Action Plan for following up on Student Satisfaction Survey VIA Design 2014

	Education: AP Degree, BA Design and Business, Design, Technology and Business, Design and Business top up					
Objective – what do you wish to obtain? Describe what you wish to obtain	**Suggestions/comments from students**	**Actual activity** Describe the actual activity Describe the involved parties	**Time** Describe when you initiate the activity and when the activity is completed	**Responsibility** Who is responsible for completing and following up on the actual activity?	**Communication** Describe how, where, and to whom information is given	**Follow-up** Describe how you follow up on the Action Plan
Good coherence in the different academic courses within the education	Networking falls a bit outside of the coherence	Networking should be implemented in 1st semester subjects and projects to a greater extent. 1st semester-the structure group must look at the possibilities	Spring 2015 Spring 2016	1st semester-Structure group	The Course Manager informs the 1st semester structure group	
	All subjects must refer to an updated online syllabus at the beginning of the subject – the lecturer must match this with the expectations of the class	All syllabuses and overviews are on the Study net under Tools The procedure is revived for the lecturers	Autumn 2015	Course Manager Speciality responsible	The Course Manager informs the speciality responsible. Speciality responsible persons inform speciality teams/ lecturers	
	Common core projects between Pattern design and Fashion design	The suggestion will be presented to the relevant subject groups	Spring 2015	Course Manager Speciality teams	The Course Manager presents the request on a speciality team meeting	

	Projects need to have a thorough review (relevance to each speciality). Balance needed amongst specialities regarding the contribution to the project and workload. Too much time (3 weeks for concept design) allocated - could be done in one week – also little relevance. Be realistic in terms of page count for assignments. It is too low. Interdisciplinary projects must be more relevant to all specialities. An early overview of the value chain, so the interdisciplinary group knows, where the individual specialities may contribute the best in the project – also regarding deadlines (so that specialities placed at the end of the value chain, do not get the least time). Ensuring a good balance, so all specialities may contribute equally to the project Preferably the possibility to return to classes for sparring and discussion of	Comments are to be passed on to the project group, which assesses all projects before accomplishing them again. The project group must be aware of the fact that the lecturers must clarify the expectations to the co-operation between the specialities and the possibilities of optimum benefits of counselling. It must be ensured that the speciality teams coordinate between the subjects and among lecturers – external as well as internal. Speciality teams must also consider the progression of the education.	Assessment of all projects is started Spring 2015 Completed continuously in 2015.	The project group assesses the projects and comments from the student satisfaction survey Course Managers are responsible for following up in the end of 2015	Course Manager informs the project group	

	possibilities, when the interdisciplinary assignments have been allocated). This way you will not be steamrolled in the interdisciplinary group or get the ideas to how the speciality is brought into play the best way. Within the specialities: Subjects must be completed clarifying the most important theories and models learned, including bibliography. External lecturers must be prepared concerning the material, which the students have already been through – internal coordination between lecturers is lacking. Overlaps exist among some subjects, e.g. management and HR. This does not only concern external lecturers.					
Teaching has a high level of academic standard	Get as many as possible included in the teaching, so everybody learns as much as possible.	The main part of VIA Design's lecturers begin Lecturer Qualifications in 2015 Lecturer Qualifications is a pedagogically didactic competence course. The individual speciality	Spring 2015	Course Managers Speciality responsible Guidance teachers Lecturers	The Course Managers hold meetings with speciality teams. Here the teaching methods are discussed. Course Managers inform speciality responsible	
	We wish to experiment during teaching and to test the acquired knowledge contrary to lectures. Short lectures rather than long lectures.					

	Review of lectures' qualifications and teaching methods / ability. Introduce quality assurance procedures as in other universities.	teams handle the comments.				
	ALL subjects must relate to something usable. Everything must be taught at a level, where bridge building is included and applied between practice and theory. In cases of high level of differentiation in a class, the groups must be divided to mix the strongest and weakest students and at other times, the groups must be divided according to level.	The main part of VIA Design's lecturers begin Lecturer Qualifications in 2015 Lecturer Qualifications is a pedagogically didactic competence course. The individual speciality teams handle the comments.	Spring 2015	Course Managers Speciality responsible Guidance teachers Lecturers	Course Managers hold meeting with speciality teams. Here the teaching methods are discussed. Course Managers inform speciality responsible	
	Need a full review of the academic level – all subjects.	In connection with the preparation of a new curriculum, subjects and ECTS points will be re-evaluated in all specialities.	AP Spring 2015 BA Autumn 2016	Course Managers Speciality teams	The involved persons have been informed	

	More feedback from lecturers is required. More grading or feedback. Grading sometimes help tighten up motivation Preferably more academic standard assessments or "eligibility"-tests at an earlier stage on the BA. Feedback on assignments with constructive criticism – passed/not passed is not usable.	There will be more exams	Will be initiated in the spring 2015 - rollout continuously autumn 2015	Course Managers	The involved persons have been informed	
Listening to the students' evaluation of the teaching	Assign a tutor as "responsible" for a class.	The suggestion is presented to the Student Counselling	Spring 2015	Course Managers Student Counselling	The Course Managers present the suggestion to the Student Counselling on the meeting on 11 May	
	Establish a formal framework for student/lecturer review and follow-up for each class to have a designated tutor for the semester, a go-to person for enquiries/concerns of a study related nature.	Look into the possibility of expanding the go-to person arrangement, which is present on 1st semester The go-to person arrangement must be more visible	Spring 2015	Course Managers We evaluate the arrangement in the beginning of 2016	The Course Managers contact the involved lecturers	
	Each class would have a student committee	The possibilities and frames for establishing a student council or similar will be initiated	Autumn 2015	Quality responsible Student Counselling	The person responsible for quality informs the Student Counselling about their role in the task.	
	They only listen to the one we do with the lecturer in question. Do not answer the same questions for the administration.	The procedure for evaluations and the method for evaluating will be looked at	Autumn 2015	Quality responsible Lecturers	The person responsible for quality ensures to involve lecturers in relevant places	

	It is decisive to time it right, so both lecturers and subjects are evaluated on the final day. NEVER before….					
Punctual information about timetable change	Better introduction to timetable and mail function.	The 1st semester launch group will take a look at the introduction to timetable and mail to see if it can be optimised	Spring 2015 Roll-out autumn 2015	Course Manager 1st semester structure group	Course Manager informs the 1st semester structure group	
	Send text messages to students (the current does not work!). Especially in cases where lecturer is sick. In good time	The lecturers must be encouraged to focus extra on the procedure Via E-mail, the students must be made aware of the importance to update mobile numbers on the Study net. In the future, the students are to be made aware of this on the start-up page	Autumn 2015	Course Manager The work group about the start-up pages	The Course Managers inform the lecturers and the work groups about the start-up pages An E-mail will be sent to the students	
	Better planning, fewer mistakes, double booking of rooms.	The Course Manager optimises together with planning group	Spring 2015	Course Manager and planning group	The Course Managers inform planning group	
	Need of notification of time-table changes	All students must keep themselves up-to-date concerning time-table changes. It is, therefore, important to check the time-table on a daily basis. The students must be made aware of this on the start-up page and during the intro-days	Autumn 2015	Course Manager The work group about the start-up pages 1st semester structure group	The Course Managers inform the work group about the start-up pages 1st semester structure group	

The education is well-structured	Remove repeats on BA (from AP) Need a full review of the speciality content, progression, overlap, etc.	Ensure that speciality teams coordinate between subjects and between lecturers – external as well as internal. Speciality teams are also responsible for progression in the education	Autumn 2015	Course Managers Speciality responsible	The Course Managers raise the subject on the next meetings with the speciality responsible	
	Problem with lacking communication. Especially in connection with interdisciplinary teaching	The lecturers are made aware of the procedure for communication on the Study net – such as upload of materials	Autumn 2015	Course Managers Speciality responsible Lecturers	Information on speciality responsible meetings	
	We do not know whom to contact in Herning. Would like to have an organisation chart with division of responsibilities	Organisation chart with division of responsibilities will be accessible on the Study net	Autumn 2015	Course Managers	The persons involved have been informed	
Clear information about academic standard expectations to students as students	One platform: Study net. Give us information on the Study net about what the lecturer expects from us	The lecturers will be made aware of the procedure – that communication with students should be via the Study net	Autumn 2015	Course Managers Speciality responsible Lecturers	Information on meeting with speciality responsible	
	Lesson plans for all subjects is a must before start. State clearly on the plan that we have 4 teaching courses and focus on each course is as follows: xx	To be included in the procedure "This is what you can expect your lecturer to inform about on the Study net" – which is accessible on the Study net under Tools	Autumn 2015	Course Managers	Information on meeting with speciality responsible	
	As a student one should be able to see ones marks	This is possible on the Study net. The students must be made aware of this possibility in the future study handbook and in the introduction	Spring/Autumn 2015	Course Managers 1st semester structure group	Course Managers inform the group working on the study handbook and the 1st semester structure group	

		when they begin the education.				
Relevant information about the education is easy to find	Use the info screens put up on the walls!	Students are invited to a workshop with the purpose of optimizing the use of info screens	Autumn 2015	Course Managers AC-employees	Course Managers inform AC-employees	
	Better introduction to the Study net. Instruction given on an only NEED TO KNOW basis	Students are offered to participate in 'after class' workshops	Autumn 2015 and continuously in the future	Course Managers Student Counselling	Course Managers inform The Student Counselling about the suggestion	
	Lecturers need to be better consistent users of the Study net	Lecturers are called in to participate in the workshops	Autumn 2015/Spring 2016 and continuously in the future for new employees	Course Managers IT-Super Users	Course Managers inform IT-Super Users	
	On the start-up page of the Study net, it should be possible to enter folders from previous semesters. Now it is too difficult when they have been filed.	It will be looked into if this is technically possible. Students are encouraged to save relevant material from teaching themselves. This will be written in the study handbook	Spring 2015 Autumn 2015	Course Managers IT-Super Users Employees working with the study handbook	Course Managers inform the IT-Super Users and the employees working on the study handbook	
	Overview document on 1st and 5th semesters. E.g. ”Make sure to save syllabuses from your course, as they are continuously updated….” Otherwise there is too much of ”must do-information”, which students do not find out during a busy start-up.	Study handbook	Completed autumn 2015	Course Managers Involved employees from VIA Design	Course Managers inform the employees working on the study handbook	
Good IT-facilities at the school	Better intro to printer concerning both placement and function.	Will be written in the study handbook	Completed autumn 2015	Course Managers	Course Managers inform the employees working on the study handbook	
	Better information about	Will be written in the	Completed	Course Managers	Course Managers inform	

	what the IT department may, can, and must help us with and when	study handbook	autumn 2015		the employees working on the study handbook	
	Server (Gerber) reliability needs to be improved. Server often goes down – BIG problem.	Course Managers see to it that the IT department is informed about the problem	Spring 2015	Course Managers Speciality responsible	Course Managers inform the speciality responsible persons, who contact IT and Gerber	
	If you have a different background than a VIA Design background, you do not know where to go and to whom to address yourself.	Organisation plan with division of responsibility will be accessible on the Study net Study handbook is under construction	Autumn 2015	Course Managers		

As a follow-up on the Action Plan, all activities concerning a specific area of action will be entered in the Action Plan continuously. When an area of action is completed, it will also be entered in the plan.

Furthermore, workshops/focus group interviews with students will be held in the beginning of 2016 to see whether the students have experienced an improvement in relation to the areas in the Action Plan.

It is the goal of VIA Design that the areas in the Action Plan in the next student satisfaction survey in 2016 will show a rise of 1- 5 points and that the study joy in all specialities is 70 as a minimum.