



2009 Satisfaction Survey Results Summary for PGT Students

Graduates from December 2009 were surveyed in April 2010 about their experiences of studying at the School. 35 PGT (postgraduate taught) and 2 PGR (postgraduate research) students responded, a return rate of 29%. The average response rate to the national postgraduate experience surveys in 2009 was 24% (PTES & PRES combined).

Areas covered by the survey for PGT students:

- Motivations
- Preparation and induction
- Quality of teaching and learning
- Assessment and feedback
- Course organisation and management
- Advice and support
- Learning resources
- Skills and personal development
- Overall level of satisfaction

Demographics

Just over half of the respondents (51%) were home (UK) students. EU students comprised 20% of respondents and overseas (non-EU) represented 29%, a much higher response rate than in the 2008 survey when EU students and overseas students represented 11% and 16% of respondents respectively. The biggest response rate was from those who had studied on a full-time basis (80%), although this varied by degree.

Over a third (37%) of respondents indicated that they worked while studying, with 36% of these indicating that they worked more than 30 hours per week. 86% of respondents reported that they were funding their studies themselves.

The age range of respondents varied considerably among degrees, though overall more than 77% were under the age of 35. 74% of respondents indicated they were female. English was cited as the first language for 74% of respondents.

Motivations

30% of respondents cited personal interest as the main reason for taking the degree, which was the largest category, followed by improving employment prospects and to progress in

their current career path. The most significant factor influencing respondents to study their chosen degree programme at this institution was because it was the only institution offering this programme, followed by the reputation of the Institute offering the degree, and then location.

Levels of satisfaction

The overwhelming majority of respondents expressed high levels of satisfaction with a wide range of their experiences as a student. Respondents were asked to rate their satisfaction with each area on a 5-point score, with 5 representing highly satisfied and 1 representing highly unsatisfied. The School received an average rating of 4 out of 5.

The greatest level of satisfaction expressed by respondents was for how intellectually stimulating they found their programme (4.7), the development of research skills (4.7) and the building of confidence for independent learning (4.5). Other areas where a high level of satisfaction was expressed included the quality of learning materials (4.4), library resources (4.3), IT resources (4.3), and the development of professional/transferable skills (4.3).

Good levels of satisfaction were reported with study advice and support (4.1), with library resources (4.1) and with course organisation and management (4). The areas where lower levels of satisfaction were expressed were with English language support (2.4), with careers advice and support (3.0), with assessment and feedback (3.5) and with the accessibility of social learning spaces (3.6).

The overall level of satisfaction was extremely high. 84% of respondents reported that their expectations in terms of their overall experience had either been met, exceeded or significantly exceeded.

See how the postgraduate study experience at the School of Advanced Study compares to other UK institutions in the [2009 PTES national survey](#).