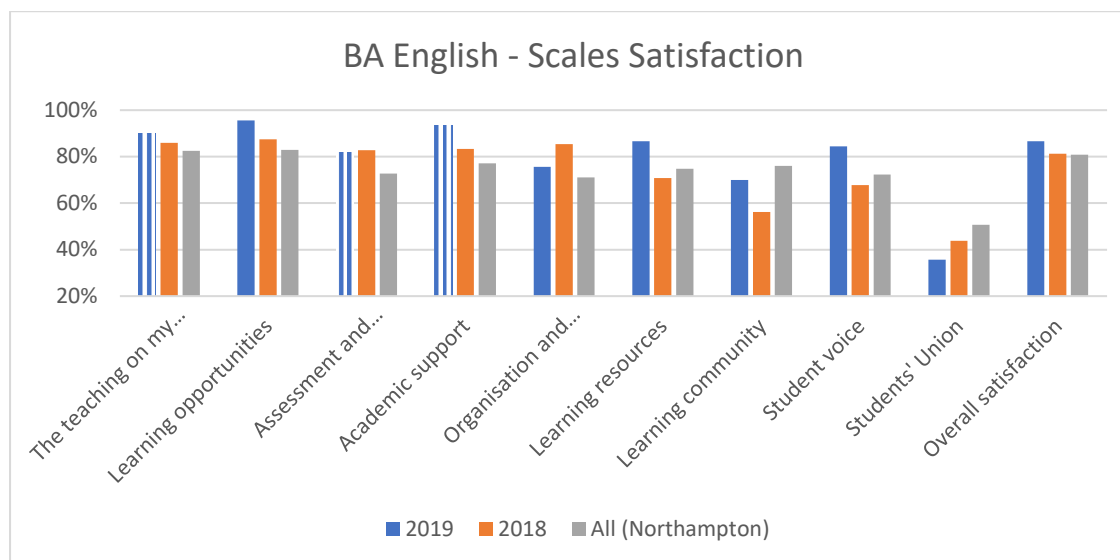


## BA English

Overall satisfaction with BA English rose steadily from last year, and is now three ppts underneath the University's target. Furthermore, targets have been achieved on the three other, key metrics – teaching, assessment and feedback, and academic support. In the latter case, support surged courtesy of 12 ppt-augmentations in both receiving advice in relation to the course (Q13) and study choices on the course (Q14). But for assessment and feedback, fair marking (Q9) is lagging behind other approval scores by standing at 73%.



Meanwhile, only three-fifths adjudicated that they were part of a community (Q21, learning community scale). Contentment with organisation and management slipped back from 2018, as 73% apiece ranked course organisation (Q15) and the efficiency of timetabling (Q16).

Programme staff were described by respondents as 'passionate', 'really supportive' and 'knowledgeable', who 'clearly love their job'. One said: "The majority of lecturers have encouraged us to express our ideas without the feeling of being judged or being wrong. Their passion for the subject is catching." Another added: "One of the highlights of my degree has been the personal touch; feeling like I am not just a number at Northampton has made all the difference." The provision of theatre trips was also praised – one sample member asserted: "Being able to go and watch Shakespeare plays, and even smaller amateur productions, has been brilliant and improved my knowledge and understanding of certain texts." Furthermore, there was appreciation for 'new ways to carry out assignments such as The Podcast for the Victorian Gothic and Fantasy module'. On the negative side, issues with timetabling were identified. One sample member commented: "I believe some of the deadlines (especially in second year) should be spaced out more. In a two-week period, I had four essays due in." Another found 'the constant changing of rooms' as 'very frustrating'. It was felt that there should be a greater choice of modules, while in the third year, more career workshops could be considered.

**RECOMMENDATIONS:** All assignments should have clear and detailed marking rubrics to ensure fair and consistent marking. Better staff communication is needed to reduce clashes in due dates for assignments, while programme staff should strive to create a better community (e.g. group work, more trips, social gatherings).