QA
Learn. To Change.

Listen. To Change.

Your feedback matters

Dec-24

QA

Listen. To Change.

Content in this edition reflecting on the Autumn Term

1   Pulse survey results – thanks for your feedback on the live workshops
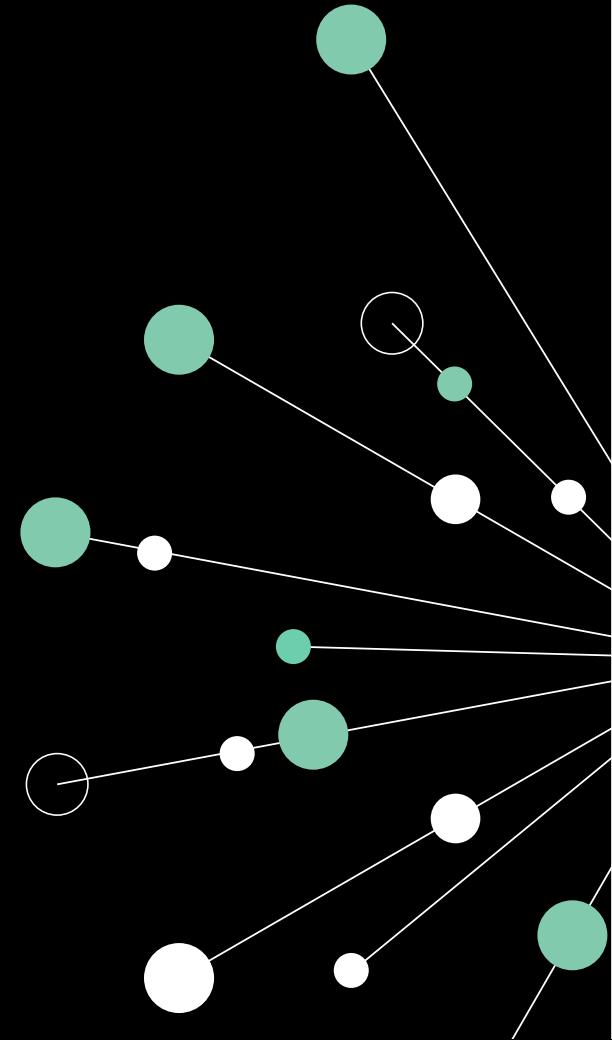
2   Improvements made in the Autumn Term – with updates from the Programmes

3   Ongoing activity – what we'll be focussing on in the Winter Term
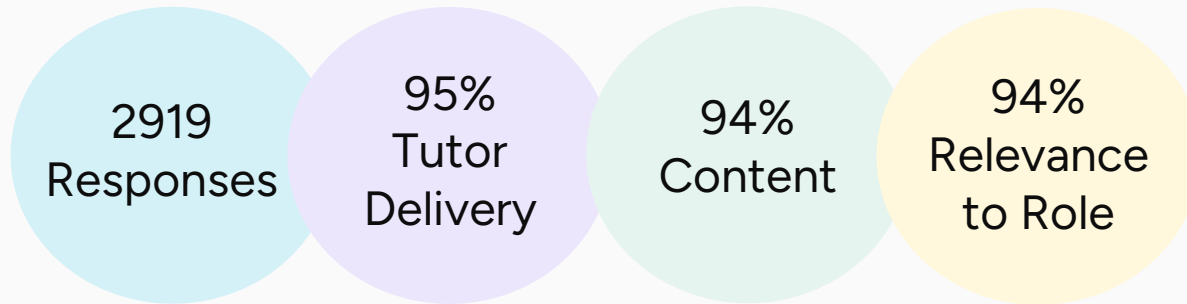
Pulse Surveys

Autumn Term feedback

We have seen a fantastic set of Pulse results once more in that we have received a phenomenal increase in responses (of 20%) and continued excellent scores.

With an increased overall target of 90% (was 86%) we are thrilled to report that tutor delivery satisfaction has maintained at 95%, content satisfaction sits at 94%, and the relevance of sessions to role is also at 94%.
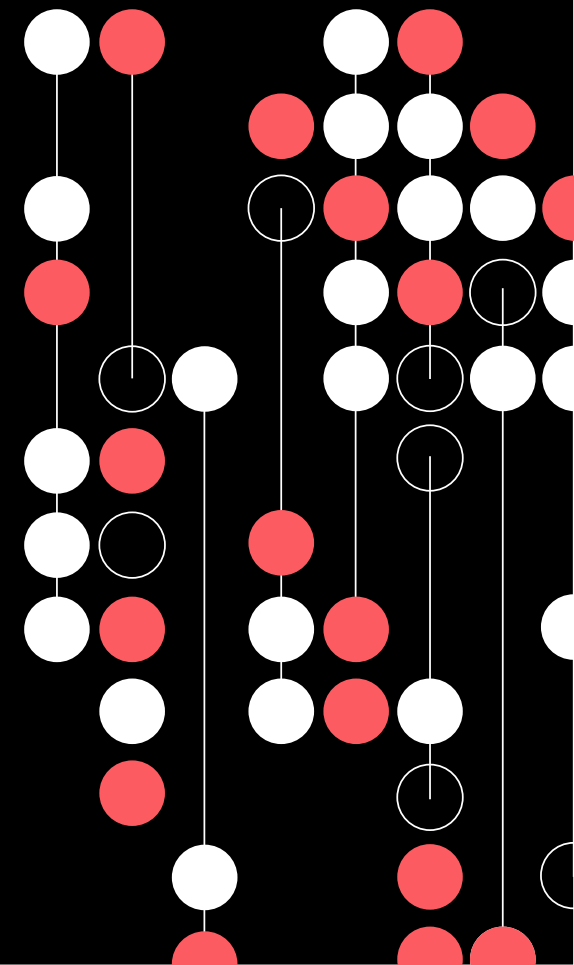
Pulse Survey Results Autumn 24

2919 Responses	95% Tutor Delivery	94% Content	94% Relevance to Role

Thank you for completing the **Pulse Survey** at the end of each workshop, your feedback drives our continual improvement initiatives enabling us to prioritise the most important areas to you.

Autumn Term Improvements

Revised End of Term Survey	The End of Term survey that we ask you to complete as modules come to a close has been completely revised to enable swifter completion and a much more robust data set. Those of you that have been kind enough to compete it will have noticed that we now ask you to select the modules you have studied in the most recent term, we then ask you questions and can easily attribute your feedback and comments to the modules studied. We have also deleted questions that are duplicated in other surveys and cut the questions down to key topics. As ever, we're very grateful to all those that provide us with feedback to enable improvements and enhancements to your programmes. For those learners on BUD and Aptem, you'll now have the convenience of surveys being sent as activities so you can complete them as you go. Learners on Maytas continue to be served surveys by email.
New welcome video	In a bid to ensure that our onboarding process is as accessible as possible, we have created a Welcome Video to complement the content shared in the Welcome Email. We took this action in response to feedback from learners who had found it difficult to take in a lot of written information as they joined QA.

Workshop Recordings	Workshop recordings can now be accessed from the Learner Portal making it easier for you to access recordings when you are unable to attend a live session.
Communication	We know that you would all welcome having access to your timetables earlier, and we're really pleased that thanks to the hard work of the Academic Services Team that we have been able to send out timetables earlier than planned again in preparation for next term.

News from our Programmes

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| **Artificial Intelligence –** concerns have been expressed by students on overall workload. Review in place to assess workload on the programme with the intent of rebalancing and reducing some requirements whist still ensuring opportunity for learners to show evidence across all standards. |
| **CMDA -** it was recognised that learners required more time than allocated to prepare for their Research Project Proposal. Drop-in sessions and office hours were made available to give a greater amount of preparation in advance of next term. Feedback from the sessions suggests that this was greatly received. |
| **DUX –** learner feedback had suggested that marker comments had been inconsistent in the past. Following result was that all submissions were marked on time, with robust developmental feedback given to all learners. As a consequence, fewer learners queried their marks and feedback, and the marker's feedback sparked discussions with the Student Reps around further support that we can put in place for future academic assignments. |
| **DMDA –** robust wrap around provision comprising office hours and checking in weekly during workshops was put in place to support the first cohort of learners to undertake a two-term module Work-Based Project (QAL603). Feedback was responded to in real-time and the module content was re-shaped in response resulting in an intrinsically learner-centric version for the benefit of current and future cohorts. |
| **PMDA –** in response to feedback around the marking process, the process was reviewed and positive improvements put in place across the PMDA programme. |
| **DTS L7 –** following positive feedback on the availability of office hours during teaching weeks it was considered that it might be beneficial to hold drop-in sessions in the lead up to assignment submission. Two additional office hour sessions for specific modules were trialled and were very well received. |
| **Cyber Security -** following feedback from a student rep around confusion that assignment comments and feedback are not always found in the same place on the VLE page for different modules, the programme team discussed with tutors and made changes to ensure consistency in template and location of assignment feedback. This is being monitored in the Autumn 2024 marking period for effectiveness and impact. |
| **DTS L6 –** the main change for the programme has been the switch to the DxD version. Whilst content is relatively unchanged, the layout has had an upgrade to a much more modern look. Apply stage activities have also been implemented as an additional opportunity for learners to submit and get feedback on their academic progress. |
| **Senior Leader –** the return of 2 degree apprentices from maternity leave prompted the programme team to remap these learners' learning plans to ease them back into study whilst enable them to prioritise their own wellbeing while juggling study, work and a new addition the new family. |

Ongoing activity
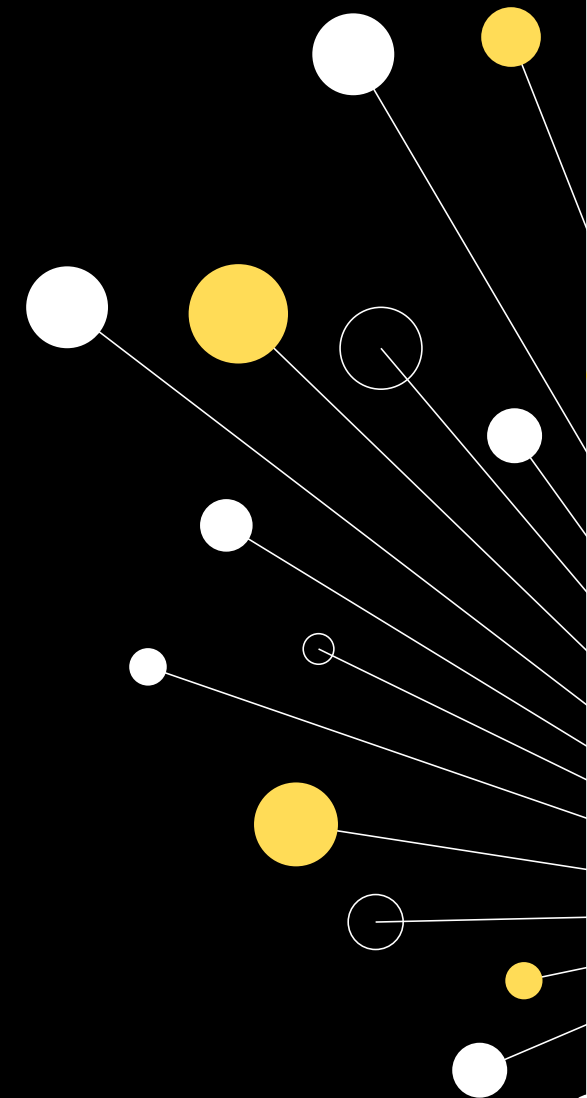
| **Industry Talk Forums** | Don't miss out on the opportunity to attend the Industry Talk Forums next term as part of Apprenticeship Week – to be delivery by our own Alumni. Look out for communications coming soon. |

Thank you for reading

QA Customer Experience Team

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