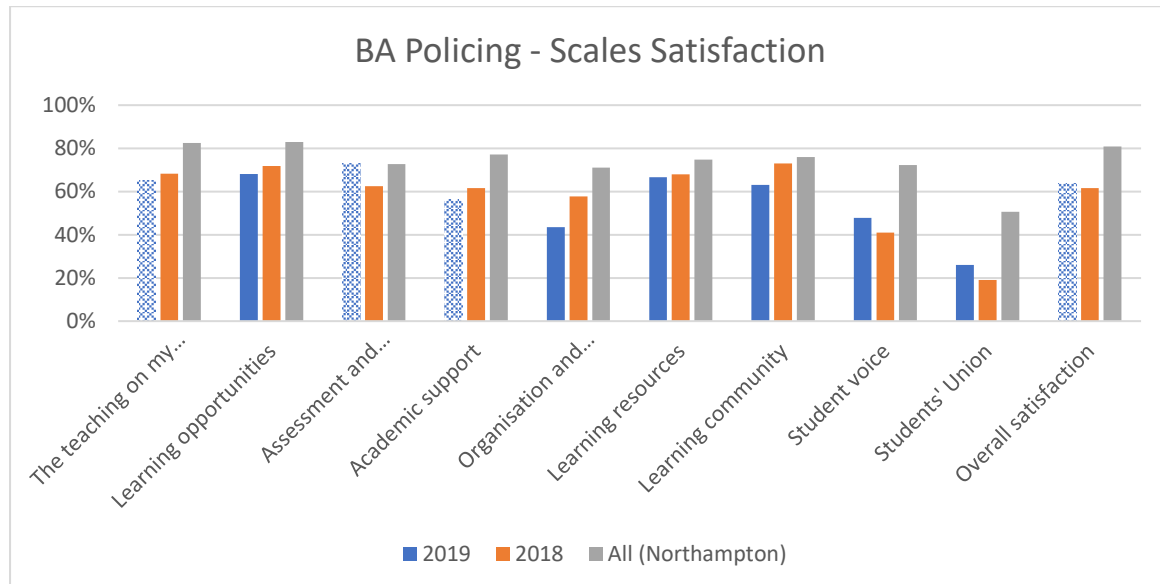


BA Policing

Despite a minor rise from 2018, the overall satisfaction score for BA Policing is still 16 ppts underneath the University's threshold of 80%. It was a similar story for the three, other key metrics. Indeed, support for course teaching and academic support fell with, in the latter case, 57% showing approval for each of being able to contact staff (Q12), receiving advice regarding the course (Q13) and study choices on the course (Q14). There was, at least, a slight rise in assessment and feedback, caused by a 21-ppt augmentation in the marking criteria being clear (Q9).



Contentment with organisation and management has plummeted to 28 ppts behind the University's figure, as only 13% thought that the course was well-organised (Q15) and 57% that course changes had been communicated effectively (Q17). Moreover, less than half now feel part of a community (Q21, learning community scale); yet, a meagre 22% could see how student feedback had been acted on (Q25, student voice scale).

The sample were complimentary about the provision of placements. A respondent said: "I ... believe there should be more placements put in place early for policing students. [This] allows classroom learning to be adapted into real-life scenarios." There was also praise for some staff members, who have 'provided clear support' – one was described as being 'outstandingly helpful'.

Yet, there was genuine concern about how module assignments 'overlapped' and were not 'always spread out fairly across the year'. In one case, three assignments were due in 'within a couple [of] weeks of my dissertation due date'. Furthermore, another said: "Academic supervisors for dissertation work need to work together so they do not tell students contradicting information and mark work differently." Another described how they had not received replies to emails from their supervisor for at least 'over a week' and not received feedback on their dissertation.

RECOMMENDATIONS: Better staff communication is needed to reduce clashes in due dates for assignments. Enhanced promotion of the MyNorthampton app to staff is required, so that they send out notifications to students in the event of room changes. Indeed, course changes must be communicated to students at the first opportunity. The feedback loop also needs to be closed – if no action has been taken on the back of student opinions, the reasons for this must be communicated to students. In addition, the staff email policy needs to be reintroduced and enforced.