



Most significant findings and action plan based on Study Environment Investigation at VIA Engineering 2017

In November 2016, a study environment investigation was held at VIA. The investigation was conducted by Ennova on the basis of a fixed questionnaire.

The results of the study environment investigation were discussed in an internal memorandum of 26 April 2017. Based on the memorandum, the most important results were dealt with at a management meeting as well as by VIA Engineering's Advisory Boards pertaining to the individual programmes. Two student representatives from each class sit on the educational programme's individual Advisory Boards, and a number of important topics for the students are discussed at the meetings, including the results of the study environment investigation.

This document describes and reflects the most significant findings of the investigation. Furthermore, vital suggestions for action are included in an action plan.

1 Most significant results and reflection

A reviewing of the data and free texts of the study environment investigation 2016 lead to the highlighting of the following suggestions for general action areas (please note that there may be several action areas for each individual programme):

Physical environment

Questions pertaining to the physical environment generally result give rise to low index numbers, and, moreover, the major part of the free texts deals with concrete problems with, for example, the temperature in the rooms, ventilation, lack of space for group work, etc. The free texts

concerning many critical issues should be discussed with campus management. Furthermore, it could be advantageous to communicate to the students the probable move of VIA to a new campus in Horsens City Centre, and that, therefore, renovation has been suspended.

1.1 Information and organisation of the educational programmes

There are low index numbers for most of the questions within this area. Ensuring better communication is an important focus area for raising student satisfaction. Better communication entails, in particular:

- Clearly informing students of how study time is allocated to study activities
- Clearly informing students of what is expected of them
- Clearly communicating learning outcomes
- Listening to both the student's evaluation of teaching and any suggested changes they may have
- Informing the necessary parties of any schedule changes and cancellations in a timely manner
- Clearly informing students about studienet
- The students knowing where they can seek help
- Clearly formulating any requirements for tests and exams

Moreover, it is vital that:

- There is good correlation between study activities
- There is timely access to relevant teaching materials (including schedules) before they are to be used

Management at VIA Engineering has discussed setting up a focus group with students from the various programmes and semesters. The group will be set up in September 2017, and will function as an advisory body for management throughout the autumn semester in an effort to both create clear guidelines for communicating with the students and to develop good ideas for how we can improve current communication platforms.

1.2 Specific questions for VIA University College, including inter-disciplinary cooperation and social events

There is a relatively low index on almost all questions within this topic: there is only limited inter-disciplinary academic cooperation; apparently not enough cultural events; a limited inter-disciplinary study environment and it is not considered easy to be heard across the educational programmes. In this context, it is relevant to reflect on whether inter-disciplinary cooperation is necessarily a quality in itself – it is ultimately a choice.

It is perhaps more important to consider the wish for social events as a sense of social community is vital for commitment to an educational programme. This is also highlighted in many of the free texts in the reports. In that regard, there is a need for tutor schemes, an intro to educational programmes and fresher weeks, social events, etc. The issue of social events, fresher weeks, etc., will be addressed in the focus group of students to be set up in September 2017.

2 Action plan based on customer involvement

The following action plan has been prepared after careful reflection on the most significant results.

Focus area	Status	Aim	Suggested action	Time plan	Responsible	Plan for communicating with the students
Physical environment	Generally, both the physical environment and indoor climate are considered poor	To increase satisfaction with the physical environment and to create an improved indoor climate	Critical points are to be discussed with Campus Management and where possible, action will be taken. Otherwise, most of the criticism will be solved by moving to the new campus in Horsens C. Therefore, those renovations that were underway have been suspended.	2017-2019	Educational Programme Management, Campus Management	Throughout the autumn, an information campaign about moving to the new campus will be launched. Moreover, students will be informed about specific actions at the Advisory Boards in November. Finally, any issues the students have will be discussed in the focus group to be set up in September.
Information and organisation of the educational programme	Communication regarding the educational programme received a generally poor assessment	To ensure that all students receive any necessary information in a timely manner	Management at VIA Engineering has discussed setting up a focus group with students from the various programmes and semesters. The group will be set up in September 2017, and will function as an advisory body for management throughout the autumn semester in an effort to both create clear guidelines for communicating with the students and to develop good ideas for how we can improve current communication platforms.	2017-2018	Educational Programme Management	The students receive information regarding the process through the focus group as well as the Advisory Board meetings. Furthermore, management will consider issuing general and continuous information about the process.

<p>Inter-disciplinary cooperation and social events</p>	<p>Inter-disciplinary cooperation received a generally poor assessment; there is a wish for more social events</p>	<p>To ensure greater commitment and better student retention</p>	<p>The issue of social events, fresher weeks, etc., will be addressed in the student focus group to be set up in September 2017.</p>	<p>2017-2018</p>	<p>Educational Programme Management</p>	<p>The students receive information regarding the process through the focus group as well as the Advisory Board meetings. Furthermore, management will consider issuing general and continuous information about the process.</p>
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