NSS Vital Statistics
2016

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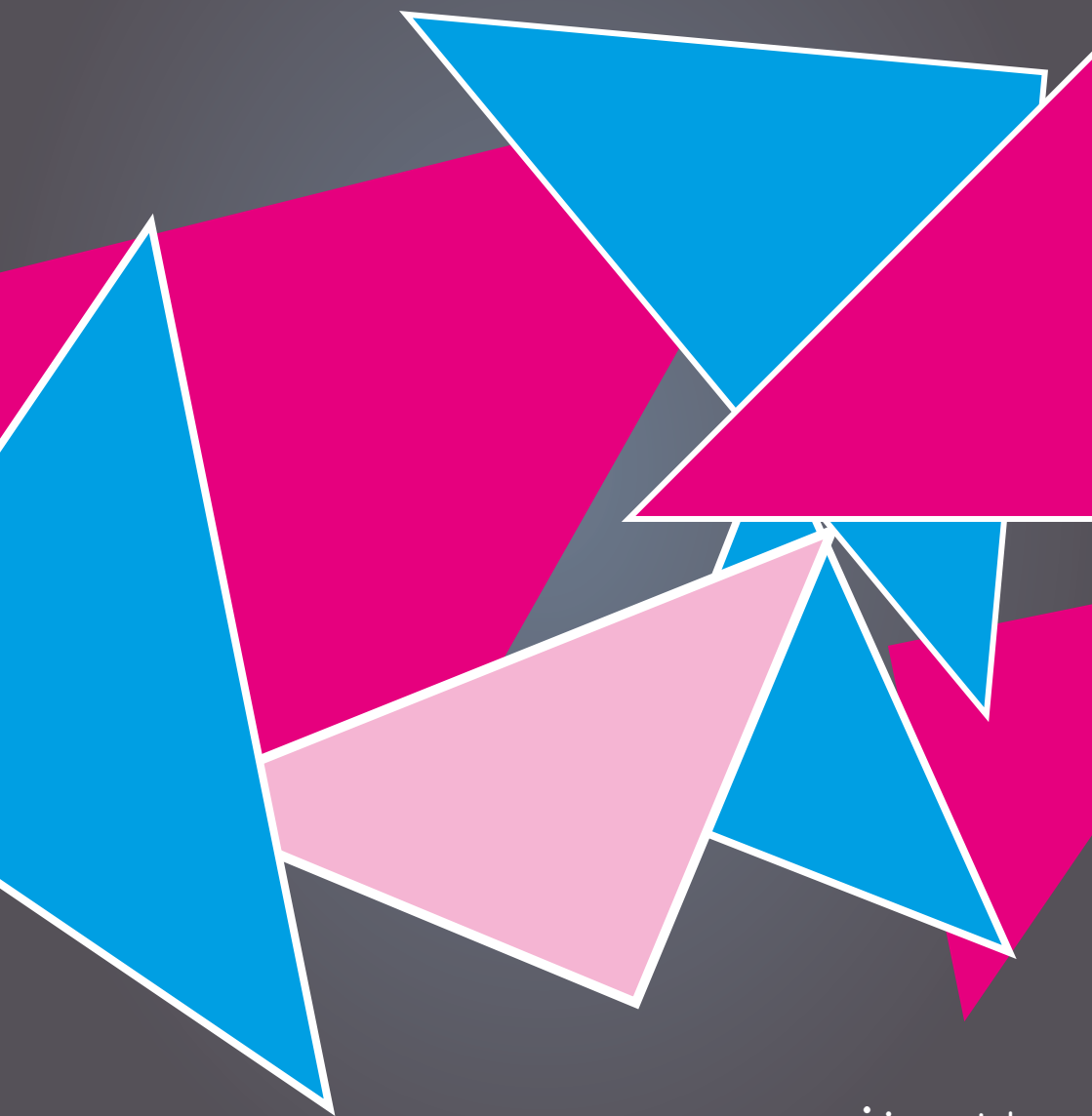
Department	Satisfaction 2016	Satisfaction 2015	Difference
Overall	83%	88%	-5%
Aeronautics	74%	91%	-17%
Bioengineering	81%	97%	-16%
Chemical Engineering	89%	90%	-1%
Chemistry	86%	75%	+11%
Civil & Environmental Engineering	96%	91%	+5%
Computing	90%	90%	0%
Electrical & Electronic Engineering	87%	89%	-2%
Life Sciences	80%	77%	+3%
Materials	76%	91%	-15%
Mathematics	84%	92%	-8%
Mechanical Engineering	83%	96%	-13%
Physics	67%	87%	-20%
Biomedical Sciences	76%	N/A	-
School of Medicine	87	88%	-1%

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Metric	2016 score	2015 score	Imperial College Union recommendations summaries
Teaching Staff are good at explaining things; Staff have made the subject interesting; Staff are enthusiastic; Course is intellectually stimulating	85%	89%	1) Departmental staff should work with students in the teaching review process, ensuring student representation on quality assurance panels. 2) Recognise and invest in exemplary teaching, providing exceptional lecturers with the opportunity to continually evolve teaching methods and experiment with innovative teaching styles and tools. 3) Students should be given the opportunity to act as teaching consultants.
Assessment and Feedback Marking criteria is made clear in advance; Assessment arrangements and marking are fair; Feedback on work is prompt; Feedback comments are detailed; Feedback helps clarify understanding	62%	68%	4) Feedback Traffic Light system should be implemented to regulate feedback timeliness. 5) Departmental leader(s) should be responsible for overseeing the quality of feedback across the department, interacting closely with Academic Reps and students. 6) Students and academics should work closely to co-design curricula assessment and feedback practices.
Academic Support Sufficient support and advice with studies; Able to contact staff when need to; Advice available when needing to make study choices	77%	83%	7) Continue to develop the Personal Tutor system, considering the establishment of a Personal Tutor network. Consider splitting the academic and pastoral care aspects of the role. 8) Standardise the administration around mitigating circumstances to a faculty level.
Organisation and Management Timetable works efficiently with regard to activities; Changes in the course or teaching are communicated effectively; Course is well organised and running smoothly	78%	84%	9) Collate deadlines for all modules in a single departmental repository to assist in achieving an even distribution of deadlines which avoids clashes in all student timetables. 10) Adhere to existing College policy by providing termly timetables in advance of term start dates.
Learning Resources Library resources and services satisfy needs; Able to access general IT resources when needed; Able to access specialised equipment, facilities and rooms when needed	92%	95%	11) Reflect on how better to use College room space at times of high intensity, working closely with the Central Timetabling Support Office and the new Associate Provost (Space). 12) The college should continue to ensure that the facilities used for teaching continue to be world-class, supporting lecturers and students to be continually innovative in utilising digital technology for learning.
Personal Development Course allows one to present themselves with confidence; Communication skills have improved; Feel confident in tackling unfamiliar problems	80%	85%	13) Ensure that all departments agree a minimum amount of free time provided for students, decided at the Faculty level by closely working with students. 14) Embed relevant key graduate attributes within learning outcomes of each module.
Imperial College Union	71%	78%	15) Review the methods that Imperial College Union uses to communicate information to its student members in the interest of achieving transparency with its processes, organisational structures and actions. 16) Explore new ways of engaging students and strive to empower volunteers to take an active role in making change.