Spring 2013 evaluation summary

Following our Spring semester evaluation NYUL is happy to report the following findings and, where relevant, appropriate responses:

The evaluations were completed by 62.13% of all (non-Tisch) students; there was a high degree of satisfaction with the programme, with well over 90% of students prepared to recommend it, and having found it a positive experience for their personal development. A heartening 94% of students found the program rewarding, 86% said their academic experience was a positive one, and 92% would recommend it to a friend.

Areas of the programme that reaped particular praise and satisfaction were:

- Pre-departure orientation and information
- Arrival and welcome in the UK and in residences
- A good quality academic programme with 88% of students finding that the coursework was more challenging or of an equal standard to their previous studies
- Living arrangements (in particular at Byron Court and Guilford House, where 97% and 95% of student respondents would recommend their living arrangement to a friend)
- Safety and security in all residences
- Cleaning in all residences
- Co-curricular activities and excursions in support of the academic programme
- 84% agreed or strongly agreed that they had cultural immersion experiences as a result of the programme
- Nearly half of all respondents had taken part in community service during their time in London – a dramatic improvement on recent levels (22% in Fall 2012 and 17% in Spring 2012)
- Programming events and excursions had good diversity and were very enjoyable
- Almost 50% of students took part in a volunteering/community project

However, there were aspects of the programme which produced some concerns amongst students and we will be aiming to address:

- The arrivals experience in our third party provider, Nido, was not as smooth or as welcoming as in the other residences; we have addressed this by having more staff available and liaising with Nido to speed up the process
- Fewer than 50% were satisfied by the book sale; given the changing nature of access to resources, we will review what we currently offer to
students in terms of information and physical access to books and resources

- Of students using the Senate House library a majority were not happy about what are seen as restricted hours but these are standard in the UK and beyond our control. Just as concerning, although perhaps associated with the point immediately above, is the relatively low number of students using the library resource – over 70% used it once per month or less. We are therefore planning on running either a focus group about books and the libraries, or perhaps an open discussion with the Student Council in the fall to get some more information from the student perspective.

- Safety and security and cleaning all rated highly at Nido but general satisfaction levels were lower here than at NYU managed residences. NYUL will have a student RA in the residence this Fall to enable us to expand the number of opportunities for NYUL students to meet each other. NYUL is exploring other “overflow” options for 2014-15

- Despite the positive reports for cultural immersion, over 70% used the University of London Union only once to a maximum of three times during the semester. We will look at ways of increasing the engagement opportunities generally and at ULU specifically