

Postgraduate Taught Experience Survey 2019

1. INTRODUCTION

The Postgraduate Taught Experience Survey (PTES) is a national survey run through Jisc Online Surveys which collects information about the experience of any taught postgraduate student on a Masters, Postgraduate Certificate or Diploma course. PTES focuses on student experience in the areas of Teaching and Learning; Engagement; Assessment and Feedback; Dissertation or Major Project (where relevant); Organisation and Management; Resources and Services and Skills Development.

Questions within these broad categories are in the familiar “NSS” format of agreement with a statement. For example, the *Overall Satisfaction* section of the survey is just one question: “Overall, I am satisfied with the quality of the course” where the possible responses are: “Definitely agree”; “Mostly agree”; “Neither agree nor disagree”; “Mostly disagree”; “Definitely disagree” and “Not applicable”. In this analysis, responses are presented as percentage agreeing with the statement, calculated as answers in the first two categories, above, as a percentage of total responses (excluding “Not applicable”), in the line with the NSS.

Sector comparison data is from Jisc Online Surveys for all institutions’ PTES surveys in 2018 and 2019. 2019 data is as at 5th July 2019, after the close of the PTES survey window for the sector on 14th June 2019. Sector results will be formally published by Advance HE later in the year.

2. EXECUTIVE SUMMARY

BU’s Overall Satisfaction score has risen by 2.1% from **79.1%** in 2018 to **81.2%** in 2019 while the sector average rose 1.5% from 80.4% to 81.9%; BU is therefore now within 0.7% of the sector average, compared with 1.3% below in the previous year and 9.6% below in 2017. However, the BU PTES response rate fell from 30.5% in 2018 to 26.6% in 2019.

Within the BU result, *Overall Satisfaction* increased in two Faculties: the Faculty of Health and Social Sciences continues to have the most satisfied students in 2019 with *Overall Satisfaction* at 87.3% (4.9% higher than the 2018 result); while the largest rise was in the Faculty of Science and Technology, with a score of 82.2%, 12.3% higher than the 2018 score. *Overall Satisfaction* fell by 2.0% to 80.3% in the Faculty of Management, and by 3.0% to 76.6% in the Faculty of Media and Communication.

Aside from the year-on-year rise in *Overall Satisfaction* at BU level, five of the other seven main question areas were also improved, with large rises in scores for *Teaching and Learning* (84.4%, +4.8% since PTES 2018); *Engagement* (81.6%, +5.2%); *Assessment and Feedback* (78.0%, +2.4%); *Organisation and Management* (74.7%, +4.6%) and *Skills Development* (79.8%, +2.2%). These question areas also outperformed the sector PTES 2019.

Resources and Services effectively remained unchanged, dropping very slightly to 85.3%, 0.1% less than in 2018 and within 0.1% of the sector average. The only area to show a decline was *Dissertation or Major Project*, which fell from 77.1% in 2018 to 74.4% in 2019 (-2.7%; and -4.9% vs sector).

At a Faculty level, *Dissertation or Major Project* varied from 78.6% in the Faculty of Science and Technology to 66.5% in the Faculty of Media and Communication.

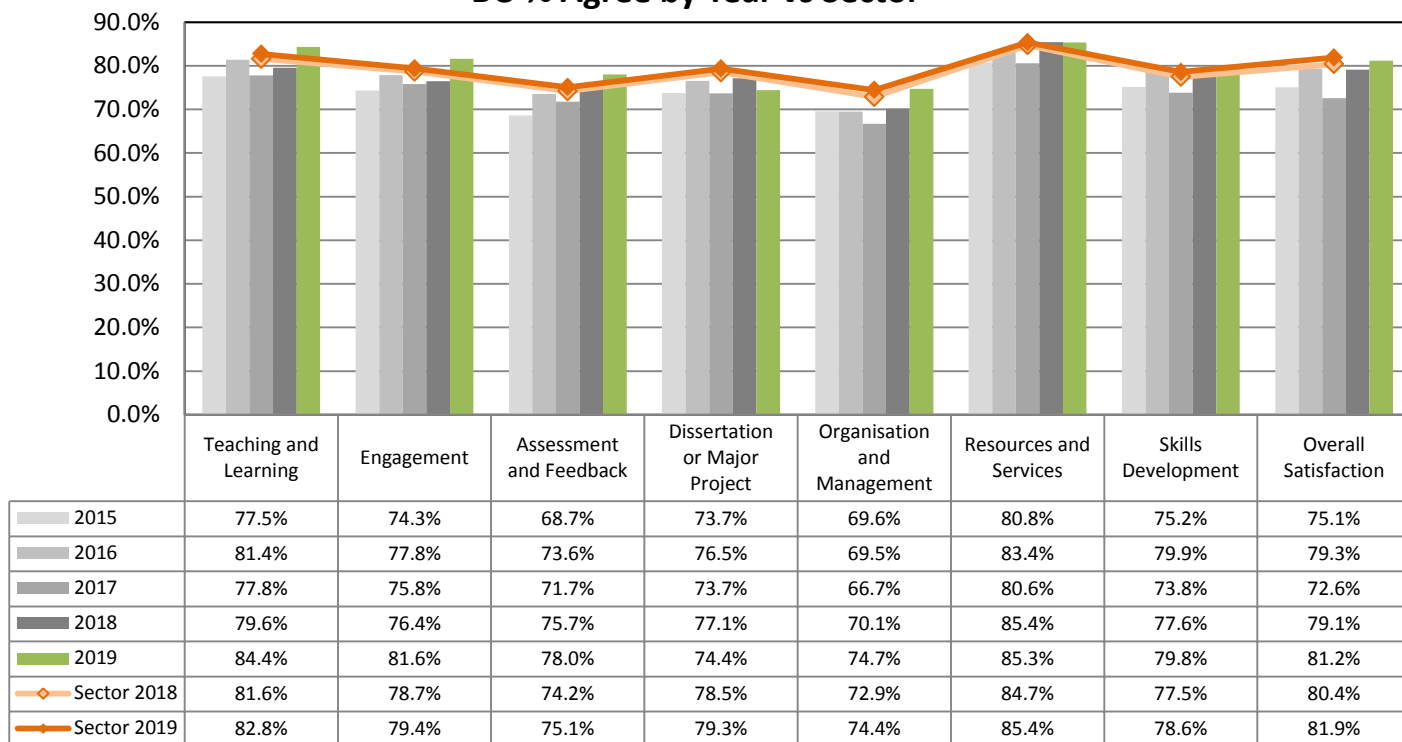
11 out of 19 departments (excluding “Other”) had *Overall Satisfaction* scores above sector level in 2019, compared with 10 departments in PTES 2018. Three departments showed increases of more than 20% in *Overall Satisfaction* year-on-year: Human Sciences & Public Health rose 27.0% from 57.9% in 2018 to 84.8% in 2019; Archaeology, Anthropology & Forensic Science was up 21.9% to 95.2% (the highest departmental *Overall Satisfaction* score) and Psychology increased by 20.4% to 72.1%. Corporate & Marketing Communications had the largest drop in *Overall Satisfaction*, falling by 24.5% from 87.0% in 2018 to 62.5% in 2019. However, with 16 responses, the 2019 respondent population for this department is relatively small and so results should be interpreted with caution.

Although there is considerable variation in *Overall Satisfaction* scores at department level, from 95.2% for Archaeology, Anthropology & Forensic Science, as noted above, to 61.5% for Marketing (a range of 33.7%), the range for *Teaching and Learning* is much narrower. The difference between the highest department score (Archaeology, Anthropology & Forensic Sciences at 96.6%) and the lowest (Media Production at 72.6%) is only 24.0%; and 12 out of 19 departments have *Teaching and Learning* scores above the sector average of 82.8%.

3. BU SATISFACTION – MAIN QUESTION AREAS

The chart below shows BU's last 5 years % agree scores in the main question areas compared to the sector averages over the last two years.

BU % Agree by Year vs Sector



Δ BU 2019- BU2018	4.8%	5.2%	2.4%	-2.7%	4.6%	-0.1%	2.2%	2.1%
Δ BU 2019- Sector 2019	1.6%	2.2%	2.9%	-4.9%	0.3%	0.0%	1.2%	-0.7%

Most PTES question areas have seen an improvement this year, with increases in: *Teaching and Learning* (up 4.8% to 84.4%) *Engagement* (up 5.2% to 81.6%); *Assessment and Feedback* (up 2.4% to 78.0%); *Organisation and Management* (up 4.6% to 74.7%); *Skills Development* (up 2.2% to 79.8%) and *Overall Satisfaction* up 2.1% to 81.2%.

Each of these improved BU question areas is now higher than the 2019 sector average, with the sole exception of *Overall Satisfaction*, which is 0.7% lower than the sector score of 81.9%.

Resources and Services remained almost the same at 85.3% compared with 85.4% in PTES 2018, while the only area to show a decrease was *Dissertation or Major Project*, results for which fell 2.7% from 77.1% in 2018 to 74.4% in this year's survey.

Sector scores are very similar year-on-year. The largest rises were in *Organisation and Management* (+1.6%) and *Overall Satisfaction* (+1.5%). If the sector 2019 score for *Overall Satisfaction* had remained at 2018 levels, BU would have passed the sector benchmark.

Improvements in BU scores over the last 5 years are even more significant, with BU showing an increase in *Overall Satisfaction* of 6.1% and similar rises in most question areas across the 5 years, including *Assessment and Feedback* (+9.4%), *Engagement* (+7.3%) and *Teaching and Learning* (+6.8%).

The only question area which has not improved significantly over the last 5 years is *Dissertation or Major Project*, which has risen slightly from 73.7% in 2015 to 74.4% in 2019.

4. DEPARTMENT ANALYSIS

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

Faculty	Academic Department	2019		2018	
		Total Respondents	Overall Satisfaction	Total Respondents	Overall Satisfaction
Faculty of Health and Social Sciences	Human Sciences & Public Health	33	84.8%	19	57.9%
	Nursing & Clinical Sciences	43	86.0%	45	95.6%
	Social Sciences & Social Work	34	91.2%	26	76.9%
	Total	110	87.3%	91	82.4%
Faculty of Management	Accounting, Finance & Economics	16	87.5%	43	72.1%
	Events & Leisure	20	80.0%	45	84.4%
	Leadership, Strategy & Organisations	56	83.9%	108	81.3%
	Marketing	26	61.5%	56	73.2%
	Sport & Physical Activity	14	85.7%	16	93.8%
	Tourism & Hospitality	45	82.2%	80	92.3%
	Other	6	83.3%		
	Total	183	80.3%	348	82.3%
Faculty of Media and Communication	Computer Animation	30	90.0%	32	90.6%
	Corporate & Marketing Communications	16	62.5%	23	87.0%
	Journalism, English & Communication	30	73.3%	36	80.6%
	Law	20	75.0%	52	76.9%
	Media Production	41	75.6%	43	74.4%
	Other	8	75.0%	19	68.4%
	Total	145	76.6%	205	79.5%
Faculty of Science and Technology	Archaeology, Anthropology & Forensic Science	21	95.2%	30	73.3%
	Computing & Informatics	50	80.0%	44	79.5%
	Design & Engineering	13	84.6%	13	84.6%
	Life & Environmental Sciences	21	94.7%	17	88.2%
	Psychology	43	72.1%	58	51.7%
	Total	148	82.2%	163	69.9%
BU Total		586	81.2%	807	79.1%

Green shading indicates scores above sector average (81.9% in 2019, 80.4% in 2018); yellow shading indicates scores below the sector average but above the BU average

This section focuses on results at department level; full data tables can be found in Appendix A.

9 out of 19 departments (excluding "Other") have improved *Overall Satisfaction* this year with 11 above the sector average of 81.9%, compared with 10 departments above the sector average of 80.4% in PTES 2018.

The **Faculty of Health and Social Sciences** continues to have the most satisfied students in 2018 with *Overall Satisfaction* at 87.3%, an increase of 4.9% on the Faculty's 2018 result and 5.4% higher than the 2019 sector average. The Faculty has achieved above the sector average for *Overall Satisfaction* in all three departments in 2019. It also has above sector average scores in all three departments in five of the other survey sections: *Teaching and Learning*; *Assessment and Feedback*; *Organisation and Management*; *Resources and Services* and *Skills Development*. Headlines at department level include:

- **Human Sciences & Public Health** has seen the largest increase in *Overall Satisfaction*, with scores rising by 27.0% from 57.9% in 2018 to 84.8% in 2019. This is underpinned by improvements in *Teaching and Learning* (up 17.0% to 88.2%) and *Organisation and Management* (up 17.2% to 80.0%). It is the only department in the Faculty to have a better than sector average *Dissertation* score, up slightly by 0.4% to 81.0% compared with a sector 2019 score of 79.3%. Scores have fallen in two question areas relative to last year: *Assessment and Feedback* (down 4.3% to 82.6%) and *Resources and Services* (down 2.7% to 93.1%); however both of these areas are still better than the sector average. The only question area in the department which is not better than the sector average is *Engagement* which is in line with the sector (less than 0.1% difference).
- **Nursing & Clinical Sciences** has seen *Overall Satisfaction* fall by 9.5% from a very high score of 95.6% in 2018 to 86.0% in 2019. This is still 4.2% above the sector average, and 4.9% above the BU average. Within this overall result, four sections have improved since 2018: *Skills Development* (+5.7% to 86.0%); *Engagement* (+2.5% to 84.7%); *Organisation and Management* (+2.0% to 74.5%) and *Resources and Services* (+0.7%) to 93.4%, the highest institutional score for

this section, and 8.0% above sector average. There was a slight year-on-year drop for scores in *Teaching and Learning* (-2.1% to 86.7%) and *Assessment and Feedback* (-0.6% to 79.0%) but these remain above sector average. The only area (apart from *Overall Satisfaction*) to show a large decrease was *Dissertation or Major Project* which fell by 23.8% to 65.9%, 13.4% below sector average.

- **Social Sciences & Social Work** has a similar profile to Nursing and Clinical Sciences in that all question categories are above the sector average with the exception of *Dissertation or Major Project*, which fell by 7.9% from 75.5% in 2018 to 67.6%, 11.8% below the sector average. Year-on-year increases were seen in all other areas: *Teaching and Learning* (+10.4% to 92.8%); *Engagement* (+17.8% to 87.1%); *Assessment and Feedback* (+4.9% to 85.7%) *Organisation and Management* (+11.5% to 78.9%); *Resources and Services* (+8.7% to 89.3%) and *Skills Development* (+14.8% to 86.6%). *Overall Satisfaction* is, at 91.2%, 14.3% higher than in 2018 and 9.3% higher than the sector average.

The **Faculty of Management** *Overall Satisfaction* score across all departments has fallen slightly by 2.0% from 82.3% in 2018 (above sector average) to 80.3% in 2019, however four out of six departments had *Overall Satisfaction* scores above the sector average. The departmental headlines are:

- **Accounting, Finance & Economics** has the highest *Overall satisfaction* score in the Faculty, up 15.4% to 87.5%. This is 6.3% higher than the BU average, and 5.6% higher than the sector average. Year-on-year increases were seen in every question area for the department: one of only two across BU with this profile (the other is *Archaeology, Anthropology & Forensic Sciences*). Two question areas had results of 90% or more: *Teaching and Learning* (up 17.2% to 91.1%) and *Engagement* (up 21.6% to 90.0%). It should, however, be noted that the sample size is relatively small, with 16 responses received compared with 43 in 2018.
- **Events & Leisure** showed improvement in five question areas; however, *Overall Satisfaction* fell by 4.4% from 84.4% in 2018 (above sector average) to 80.0% in 2019. Three question areas showed rises of more than 5%: *Engagement* (up 5.1% to 85.0%); *Assessment and Feedback* (up 5.7% to 86.3%) and *Organisation and Management* (up 13.4% to 75.0%); and these scores are also all above the 2019 sector average.
- **Leadership, Strategy & Organisations** also saw an increase in five question areas, as well as in *Overall Satisfaction*, which, at 83.9%, is 2.1% above the sector. In four of these areas (*Engagement*, +3.8% to 83.2%; *Assessment and Feedback*, +2.0% to 76.6%; *Dissertation or Major Project*, +2.6% to 80.4%; and *Resources and Services*, +4.4% to 89.7%) scores are above the sector average. And, although the score for *Skills Development* fell by 3.7% to 79.7%, this remains above the sector average of 78.6%.
- **Marketing** has improved six question areas since 2018, three of which are above the sector average: *Teaching and Learning* (up 9.9% to 84.6%); *Engagement* (up 1.7% to 83.8%) and *Assessment and Feedback* (up 7.0% to 77.9%). Yet *Overall Satisfaction* has fallen by 11.7% to 61.5%, the lowest BU department score. Excluding *Overall Satisfaction*, the scores in all other question areas are significantly higher. In fact, there are no “negative” answers to the *Overall Satisfaction* question, but 16 out of 26 responses were either “Strongly agree” or “Agree”, while the remaining 10 responses were “Neither agree nor disagree”.
- **Sport & Physical Activity** has seen a fall of 8.0% in *Overall Satisfaction*; but this measure remains high at 85.7%, 3.8% above the sector average. Two areas have improved since last year’s survey: *Engagement* (up 5.7% to 85.7%) and *Skills Development* (up 5.2% to 84.5%). Also, in common with *Overall Satisfaction*, there were question areas which fell year-on-year, but remain above the sector average: *Teaching and Learning* (down 1.8% to 85.7%); *Assessment and Feedback* (down 6.9% to 78.6%) and *Organisation and Management* (down 3.9% to 77.1%). However, the largest decrease for a question area at department level in this year’s survey was for *Dissertation or Major Project*, falling from 86.5% in PTES 2018 to 54.8% in PTES 2019, a decrease of 31.8%
- **Tourism & Hospitality** is one of only two departments in PTES 2019 to see a fall in all question areas relative to PTES 2018. However, five out of seven question areas remain above the sector average, as well as *Overall Satisfaction* (which fell by 10.1% to 82.2% in 2019). The five areas which remain above sector average are: *Teaching and Learning* (down 7.8% to 82.9%); *Dissertation or Major Project* (down 0.8% to 87%); *Organisation and Management* (down 2.6% to 80.7%); *Resources and Services* (down 4.4% to 88.6%) and *Skills Development* (down 7.5% to 79.9%). The question areas showing the largest falls were *Engagement* (down 10.9% to 78.6%) and *Assessment and Feedback* (down 12.8% to 74.9%).

The **Faculty of Media and Communication** *Overall Satisfaction* score has fallen 3.0% from 79.5% in 2018 to 76.6% in 2019. The Department headlines are:

- **Computer Animation** has, broadly, remained at the improved level seen in PTES 2018 (where *Overall Satisfaction* rose by 33.5% from 57.1% in 2017 to 90.6%), with *Overall Satisfaction* in this year's survey falling marginally to 90.0%, but still 8.1% above sector average. In common with *Overall Satisfaction*, most question areas were significantly above the sector average. This includes the three question areas with a rise in score since 2018 (*Engagement*, up 4.2% to 86.7%; *Assessment and Feedback*, up 5.9% to 82.5%; and *Organisation and Management*, up 9.1% to 87.2%) and three question areas experiencing a fall since last year (*Teaching and Learning*, down 1.5% to 91.0%; *Resources and Services*, down 1.8% to 87.3%; and *Skills Development*, down 3.9% to 87.8%). Only one question area was below sector average – *Dissertation or Major Project* – and only marginally: 78.8% was 5.0% lower than in PTES 2018 and 0.6% below the 2019 sector average.
- **Corporate & Marketing Communications** is the only department to both see a fall in all question areas relative to 2018, and to be below the sector average in each question area. However, it is worth noting that the absolute respondent population is small (16 in PTES 2019 compared with 23 in PTES 2018). The largest decreases, year-on-year, were in: *Dissertation or Major Project* (down 28.1% to 57.1%); *Organisation and Management* (down 21.2% to 47.5%) and *Overall Satisfaction* (down 24.5% to 62.5%).
- **Journalism, English & Communication** experienced a 7.2% drop in *Overall Satisfaction* to 73.3%, 8.5% below the 2019 sector average, having been, in 2018, slightly above the sector average at 80.6%. Three question areas have improved since 2018: *Teaching and Learning* (up 1.0% to 80.0%); *Organisation and Management* (up 5.4% to 70.7%) and *Engagement* (up 6.1% to 83.3%) which is the only area above the sector average (79.4%). The other question areas have decreased year-on-year and are below the sector average.
- **Law** saw improvement in four question areas: *Teaching and Learning* (up 6.4% to 87.1%); *Engagement* (up 7.3% to 77.0%); *Assessment and Feedback* (up 5.5% to 70.9%) and *Skills Development* (up 7.8% to 83.3%). However, *Overall Satisfaction* fell 1.9% to 75.0%, 6.9% below the sector average of 81.9%. The largest fall was in *Dissertation or Major Project* (down 24.2% to 51.1%).
- **Media Production** has seen a decrease in all question areas except *Overall Satisfaction*, which rose 1.2% to 75.6%. All other question areas experienced a decrease since 2018; however, the *Assessment and Feedback* score is still higher than the sector average (77.3% compared with a sector average of 75.1%).

The **Faculty of Science and Technology (FST)** has seen a large increase in *Overall Satisfaction* at Faculty level, rising from 69.9% in 2018 to 82.2% in 2019, slightly above the sector average. The Department headlines are:

- **Archaeology, Anthropology & Forensic Science** has the highest BU *Overall Satisfaction*, up 21.9% to 95.2% in 2019. It is one of only two departments (along with Accounting, Finance and Economics) to show year-on-year improvement in all question areas. All but two of these are also above the sector average, including the highest *Teaching and Learning* score across BU (up 21.0% to 96.6%).
- **Computing & Informatics** improved *Overall Satisfaction* by 0.5% to 80.0%, and improved in four other question areas: *Teaching and Learning* (up 7.2% to 86.8%); *Engagement* (up 7.5% to 87.0%); *Organisation and Management* (up 5.7% to 76.2%) and *Skills Development* (up 8.0% to 83.8%). Six question areas are also above the sector average (all areas excluding *Dissertation* and *Overall Satisfaction*).
- **Design & Engineering** has seen year-on-year improvement in all question areas except *Overall Satisfaction*, which remains unchanged at 84.6% (2.7% above the sector average). The largest rises were in *Teaching and Learning* (up 15% to 82.4%), *Assessment and Feedback* (up 15.4% to 82.7%) and *Skills Development* (up 15.0% to 85.5%).
- **Life & Environmental Sciences** has the second highest *Overall Satisfaction* at 94.7%, 12.9% above the sector average and 6.5% higher than the department's 2018 score. Most question areas were improved since 2018, with the exception of *Dissertation or Major Project* (down 19.0% to 59.6%) and *Resources and Services* (down 2.8% to 82.3%). Along with *Engagement*, these two areas are the only question areas below the sector average.
- **Psychology** has seen an increase in all question areas since PTES 2018, with the exception of *Resources and Services*. *Overall Satisfaction*, which fell from 72.7% in 2017 to 51.7% in 2018, has recovered to 72.1%, a year-on-year increase of 20.4%. The relatively low scores in PTES 2018 mean that although most question areas are improved, they remain below the sector average, with the exception of *Dissertation or Major Project* which, at 79.9%, is 0.5% above the sector average.

APPENDIX A: DEPARTMENT LEVEL YEAR ON YEAR RESULTS

Faculty of Health and Social Sciences

	Academic Department	Responses	Teaching and Learning	Engagement	Assessment and Feedback	Dissertation / Major Project	Organisation & Management	Resources & Services	Skills Development	Overall Satisfaction
2019	Human Sciences & Public Health	33	88.2%	79.4%	82.6%	81.0%	80.0%	93.1%	83.2%	84.8%
	Nursing & Clinical Sciences	43	86.7%	84.7%	79.0%	65.9%	74.5%	93.4%	86.0%	86.0%
	Social Sciences & Social Work	34	92.8%	87.1%	85.7%	67.6%	78.9%	89.3%	86.6%	91.2%
	Faculty Total	110	89.0%	83.8%	82.2%	74.7%	77.5%	92.1%	85.4%	87.3%
2018	Human Sciences & Public Health	19	71.2%	76.8%	86.8%	80.6%	62.8%	95.8%	72.6%	57.9%
	Nursing & Clinical Sciences	45	88.8%	82.1%	79.6%	89.7%	72.5%	92.7%	80.4%	95.6%
	Social Sciences & Social Work	26	82.4%	69.2%	80.8%	75.5%	67.4%	80.6%	71.8%	76.9%
	Faculty Total	91	83.4%	77.1%	81.8%	81.8%	69.3%	89.6%	76.3%	82.4%
Diff	Human Sciences & Public Health	14	17.0%	2.6%	-4.3%	0.4%	17.2%	-2.7%	10.7%	27.0%
	Nursing & Clinical Sciences	-2	-2.1%	2.5%	-0.6%	-23.8%	2.0%	0.7%	5.7%	-9.5%
	Social Sciences & Social Work	8	10.4%	17.8%	4.9%	-7.9%	11.5%	8.7%	14.8%	14.3%
	Faculty Total	19	5.6%	6.7%	0.4%	-7.0%	8.2%	2.5%	9.1%	4.9%

Faculty of Management

	Academic Department	Responses	Teaching and Learning	Engagement	Assessment and Feedback	Dissertation / Major Project	Organisation & Management	Resources & Services	Skills Development	Overall Satisfaction
2019	Accounting, Finance & Economics	16	91.1%	90.0%	79.7%	74.6%	82.5%	84.1%	89.6%	87.5%
	Events & Leisure	20	82.1%	85.0%	86.3%	65.1%	75.0%	81.8%	76.5%	80.0%
	Leadership, Strategy & Organisations	56	79.8%	83.2%	76.6%	80.4%	73.4%	89.7%	79.7%	83.9%
	Marketing	26	84.6%	83.8%	77.9%	75.3%	71.3%	82.5%	72.0%	61.5%
	Sport & Physical Activity	14	85.7%	85.7%	78.6%	54.8%	77.1%	77.8%	84.5%	85.7%
	Tourism & Hospitality	45	82.9%	78.6%	74.9%	87.0%	80.7%	88.6%	79.9%	82.2%
	Other	6	92.9%	90.0%	79.2%	41.2%	80.0%	81.8%	88.9%	83.3%
	Faculty Total	183	83.4%	83.4%	77.9%	76.1%	76.4%	85.9%	79.9%	80.3%
2018	Accounting, Finance & Economics	43	73.8%	68.4%	65.9%	71.5%	72.6%	79.5%	72.1%	72.1%
	Events & Leisure	45	79.9%	79.9%	80.6%	64.3%	61.6%	83.2%	82.5%	84.4%
	Leadership, Strategy & Organisations	108	79.9%	79.4%	74.5%	77.8%	72.6%	85.3%	83.4%	81.3%
	Marketing	56	74.7%	82.1%	70.9%	68.7%	67.9%	78.8%	75.9%	73.2%
	Sport & Physical Activity	16	87.5%	80.0%	85.5%	86.5%	81.0%	83.9%	79.3%	93.8%
	Tourism & Hospitality	80	90.7%	89.5%	87.7%	87.7%	83.3%	92.9%	87.4%	92.3%
	Faculty Total	348	81.1%	80.9%	77.2%	77.1%	73.3%	84.9%	81.4%	82.3%
Diff	Accounting, Finance & Economics	-27	17.2%	21.6%	13.8%	3.0%	9.9%	4.6%	17.5%	15.4%
	Events & Leisure	-25	2.2%	5.1%	5.7%	0.8%	13.4%	-1.4%	-6.1%	-4.4%
	Leadership, Strategy & Organisations	-52	0.0%	3.8%	2.0%	2.6%	0.8%	4.4%	-3.7%	2.6%
	Marketing	-30	9.9%	1.7%	7.0%	6.7%	3.4%	3.7%	-3.9%	-11.7%
	Sport & Physical Activity	-2	-1.8%	5.7%	-6.9%	-31.8%	-3.9%	-6.1%	5.2%	-8.0%
	Tourism & Hospitality	-35	-7.8%	-10.9%	-12.8%	-0.8%	-2.6%	-4.4%	-7.5%	-10.1%
	Other									
	Faculty Total	-165	2.2%	2.5%	0.7%	-1.0%	3.1%	1.0%	-1.5%	-2.0%

Faculty of Media and Communication

	Academic Department	Responses	Teaching and Learning	Engagement	Assessment and Feedback	Dissertation / Major Project	Organisation & Management	Resources & Services	Skills Development	Overall Satisfaction
2019	Computer Animation	30	91.0%	86.7%	82.5%	78.8%	87.2%	87.3%	87.8%	90.0%
	Corporate & Marketing Communications	16	80.4%	63.8%	56.3%	57.1%	47.5%	66.7%	64.6%	62.5%
	Journalism, English & Communication	30	80.0%	83.3%	74.2%	59.7%	70.7%	80.8%	75.6%	73.3%
	Law	20	87.1%	77.0%	70.9%	51.1%	66.7%	73.4%	83.3%	75.0%
	Media Production	41	72.6%	75.1%	77.3%	71.6%	67.0%	84.0%	78.6%	75.6%
	Other	8	83.9%	82.5%	87.1%	100.0%	52.6%	80.6%	63.0%	75.0%
	Faculty Total	145	81.4%	78.6%	75.0%	66.5%	69.0%	80.6%	78.2%	76.6%
2018	Computer Animation	32	92.4%	82.5%	76.6%	83.8%	78.1%	89.1%	91.7%	90.6%
	Corporate & Marketing Communications	23	83.9%	73.0%	66.3%	85.2%	68.7%	68.1%	81.9%	87.0%
	Journalism, English & Communication	36	79.0%	77.2%	79.4%	63.3%	65.3%	85.7%	76.4%	80.6%
	Law	52	80.7%	69.7%	65.4%	75.3%	68.5%	86.2%	75.6%	76.9%
	Media Production	43	75.1%	80.0%	77.8%	73.7%	76.1%	84.2%	78.7%	74.4%
	Other	19	67.4%	60.6%	59.2%	66.7%	62.8%	86.1%	67.9%	68.4%
	Faculty Total	205	80.2%	74.8%	71.7%	75.4%	70.5%	84.1%	78.9%	79.5%
Diff	Computer Animation	-2	-1.5%	4.2%	5.9%	-5.0%	9.1%	-1.8%	-3.9%	-0.6%
	Corporate & Marketing Communications	-7	-3.5%	-9.3%	-10.1%	-28.1%	-21.2%	-1.5%	-17.3%	-24.5%
	Journalism, English & Communication	-6	1.0%	6.1%	-5.3%	-3.6%	5.4%	-4.9%	-0.8%	-7.2%
	Law	-32	6.4%	7.3%	5.5%	-24.2%	-1.8%	-12.8%	7.8%	-1.9%
	Media Production	-2	-2.5%	-4.9%	-0.5%	-2.1%	-9.1%	-0.2%	-0.1%	1.2%
	Other	-11	16.5%	21.9%	27.9%	33.3%	-10.1%	-5.5%	-4.8%	6.6%
	Faculty Total	-60	1.3%	3.9%	3.3%	-8.9%	-1.5%	-3.5%	-0.7%	-3.0%

Faculty of Science & Technology

		Responses	Teaching and Learning	Engagement	Assessment and Feedback	Dissertation / Major Project	Organisation & Management	Resources & Services	Skills Development	Overall Satisfaction
2019	Archaeology, Anthropology & Forensic Science	21	96.6%	82.7%	77.4%	86.4%	81.9%	83.3%	70.6%	95.2%
	Computing & Informatics	50	86.8%	87.0%	78.8%	78.6%	76.2%	86.5%	83.8%	80.0%
	Design & Engineering	13	82.4%	81.5%	82.7%	83.9%	73.8%	92.3%	85.5%	84.6%
	Life & Environmental Sciences	21	90.7%	76.8%	88.8%	59.6%	82.7%	82.3%	80.0%	94.7%
	Psychology	43	75.3%	74.1%	70.9%	79.9%	71.5%	80.8%	68.8%	72.1%
	Faculty Total	148	85.0%	80.7%	78.0%	78.6%	76.3%	84.4%	77.1%	82.2%
2018	Archaeology, Anthropology & Forensic Science	30	75.6%	63.3%	70.6%	72.1%	61.7%	82.2%	64.0%	73.3%
	Computing & Informatics	44	79.5%	79.5%	81.3%	82.7%	70.5%	86.9%	75.8%	79.5%
	Design & Engineering	13	67.4%	72.3%	67.3%	70.0%	65.1%	90.2%	70.5%	84.6%
	Life & Environmental Sciences	17	87.2%	74.1%	83.8%	78.6%	75.3%	85.1%	79.2%	88.2%
	Psychology	58	64.2%	60.2%	68.8%	78.0%	54.4%	85.9%	61.4%	51.7%
	Faculty Total	163	73.3%	68.7%	74.1%	77.5%	63.3%	85.8%	68.6%	69.9%
Diff	Archaeology, Anthropology & Forensic Science	-9	21.0%	19.4%	6.8%	14.3%	20.2%	1.1%	6.6%	21.9%
	Computing & Informatics	6	7.2%	7.5%	-2.5%	-4.2%	5.7%	-0.4%	8.0%	0.5%
	Design & Engineering	0	15.0%	9.2%	15.4%	13.9%	8.8%	2.1%	15.0%	0.0%
	Life & Environmental Sciences	4	3.5%	2.7%	4.9%	-19.0%	7.3%	-2.8%	0.8%	6.5%
	Psychology	-15	11.1%	13.8%	2.1%	1.9%	17.1%	-5.1%	7.3%	20.4%
	Faculty Total	-15	11.7%	12.1%	3.9%	1.2%	13.0%	-1.5%	8.5%	12.3%

APPENDIX B: PROGRAMME LEVEL RESULTS (green shading indicates result above sector average, yellow shading indicates result below sector average but above BU average)

Programmes with fewer than 3 responses are not shown, but are included in Faculty and department totals.

Faculty	Academic Department	Programme	Responses	Teaching and Learning	Engagement	Assessment and Feedback	Dissertation / Major Project	Organisation / Management	Resources / Services	Skills Development	Overall Satisfaction	
Faculty of Health and Social Sciences	Human Sciences & Public Health	MSc Nutrition and Behaviour	21	88.3%	77.1%	81.0%	78.6%	79.0%	92.8%	83.3%	85.7%	
		MSc Public Health	6	83.3%	83.3%	75.0%	88.2%	76.7%	91.7%	80.0%	66.7%	
		PG Diploma Public Health with Professional Registration as a S	5	91.4%	80.0%	95.0%		84.0%	95.0%	96.7%	100.0%	
	Human Sciences & Public Health Total			33	88.2%	79.4%	82.6%	81.0%	80.0%	93.1%	83.2%	84.8%
	Nursing & Clinical Sciences	HSS CPD Framework Independent and Supplementary Prescribing for Nurses and Mi MSc Advanced Clinical Practice MSc Advanced Clinical Practice (Advanced Nurse Practitioner) MSc Physician Associate Studies PGDip Mental Health Nursing PGDip Mental Health Nursing (with Professional Registration)		5	74.3%	80.0%	76.5%	25.0%	58.3%	90.0%	70.0%	80.0%
				3	100.0%	100.0%	100.0%		84.6%	100.0%	100.0%	100.0%
				3	76.2%	80.0%	91.7%		66.7%	100.0%	77.8%	66.7%
				8	92.9%	92.5%	84.4%	50.0%	87.5%	96.8%	89.6%	100.0%
				7	77.6%	85.7%	42.9%		71.4%	89.3%	85.7%	85.7%
				6	95.2%	93.3%	100.0%		86.7%	100.0%	83.3%	100.0%
				7	89.8%	71.4%	71.4%	66.7%	68.6%	100.0%	95.2%	71.4%
	Nursing & Clinical Sciences Total			43	86.7%	84.7%	79.0%	65.9%	74.5%	93.4%	86.0%	86.0%
	Social Sciences & Social Work	MA Social Work PGDip Advanced Mental Health Practice Postgraduate Diploma in Social Work (Children and Families)		18	93.7%	84.4%	83.3%	66.7%	82.2%	88.7%	90.7%	88.9%
				8	98.2%	92.5%	87.5%		89.5%	86.2%	95.7%	100.0%
			6	92.5%	90.0%	91.7%		53.3%	95.7%	58.3%	83.3%	
Social Sciences & Social Work Total			34	92.8%	87.1%	85.7%	67.6%	78.9%	89.3%	86.6%	91.2%	
Faculty of Health and Social Sciences Total			110	89.0%	83.8%	82.2%	74.7%	77.5%	92.1%	85.4%	87.3%	
Faculty of Management	Accounting, Finance & Economics	MSc Finance MSc International Economics and Finance MSc International Finance MSc International Investment and Finance	3	95.2%	100.0%	100.0%	90.0%	93.3%	91.7%	100.0%	100.0%	
			3	100.0%	93.3%	91.7%	83.3%	86.7%	88.9%	100.0%		
			3	95.2%	100.0%	75.0%	41.7%	100.0%	91.7%	100.0%	100.0%	
			3	100.0%	100.0%	91.7%	91.7%	66.7%	100.0%	100.0%		
			Accounting, Finance & Economics Total			16	91.1%	90.0%	79.7%	74.6%	82.5%	84.1%
	Events & Leisure	MSc Events Management MSc Events Marketing		12	89.3%	86.7%	93.8%	66.7%	88.3%	78.3%	84.7%	83.3%
				8	71.4%	82.5%	75.0%	61.5%	55.0%	87.1%	63.8%	75.0%
	Events & Leisure Total			20	82.1%	85.0%	86.3%	65.1%	75.0%	81.8%	76.5%	80.0%
	Leadership, Strategy & Organisations	MSc Innovation Management and Entrepreneurship MSc International Management MSc Management with Human Resources MSc Management with Project Management		12	79.8%	86.7%	75.0%	94.7%	73.3%	85.4%	79.2%	66.7%
				24	75.6%	80.8%	75.5%	75.3%	73.1%	90.6%	73.6%	87.5%
				6	90.5%	80.0%	87.5%	72.2%	75.9%	75.0%	88.9%	100.0%
				10	81.4%	86.0%	80.0%	93.1%	80.0%	100.0%	88.3%	80.0%
	Leadership, Strategy & Organisations Total			56	79.8%	83.2%	76.6%	80.4%	73.4%	89.7%	79.7%	83.9%
	Marketing	MSc Marketing Management MSc Retail Management and Marketing		18	81.7%	85.6%	69.4%	73.0%	65.2%	76.4%	72.5%	50.0%
				8	91.1%	80.0%	96.9%	90.0%	85.0%	96.8%	70.8%	87.5%
	Marketing Total			26	84.6%	83.8%	77.9%	75.3%	71.3%	82.5%	72.0%	61.5%
	Sport & Physical Activity			14	85.7%	85.7%	78.6%	54.8%	77.1%	77.8%	84.5%	85.7%
	Sport & Physical Activity Total			14	85.7%	85.7%	78.6%	54.8%	77.1%	77.8%	84.5%	85.7%
	Tourism & Hospitality	MSc International Hospitality and Tourism Management MSc Tourism Management MSc Tourism Management and Marketing MSc Tourism Marketing Management		26	84.7%	83.3%	76.7%	88.2%	85.7%	87.0%	82.9%	84.6%
				5	91.4%	87.5%	80.0%	100.0%	91.3%	94.7%	86.7%	100.0%
			3	61.9%	46.7%	66.7%	83.3%	57.1%	91.7%	66.7%	100.0%	
			9	82.5%	75.6%	69.4%	79.2%	71.1%	88.9%	78.8%	66.7%	
Tourism & Hospitality Total			45	82.9%	78.6%	74.9%	87.0%	80.7%	88.6%	79.9%	82.2%	
Other			6	92.9%	90.0%	79.2%	41.2%	80.0%	81.8%	88.9%	83.3%	
Other Total			6	92.9%	90.0%	79.2%	41.2%	80.0%	81.8%	88.9%	83.3%	
Faculty of Management Total			183	83.4%	83.4%	77.9%	76.1%	76.4%	85.9%	79.9%	80.3%	

Faculty	Academic Department	Programme	Responses	Teaching and Learning	Engagement	Assessment and Feedback	Dissertation / Major Project	Organisation / Management	Resources / Services	Skills Development	Overall Satisfaction	
Faculty of Media and Communication	Computer Animation	MA 3D Computer Animation	14	85.7%	84.3%	71.4%	72.7%	80.0%	76.4%	85.7%	78.6%	
		MA Digital Effects	12	96.4%	90.0%	97.9%	100.0%	96.7%	95.8%	91.7%	100.0%	
		MSc Computer Animation and Visual Effects	4	92.9%	85.0%	75.0%	66.7%	84.2%	100.0%	83.3%	100.0%	
	Computer Animation Total			30	91.0%	86.7%	82.5%	78.8%	87.2%	87.3%	87.8%	90.0%
	Corporate & Marketing Communications	MA Advertising	7	85.7%	68.6%	85.7%	71.4%	54.3%	71.4%	66.7%	85.7%	
		MA Corporate Communication	3	47.6%	46.7%	33.3%	0.0%	20.0%	80.0%	83.3%	0.0%	
		MA International Political Communication	5	88.6%	72.0%	30.0%	50.0%	60.0%	44.4%	50.0%	80.0%	
	Corporate & Marketing Communications Total			16	80.4%	63.8%	56.3%	57.1%	47.5%	66.7%	64.6%	62.5%
	Journalism, English & Communication	MA Creative Writing and Publishing	7	71.4%	80.0%	60.7%	66.7%	58.8%	85.7%	54.8%	85.7%	
		MA Literary Media	4	100.0%	100.0%	100.0%	20.0%	100.0%	62.5%	79.2%	100.0%	
		MA Media and Communication	11	85.7%	83.6%	72.7%	75.7%	92.7%	95.5%	81.8%	72.7%	
		MA Multimedia Journalism	8	69.6%	77.5%	75.0%	0.0%	35.9%	65.6%	83.3%	50.0%	
	Journalism, English & Communication Total			30	80.0%	83.3%	74.2%	59.7%	70.7%	80.8%	75.6%	73.3%
	Law	Graduate Diploma in Law	3	66.7%	40.0%	41.7%	50.0%	73.3%	27.3%	50.0%	33.3%	
		LLM Intellectual Property	6	83.3%	73.3%	70.8%	53.3%	72.4%	79.2%	83.3%	83.3%	
		LLM International Commercial Law	5	91.4%	92.0%	63.2%	42.9%	60.0%	60.0%	86.7%	80.0%	
		LLM Public International Law	5	97.1%	88.0%	100.0%	62.5%	72.0%	100.0%	96.7%	80.0%	
Law Total			20	87.1%	77.0%	70.9%	51.1%	66.7%	73.4%	83.3%	75.0%	
Media Production	MA Cinematography for Film and Television	8	91.1%	85.0%	93.8%	81.0%	80.0%	93.8%	87.5%	100.0%		
	MA Directing Film and Television	9	71.4%	62.2%	63.9%	57.7%	73.3%	94.4%	94.4%	66.7%		
	MA Post Production Editing	8	60.0%	77.5%	78.1%	80.0%	69.2%	78.1%	64.4%	62.5%		
	MA Producing Film and Television	8	72.7%	75.0%	87.1%	59.1%	62.5%	71.9%	72.9%	75.0%		
	MA Radio Production	3	52.4%	66.7%	66.7%	62.5%	60.0%	66.7%	50.0%	66.7%		
	MA Scriptwriting	4	75.0%	85.0%	68.8%	100.0%	42.1%	93.3%	79.2%	75.0%		
Media Production Total			41	72.6%	75.1%	77.3%	71.6%	67.0%	84.0%	78.6%	75.6%	
Other	Media Short Courses CPD Framework	3	100.0%	86.7%	100.0%	100.0%	64.3%	66.7%	81.3%	100.0%		
	PGCert Education Practice	4	71.4%	80.0%	75.0%	100.0%	52.6%	86.7%	45.8%	50.0%		
Other Total			8	83.9%	82.5%	87.1%	100.0%	52.6%	80.6%	63.0%	75.0%	
Faculty of Media and Communication Total			145	81.4%	78.6%	75.0%	66.5%	69.0%	80.6%	78.2%	76.6%	
Faculty of Science and Technology	Archaeology, Anthropology & Forensic Science	MSc Biological Anthropology	4	100.0%	80.0%	75.0%	93.8%	85.0%	75.0%	79.2%	100.0%	
		MSc Forensic Anthropology	12	97.6%	84.7%	72.9%	86.7%	78.3%	97.9%	75.0%	100.0%	
		MSc Forensic Archaeology	5	91.4%	80.0%	90.0%	80.0%	88.0%	55.0%	53.3%	80.0%	
	Archaeology, Anthropology & Forensic Science Total			21	96.6%	82.7%	77.4%	86.4%	81.9%	83.3%	70.6%	95.2%
	Computing & Informatics	MSc Applied Data Analytics	17	91.5%	90.5%	91.7%	75.0%	78.8%	92.6%	84.2%	88.2%	
		MSc Cyber Security and Human Factors	17	86.6%	81.0%	75.4%	63.3%	67.9%	75.0%	81.2%	70.6%	
		MSc Information Technology	4	67.9%	80.0%	75.0%	100.0%	80.0%	100.0%	79.2%	75.0%	
		MSc Internet of Things with Cyber Security	6	83.3%	86.2%	58.3%	94.4%	72.4%	87.5%	76.5%	66.7%	
		MSc Internet of Things with Data Analytics	4	96.4%	100.0%	81.3%	92.9%	95.0%	87.5%	100.0%	100.0%	
	Computing & Informatics Total			50	86.8%	87.0%	78.8%	78.6%	76.2%	86.5%	83.8%	80.0%
	Design & Engineering	MA Industrial Design	3	85.7%	66.7%	100.0%	60.0%	73.3%	100.0%	77.8%	100.0%	
		MSc Engineering Project Management	5	77.1%	100.0%	75.0%	100.0%	56.0%	80.0%	83.3%	60.0%	
		MSc Mechanical Engineering Design	3	90.5%	66.7%	66.7%	87.5%	93.3%	100.0%	94.4%	100.0%	
Design & Engineering Total			13	82.4%	81.5%	82.7%	83.9%	73.8%	92.3%	85.5%	84.6%	
Life & Environmental Sciences	MSc Biodiversity Conservation	5	91.4%	64.0%	95.0%	43.8%	75.0%	63.2%	73.3%	100.0%		
	MSc Green Economy	16	90.5%	81.1%	86.7%	66.7%	85.1%	88.3%	82.2%	92.9%		
Life & Environmental Sciences Total			21	90.7%	76.8%	88.8%	59.6%	82.7%	82.3%	80.0%	94.7%	
Psychology	MSc Clinical and Developmental Neuropsychology	15	80.0%	81.1%	68.3%	86.2%	73.0%	69.5%	73.0%	80.0%		
	MSc Foundations of Clinical Psychology	8	98.2%	82.5%	71.9%	73.3%	97.5%	84.4%	83.3%	100.0%		
	MSc Hypnosis in Research, Medicine and Clinical Practice	3	81.0%	73.3%	66.7%	75.0%	33.3%	72.7%	77.8%	66.7%		
	MSc Investigative Forensic Psychology	17	59.3%	63.9%	73.5%	77.8%	64.7%	90.8%	56.4%	52.9%		
Psychology Total			43	75.3%	74.1%	70.9%	79.9%	71.5%	80.8%	68.8%	72.1%	
Faculty of Science and Technology Total			148	85.0%	80.7%	78.0%	78.6%	76.3%	84.4%	77.1%	82.2%	

BU PTES 2019 TOTAL	586	84.4%	81.6%	78.0%	74.4%	74.7%	85.3%	79.8%	81.2%
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UK PTES RESULTS	70804	82.8%	79.4%	75.1%	79.3%	74.4%	85.4%	78.6%	81.9%
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