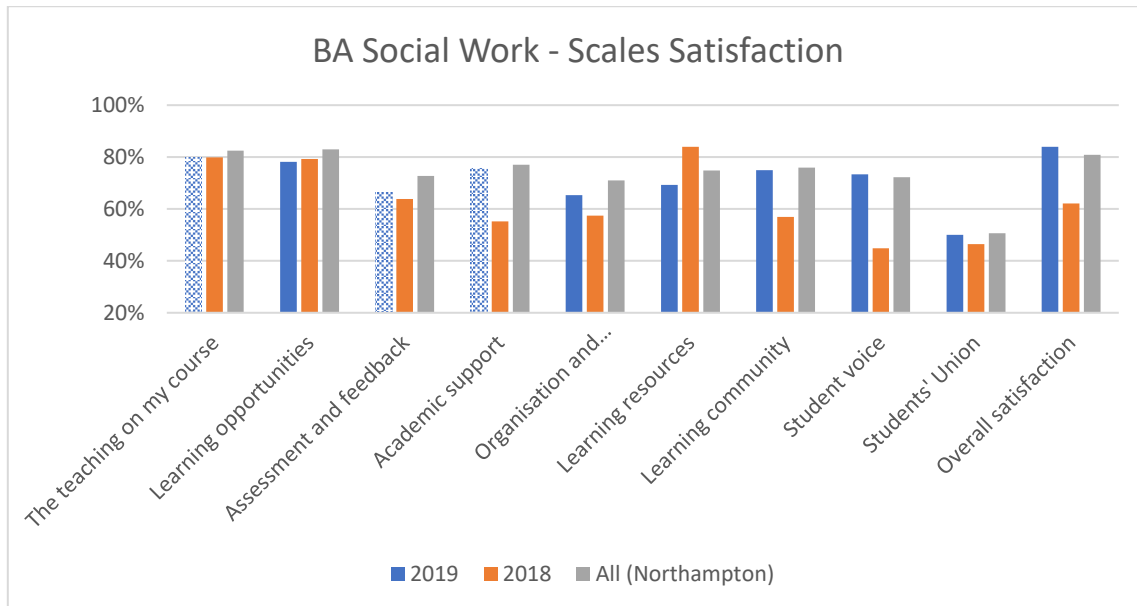


BA Social Work

Overall satisfaction for BA Social Work increased by 22 ppts from 2018, with its score of 84% now exceeding the University's threshold. However, the same cannot be said of the three other, key metrics. Although academic support has certainly improved, there remains an issue with advice being available to make study choices (Q14), with less than two-thirds approval. Apropos assessment and feedback, only 46% could recognise clear marking criteria (Q8), while 58% believed that the marking of assignments had been fair (Q9).



The sample were unconvinced as regards organisation and management, with 54% claiming that the course was well-organised (Q15) and 62% that changes had been communicated effectively (Q17). Despite augmentations on both questions, 58% felt part of a community (Q21, learning community scale) and 60% could see how their feedback had been acted on (Q25, student voice scale).

Respondents appreciated the placement opportunities available to gain the 'relevant experience required for future social work practice' – indeed, one described these as a 'massive positive'. There was also praise for the quality of lectures, which were 'very informative' and very beneficial'. Another said: "[We have had] great lecturers who are very knowledgeable in their field, clearly have a passion for the course and have the best interest[s] of each student at heart."

However, there was a problem with the organisation of placements with 'not enough notice given on where we were going which caused unnecessary stress', while a couple felt that placements should be graded. Further, the Academic Literacy module was 'not effectively run and delivered'. There were also requests for the sense of community to be enhanced – for example, through team-building exercises or talking to students at different stages of the programme. PAT meetings were also criticised as either 'non-existent' or not 'effective'.

RECOMMENDATIONS: Assignment briefs should be clearly linked to learning outcomes and be distributed to students. All assignments should have clear and detailed marking rubrics to ensure fair and consistent marking. Course changes must be communicated to students at the first opportunity. Programme staff should strive to create a better community (e.g. group work, social gatherings, interaction between different years), while enhancements could be made to the organisation of placements.