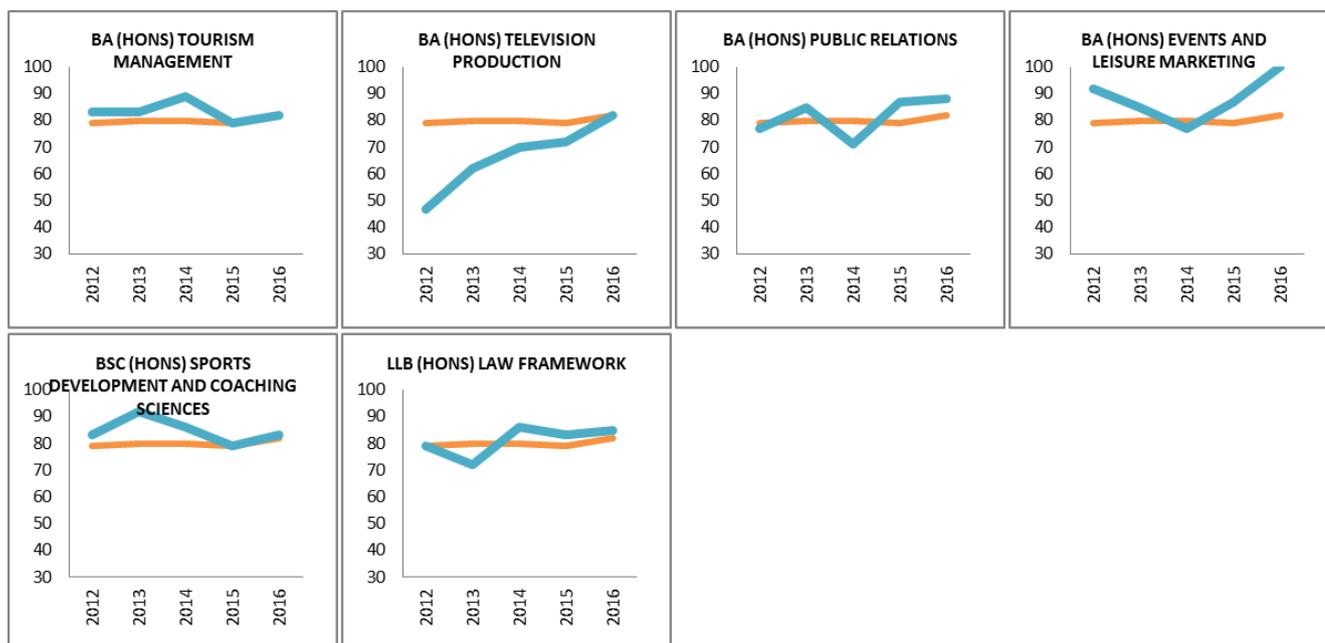
These programmes are generally showing signs of improvement in 2016 although over half of this group still remain below the BU average and as such require further improvements.

'Games Technology' has seen a 19% increase in overall satisfaction in 2016 however still remains the second lowest performing programme. The majority of questions have improved since 2015 with the first three question areas seeing significant improvements. However Organisation and Management has only improved 3% and remains a low score at 60% satisfaction.

'Multimedia Journalism', whilst improving by 2%, has remained in the 70s for overall satisfaction now for four years after previously consistently gaining above 86%. At question level results show a similar pattern in the last three years with low scores in both Assessment and Feedback and Academic Support.

'Psychology' has seen a 21% improvement in 2016 to 86%, back to its previous levels. At question level every question has improved except for one concerning timetabling which has dropped 4%.

4. Programmes where overall satisfaction is showing consistent signs of improvement and/or generally achieve the BU average or better

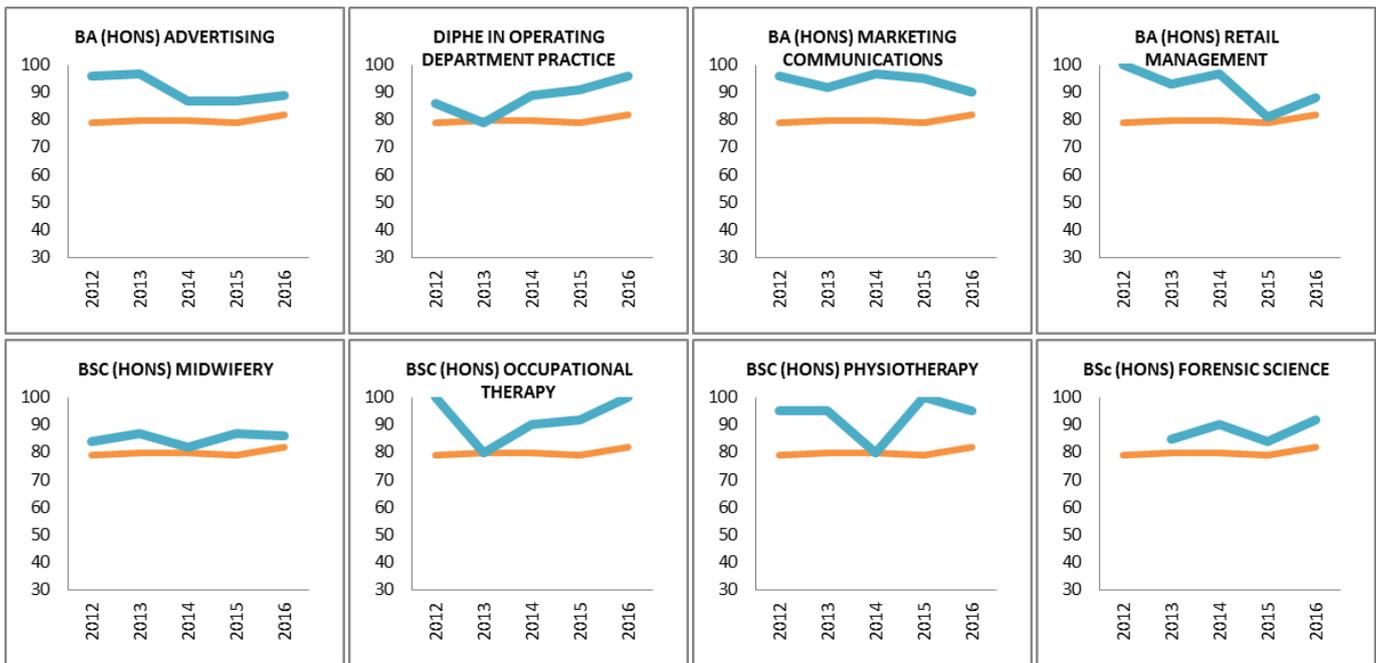


'Television Production' continues its improvement trajectory and is now level with the BU average of 82%. Improvements in Assessment and Feedback (65% to 72%), Academic Support (77% to 89%) and Organisation and Management (53% to 73%) all appear to have contributed to the 10% overall satisfaction improvement.

'Law' has also improved by 2% to 85%; however at question level there have been significant declines in Assessment and Feedback and Academic Support such as question 7 'Feedback on my work has been prompt' dropping 17% to 62% and question 12 'Good advice was available when I needed to make study choices' dropping 18% to 54%.

'Public Relations' is another programme where overall satisfaction has improved by 1% to 88% but when looking at the detail of question areas has suffered some significant declines such as Assessment and Feedback falling 10% to 62% and Organisation and Management falling 23% to 67%.

5. Programmes where performance is generally better than the BU score



'Forensic Science' has improved by 8% in 2016 to 92% which now represents 4 years above the BU average and now back above the sector average. 'Retail Management' after showing a 16% drop in 2015 has increased back to 88% and looking at the question results provides evidence that previous dips in Assessment and Feedback and Organisation and Management have been addressed.

Three programmes, 'Events and Leisure Marketing', 'Occupational Therapy' and 'Operating Department Practice' have all achieved 100% satisfaction in 2016.

6. OPTIONAL QUESTION ANALYSIS

The NSS survey also contains a further set of questions which can be answered by students on an optional basis following the main survey. The BU response rate for the optional question bank was 50% compared to 48% in 2015 (34% for the placement question compared to 33% in 2015) of all those surveyed. This is far better than the response rate for all HEIs of 19% which has remained static.

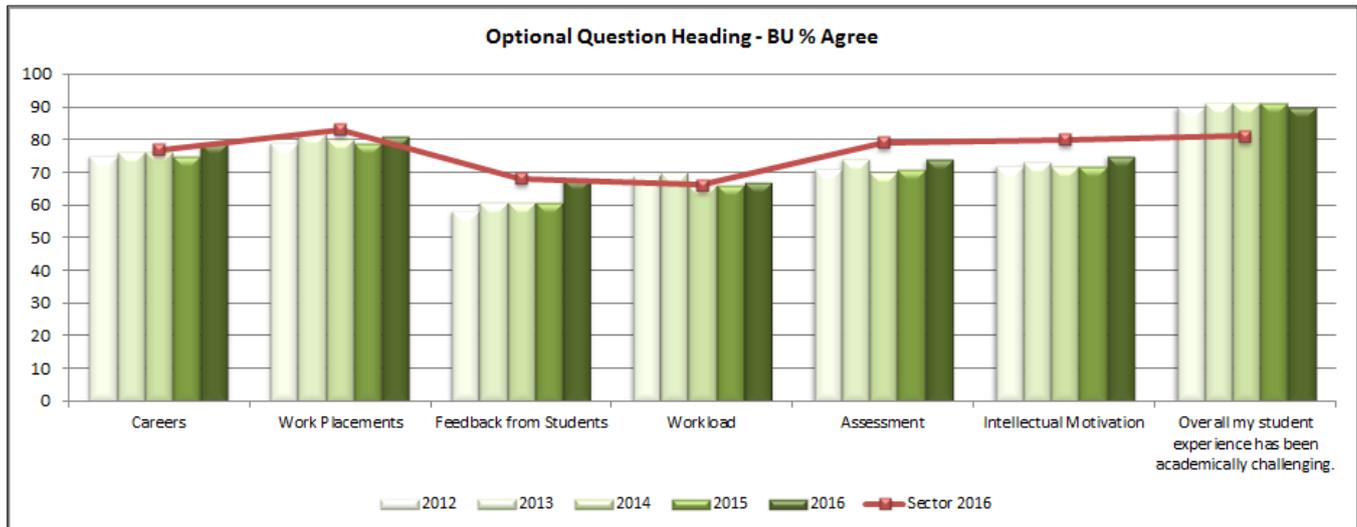
65% of all those who answered the main questions went onto to complete the optional question bank.

With the release of the recent NSS consultation outcomes publication these results maybe more pertinent than previously. Whilst a final set of worded NSS2017 main survey questions is yet to be published, HEFCE have indicated they will include questions around student engagement under three themes 'academic challenge and integrative learning', 'the student voice' and 'the learning community and collaborative learning'. The first two themes are closely aligned to the optional questions on 'Feedback from Students' and 'Intellectual Motivation'.

For BU, as with the main survey results, there are some positive movements. All 6 of the additional question areas have increased this year. In particular feedback from Students has improved 7% to 68% and is now level with the sector average. Intellectual Motivation has also increased by 3% but is 5% below the sector average.

The Careers and Workload areas have also seen increases of 4% and 1% respectively and have now risen above the sector average scores.

Although all question areas have increased, the last question 'Overall my student experience has been academically challenging' has fallen 1% to 90% but remains well above the sector average of 81%.



Seven out of the twenty-one questions are now above the sector average, compared to one in 2015. Every question has closed the gap with the sector although 3 questions remain 7% away: B3.5 'The taught part of my course was good preparation for my placements', B10.1 'Teaching staff test what I have understood rather than what I have memorised' and B12.3 'The course has stimulated my enthusiasm for further learning'.

Question B6.3 'It is clear to me how students' comments on the course have been acted upon' remains the lowest scoring question in 2016 although this has seen the biggest improvement in the last year with an increase of 9% and is 2% above the sector average of 58%.

As with the main questions, in general where scores are good in the optional questions, overall satisfaction is good. However there are some exceptions:

Computer Animation Arts achieved scores of 75% in Careers and 100% agreed the course was academically challenging, however the overall course satisfaction was only 50%. In addition 70% of students were also satisfied with Assessment in the optional questions which relate more to the academic rigour of assessment whereas only 38% were satisfied with Assessment and Feedback in the main questions which are much more aligned to the timeliness and quality of feedback as well as the communication of assessment criteria.

This is also evident in a handful of other programmes such as 'Computer Visualisation and Animation', 'Events Management' and 'Multimedia Journalism'.

Further analysis and detail on the optional question bank is available in the additional information pack.