

Along with the raising 24hr IT room/Library campaign, I have been working on a students' educating satisfaction research since the beginning of the spring term. I, as Education Officer, randomly talked to the students within the main building and other teaching buildings.

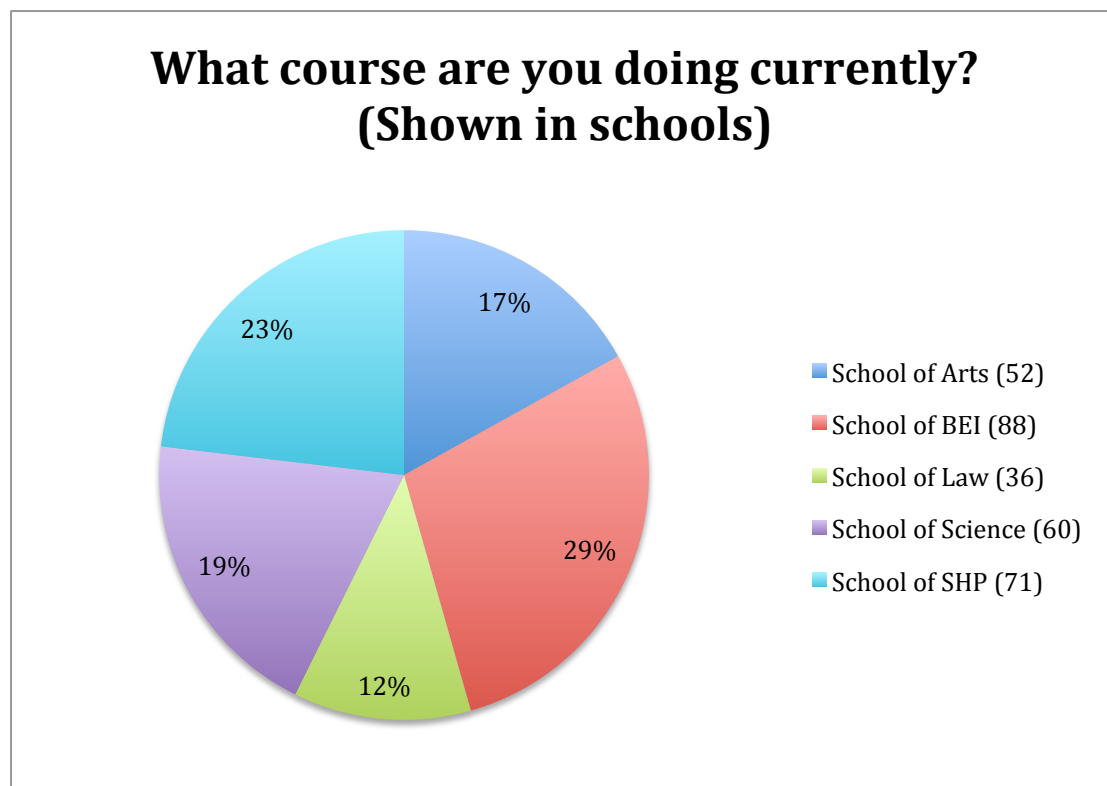
Over 300 students were interviewed and the questions have been asked about their studying experience in Birkbeck. In addition, the research is continuing ongoing, which means the result may change. These questions including:

1. What course are you doing currently?
2. Are you satisfied with the teaching quantity and module setting?
3. Do you know there is a Students Union, and elected sabbatical officer?
4. Have you contacted the Students Union or Department staff about your issues or inquiries before?
5. Any more thoughts or ideas that help us improve?

Here comes the result,

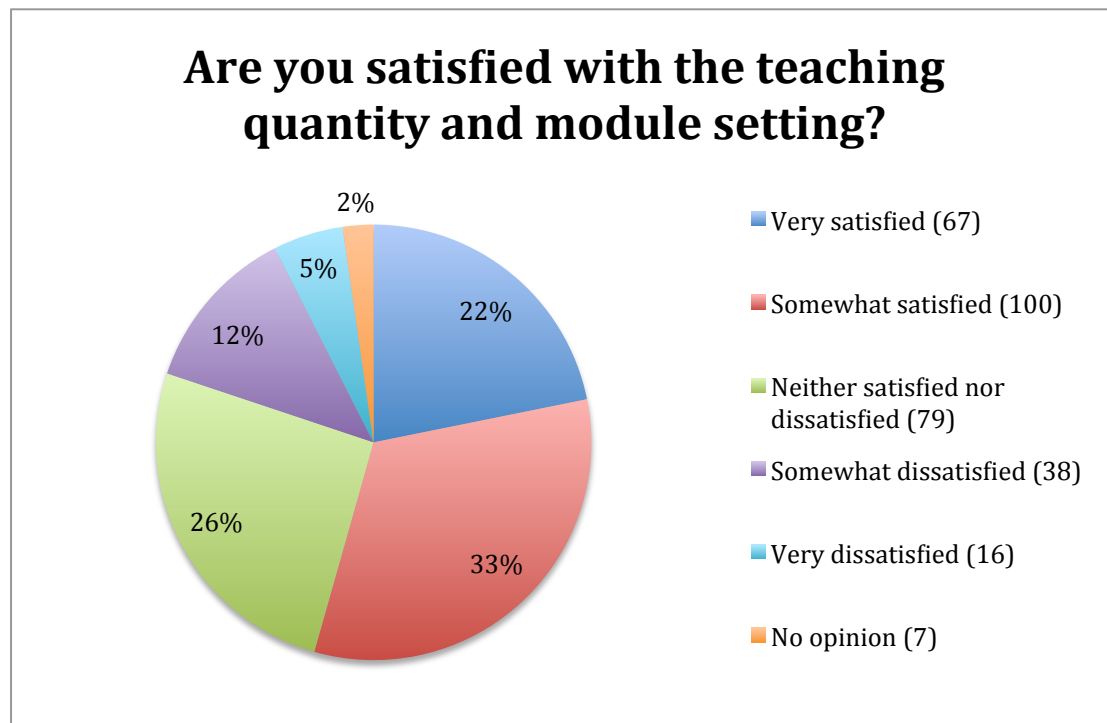
Q1. What course are you doing currently?

Due to the huge numbers of different courses that students take, I am therefore simply put the result under the schools they belong.



Q2. Are you satisfied with the teaching quantity and module setting?

Most students (with number of 167, more than half; including 36 in school of Arts, 35 in school of BEI, 30 in school of Law, 28 in School of Science, 38 in School of SHP) are satisfied with the teaching quantity and the module setting of their courses, school of Law has the highest student satisfaction in teaching, School of BEI ranked the bottom among the five. While 54 out of 307 think negative, some of the reasons are answered as Q5.



Q3&Q4

Do you know there is a Students Union, and elected sabbatical officer?

Have you contacted the Students Union or Department staff about your issues or inquiries before?

Majority of students are aware of the Students Union, but very few of them know (according to their answer, next to the George bar) there are sabbatical officers work with SU that could help them with different problems they may have during each academic year.

As I mentioned on the council meeting last November, it is very important to introduce all our work to students, especially to freshmen in the start of the academic year. Most of students know nothing about SU because, firstly, they do not have this idea in their mind; secondly, it is lack of 'promotion' (our website, our people) for SU to our students. It was a huge success we held the biggest fresher fair last year. However, it was mainly about societies and clubs, so I

suggest the SU set an additional space for Sabbatical Officers in the next fair in order to give student a bit of information about their students union officers that they 'd seek for advise during the year.

Almost everyone I interviewed has problem in terms of study difficulty or issues about the lecturers, environment, exam etc., and more than 90% chose talk with the department admin or course director direct instead to speak to one of SU staff (in this case, Education Officer).

Q5.

Any more thoughts or ideas that help us improve?

As the additional question of Q2, there are students that not satisfied with their studying experience in Birkbeck (some departments), and can be mainly included:

During the study:

1. Some modules are too theoretical, not practical.
2. Have difficult logging in Moodle
3. The handout and learning materials (PowerPoint) on Moodle are too simple, sometime with mistakes
4. Suggesting full-time study during the day\*
5. Library not opening 24 hours during the revision time.
6. Teaching time are limited.

Assignment/Examination:

7. Exam Timetable release too late.
8. Short revision time, tight schedule of travel (3 Exams in a week)
9. Mitigating circumstance was rejected.

Some of the suggestions are indeed beyond the ability of Education Officer or SU, but it is more realistic for us to act as role of listening the voice from the student body, and try to find a way to comminute with the College. Personally I was struggling to try working and talking with NUS and other university's sabbatical officers as there is no source and guides.

I have tried to get as much as feedbacks from the students and the result turns very positive. The research continues till the end of 14/15 academic year.