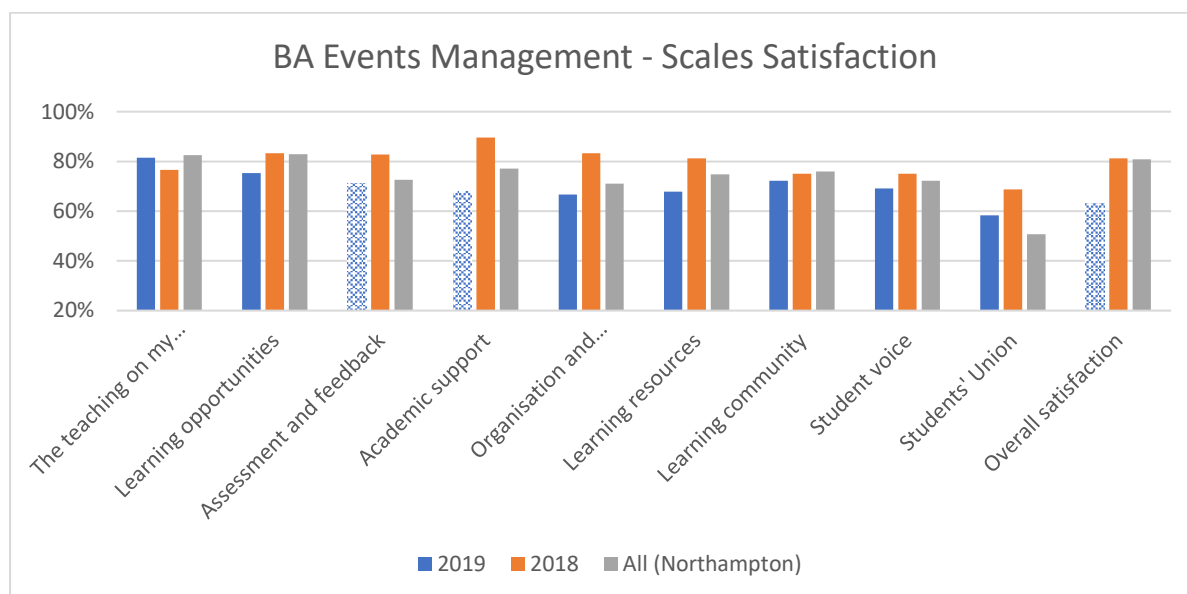


### **BA Events Management**

There was a sudden plunge of 18 ppts in overall satisfaction for BA Events Management, and consequently, its score is significantly underneath the University's threshold. There was an even bigger decline on the academic support metric, with the ability to contact staff (Q12) and receiving good advice to make study choices (Q14) being worse than last year. While assessment and feedback also stumbled, there was more pleasing news for teaching quality, which was the only scale whose satisfaction had risen.



Each individual question in organisation and management saw a decline in satisfaction – by 15 ppts for the course being well-organised (Q15), eight ppts regarding an efficient timetable (Q16) and by 27 ppts on communication of changes. Meanwhile, only 52% recognised how their feedback had been acted upon (Q25, student voice scale).

Respondents praised the study trips offered by the programme (including to London and York) – indeed, one said: “The use of trips in both first and second year helps you bond with your peers.” Furthermore, another added: “Practical experience is a huge part of the course and I think that is vitally important to my type of degree.” A third emphasised the ‘opportunity to be involved in event planning through the University’. The content within the course was also applauded.

Yet, comments about the academic staff were more nuanced. On this point, one asserted: “Some lecturers are hugely helpful and always reply to emails; however, others are very unsupportive and can even seem to be purposefully unhelpful.” Another concluded that there are members of staff who ‘ignore students and do not give us the attention we require’. Some felt that their assignment briefs required more clarity, while the quality of the feedback received was also questioned. Sample members wondered whether there was ‘too much group work’, which ‘makes it harder to perform well as an individual’. It was also felt that students should be graded on the second-year event itself.

**RECOMMENDATIONS:** Course changes must be communicated to students at the first opportunity. Better promotion of the MyNorthampton app to staff is required, so that they send out notifications to students in the event of room changes. In addition, the staff email policy needs to be reintroduced and enforced, while the feedback loop also should be closed. Specific points on group work and event grading should also provoke thought.