### *FdA Learning & Teaching*

In 2018, FdA Learning & Teaching was awarded maximum overall satisfaction, but in a dramatic reversal, this score is now 61%. Indeed, approval collapsed across all scales. As a result, the four, key metrics (overall satisfaction, course teaching, assessment and feedback, and academic support), which were each hitting University targets, are now all below their respective threshold values. In amongst the chaos, only 26% thought that feedback to work was timely (Q10, assessment and feedback scale) after a nosedive in approval of 60 ppts; meanwhile, on academic support, less than two-thirds rated the advice on the course (Q13) and on study choices (Q14).
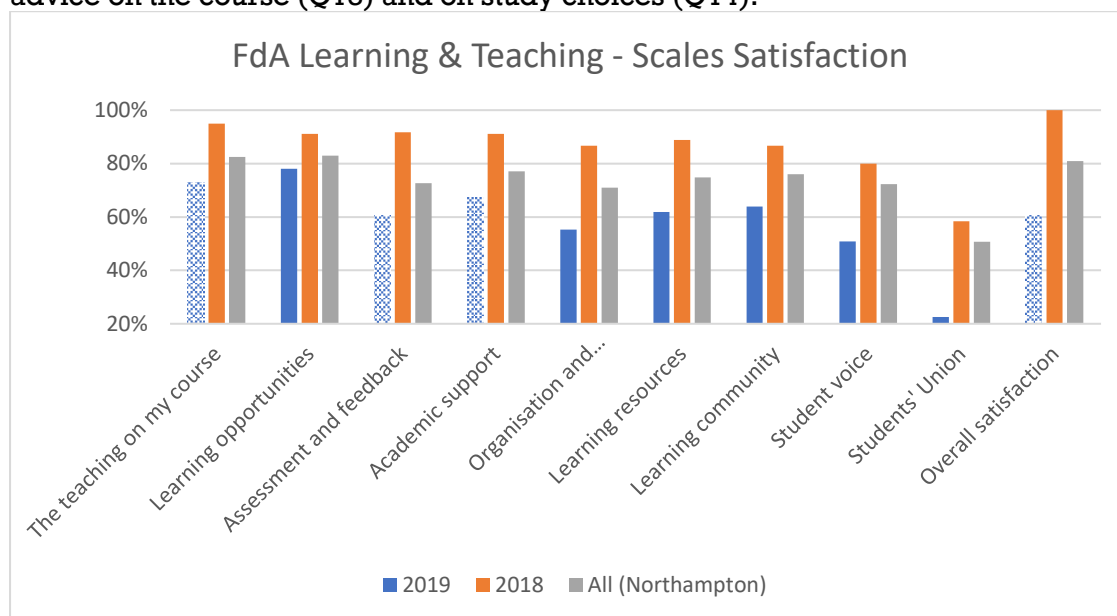
Lowly statistics were also posted on various other questions:

- Well-organised course (Q15, organisation and management scale): 34% (down by 46 ppts);
- IT resources (Q18, learning resources scale): 48% (down by 44 ppts);
- Feel part of a community (Q21, learning community): 53% (down by 41 ppts);
- Clear that feedback has been acted on (Q25, student voice scale): 29% (down by 38 ppts).

Many commenters pointed out the lack of punctuality in receiving feedback to work, which has been 'late far more often than on time' and thus 'impacted upon upcoming assignments'. One also added: "In the second year, assignment briefs have been very brief and unclear." The other main issue related to regular room changes (including these not being 'notified in time'), lack of availability and rooms not being big enough for the size of the cohort. Another explained: "There have been issues with room allocation resulting with sessions being cut short or cancelled which is inconvenient when students like me commute." The lack of support in their second year for assignments left respondents feeling that they had been 'left to our own devices', while modules were described as 'unclear'. To summarise, one was 'very disappointed' with the running of the course.

RECOMMENDATIONS: Students must be given timely feedback on their work. Better promotion of the MyNorthampton app to staff is required, so that they send out notifications to students in the event of room changes. Moreover, the feedback loop 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. Programme staff should strive to create a better community (e.g. group work, social gatherings, interaction between different years).