

You said, we did...

How did we act upon your feedback?



You said...

25% of New Students were unclear regarding their individual payment plans ahead of the programme starting.

We did...

We put in place payment plans for all suites (BSc / MSc SMO, PgDip HA, MSc Top-ups) which outline payment options available to the students. This is monitored by the Admin team to ensure students are aware of when payments are due and how much they owe.

You said...

I would like to know whether MLA has a monitoring system, how the learning takes place, the effectiveness of discussion forum and interaction between students of same module and tutor? I believe personal effort and tutor guidance can make the learning journey more meaningful.

We did...

We undertook an investigation into tutor engagement conducted by Student Support Officer, minimum standards of contact were discussed by Academic Board. Head of Academic Operations widened the Forum Task window to encourage more interaction from students.

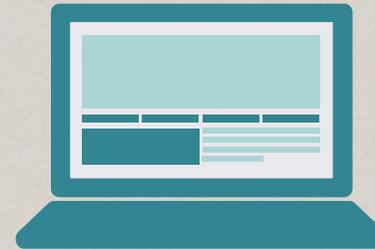


You said...

"I think I won't be surprised if there are actual bias in MLA grading."

We did...

A confidential letter was issued to the student addressing their particular concerns and a formal statement was uploaded in response to the particular post highlighting the strict policies that control the quality and standard of marking student work.



You said...

Personally I think statistics can come across as quite dry but there are some decent formats out there that might grab the students attention a little better? Something along these infographics might work better.

We did...

Put in place infographics that present student feedback in an eye catching manner. Academic Board agreed that these would be uploaded on to the Student Forum every six months. Generic email templates explaining this process have also been agreed, this will be sent to the survey recipients following the closing of a survey.



You said...

Overall responses to all questions fell within the Strongly Agree or Agree categories.



We did...

Set a minimum satisfaction goal of 90%, Academic Board agreed that the responses that fall within Strongly Agree and Agree should meet this target. Student Support Officer implemented progression charts that can be presented at Academic Board allowing trends to be monitored (both negative and positive).



You said...

"I have accessed the University library on line and found it does not have the required specialist reference literature I need."

We did...

Opened discussions with BAU Global to expand the Library resources available to students.



You said...

"I find it slightly disconcerting to have received only a provisional mark after waiting weeks for a result"

We did...

After discussing at Academic Board, it was agreed to strengthen the communication around the internal marking and Panel & Board processes.



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