



Action plan based on student-satisfaction survey 2014

Meeting

The Student Satisfaction Survey 2014 was examined and debated during a team meeting on February 24, 2015. The discussion evolved around the report with the overall aim to identify areas of improvement.

Overall considerations

- **Response rate:** A 31 % response rate in Horsens and 37 % in Aarhus is too low and must be increased substantially in the next Student Satisfaction Survey. The lack of student interest in the survey can primarily be attributed to bad planning/coordination which meant that several written evaluations were sent out within a short period of time. After the Student Satisfaction Survey was conducted, VIA Business has formulated a systematic procedure for teaching evaluations with the aim to reduce the total number of written evaluations as well as improve coordination/planning.
- **Study activity:** The numbers indicate that the students might have misunderstood the question as the weekly lectures alone account for more hours than a majority of the students declare to spend on study related activities in total. The department will investigate the students' study activity and implement corrective actions if needed.

Plan of action

- A number of actions will be initiated in 2015:

Plan of action concerning: Student Satisfaction Survey 2014			Programme: Value Chain Management	
Objectives – What are you aiming to achieve?	Indicator(s) Describe how you will measure your success	Activities Describe specific activities Describe who has to be involved	Timeframe Describe the timeframe for the activities. When do you start and the deadline for completing the activities	Responsibility Who is responsible for completing and following up on the activities?
1. Higher response rate	The response rate must have increased from 31% and 37 % to 70 % in the next Students Satisfaction Survey	Develop a graphic illustration of the annual evaluation cycle to improve communication to students	Aug/Sept 2015	AC-employee sends out annual cycle to lecturers. Lecturers inform students at beginning of semester and follow-up
2. Clearer communication regarding changes to schedule	Index in question 17 must have increased to 70 (7 and 10 points) by the next Student Satisfaction Survey in 2016.	Communicate several times throughout the semester that all changes happen on Studienet	March 2015 ongoing	Lecturers
3. VCM Aarhus: Improvement of the physical study environment	The overall physical environment must have increased from 59 to 70 by the next Student Satisfaction Survey in 2016.	Move to new Campus	August 2015	
4. VCM Aarhus: English as the only language (also during breaks and informal chat)	No comments about language barriers in the next Student Satisfaction Survey.	VIA Business will investigate the challenges and conditions specific to international students, including the language barrier and what can be done to avoid Danish students speaking Danish during breaks.	March 2015	Lecturers
5. Investigate study activity (hours spent in total) and implement potential corrective actions	All students and as a minimum 70 % of the students must indicate that they spend at least 37 hours a week in total on study related activities.	An investigation of the study activity among VCM-students including how the question in the Student Satisfaction Survey is understood by the students.	2015	Team-coordinator