

Your Voice 1

Section 1: Your Transition to University

The first year of starting a course at University is an exciting and challenging experience. The following questions ask you to give us about your reflections on your course as you reach your halfway point through your first year.

1. The course information I received before I arrived gave me a good idea what to expect
2. The course induction helped me understand what would be expected of me
3. My experience of my course so far is what I had hoped for

Section 2: Your Course

These questions ask you to tell us what you think about your *overall course* so far.

(i) The Teaching on Your Course

1. Staff are good at explaining things
2. Staff have made the subject interesting
3. Staff are enthusiastic about what they are teaching
4. The course is intellectually stimulating

(ii) Assessment and Feedback

5. The criteria used in marking my work have been made clear in advance¹
6. Assessment arrangements and marking have been fair
7. Feedback on my work has been prompt²
8. I have received detailed comments on my work³

¹ **Information button:** Criteria are information that explains what you need to show in your work to obtain a certain level of achievement. For written or practical work, criteria maybe a descriptive paragraph. For written exams, it maybe revision sessions or model answers.

² **Information button:** Feedback maybe given instantly on activities you might do within in classes. In other cases, a short period of time is needed for all pieces of work to be marked and for your feedback to be put together. For coursework during a module, you should receive feedback within 3 weeks. For end of module exams or projects, you should receive feedback within 4 weeks.

9. Feedback on my work has helped me clarify things I did not understand⁴

(iii) Academic Support

10. I have received sufficient advice and support with my studies.⁵

11. I have been able to contact staff when I needed to.

12. ONLY APPLICABLE WHERE YOU HAVE BEEN ASKED TO MAKE A MODULE CHOICE WITHIN YOUR COURSE SO FAR: Good advice was available when I needed to make study choices.

(iv) Organisation and Management

13. The timetable works effectively as far as my activities are concerned.

14. Any changes in the course or teaching have been communicated effectively

15. The course is well organised and running smoothly.

(v) Learning Resources

16. The library resources are good enough for my needs

17. I have been able to access general IT resources when I needed to

18. I have been able to access specialised equipment, facilities or rooms when I needed to.

(vi) Personal Development

19. The course is helping me to present myself with confidence

20. My communication skills are improving

21. The course is helping me to tackle unfamiliar problems

(vii) Overall Satisfaction

22. Overall I am satisfied with the quality of my course

³ **Information button:** Depending on the piece of work, comments may be annotations of your work and/or a feedback sheet with comments that tell you about where you did well and to show you where you could improve.

⁴ **Information button:** Feedback should support your future learning. It includes verbal discussions you have with your tutors as well as written comments you may receive on your work.

⁵ **Information button:** This includes the opportunity to ask your lecturers or tutors about certain aspects of your modules or programme and your progress.

Section 3: Your University Life

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1. Thinking of all the services, including support, activities and academic representation provided by the Students' Union at your institution, to what extent do you agree with the following statement: I am satisfied with the Students' Union⁶.
2. I feel part of the community on my course/discipline
3. I can find suitable space within the University to socialise with other students.
4. I can access the information I need as a student.
5. I can access the support I need as a student.⁷
6. I feel positive about being a student at City University London.

⁶ This is the new NSS question from 2012.

⁷ This includes any support provided by services within the University's Student Centre.

Your Voice 2¹

Section 1: Your Course

These questions ask you to tell us what you think about your *overall course* so far.

(i) The Teaching on Your Course

1. Staff are good at explaining things
2. Staff have made the subject interesting
3. Staff are enthusiastic about what they are teaching
4. The course is intellectually stimulating

(ii) Assessment and Feedback

5. The criteria used in marking my work have been made clear in advance
6. Assessment arrangements and marking have been fair
7. Feedback on my work has been prompt
8. I have received detailed comments on my work
9. Feedback on my work has helped me clarify things I did not understand

(iii) Academic Support

10. I have received sufficient advice and support with my studies.
11. I have been able to contact staff when I needed to.
12. ONLY APPLICABLE WHERE YOU HAVE BEEN ASKED TO MAKE A MODULE CHOICE WITHIN YOUR COURSE SO FAR: Good advice was available when I needed to make study choices.

(iv) Organisation and Management

13. The timetable works effectively as far as my activities are concerned.
14. Any changes in the course or teaching have been communicated effectively
15. The course is well organised and running smoothly.

¹ Note information buttons provided in Your Voice 1 will also be provided in Your Voice 2.

(v) Learning Resources

- 16. The library resources are good enough for my needs
- 17. I have been able to access general IT resources when I needed to
- 18. I have been able to access specialised equipment, facilities or rooms when I needed to.

(vi) Personal Development

- 19. The course is helping me to present myself with confidence
- 20. My communication skills are improving
- 21. The course is helping me to tackle unfamiliar problems

(vii) Overall Satisfaction

- 22. Overall I am satisfied with the quality of my course

Section 2: Your Progress and Future

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- 1. I am confident about my progress on my course so far.
- 2. I have a clear understanding about what is expected of me on the course next year.
- 3. Helpful advice and support is available to me about career options

Section 3: Your University Life

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- 1. Thinking of all the services, including support, activities and academic representation provided by the Students' Union at your institution, to what extent do you agree with the following statement: I am satisfied with the Students' Union.²
- 2. I feel part of the community on my course/discipline
- 3. I can find suitable space within the University to socialise with other students.

² Note this is the new NSS question from 2012.

4. I can access the information I need as a student.
5. I can access the support I need as a student.³
6. I feel positive about being a student at City University London.

³ This includes any support provided by services within the University's Student Centre.