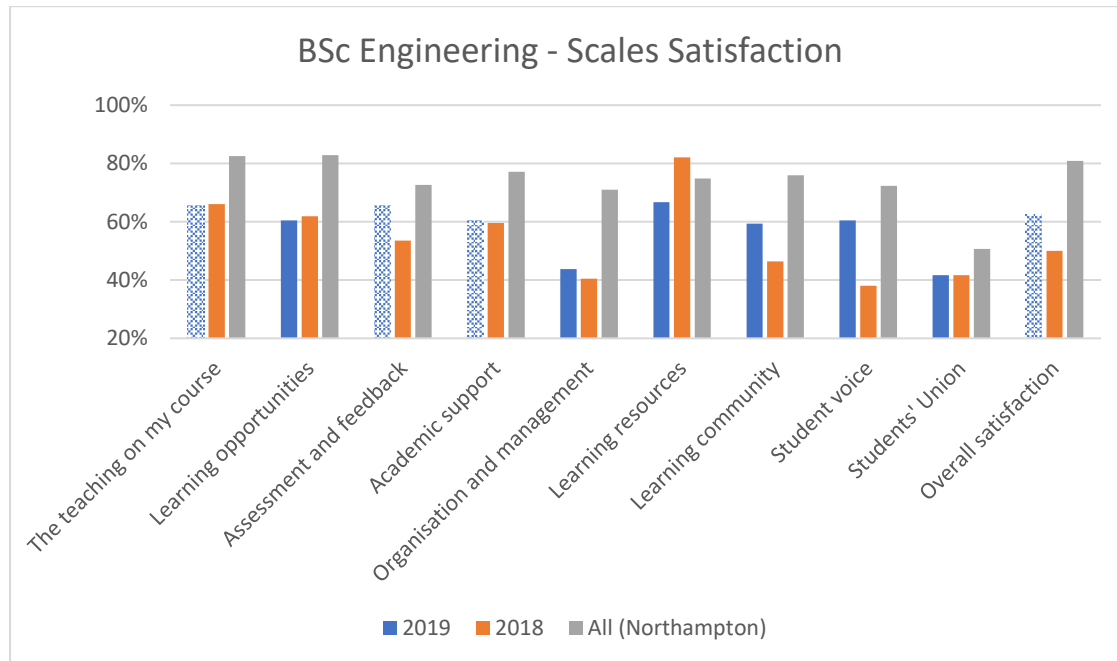


### **BSc Engineering**

In BSc Engineering, an increase in satisfaction of 13 ppts was produced for the course overall, but this is still some way below the University's own figure and threshold. In fact, none of the scales have approval in excess of that for the University. Of course, this includes course teaching, assessment and feedback, and academic support, all of which are not attaining their threshold figures. Focussing specifically on academic support, a 16-ppt decline was evident on being able to contact staff (Q12), while only 56% had received sufficient, course-related advice (Q13).



An organisation and management approval score of 44% is highly disappointing – indeed, on this scale, just over a third could say that the course was well-organised (Q15), together with a reverse of 21 ppts on the quality of timetabling (Q16). Other low results included:

- IT resources (Q18, learning resources scale): 43% (down by 42 ppts);
- Feel part of a community (Q21, learning community scale): 44% (up by 15 ppts);
- Clear that feedback has been acted on (Q25, student voice scale): 44% (up by 15 ppts).

Speaking in a general context, one respondent wrote: “They have moved to a new campus and the Engineering Department has shrunk significantly. [There is] reduced access to labs and lecturers are based in another building, making communication and organisation much more difficult.” Another requested more course representation. Meanwhile, a withdrawal rate in 2017-18 of 47% is genuine cause for concern, given this was the consequence of a 25-ppt rise from the previous year.

**RECOMMENDATIONS:** Better promotion of the MyNorthampton app to staff is required, so that they send out notifications to students in the event of room changes. Further, overall organisation of the programme must be improved. The staff email policy needs to be reintroduced and enforced, while 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. The withdrawal rate may require further investigation.