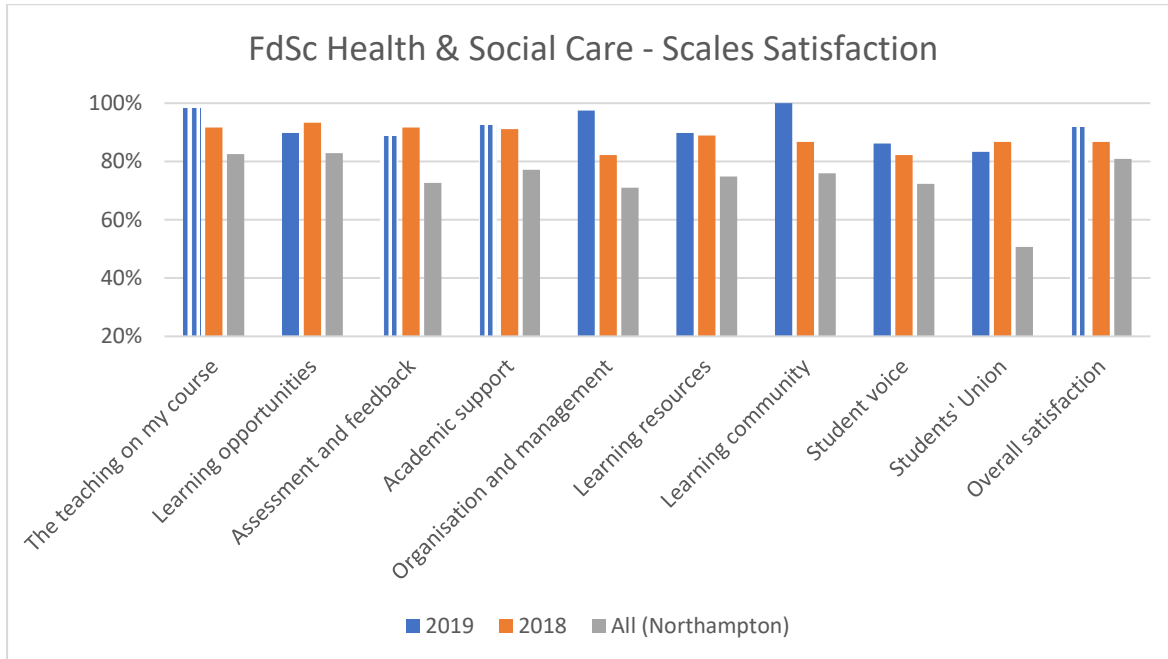


FdSc Health & Social Care

A rise of five ppts was enough to take overall satisfaction for FdSc Health & Social Care above the University's target. Indeed, the three other, key metrics are attaining their respective targets. On teaching quality, the sample awarded maximum approval on three of the scale's four questions. Assessment and feedback suffered a minor drop, caused by a 15-ppt decrease on marking criteria being clear in advance (Q8) from its perfect score in 2018. However, academic support improved by a percentage point, with 100% now receiving sufficient advice about their course (Q13).



On a scale where other programmes have stumbled, the results for organisation and management were of a very high standard:

- Well-organised course (Q15): 100% (up by 13 ppts);
- Efficient timetabling (Q16): 100% (up by 20 ppts);
- Communication of changes (Q17): 92% (up by 12 ppts).

However, in the only question where the sample was uncertain, two-thirds asserted that they could see how student feedback had been acted on (Q25, student voice scale). Moreover, the course had a progression rate in 2017-18 of just 29%. Further to this point, the withdrawal rate was a concerning 21 ppts above the University's threshold, with a gap of 11 ppts between non-disabled and disabled students.

RECOMMENDATIONS: The poor progression and withdrawal rates may require further investigation. 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.