

HELBUS Student Satisfaction Survey

Results for Class of 2013-2014

January 2015



Survey principles

- This anonymous survey is conducted annually among students who are completing their Higher National Diplomas in Business (BTEC level 5).
- The purpose of the survey is to rate the quality of student experience and to provide HELBUS with a tool to monitor and improve the experience.
- The survey follows closely the National Student Survey organised in the UK among final year undergraduate students.
- This document contains the results for the Class of 2013-2014 which was the first cohort to study in the Higher National Diploma in Business programme. (n=36)



Survey highlights

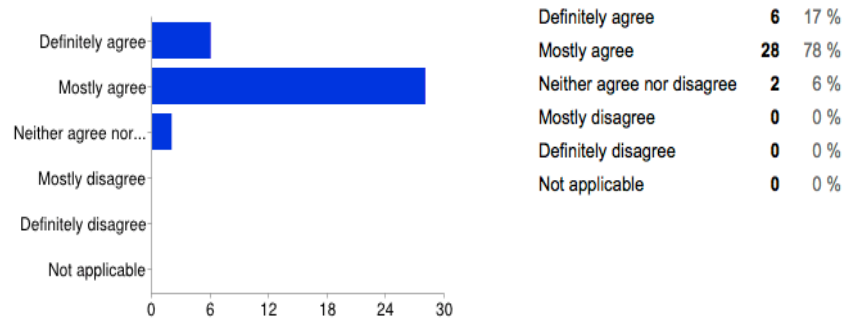
- 94 % of respondents are overall satisfied with the quality of the programme. 0 % of respondents were dissatisfied with the quality of the programme.
- 94 % felt that teaching staff were good at explaining things
- 94 % felt that the timetable works efficiently for them
- 94 % felt that the programme has helped them to present themselves with confidence
- 92 % felt their communications skills improved as a result of the programme
- 94 % feel confident in tackling unfamiliar problems as a result of the programme

Student Satisfaction Survey 2014: Teaching

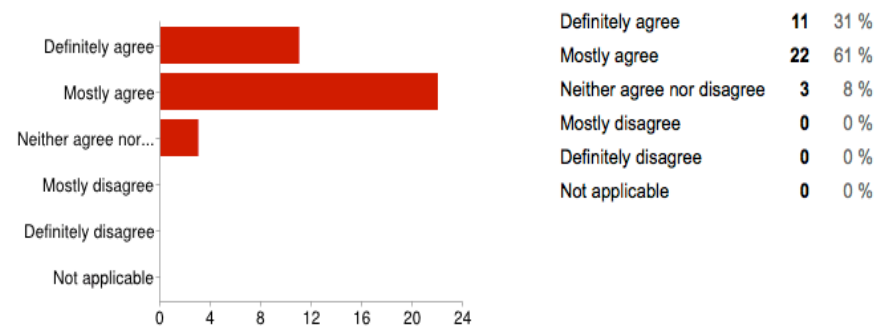
Overall, students were happy with the quality of teaching at HELBUS. Here are some comments:

- “Almost all the professors were interesting and nice, with interesting course content”
- “The international environment was very stimulating”

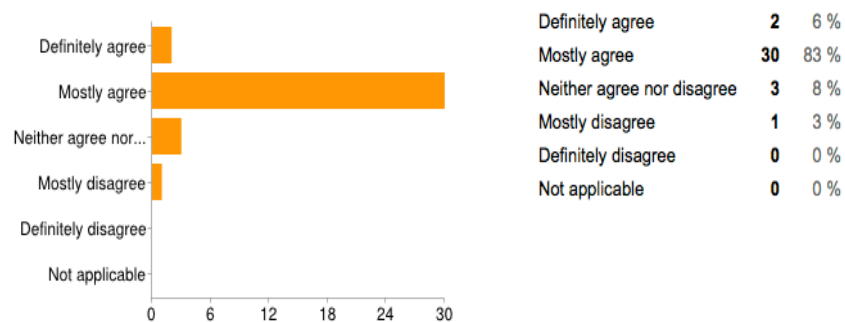
Teaching staff are good at explaining things [My view on teaching]



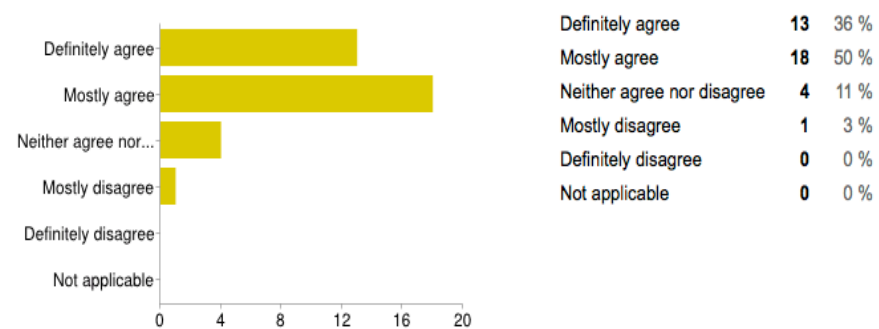
Staff are enthusiastic about what they are teaching [My view on teaching]



Teaching staff have made the subjects interesting [My view on teaching]



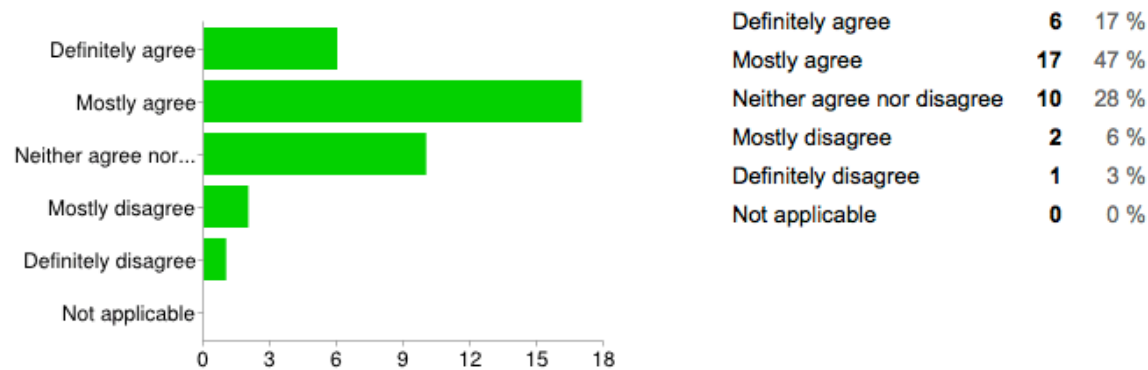
The programme is intellectually stimulating [My view on teaching]



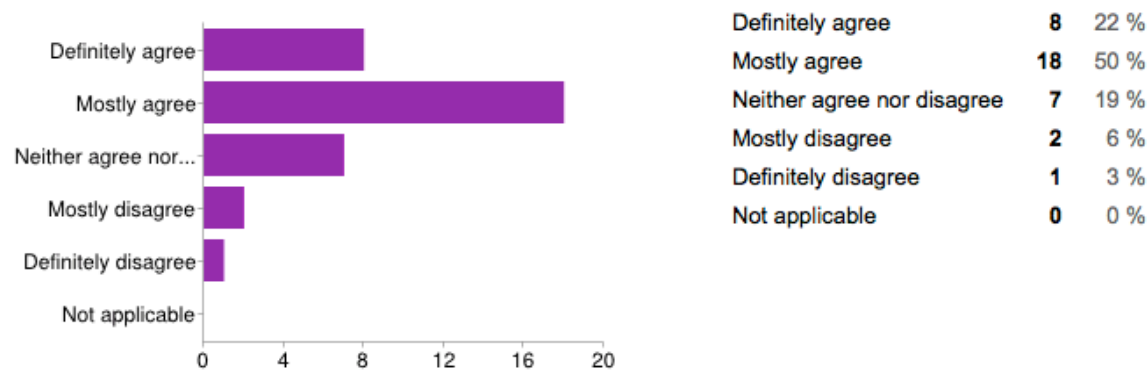
Student Satisfaction Survey 2014: Assessment and feedback

- Although many professors were new with the Higher National Diploma criterion-referenced assessment and feedback system, they performed well in their assessment and feedback
- “Some professors gave very specific feedback”

The criteria used in marking have been clear in advance [My view on assessment and feedback]

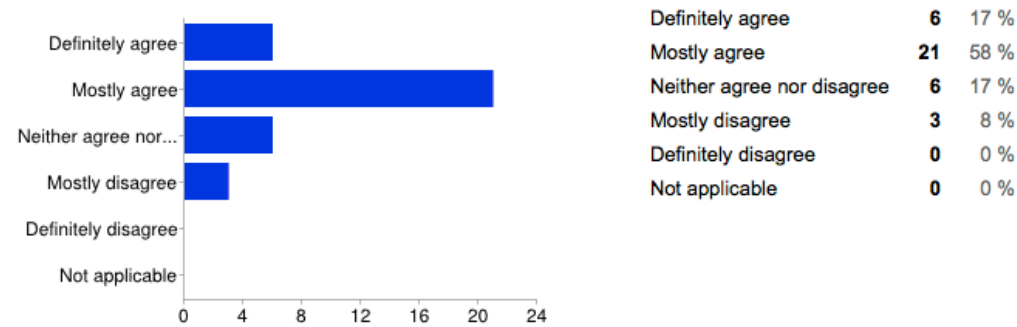


Assessment and marking have been fair [My view on assessment and feedback]

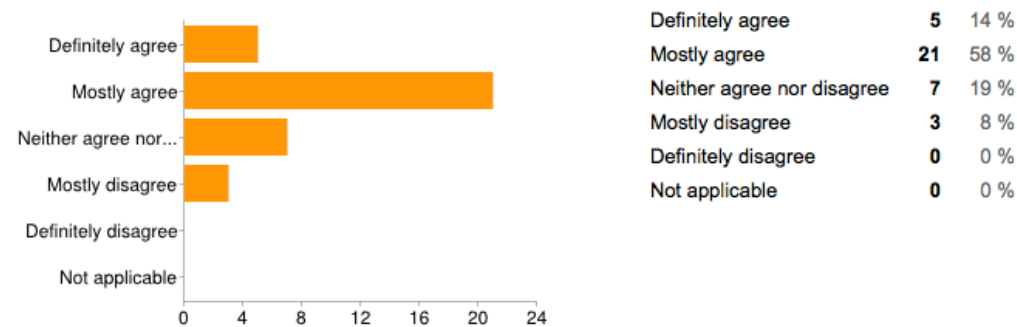


Student Satisfaction Survey 2014: Assessment and feedback (cont.)

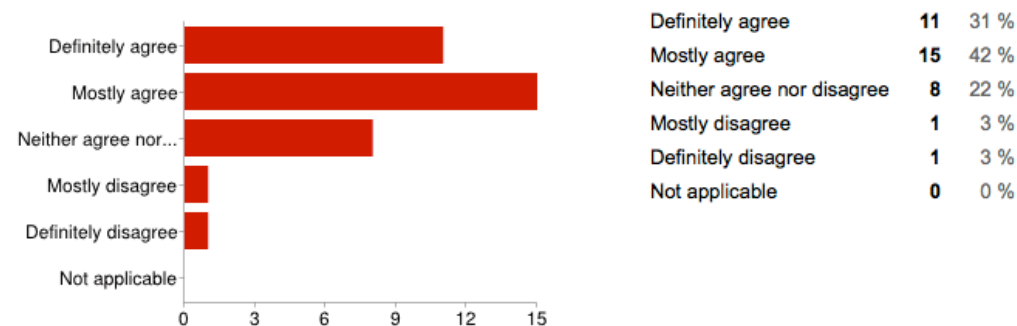
Feedback on my work has been prompt [My view on assessment and feedback]



I have received detailed comments on my work [My view on assessment and feedback]



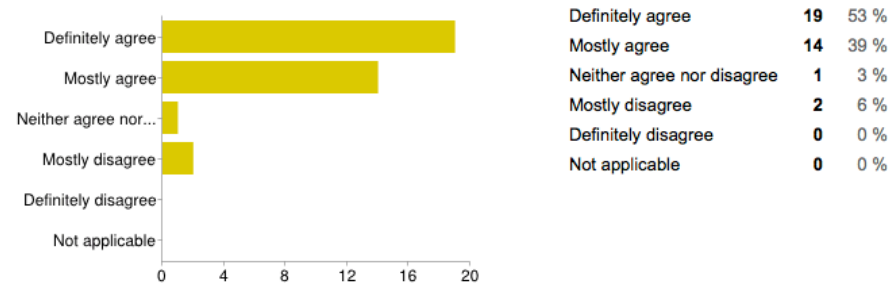
Feedback on my work has helped me clarify things that I did not understand [My view on assessment and feedback]



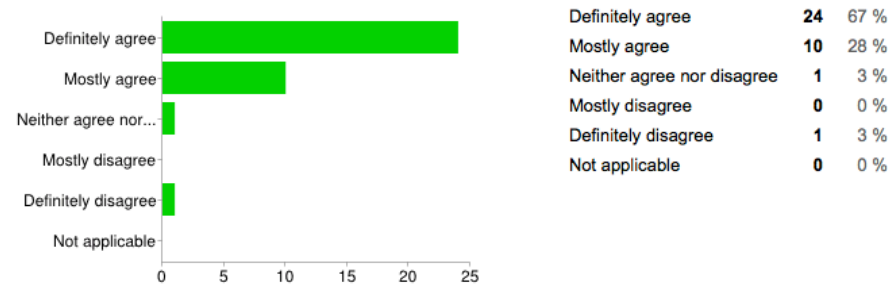
Student Satisfaction Survey 2014: Academic and Administrative Support

“HELBUS support staff have incredible performance.”

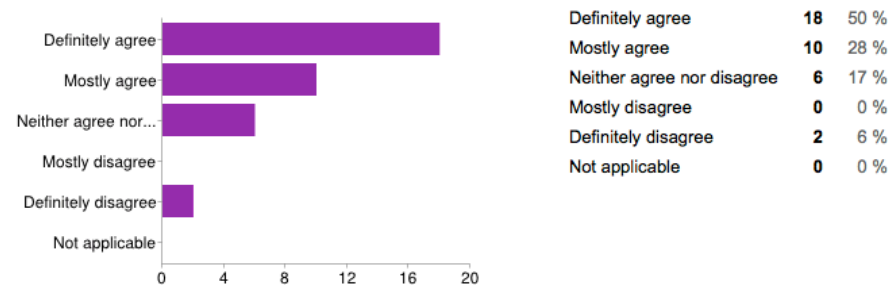
I have received sufficient advice and support with my studies [My view on academic and administrative support]



I have been able to contact staff when I needed to [My view on academic and administrative support]



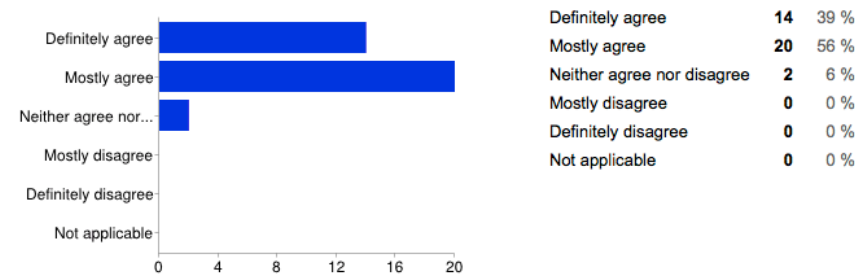
Good advice was available when I needed to make study choices [My view on academic and administrative support]



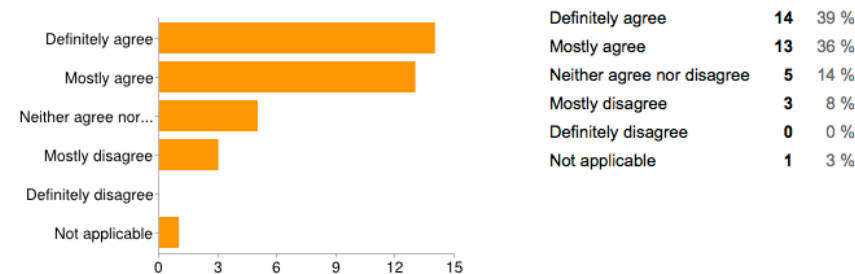
Student Satisfaction Survey 2014: Organisation and Management

Running a completely new programme for the first time is not always easy, and there is room for improvement, but for first-timers with the BTEC, we did quite well.

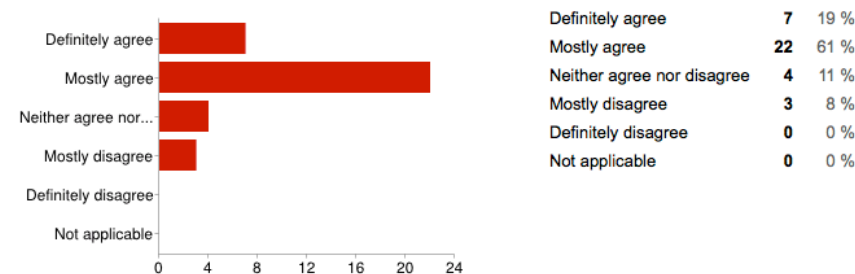
The timetable works efficiently as far as my activities are concerned [My view on HELBUS organisation and management]



Any changes in the courses or teaching have been communicated effectively [My view on HELBUS organisation and management]

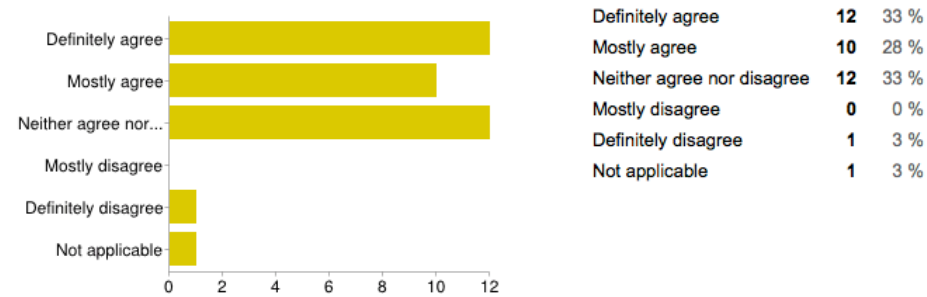


The programme is well organised and running smoothly [My view on HELBUS organisation and management]

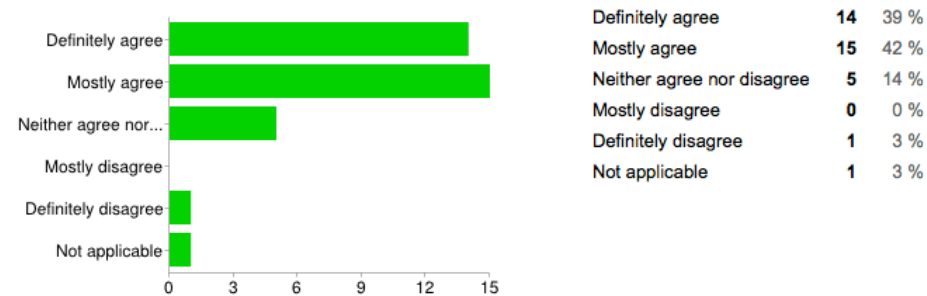


Student Satisfaction Survey 2014: Learning Resources

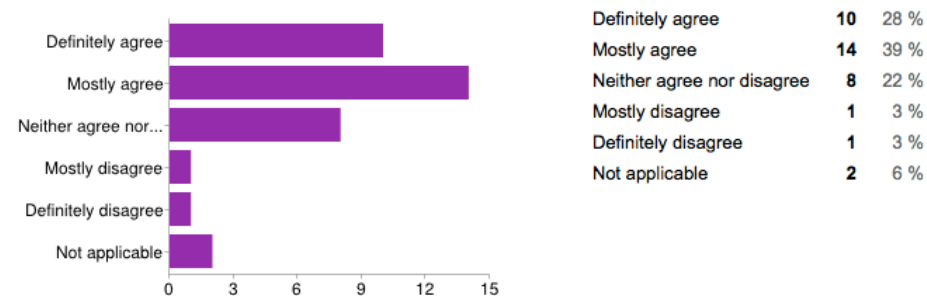
The library resources and services are good enough for my needs [My view on HELBUS' learning resources]



I have been able to get support for IT when I needed to [My view on HELBUS' learning resources]



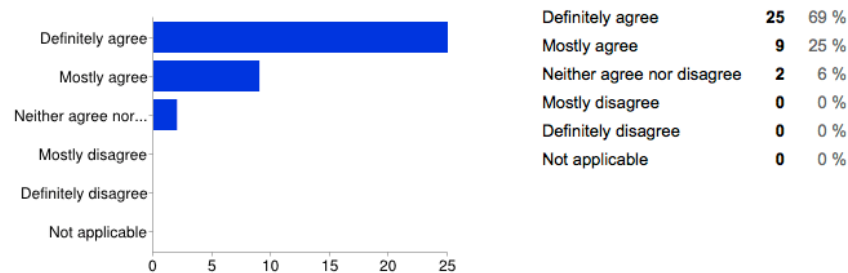
I have been able to access specialised equipment, facilities, or rooms when I needed to [My view on HELBUS' learning resources]



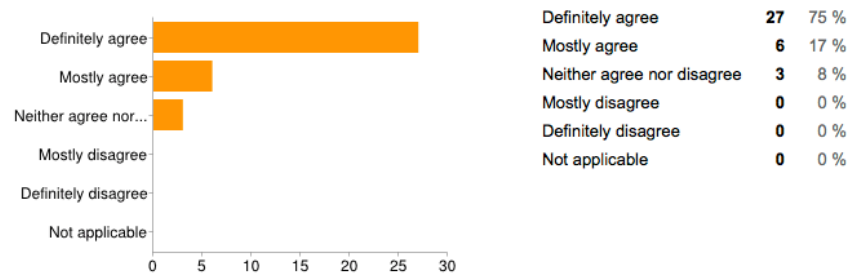
Student Satisfaction Survey 2014: Personal Development

HELBUS studies have clearly contributed to improved presentation and communication skills, as well as self-confidence in unfamiliar situations. “I especially enjoyed the class presentations. They greatly enhanced my self-confidence.”

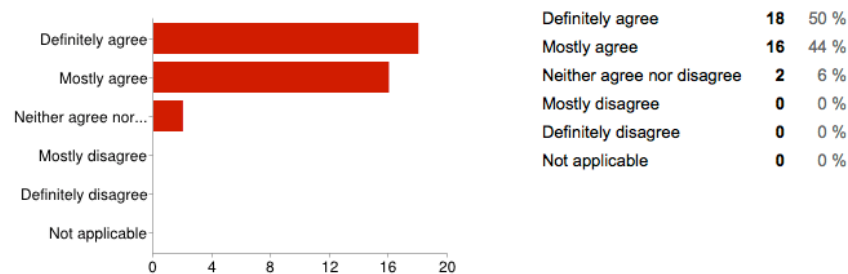
The course has helped me to present myself with confidence [Personal development]



My communication skills have improved [Personal development]



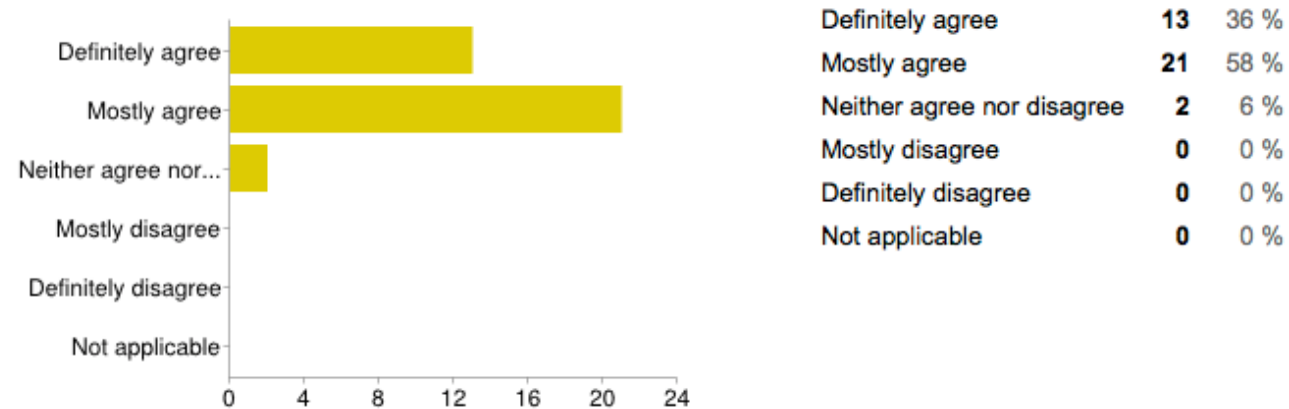
As a result of the programme, I feel confident in tackling unfamiliar problems [Personal development]



Student Satisfaction Survey 2014:

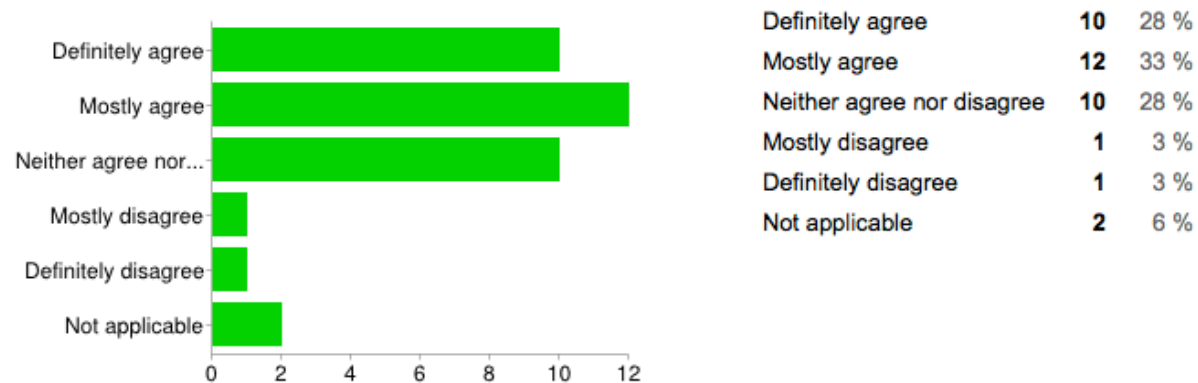
Overall, 94 % of respondents were satisfied with the quality of the programme.

Overall, I am satisfied with the quality of the programme [Overall satisfaction]



Student association

I am satisfied with the student's union at HELBUS [My view on HELBUS Student Core]



Comments

- For me HELBUS exceeded my expectations
- Getting to know many professors from around the world
- Comprehensive study programme, interesting three week course modules and new professors for each course, that is all very exciting to me!
- Most professors are extremely enthusiastic about the subject and highly professional
- My presenting experience increased greatly
- Good class environment, positive team spirit, very helpful and dedicated staff