

Student Experience Survey 2023 Action Plan

Total survey respondents: 1,254 PGT students

Accountable department	Category	Action plan
Graduate School	College Welcome Season Induction (PG)	<p>Number of responses received to these questions were between 730 to 914 (58% to 73% of overall SES survey respondents).</p> <p>1. Overall, I was satisfied with the Graduate School's professional development online Master's induction - it clarified the programmes and workshops available to me.</p> <p>71% of respondents 'definitely & mostly agreed' with this statement, while 9% of respondents 'definitely and mostly disagreed'</p> <p>Comparing these results with 2021's SES (PGTs) responses to this question, this result is very positive (up from 62% agreement). Main different from previous year's is the return to in person inductions, which most probably impacted positively this year's results.</p> <p>2. Overall, the Graduate School's website presents clear information and is easy to navigate</p> <p>72% of respondents 'definitely & mostly agreed' with this statement, while 8% of respondents 'definitely and mostly disagreed'.</p> <p>A similar question was included in 2021's SES (PGTs) and compared to them, this year's results are a bit better (up from 69% agreement). However, compared to the responses by PGRs in 2022, in which the very same question was asked, obtaining 79% of agreement, this result would mean that master's students have a worse experience with our website than doctoral students.</p> <p>3. Overall, I am satisfied with the development opportunities offered by the Graduate School are designed and catered for a diverse audience</p> <p>65% of respondents 'definitely & mostly agreed' with this statement, while 6% of respondents 'definitely and mostly disagreed'.</p> <p>This is the first time we have asked this question to PGT students. Last year we asked this question to PGRs who had a better level of satisfaction (74%). This result, although on the positive side, also shows that master's students have a less positive experience of the Graduate School activities.</p> <p>4. Overall, I am satisfied with the newsletters and bulletins through which I receive all Graduate School information and news.</p>

		<p>61% of respondents 'definitely & mostly agreed' with this statement, while 9% of respondents 'definitely and mostly disagreed'.</p> <p>This is the first time we asked this question to PGT students. Last year we asked this question to PGRs who had a bit better level of satisfaction (66%). Again, although these scores are positive, they also show master's students have a less positive experience with the Graduate School's communication strategies.</p> <p>5. I am satisfied with the workshop topics offered by the Graduate School.</p> <p>61% of respondents 'definitely & mostly agreed' with this statement, while 7% of respondents 'definitely and mostly disagreed'.</p> <p>This is the first time we asked this question to PG students. These scores are on the positive however we may need to investigate further on this topic to be able to improve the satisfaction of master's students.</p>									
		<p>6. I am aware of the Graduate School, which provides professional development workshops, events, coaching and support to all Postgraduate Students</p> <table border="1" data-bbox="696 683 1189 778"> <tr> <td>Yes</td> <td>785</td> <td>84%</td> </tr> <tr> <td>No</td> <td>147</td> <td>16%</td> </tr> <tr> <td>Total</td> <td>932</td> <td>100%</td> </tr> </table> <p>This result shows that most of the master's students do recognise and are aware of the Graduate school and its activities. It would be important however to continue to improve this score as there is still almost a fifth of them who answer not aware of the GS existence. Some comments by students also show the confusion that some students have between the activities offered by the GS and their own department (<i>"I get confused about what's offered by the Graduate School versus the Business School -- are those totally separate entities?....."</i>)</p>	Yes	785	84%	No	147	16%	Total	932	100%
Yes	785	84%									
No	147	16%									
Total	932	100%									
		<p>7. I have engaged with the postgraduate coaching programme</p> <table border="1" data-bbox="685 1086 1178 1182"> <tr> <td>Yes</td> <td>303</td> <td>33%</td> </tr> <tr> <td>No</td> <td>613</td> <td>67%</td> </tr> <tr> <td>Total</td> <td>916</td> <td>100%</td> </tr> </table> <p>These answers denote that students are probably confusing the GS coaching service with other support at their own faculties, as we have not had that many students requesting coaching. This question will need to be reviewed as its current form is not providing useful information.</p>	Yes	303	33%	No	613	67%	Total	916	100%
Yes	303	33%									
No	613	67%									
Total	916	100%									
		<p>8. Please provide any further feedback and suggestions about the activities and workshops offered by the Graduate School</p>									

		<p>27% of comments (65 in total) were not related to the GS (eg. exams, scholarships) or showed they were not aware of the Graduate School. The rest of the comments were mostly suggestions (38%), with only 17% them being directly positive comments and 18% negative comments.</p> <p>Below is a summary of the most frequent aspects mentioned by students in each category.</p> <p>Positives</p> <ul style="list-style-type: none"> ▪ Resources and courses are very good (specific references to career courses and appointments, PhD preparation, writing, python, interpersonal skills) ▪ Had a much better experience in in-person workshops than online ones. ▪ There are good varieties of workshop. <p>Negatives</p> <ul style="list-style-type: none"> ▪ Courses and activities are not aligned to: part-time students, business school calendar, lecture scheduling. ▪ Some courses/activities not useful/as expected (specific references to critical thinking, career services not doing enough) ▪ Very limited number of places in the courses that made registration impossible. ▪ GS website and newsletters being too overloaded/too many sites to navigate. <p>Suggestions</p> <ul style="list-style-type: none"> ▪ More online programmes/events/content ▪ To provide more in-person workshops and more places. ▪ Events and courses to consider part-time students. ▪ Add courses on: self-awareness (to prepare them to undertake group work) international/diverse people (as it is challenging in groupwork); professional skills, e.g. programming, software applications; First Aid and Mental Health First Aid. ▪ Provide more career information/events, particularly focused on: Chinese job market and opportunities; information tailored to each programme; other fields and not just consulting and technology; law; company events; workshops on career transition and job hunting; Indian job market. ▪ Keep recording of classes and posting of slides - as they are only way to access optional graduate school lectures. ▪ More support to Silwood park students, as they can't attend SK and activities are not related to them. Add events at different campuses. ▪ Joining students having possibility to access GS courses before the start of their degree.
		<p>To address the above results, we will:</p> <ul style="list-style-type: none"> - <i>Establish a new Master's Programme Review Working Group, with the specific objective of reviewing the GS strategy, offer and services offered to master's students. For this group, the review terms of reference will be created (TBC) to be discussed and approved to explore ways to improve the effectiveness of our communications, courses and resources are being offered and deployed for masters students across the college.</i> - <i>As part of the current review of the Graduate School's Website structure and content, to make sure that information for PGT students is clearly visible and well organised (e.g. highlighting places for master's students in RCDS courses). It would be</i>

		<p><i>important to create a special consulting group of PGT students who could provide direct feedback and suggestions on this aspect of the website.</i></p> <ul style="list-style-type: none">- <i>Build and publish a suggested pathway of courses/activities/topics that may be relevant to students at different stages of their master's degrees.</i>
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20.04.23