

## FIRST YEAR EXPERIENCE SURVEY 2007-09

### SCHOOL OF LANGUAGES, LITERATURES & PERFORMING ARTS

The survey uses three types of question:

Questions which require students to express the extent of their agreement or disagreement with the question statement. The results for these questions are shown as a mean score on a range of 1 to 5.

Questions which require a "Yes" or "No" answer. The results for these questions are shown as the % of students saying "Yes".

Questions which require students to select one choice from a range of options. The results for these questions are shown as the percentage of students selecting each option.

	2007	2008	2009	
<b>WELCOME AND ORIENTATION</b>				
Q1	Queen's provided a good induction when I arrived.	*	*	4.0
Q2	My initial questions about my degree course were answered during the first week at Queen's.	*	*	3.8
Q3	I met my personal tutor during induction.	*	*	4.5
Q4	Welcome and Orientation helped me to feel that I belonged at Queen's.	3.4	*	3.7
<b>TEACHING</b>				
Q5	The teaching staff are good at explaining things.	4.0	3.9	4.0
Q6	The teaching on my programme has shown me what I need to do to be successful in my studies.	3.8	3.8	4.0
Q7	I have been able to contact staff when I needed to.	3.9	4.1	4.4
Q8	At least two lecturers know me by name.			
	% "Yes"	63.8%	76.1%	75.8%
Q9	The teaching on my programme is stimulating.	3.6	3.7	3.9
Q10	The teaching on my programme has suited the way I	3.4	3.7	3.7
Q11	The degree course makes good use of technology.	*	*	3.8
Q12	The teaching rooms that are used are a good learning environment.	*	*	3.9
Q13	"The Study Skills Handbook" by Stella Cottrell that we were given has been helpful.	*	*	3.3
Q14	Have you taken part in any placements or fieldtrips so far on your degree course?			
	% "Yes"	*	*	4.5%
Q15	In terms of gaining experience and skills, I have been satisfied with any placements and/or field trips which	3.3	3.6	3.7

		2007	2008	2009
<b>ASSESSMENT AND FEEDBACK</b>				
Q16	Feedback on my work has been prompt (within three weeks of submission of the work).	3.4	3.9	3.9
Q17	Feedback on my work has helped me in my learning.	3.6	3.8	3.8
Q18	The criteria used in assessing work were made clear at the beginning of my programme.	3.9	4.0	3.8
Q19	I am satisfied with my academic performance on my modules.	3.7	3.7	3.7
<b>LEARNING RESOURCES</b>				
Q20	The library resources (eg, books, journals) are good enough for my needs.	4.1	3.9	3.8
Q21	The library services (eg, borrower services, information, training) are good enough for my needs.	3.8	3.8	3.8
Q22	I have been able to access computers when I needed to.	3.9	4.2	3.9
<b>SERVICES</b>				
Where I have used them, I have been satisfied with the following:				
Q23	Accommodation Office	3.5	3.7	3.8
Q24	Admissions Office	4.0	3.9	3.4
Q25	Campus Eating Places	*	*	3.8
Q26	Careers Services, Work Placement Centre, Jobshop	3.9	3.9	3.6
Q27	Counselling Service	*	*	3.4
Q28	Disability Services	3.1	3.4	3.3
Q29	Health Services	3.8	3.7	*
Q30	Finance Office	3.8	3.8	3.7
Q31	Learning Development Service	*	*	3.6
Q32	Queen's International	3.2	3.2	3.3
Q33	Queen's Sport (PEC)	*	*	4.1
Q34	Student Jobshop	*	*	3.5
Q35	Student Records and Examinations	3.8	4.0	3.8
Q36	Student Support	3.5	4.0	*
Q37	Student Guidance Centre	*	4.0	4.0
Q38	Students' Union	*	*	4.4
Q39	University Clubs and Societies	*	*	4.1
Q40	The Students' Union has enhanced my experience at Queen's	*	*	3.7

	2007	2008	2009	
<b>ADVICE</b>				
	I have received sufficient guidance about the academic choices open to me:			
Q41	Pre-Admission (from Admissions Office)	3.4	3.5	3.3
Q42	Post-admission (from Schools, Academic Staff)	3.4	3.6	3.5
Q43	From other staff in the School (once I had arrived at	*	*	3.5
Q44	Queen's information on tuition fees and bursaries was helpful.	*	*	3.3
Q45	The most useful source of information on tuition fees and financial support was:			
	Secondary School	22.4%	14.1%	*
	E&LB/LEA	34.5%	40.8%	*
	UCAS	15.5%	14.1%	*
	Queen's literature (leaflets, correspondence)	12.1%	18.3%	*
	Queen's website	3.4%	9.9%	*
	Other	12.1%	2.8%	*
<b>PERSONAL DEVELOPMENT</b>				
Q46	My programme requires me to work with other students.	4.1	4.0	4.1
Q47	I have received sufficient advice about Personal Development Planning (PDP).	2.3	3.1	3.0
Q48	I am not as motivated towards my studies as I should be.	2.8	3.0	3.0
Q49	Having Personal Tutors for first year students is a good idea.	*	*	4.1
Q50	I haven't done the background reading expected of me.	3.0	3.2	3.4
Q51	Academic work at this level is harder than I expected it to be.	2.9	3.0	3.1
Q52	I feel I have made the right choice of programme.	3.8	3.9	4.0
Q53	I know what I want to do when I graduate.	2.8	3.0	3.0
Q54	I am confident that my programme will lead to a job at a level that matches my qualification.	3.1	3.4	3.3
Q55	I enjoy the social side of being at Queen's.	4.1	4.0	4.3
Q56	I know about Degree Plus.	*	*	2.8

		2007	2008	2009
<b>ORGANISATION AND MANAGEMENT</b>				
Q57	How many hours of time-tabled classes (eg, lectures, tutorials, seminars, practicals) have you had scheduled			
	0-6	7.0%	2.8%	3.0%
	7-12	70.2%	71.8%	97.0%
	13-18	22.8%	23.9%	0.0%
	19-24	0.0%	1.4%	0.0%
	25+	0.0%	0.0%	0.0%
Q58	How many days per week during term-time do you typically come to Queen's to study?			
	1	0.0%	1.4%	0.0%
	2	0.0%	0.0%	6.1%
	3	27.3%	8.7%	27.3%
	4	54.5%	62.3%	62.1%
	5+	18.2%	27.5%	4.5%
<b>STUDY LIFE BALANCE</b>				
Q59	Where are you living while you are attending Queen's?			
	At Home	34.5%	33.8%	36.9%
	Other private accommodation	19.0%	23.9%	24.6%
	University run accommodation	46.6%	42.3%	38.5%
Q60	Have you been required to take on employment (part-time, full-time) to finance yourself through university?			
	% "Yes"	69.0%	77.5%	62.1%
Q61	Please select the number of hours you work in your job per week:			
	1-5	10.0%	3.7%	2.4%
	6-10	22.5%	35.2%	39.0%
	10-15	40.0%	29.6%	48.8%
	16-20	15.0%	18.5%	9.8%
	21-25	10.0%	11.1%	0.0%
	26+	2.5%	1.9%	0.0%
Q62	I find it difficult to balance academic and other commitments such as:			
	Social Life	3.1	3.2	3.0
	Work (part-time, full-time)	2.8	3.1	3.1
	Caring for others (parent, partner, children)	3.3	3.5	3.2

	2007	2008	2009
<b>OVERALL SATISFACTION</b>			
Have you ever considered:			
Q63			
Withdrawing from your programme completely. (% Yes)			
% "Yes"	29.3%	21.1%	26.2%
Q64			
Switching to another programme at Queen's.			
% "Yes"	38.6%	35.2%	31.8%
Q65			
Switching to another university.			
% "Yes"	25.9%	15.5%	17.2%
Q66			
Based on my own experiences at Queen's, I would recommend the University to other students thinking of applying here?	*	*	4.3
Q67			
Thinking back to when you applied to Queen's, has the reality of your experiences matched your expectations (based on the prospectus, website, open days, etc)?			
Better	37.9%	*	*
Worse	13.8%	*	*
Better in some ways, worse in others	41.4%	*	*
Don't know	6.9%	*	*