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From: Professor Bolton

Subject: Review Your Voice 1 and Your Voice 2 questions 2021

Status: For approval

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Executive summary

Senate establishes the question sets for the Your Voice Surveys which are designed to track student satisfaction across all three years of our undergraduate provision ([Student Feedback Policy](#))

The Education and Student Committee (5th November 2020) committed to review the Your Voice 1 and Your Voice 2 survey questions in light of the pandemic.

This paper outlines the outcome of the review of the Your Voice 1 and Your Voice 2 survey questions for 2021

The paper recommends changes to the questions.

Action(s) required from the Committee:	Senate are asked to consider the review and approve the recommended changes.
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The table below outlines which committees/groups have already seen the report and the resulting outcome/action from discussions.

Committee date	Committee title	Outcome/action	Action date	Paper version number
3 rd December 2020	Education and Student Committee	Endorsed to take to Senate for approval subject to <ul style="list-style-type: none">- Addition of question 8.3 for Your Voice 1- Clarification of 'Academic Support' in Your Voice 1- Agreed the campaign to acknowledge the disruption of the pandemic	N/A	1

Review Your Voice 1 and Your Voice 2 questions 2021

Background

Senate establishes the question sets for the Your Voice Surveys which are designed to track student satisfaction across all three years of our undergraduate provision ([Student Feedback Policy](#))

The Education and Student Committee (5th November) considered the approach to Student Surveys (NSS, Your Voice 1, Your Voice 2, PTES and PRES) for 2021 based on

- i) work already underway to adapt the [principles](#) and [approach](#) to Student Voice for 2020-21
- ii) The Office for Students (OfS) announcement of root and branch review of the National Student Survey (NSS)

The Education and Student committee agreed that it was important to capture reflective feedback from students formally to inform development of the transformation education offer and student experience beyond 2020-21.

The Education and Student committee also committed to review the Your Voice 1 and Your Voice 2 survey questions in light of the pandemic in order to make recommendations to Senate.

This paper outlines the outcome of review of the Your Voice 1 and Your Voice 2 survey questions for 2021. The paper recommends changes to the questions.

Senate are asked to consider the review and approve the updated questions.

Your Voice 1 and Your Voice 2 Questions

The Your Voice 1 and Your Voice 2 question sets (Appendix 1) are designed to track student satisfaction across all undergraduate provision. They mirror the current NSS themes and optional questions. For Your Voice 1 there is an additional theme of 'Your transition to university'. For Your Voice 1 and Your Voice 2 there are also some reflective questions on being a student at City. There is a question specifically on catering in both surveys.

Review

The questions were reviewed to ensure that they were suitable for how the student experience, teaching and learning offer has been delivered in 2020-21. The questions were also reviewed against the draft Module Evaluation questions for term 2 (Module Evaluation Draft questions are currently out for consultation with Associate Deans, School BoS and Students' Union etc. and will come to Senate in March). Also taken into consideration was the length of survey given the amount of feedback we are already seeking from students at programme and university level, including Welcome Survey (which had a very low response rate).

The following colleagues were consulted as part of the review; Students' Union, Associate Deans Forum, Director of Library Services, Director of Information Technology, LeAD, and S&AS.

In summary, colleagues consulted agreed that the Your Voice 1 and Your Voice 2 questions were still relevant and support tracking year on year comparisons at institutional and programme level. It was noted that Year 1 and year 2 students have had very different experiences since the last survey in 2019, with year 2 students having had a mix of physical and online teaching. This is reflected in the proposed changes to the two surveys.

Education and Student Committee recommended that the Survey Campaign 2021 communications contextualises the Your Voice 1 and Your Voice 2 surveys in the wider impact of the pandemic.

Summary of proposed changes

The table below summarises the proposed changes, these are also highlighted in Appendix 1. Senate are asked to consider and approve these changes.

Survey	Theme	Question	Recommended amendment	Rationale
Your Voice 1 and Your Voice 2	The Teaching on my course	2.2 (YV1) and 1.2 (YV2)	Staff have made the subject interesting and engaging	To reflect that teaching and learning is engaging as well as subjects itself being inherently interesting
Your Voice 1	Academic Support	5.1	I have been able to contact staff (e.g. Personal Tutors, Course Officers, Programme Directors, Module Leaders) when I needed to and they have been able to respond to my queries	To clarify what is meant by academic support and to reflect variation in support models in Schools. To understand better if students are receiving relevant academic or pastoral support from staff as they transition into higher education
Your Voice 1	Learning Community	8.3	Additional question I feel I had the right opportunities to make friendships and connect with peers on my course	To better understand how we can build a sense of community and belonging amongst peers
Your Voice 1	Being a student at City	12.1	From I can find suitable space within University to socialise with other students To I can find suitable opportunities online at University to socialise with other students	To understand if students are accessing opportunities to socialise online
Your Voice 2	Being a student at City	11.1	From I can find suitable space within University to socialise with other students To I can find suitable opportunities at University to socialise with other students	To reflect that second year students will have accessed space to socialise both online and on campus

Your Voice 2		11.2	To remove this question	Large numbers of students are not accessing catering provision on campus this year.
Your Voice 1	Catering	21.1 and 21.2	To remove these two questions	Large numbers of students are not accessing catering provision on campus this year.

Appendix 1 – Your Voice 1 and Your Voice 2 questions 2021

Your Voice 1 Questions

Compulsory Questions

1. Your transition to university

- 1.1 The course information I received before I arrived gave me a good idea what to expect
- 1.2 The course induction helped me understand what would be expected of me
- 1.3 My experience of my course so far is what I had hoped for

2. The teaching on my course

- 2.1 Staff are good at explaining things
- 2.2 Staff have made the subject interesting **and engaging**
- 2.3 The course is intellectually stimulating
- 2.4 My course has challenged me to achieve my best work

3. Learning Opportunities

- 3.1 My course has provided me with opportunities to explore ideas or concepts in depth
- 3.2 My course has provided me with opportunities to bring information and ideas together from different topics
- 3.3 My course has provided me with opportunities to apply what I have learnt

4. Assessment and feedback

- 4.1 The criteria used in marking have been clear in advance
- 4.2 Marking and assessment has been fair
- 4.3 Feedback on my work has been timely
- 4.4 I have received helpful comments on my work

5. Academic Support

- 5.1 I have been able to contact staff (e.g. Personal Tutors, Course Officers, Programme Directors, **Module Leaders**) when I needed to **and they have been able to respond to my queries**
- 5.2 I have received sufficient advice and guidance in relation to my course
- 5.3 Good advice was available when I needed to make study choices on my course

6. Organisation and management

- 6.1 The course is well organised and running smoothly
- 6.2 The timetable works efficiently for me
- 6.3 Any changes in the course or teaching have been communicated effectively

7. Learning resources

- 7.1 The IT resources and facilities provided have supported my learning well
- 7.2 The library resources (e.g. books, online services and learning spaces) have supported my learning well
- 7.3 I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to

8. Learning Community

- 8.1 I feel part of a community of staff and students

8.2 I have had the right opportunities to work with other students as part of my course

8.3 I feel I had the right opportunities to make friendships and connect with peers on my course

9. Student Voice

9.1 I have had the right opportunities to provide feedback on my course

9.2 Staff value students' views and opinions about the course

9.3 It is clear how students' feedback on the course has been acted on

10. Overall Satisfaction

10.1 Overall, I am satisfied with the quality of the course

10.2 Looking back on the experience, are there any particularly positive or negative aspects you would like to highlight?

11. The Students' Union

11.1 The Students' Union (association or guild) effectively represents students' academic interests

11.2 I am confident I understand what services & activities are run by the Students' Union

11.3 The Union is effective at creating communities through its activities & services

11.4 The Students' Union supported my transition to University life

12. Being a student at City

12.1 I can find suitable opportunities online at University to socialise with other students

12.2 I feel positive about being a student at City, University of London

Optional Questions

19. Careers

19.1 As a result of my course, I believe that I have improved my career prospects

19.2 Good advice is available for making career choices

19.3 Good advice is available on further study opportunities

20. Student Safety

20.1 I feel safe to be myself at university

20.2 My institution takes responsibility for my safety

21. Catering

21.1 I am satisfied with the catering provisions and the quality of catering provided on campus

21.2 On an average week, how many times do you buy food and drink on campus?

Your Voice 2 questions

Compulsory Questions

1. The teaching on my course

- 1.1 Staff are good at explaining things
- 1.2 Staff have made the subject interesting **and engaging**
- 1.3 The course is intellectually stimulating
- 1.4 My course has challenged me to achieve my best work

2. Learning Opportunities

- 2.1 My course has provided me with opportunities to explore ideas or concepts in depth
- 2.2 My course has provided me with opportunities to bring information and ideas together from different topics
- 2.3 My course has provided me with opportunities to apply what I have learnt

3. Assessment and feedback

- 3.1 The criteria used in marking have been clear in advance
- 3.2 Marking and assessment has been fair
- 3.3 Feedback on my work has been timely
- 3.4 I have received helpful comments on my work

4. Academic Support

- 4.1 I have been able to contact staff when I needed to
- 4.2 I have received sufficient advice and guidance in relation to my course
- 4.3 Good advice was available when I needed to make study choices on my course

5. Organisation and management

- 5.1 The course is well organised and running smoothly
- 5.2 The timetable works efficiently for me
- 5.3 Any changes in the course or teaching have been communicated effectively

6. Learning resources

- 6.1 The IT resources and facilities provided have supported my learning well
- 6.2 The library resources (e.g. books, online services and learning spaces) have supported my learning well
- 6.3 I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to

7. Learning Community

- 7.1 I feel part of a community of staff and students
- 7.2 I have had the right opportunities to work with other students as part of my course

8. Student Voice

- 8.1 I have had the right opportunities to provide feedback on my course
- 8.2 Staff value students' views and opinions about the course
- 8.3 It is clear how students' feedback on the course has been acted on

9. Overall Satisfaction

- 9.1 Overall, I am satisfied with the quality of the course
9.2 Looking back on the experience, are there any particularly positive or negative aspects you would like to highlight?

10. The Students' Union

- 10.1 The Students' Union (association or guild) effectively represents students' academic interests
10.2 I am confident I understand what services & activities are run by the Students' Union
10.3 The Union is effective at creating communities through its activities & services
10.4 The Students' Union campaigns on issues that are important to me

11. Being a student at City

- 11.1 I can find suitable opportunities at University to socialise with other students
~~11.2 I am satisfied with the catering provisions and the quality of catering provided on campus~~
11.3 I feel positive about being a student at City, University of London

Optional Questions

19. Careers

- 19.1 As a result of my course, I believe that I have improved my career prospects
19.2 Good advice is available for making career choices
19.3 Good advice is available on further study opportunities

20. Student Safety

- 20.1 I feel safe to be myself at university
20.2 My institution takes responsibility for my safety