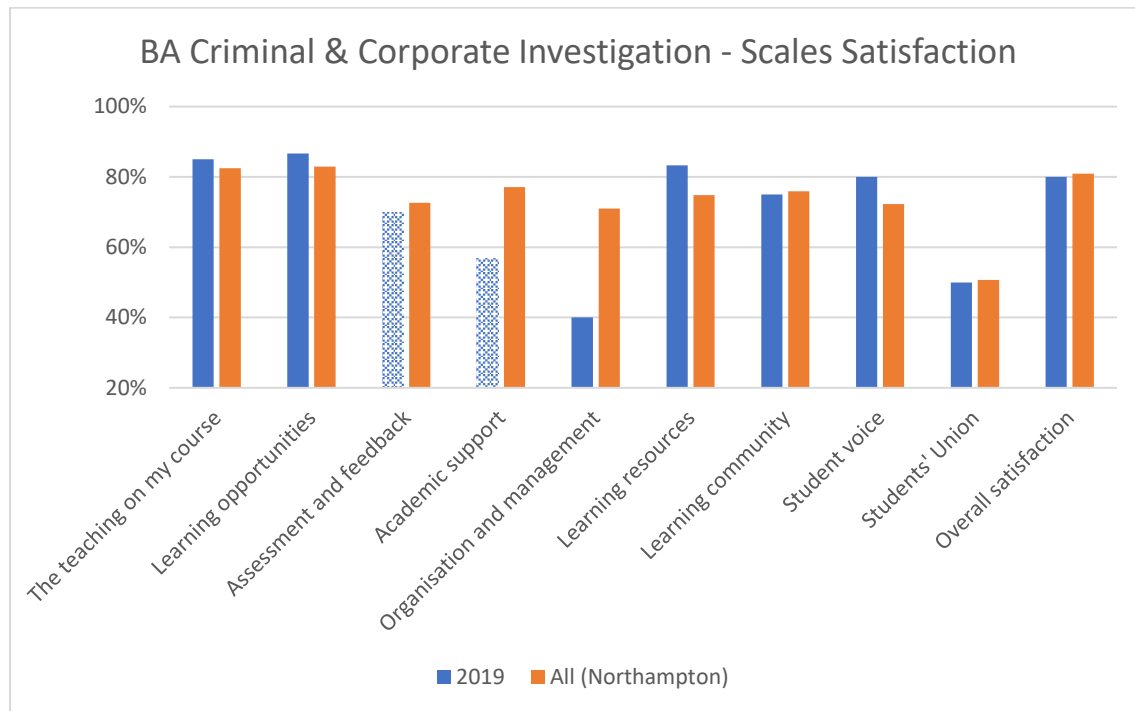


BA Criminal & Corporate Investigation

For this programme, scores are not available for 2018, so we just contrast against the University as a whole. Overall satisfaction was within a percentage point of the University's mark, while teaching quality was 2.5 ppts above the institution's score. However, assessment and feedback is below the University's threshold, with only half concluding that marking criteria had been clear in advance (Q8). Moreover, academic support was 21 ppts under its threshold figure, as only two-fifths asserted that they had received sufficient course-related guidance (Q13) and three-fifths as regards advice to make study choices (Q14).



Just 40% were satisfied with the organisation and management of the programme, 31 ppts below the University's statistic. Indeed, two of the scores on this scale were very low:

- Well-organised course (Q15): 10% (54 ppts below the University);
- Communication of changes (Q17): 40% (33 ppts below the University).
- Elsewhere, there was uncertainty as to whether respondents felt part of a community of staff and students, with 60% contentment.

RECOMMENDATIONS: Better 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 – this is important if a lecture needs to be cancelled. All assignments should have clear and detailed marking rubrics to ensure fair and consistent marking. Staff should reflect on their availability to students to give out advice.