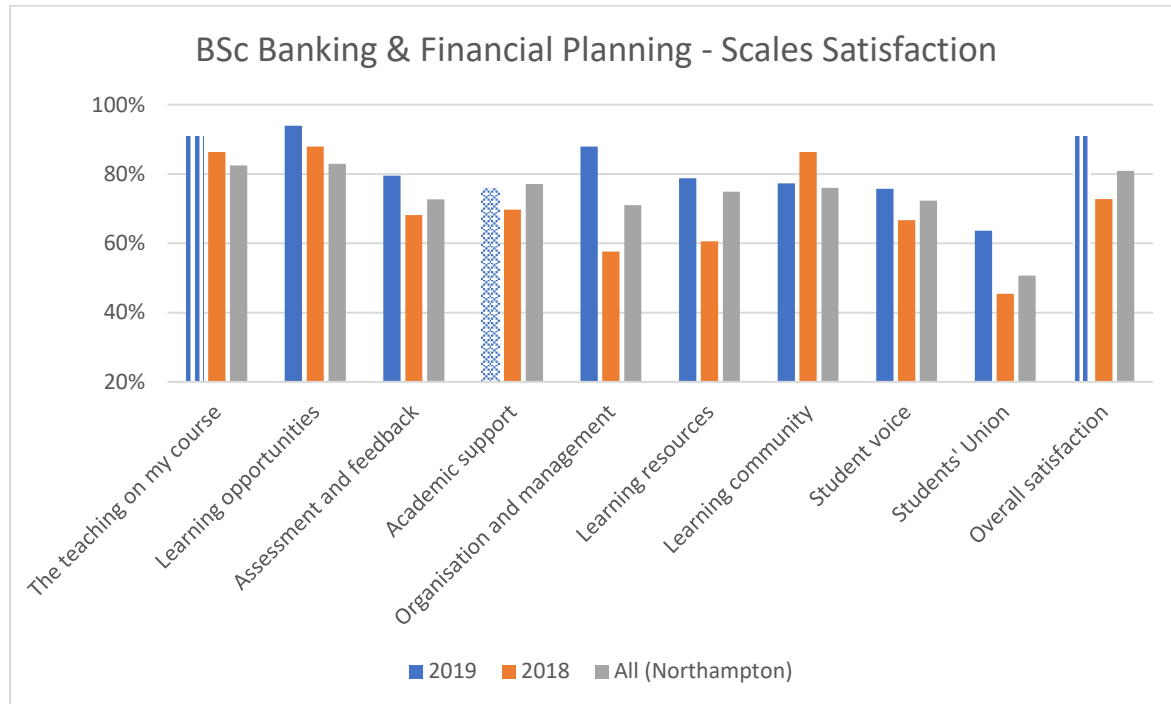


BSc Banking & Financial Planning

There was a substantial improvement of 18 ppts in overall satisfaction, taking the score for BSc Banking & Financial Planning above the University's target. In fact, approval rose on each scale from last year, except for learning community. This led to course teaching hitting its institution target too, with maximum contentment shown on the course being intellectually stimulating (Q3). However, academic support remains below par, after an 18-ppt descent in good advice being available to make study choices (Q14).



On assessment and feedback, fair marking (Q9) was rated at 73%, 18 ppts lower than 2018, while helpful feedback (Q11) remained static at the same percentage. Meanwhile, less than two-thirds felt part of a community (Q21, learning community scale) and only 55% could see how student feedback had been acted on (Q25, student voice scale). Despite this, significant enhancements on organisation and management were apparent:

- Well-organised course (Q15): 82% (up by 27 ppts);
- Efficient timetabling (Q16): 91% (up by 27 ppts);
- Communication of changes (Q17): 91% (up by 36 ppts).

RECOMMENDATIONS: Given 67% of known ethnicity on the programme are currently BAME students (across stages), the drop in satisfaction with fair marking provides evidence for the introduction of anonymous marking across the institution, where possible. Programme staff should reflect on their availability to students to give advice, and offer clear feedback with explanations on how students can improve. 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.