# Postgraduate Taught Experience Survey (PTES) Questions 2021

## Teaching and Learning

### To what extent do you agree or disagree with the following statements regarding teaching and learning on your course?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| Staff are good at explaining things |  |  |  |  |  |  |
| Staff are enthusiastic about what they are teaching |  |  |  |  |  |  |
| The course is intellectually  stimulating |  |  |  |  |  |  |
| The course has enhanced my academic ability |  |  |  |  |  |  |
| The learning materials provided on my course are useful |  |  |  |  |  |  |
| There is sufficient academic contact time (in-person or virtual/online) between staff and students to support effective learning |  |  |  |  |  |  |
| I am happy with the support for my learning I receive from staff on my course |  |  |  |  |  |  |

## Engagement

### Overall, to what extent do you agree or disagree with the following statements regarding engagement on your course?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| I am encouraged to ask questions or make contributions in taught sessions (in-person or virtual/online) |  |  |  |  |  |  |
| The course has created sufficient opportunities to discuss my work with other students (in-person or virtual/online) |  |  |  |  |  |  |
| My course has challenged me to  produce my best work |  |  |  |  |  |  |
| The workload on my course has been manageable |  |  |  |  |  |  |
| I have appropriate opportunities to give feedback on my experience |  |  |  |  |  |  |

## Assessment and Feedback

### **To what extent do you agree or disagree with the following statements regarding assessment and feedback on your course?** (Feedback includes oral and written feedback given in both formal and informal contexts)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| The criteria used in marking have been made clear in advance |  |  |  |  |  |  |
| Assessment arrangements and marking have been fair |  |  |  |  |  |  |
| Feedback on my work has been prompt |  |  |  |  |  |  |
| Feedback on my work (written or oral) has been useful |  |  |  |  |  |  |

## Dissertation or Major Project

If you are unsure what Dissertation or Major Project refers to, it could include a long-essay, independent research project, laboratory project, or other major supervised assessment task that forms an important part of your overall course.

### Are you currently planning, undertaking, or have completed, a dissertation or major project as part of your course?

* + Yes
  + No [respondents are routed to Question 7]

### What stage of your dissertation or major project are you currently at?

* + Planning
  + Currently doing
  + Completed

### **To what extent do you agree or disagree with the following statements regarding your dissertation/major project?** (If you have not had experience of an item then please select ‘Not applicable or Too soon to say’)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| I understand the required standards for the dissertation/major project |  |  |  |  |  |  |
| I am happy with the support received for planning my dissertation/major project (topic selection, project outline, literature search, etc) |  |  |  |  |  |  |
| My supervisor has the skills and subject knowledge to adequately support my dissertation/major project |  |  |  |  |  |  |
| My supervisor provides helpful feedback on my progress |  |  |  |  |  |  |

## Organisation and Management

### To what extent do you agree or disagree with the following statements regarding the organisation and management of your course?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| The timetable fits well with my other commitments |  |  |  |  |  |  |
| Any changes in the course or teaching have been communicated  effectively |  |  |  |  |  |  |
| The course is well organised and is running smoothly |  |  |  |  |  |  |
| I was given appropriate guidance and support when I started my course |  |  |  |  |  |  |
| I am encouraged to be involved in decisions about how my course is run |  |  |  |  |  |  |

## Resources

### To what extent do you agree or disagree with the following statements regarding the learning resources at your institution?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| There is appropriate access to physical library resources and facilities |  |  |  |  |  |  |
| There is appropriate access to online library resources |  |  |  |  |  |  |
| There is appropriate access to IT resources and facilities when I am on-campus |  |  |  |  |  |  |
| I have been able to access subject specific resources (for example, equipment,  facilities, software, materials) necessary for my studies when I am on-campus |  |  |  |  |  |  |
| I have been able to access subject specific resources (for example, course materials, software, virtual learning environment) necessary for my studies when I am learning remotely |  |  |  |  |  |  |

## Support

### To what extent do you agree or disagree with the following statements about support at your institution?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| The support for academic skills meets my needs (for example, support for your writing, language, subject-specific skills) |  |  |  |  |  |  |
| The support for using IT and accessing resources meets my needs (for example, support with accessing online journals and e-books, using digital learning tools/apps) |  |  |  |  |  |  |
| The support for my health and wellbeing meets my needs (for example, personal tutor, student support and counselling services) |  |  |  |  |  |  |

## Skills Development

### To what extent do you agree or disagree with the following statements regarding the development of skills on your course?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| As a result of the course I am more confident about independent learning |  |  |  |  |  |  |
| My confidence to be innovative or creative has developed during my course |  |  |  |  |  |  |
| My research skills have developed during my course |  |  |  |  |  |  |
| My ability to communicate information effectively to diverse audiences has developed during my course |  |  |  |  |  |  |
| I have been encouraged to think  about what skills I need to develop for my career |  |  |  |  |  |  |
| As a result of the course I feel better prepared for my future career |  |  |  |  |  |  |

## Overview

### To what extent do you agree or disagree with the following statement about your overall experience of your course?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| Overall, I am satisfied with the quality of the course |  |  |  |  |  |  |

### Please comment on one thing that has been most enjoyable or interesting on your course:

|  |
| --- |
|  |

### Please comment on one thing that would most improve your experience of your course:

|  |
| --- |
|  |

## Covid-19 Pandemic

### Thinking about the Covid-19 pandemic to what extent to do you agree or disagree that:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| Communications from my institution in relation to the Covid-19 pandemic were appropriate and clear |  |  |  |  |  |  |
| I have received the support I need from my institution in relation to the Covid-19 pandemic |  |  |  |  |  |  |
| My institution has worked to ensure the quality of my academic experience during the Covid-19 pandemic |  |  |  |  |  |  |

### If you have any additional comments about your institution’s response to the Covid-19 pandemic please write them in here:

|  |
| --- |
|  |

## UCL Services and Support

These questions help UCL to understand where our non-academic services are working or need improvements.

### Library and IT services

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| The Library has provided services and online resources that have supported my learning. |  |  |  |  |  |  |
| Online resources and communications in Moodle have supported my learning well |  |  |  |  |  |  |
| I have been supported to develop the skills I need to work in a digital environment |  |  |  |  |  |  |

### Careers Support and development

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| Careers events I have attended\* or services I have used were useful (if applicable) |  |  |  |  |  |  |
| The career development on my academic course has lived up to my expectations so far |  |  |  |  |  |  |

\**In person or online*

### Student Voice

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| The students’ union (association or guild) effectively represents students’ academic interests. |  |  |  |  |  |  |

### If you consider yourself to have a disability, please indicate the extent to which you agree or disagree with the following statements (only answer if applicable to you):

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| I am receiving the support I require to help me manage the impact of my disability on my studies |  |  |  |  |  |  |
| The course materials are accessible for me |  |  |  |  |  |  |
| I have been able to physically access the UCL campus |  |  |  |  |  |  |

### When you started your course, did you consider yourself to be fluent in the language you are taught in?

* Yes [respondents are routed to Question 21]
* No
* Prefer not to say [respondents are routed to Question 21]

**20.a To what extent do you agree or disagree that you have received appropriate support for your language need?**

* + Definitely agree
  + Mostly agree
  + Neither agree nor disagree
  + Mostly disagree
  + Definitely disagree
  + Not applicable

### Have you ever accessed UCL student support for any of the following: disability support, mental health and wellbeing support, or psychological services?

* + Yes
  + No [respondents are routed to Question 23]
  + Prefer not to say [respondents are routed to Question 23]

### **Overall, I received the help I needed from:** (please respond for the service or services you used only)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Definitely agree | Mostly agree | Neither agree nor disagree | Mostly disagree | Definitely disagree | Not applicable |
| Wellbeing and mental health appointment(s) with Disability, Mental Health and Wellbeing team |  |  |  |  |  |  |
| Disability support appointment(s) with Disability, Mental Health and Wellbeing team |  |  |  |  |  |  |
| Counselling or other support from Student Psychological and Counselling Services |  |  |  |  |  |  |

### Would you recommend UCL to others thinking of studying here?

* + I would actively encourage people to apply to UCL
  + I would encourage others to apply to UCL if asked
  + I would discourage others from applying to UCL if asked
  + I would actively discourage others from applying to UCL

### If you have any further comments on your student experience or issues raised in this survey, please provide them here

|  |
| --- |
|  |

**24.a Which category does your comment relate to (select all that apply)**

* Teaching and Learning
* Engagement
* Assessment and feedback
* Dissertation or major project
* Organisation and management
* Resources and services
* Skills development
* Information provided by UCL
* Student Support Services (such as IT support, libraries, student support and wellbeing, careers, accommodation, the Students Union, etc.)
* Other

## About yourself

### What is your age?

* + 25 years old or younger
  + 26-30 years old
  + 31-35 years old
  + 36-40 years old
  + 41-45 years old
  + 46-50 years old
  + 51-55 years old
  + 56 years old or older
  + Prefer not to say

### How would you describe your gender?

* + Man
  + Non-binary
  + Woman
  + Prefer not to say
  + In another way (specify, if you wish)

### **Do you consider yourself to have a disability**? (for example dyslexia, long-term illness, mental health condition, physical impairment)

* + Yes
  + No
  + Prefer not to say

**25.a If yes, please choose one or more from the following options:**

* + A social/communication impairment such as Asperger’s syndrome/other autistic spectrum disorder
  + Blind or a serious visual impairment uncorrected by glasses
  + Deaf or serious hearing impairment
  + A long standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
  + A mental health condition, such as depression, schizophrenia or anxiety disorder
  + A specific learning difficulty such as dyslexia, dyspraxia, or ADHD
  + A physical impairment or mobility issues, such as difficulty using your arms or using a wheelchair or crutches
  + A disability, impairment or medical condition that is not listed above
  + Prefer not to say

### What is your ethnic group? (Please choose one option that best describes your ethnic group or background):

* + White
  + White: Gypsy or Traveller
  + Black or Black British: Caribbean
  + Black or Black British: African
  + Any other Black background
  + Asian or Asian British: Indian
  + Asian or Asian British: Pakistani
  + Asian or Asian British: Bangladeshi
  + Chinese
  + Any other Asian background
  + Mixed: White and Black Caribbean
  + Mixed: White and Black African
  + Mixed: White and Asian
  + Mixed: Any other Mixed background
  + Arab
  + Any other ethnic background
  + Prefer not to say

## About your course

For these questions, please respond in relation to the taught postgraduate course you are currently studying.

### I am currently registered as studying

* + Full-time
  + Part-time

### How have you usually had contact with staff this term?

* + Mostly or completely virtually/online
  + A mixture of in-person and virtually/online
  + Mostly or completely in-person

### Have you considered, for any reason, leaving your postgraduate course?

* + Yes
  + No
  + Prefer not to say

**29.a (If yes) What was the main (or most recent) reason that led you to consider leaving?**

* + Difficulty balancing study and other commitments
  + Financial difficulties
  + Family or personal problems
  + My physical health
  + My mental/emotional health
  + There is not enough support for personal issues
  + There is not enough interaction with teaching staff
  + There is too much work
  + There is not enough support for my learning
  + I have found this level of study difficult
  + I don’t feel connected with my fellow students
  + The content of the course is not what I expected
  + The way the course is delivered is not what I expected
  + I might have chosen the wrong institution
  + The wider student experience is not what I was hoping for
  + Other (specify, if you wish)
  + Prefer not to say

## Thank you

Thank you, your responses have been recorded and you have been entered into our prize draw. Winners will be contacted by email when the survey has closed in June.

If you need support with any of the issues raised in this survey now, here are links to our key support areas:

[Student Support and Wellbeing](https://www.ucl.ac.uk/students/student-support-and-wellbeing) (including support for disabled students)

[Personal Tutoring](http://www.ucl.ac.uk/personal-tutoring)

[UCL Scholarships and Funding Office](https://www.ucl.ac.uk/students/fees-and-funding)

[IT Support](http://www.ucl.ac.uk/isd)

[UCL Careers Service](http://www.ucl.ac.uk/careers)

[Students' Union UCL](http://studentsunionucl.org/)