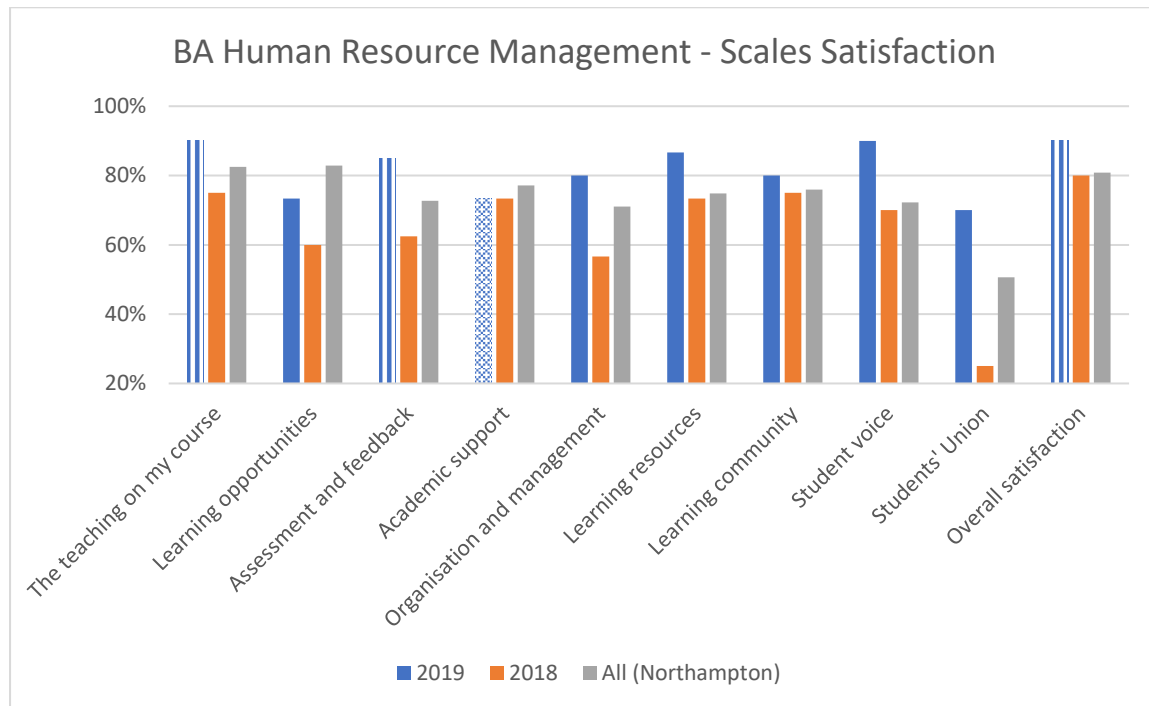


BA Human Resource Management

There was a gratifying ten-ppt rise in overall satisfaction, as BA Human Resource Management attained the University's target of 90%. In fact, approval augmented on every scale from last year, except for academic support. Here, the statistic remained constant and below the University's threshold, with the main issue being contentment at advice being available to make study choices (Q14) remaining static at three-fifths.



However, there were surges in support regarding course teaching, and assessment and feedback – of 15 ppts and 23 ppts respectively – to take these scales beyond the University's targets. Notable scores for individual questions here were:

- Teaching on my course
 - Staff explain things well (Q1): 100% (up by 20 ppts);
 - Challenge of course (Q4): 100% (up by 30 ppts).
- Assessment and feedback
 - Fair marking (Q9): 90% (up by 30 ppts);
 - Timely feedback (Q10): 80% (up by 30 ppts).
 - Yet, only 60% concluded that changes in the course had been communicated effectively (Q17, organisation and management scale).

RECOMMENDATIONS: Course changes must be communicated to students at the first opportunity (a pertinent point given 49% of those on the programme across stages this year were aged 21 or over), while staff should reflect on their availability to students in being able to give out advice.