



What is the Learning and Teaching Survey?

The Learning and Teaching Survey looks at students' overall learning and teaching experience at the University of Auckland. The University has conducted this survey of undergraduate and coursework postgraduate students since 2006.

Students are surveyed to understand experiences across a range of topics, including programme of study, quality of teaching, workload and assessment, academic advice, the learning environment, and student services and facilities. In 2020, students were also asked about their experiences of emergency remote learning.

Who is invited to do the survey?

In 2020 the survey was sent to a representative selection of 10,000 students out of the 42,759 students at the University.

First-year undergraduate responses	1,068
Second-year and higher undergraduate responses	2,253
Postgraduate coursework responses	686
Total responses	4,007
Undergraduate response rate	40%
Postgraduate coursework response rate	40%
Overall University response rate	40%

Learning and Teaching Survey Results 2020

Here's what students thought was going well

	%GA
[I am satisfied with] Canvas (the University's Learning Management System)	84%
[I am developing my skills in] Finding information and using it effectively	82%
[I am developing my skills in] Critical and analytical thinking	81%
[I am developing my skills in] Written communication	81%
I am finding my programme challenging and intellectually stimulating	80%
Teaching staff are helpful and considerate	79%
[I am satisfied with] Library resources and facilities	77%
[I am satisfied with] Teaching spaces (anywhere teaching happens in my programme)	76%
Assessments generally require me to understand and apply information	76%
Overall I am satisfied with the quality of my programme	73%

Here's what students thought could improve

	%GA
The University's social atmosphere has been enjoyable for me	41%
[I am satisfied with] Services and resources to help improve my English	44%
I know where to find assistance with my English language skills for academic writing	46%
Overall, my programme workload is manageable	47%
I have found it easy to adjust to the style of teaching at University	51%
Teaching staff motivate me to learn	52%
Overall, I receive enough feedback in my courses to help me understand my performance	54%
Feedback on my work has usually been available in time to support my preparation for future assessments	55%
[I am satisfied with] Finding information on the University website	56%
[I am developing skills in] Spoken communication	56%

How does the University use student feedback?

Analysis of rated questions and open-ended comments provides important information to the University about students' experience of learning and teaching. Results are reported to University committees and to faculties and service divisions.

What happens next?

The Pro Vice-Chancellor (Education) meets with each faculty dean and senior staff to review what students have said and what is planned in response.

Student feedback is used to help determine University and faculty priorities for the next year.

What is the University doing in response in 2021?

In 2020, the 'Covid-19' effect had a significant impact on student responses to some of the questions, particularly around transition, workload and enjoyment of social atmosphere.

Taking this into account, in 2021, the University is using student feedback to work on:

- Determining what high-quality, flexible delivery will look like
- Enhancing the consistency of Canvas and course information for students
- Implementing Whakamana Tangata Student Services Strategy to enhance academic advice and student services
- A focus with teaching staff on assessment clarity and design

* % of students who agreed or strongly agreed with the statement