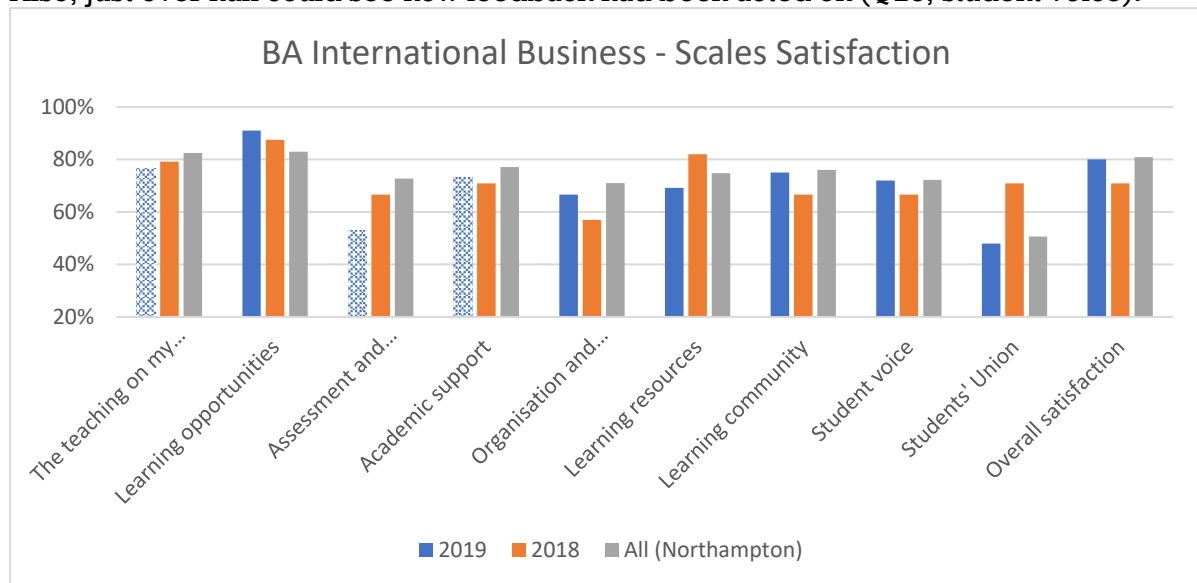


BA International Business

After an improvement of nine ppts from 2018, overall satisfaction for BA International Business is now just meeting the University's target of 80%. However, the same cannot be said for the three other, key metrics, with only academic support showing a minor enhancement. Only 53% approve of assessment and feedback, which had individual question scores as follows:

- Clear marking criteria (Q8): 54% (down by 13 ppts);
- Fair marking (Q9): 42% (down by 29 ppts);
- Timely feedback (Q10): 50% (down by 13 ppts);
- Helpful comments (Q11): 65% (down by one ppt).

Also, just over half could see how feedback had been acted on (Q25, student voice).



The provision of trips was praised by respondents as 'really helpful' and 'effective' – one said: "[They] helped me learn about new cultures and look at the world from a different perspective." The 'wide variety of module choices' and 'ability to do group projects' were also recognised.

However, the quality of assignment briefs was criticised, with one claiming that, sometimes, it is 'not made clear' what students have to do. In addition, another requested 'more feedback' for their work, while a third asserted that the feedback can be 'tricky to grasp'. A couple of sample members bemoaned their difficulty in contacting academic staff, whose response times were 'not fast enough'. Several also pointed out either the lack of communication about choosing modules ('there isn't much information') or between modules, thus resulting in 'multiple deadlines on the same day'. Regarding marking, one student said: "Throughout, teachers have said things which can be done for an assignment, then when graded, we are penalised."

RECOMMENDATIONS: Assignment briefs should be clearly linked to learning outcomes and be distributed to students. Given 81% of known ethnicity on the programme are currently BAME students (across stages), the fair marking issue provides evidence for the introduction of anonymous marking across the institution, where possible. Students must be given timely feedback on their work. The staff email policy needs to be reintroduced and enforced, while better staff communication is needed to reduce clashes in due dates.