

National Student Surveys from 2006 - 2011

SOAS results

– breakdown by age (younger and mature student cohorts)

NSS 2006 – 2011 SOAS results

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Executive Summary

A. Overall satisfaction (Table A)

The younger students' ratings were very similar to the whole cohort ratings (probably because the younger students are in the majority) whereas the mature students have a different pattern: in 2006 they had a higher proportion of satisfied responses but this dropped below the younger students' satisfaction rates in 2007 & 2008, it was similar to the younger students' rate in 2009 and improved again in 2010, but 2011 shows a drop so that the mature students' satisfaction rate was slightly below the younger students' rate in 2011.

B. The teaching on my course (Tables B & C)

The mature students and younger students' groups both had satisfaction rates similar to those of the whole cohort throughout the six years.

C. Assessment and feedback (Tables D & E)

The younger students' satisfaction ratings were very similar to those of the whole cohort, whereas the mature students had higher satisfaction rates than the younger students in four years of the six years.

Consideration of the sub-questions shows that this pattern was apparent for the questions on *clear marking criteria; assessment arrangements and marking have been fair; feedback has been prompt; received detailed comments on work; and feedback has helped clarify things I did not understand.*

D. Academic support (Tables F & G)

Once again the younger students had a pattern of ratings which was very similar to that of the overall cohort, the mature students' satisfaction ratings were higher than those of the younger students in four years of the six.

The sub-questions show that, particularly in the last 2 years, the mature students have had higher satisfaction ratings for *receiving sufficient advice & support with their studies*. The ratings were also lower initially and higher more recently for both *I have been able to contact staff when I needed to* and *good advice was available when I needed to make study choices*.

E. Organisation and management (Tables H & J)

The younger students' satisfaction ratings reflected the overall cohort, whereas the mature students' ratings were lower initially, improved 2008-2010, then showed a sharp drop in 2011.

This pattern was also apparent in the sub-questions:

especially for the *timetabling* question – satisfaction rates for the mature students' group were lower initially, improved 2008-2009 and thereafter were very similar to the whole cohort.

Course changes communicated effectively – showed some improvement initially, but then there was a sharp drop in satisfaction ratings in 2011.

Course well organised and running smoothly: satisfaction ratings for the mature students' group were lower initially then showed some improvement, but dropped a little in 2011.

F. Learning resources (Table K & L)

The mature students' ratings were initially lower than those of the younger students, they rose in 2008 & 2009, but dropped again 2010 and there was an especially sharp further drop in 2011.

Analysis of the sub-questions shows this pattern is visible for both *library resources & services* and *general IT resources*, but it is especially striking in the question on availability of *specialised equipment, facilities or rooms when needed*.

G. Personal development (Tables M & N)

The mature students' satisfaction ratings were initially higher than those of the younger students, in the middle period they were similar to those of the younger group but there was a large drop in mature students' satisfaction ratings for this section in 2011.

This recent drop was visible in all three sub-sections:

- *Course has helped me present myself with confidence*
- *My communication skills have improved*
- *As a result of the course I feel confident in tackling unfamiliar problems*

Please note that the “satisfaction” percentages quoted in this report are the cumulative proportions [%ages] of respondents who choose either “agree” or “*mostly agree*” or “*definitely agree*” as their response¹ to one of the 21 statements² used in the National Student Survey [NSS]. This cumulative percentage is used as the *satisfaction rate* in relation to each of the statements, which are concerned with the School’s provision of teaching on course, academic assessment and feedback, academic support, organisation and management, learning resources and personal development.

The original categorisation of respondents by age in the NSS was: “young” (under 21 years for UGs and under 25 years for PGs) and “mature” (22 and over for UGs; 26 and over for PGs).

¹ Respondents had six options to reply to each question. They were ‘definitely agree’, ‘mostly agree’, ‘neither’, ‘mostly disagree’, ‘definitely disagree’ and ‘not applicable’.

² The 21 statements are listed in Appendix 1 and may also be referred to as “sub-questions” in this report.

NSS 2006 – 2011 SOAS results
– breakdown by age (younger and mature student cohorts)
Comparing Responses of “Young” and “Mature” Students

Report produced by the Diversity Advisor from the NSS data

A. Overall satisfaction (Table A)

The younger students had ratings for Overall Satisfaction which reflect quite well those of the entire student cohort. The mature students had Overall Satisfaction ratings which are more variable than those of the younger students, and in 2007 and 2008 the mature students were giving overall ratings which were lower than the younger students, but more recently (2009-11) the mature students scores have been much closer to those of the younger students.

Figure A: Overall satisfaction

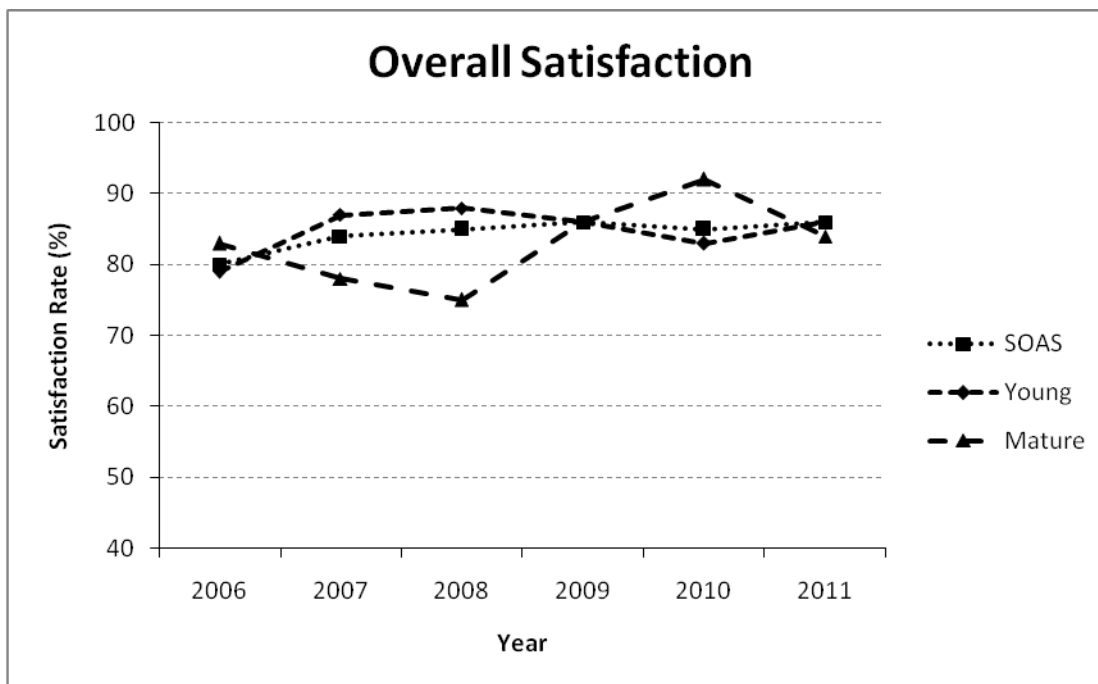


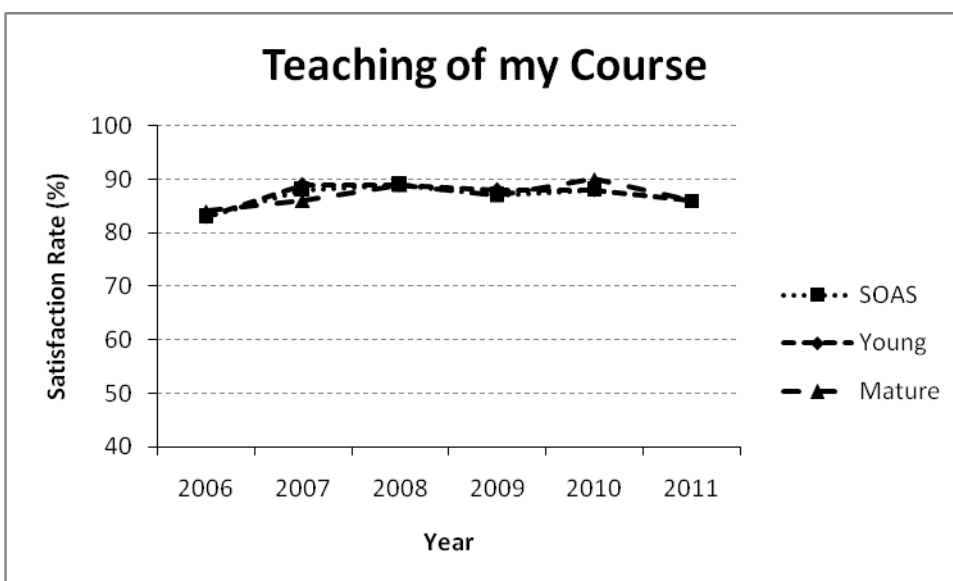
Table A: Overall satisfaction (n = range of number of respondents)

	2006	2007	2008	2009	2010	2011
SOAS (n = 301 - 469)	80	84	85	86	85	86
Young (n = 208 - 380)	79	87	88	86	83	86
Mature (n = 83 - 95)	83	78	75	86	92	84

B. The teaching on my course (Tables B & C)

The ratings for “the teaching on my course (I)” from both younger (83-89%) and mature (84-90%) student groups reflected closely the ratings for the whole student cohort throughout the six years and the satisfaction ratings were consistently between 83-90% for both groups.

Figure B: The teaching on my course (I) – overall rating for section



**Table B: The teaching on my course (I) – overall rating for section
 (n= range of number of respondents)**

	2006	2007	2008	2009	2010	2011
SOAS (n = 301 - 469)	83	88	89	87	88	86
Young (n = 208 - 380)	83	89	89	88	88	86
Mature (n = 83 - 95)	84	86	89	87	90	86

**Table C1: The teaching on my course (II): the sub-questions
(n = number of respondents)**

	2006			2007		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
Staff are good at explaining things	86	85	89	90	91	86
Staff have made the subject interesting	78	78	80	84	85	82
Staff are enthusiastic about what they are teaching	84	84	85	86	87	85
The course is intellectually stimulating.	85	85	84	91	91	89

	2008			2009		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
Staff are good at explaining things	91	92	91	90	90	90
Staff have made the subject interesting	88	86	93	84	84	83
Staff are enthusiastic about what they are teaching	89	89	89	89	89	88
The course is intellectually stimulating.	89	91	85	87	87	87

	2010			2011		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
Staff are good at explaining things	92	92	94	89	89	86
Staff have made the subject interesting	83	82	85	84	84	82
Staff are enthusiastic about what they are teaching	88	88	91	86	86	87
The course is intellectually stimulating.	90	89	91	86	85	89

Looking at each of the sub-questions in turn:

Table / Figure C2: Staff are good at explaining things

The younger and mature students have very similar scores to the entire cohort for this question and their responses are all between 85 – 94%.

Table C2: Staff are good at explaining things

	2006	2007	2008	2009	2010	2011
All SOAS	86	90	91	90	92	89
Young	85	91	92	90	92	89
Mature	89	86	91	90	94	86

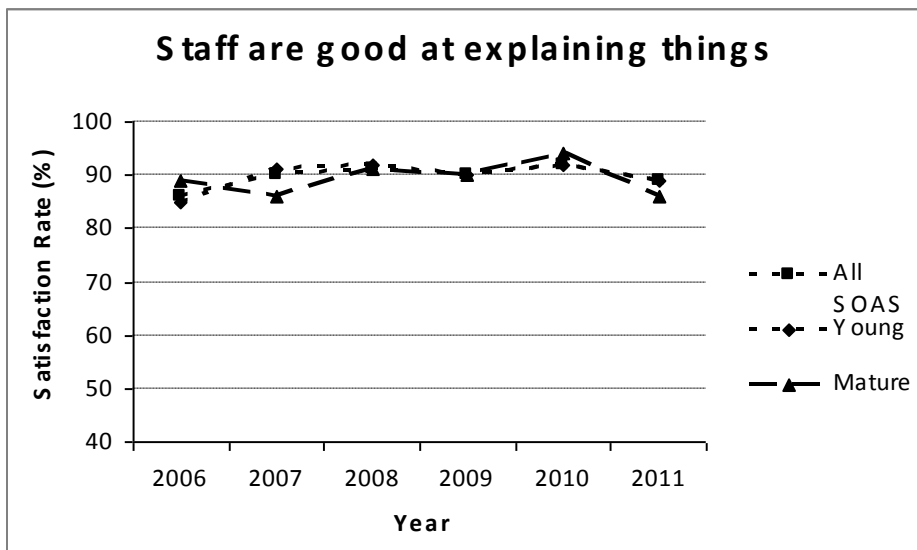


Figure C2: Staff are good at explaining things

Table / Figure C3: Staff have made the subject interesting

The younger and mature cohorts have very similar responses to the entire cohort for “staff have made the subject interesting” – the scores range between 78 – 93%. The only year in which there was a noticeable difference was 2008, where the mature students rated the staff more highly than did the younger students.

Table C3: Staff have made the subject interesting

	2006	2007	2008	2009	2010	2011
All SOAS	78	84	88	84	83	84
Young	78	85	86	84	82	84
Mature	80	82	93	83	85	82

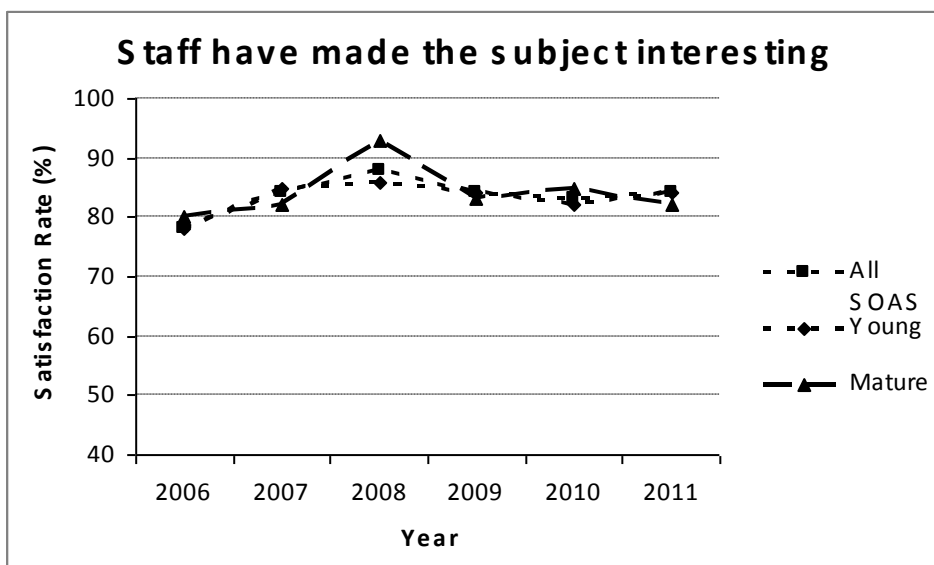


Figure C3: Staff have made the subject interesting

Figure / Table C4: Staff are enthusiastic about what they are teaching

Again the younger and mature students had very similar ratings to the overall SOAS cohort for this question, scores ranged between 84-81%.

Table C4: Staff are enthusiastic about what they are teaching

	2006	2007	2008	2009	2010	2011
All SOAS	84	86	89	89	88	86
Young	84	87	89	89	88	86
Mature	85	85	89	88	91	87

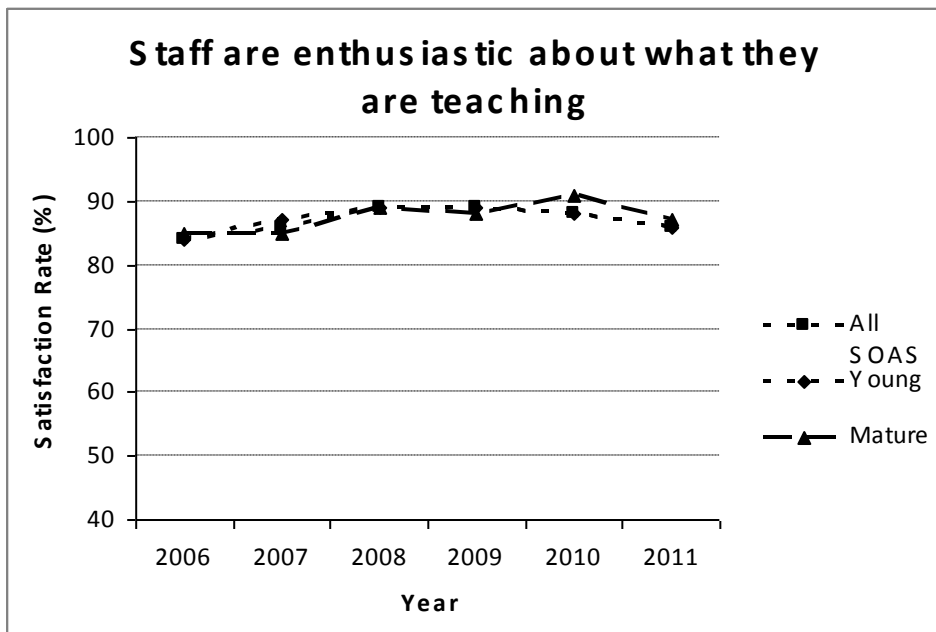


Figure C4: Staff are enthusiastic about what they are teaching

Figure / Table C5: The course is intellectually stimulating

This question does show some limited differentiation between the mature students and the younger students in that the mature students' ratings were initially lower than those of the younger students, then they were very similar in 2009 and 2010, but in 2011 the mature students' ratings were higher than those of the younger students. However all of the ratings were within the range 84-91%, so the differences are quite small.

Table C5: The course is intellectually stimulating.

	2006	2007	2008	2009	2010	2011
All SOAS	85	91	89	87	90	86
Young	85	91	91	87	89	85
Mature	84	89	85	87	91	89

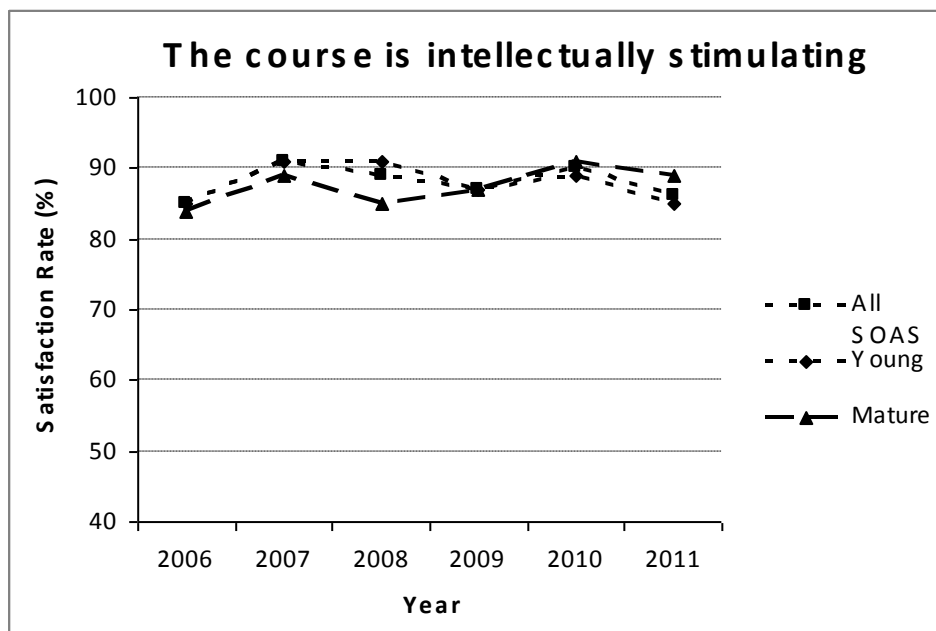


Figure C5: The course is intellectually stimulating.

C. Assessment and feedback (Tables D & E)

The “all SOAS students” ratings for assessment and feedback have been fairly consistent over the last six years, ranging between 55-70% with a dip in 2007. The ratings from the younger students (range 58-64%) have reflected the whole cohort quite closely, whereas the mature students’ ratings (range 56-68%) tend to be a little higher in most years.

Table D: Assessment and feedback (I) – overall section satisfaction ratings (n = range of number of respondents)

	2006	2007	2008	2009	2010	2011
SOAS (n = 301 - 469)	62	58	63	65	64	62
Young (n = 208 - 380)	61	58	62	64	64	62
Mature (n = 83 - 95)	67	56	67	67	68	59

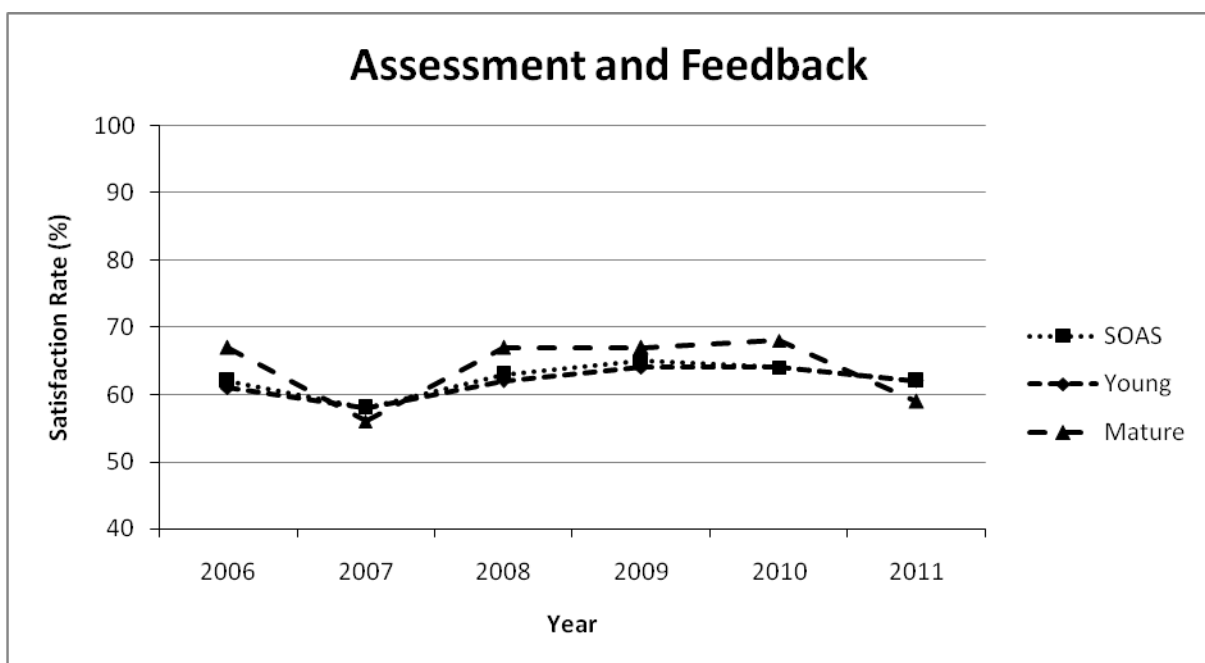


Figure D: Assessment and feedback (I) – overall section ratings

**Table E1: Assessment and feedback (II): the sub-questions
(n = number of respondents)**

	2006			2007		
	SOAS	Young	Mature	SOAS	Young	Mature
National Student Surveys						
The criteria used in marking have been clear in advance	62	60	67	60	58	65
Assessment arrangements and marking have been fair	75	74	77	72	74	68
Feedback on my work has been prompt	50	47	55	46	47	43
I have received detailed comments on my work	70	68	74	61	63	57
Feedback on my work has helped me clarify things I did not understand	56	54	60	49	49	48

	2008			2009		
	SOAS	Young	Mature	SOAS	Young	Mature
National Student Surveys						
The criteria used in marking have been clear in advance	66	65	71	68	66	75
Assessment arrangements and marking have been fair	74	73	76	73	72	76
Feedback on my work has been prompt	57	57	57	57	56	59
I have received detailed comments on my work	66	65	71	67	66	69
Feedback on my work has helped me clarify things I did not understand	54	53	59	60	60	58

	2010			2011		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
The criteria used in marking have been clear in advance	68	67	74	62	62	64
Assessment arrangements and marking have been fair	75	74	79	75	76	69
Feedback on my work has been prompt	55	55	58	51	52	51
I have received detailed comments on my work	67	66	71	65	65	61
Feedback on my work has helped me clarify things I did not understand	56	56	57	56	57	48

Reviewing each question in turn:

Figure / Table E2: The criteria used in marking have been clear in advance shows that the younger students (58% - 67%) reflect the whole cohort (60% - 68%) quite closely, whereas this is an area where the mature students have higher satisfaction ratings (64% - 75%) than the younger students.

Table E2: The criteria used in marking have been clear in advance

	2006	2007	2008	2009	2010	2011
All SOAS	62	60	66	68	68	62
Young	60	58	65	66	67	62
Mature	67	65	71	75	74	64

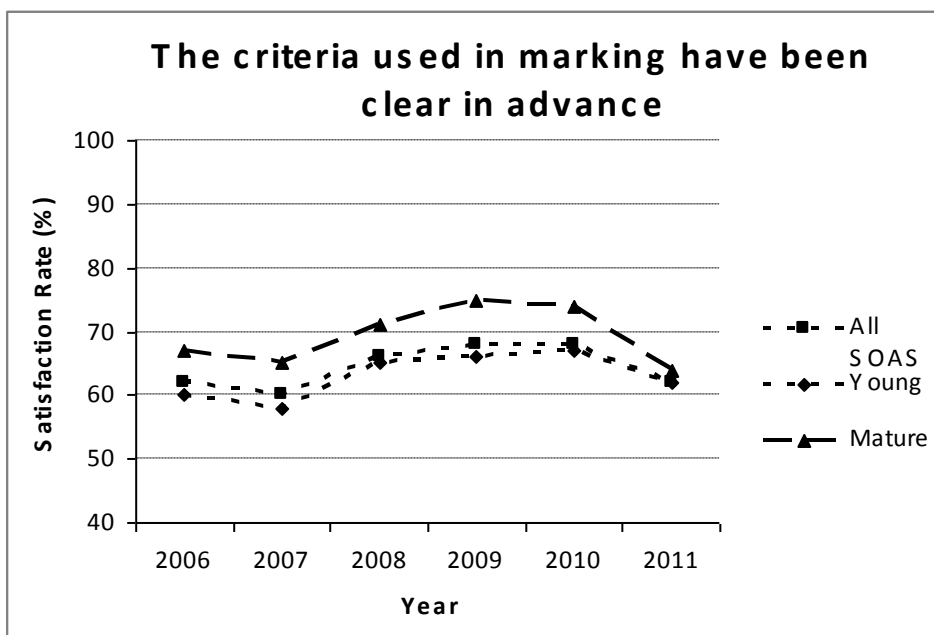


Figure E2: The criteria used in marking have been clear in advance

Figure / Table E3: Assessment arrangements and marking have been fair the younger students (72% - 76%) again reflect the whole cohort ratings (72% - 75%) quite well. The mature students have higher satisfaction ratings in 4 years out of six, but lower ratings in 2007 and 2011.

Table E3: Assessment arrangements and marking have been fair

	2006	2007	2008	2009	2010	2011
All SOAS	75	72	74	73	75	75
Young	74	74	73	72	74	76
Mature	77	68	76	76	79	69

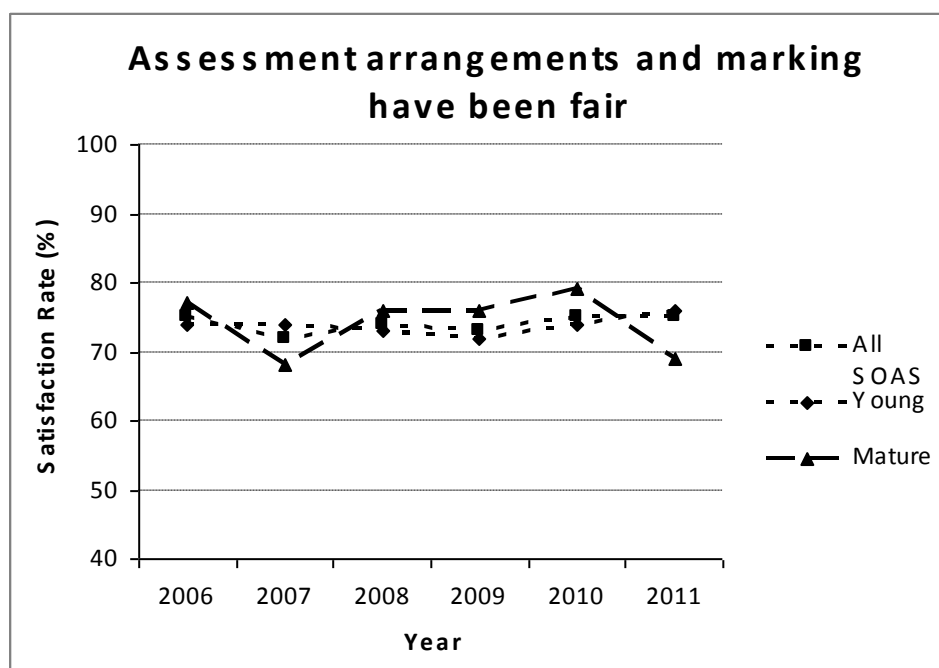


Figure E3: Assessment arrangements and marking have been fair

Figure / Table E4: Feedback on my work has been prompt

This was an area where the entire SOAS cohort gave lower ratings (range 46% – 57%) and the younger cohort reflected the entire cohort quite closely (47% - 57%) whereas the mature students gave higher ratings in most years except for a sharp dip in 2007 (43% - 59%).

Table E4: Feedback on my work has been prompt

	2006	2007	2008	2009	2010	2011
All SOAS	50	46	57	57	55	51
Young	47	47	57	56	55	52
Mature	55	43	57	59	58	51

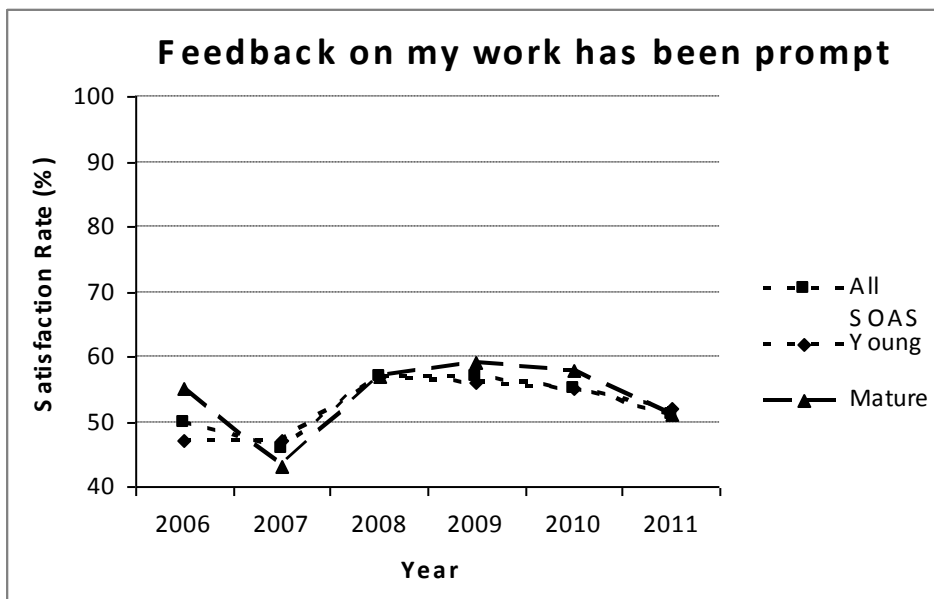


Figure E4: Feedback on my work has been prompt

Figure / Table E5: I have received detailed comments on my work

Satisfaction ratings overall in this area were somewhat better (61% - 70%) and again the younger students reflected the overall group quite closely (63% - 68%). However the mature students were more variable: ranging from 57% in 2007 to 74% showing a drop from their initial high rating followed by some improvement, but the 2011 ratings reflect another drop.

Table E5: I have received detailed comments on my work

	2006	2007	2008	2009	2010	2011
All SOAS	70	61	66	67	67	65
Young	68	63	65	66	66	65
Mature	74	57	71	69	71	61

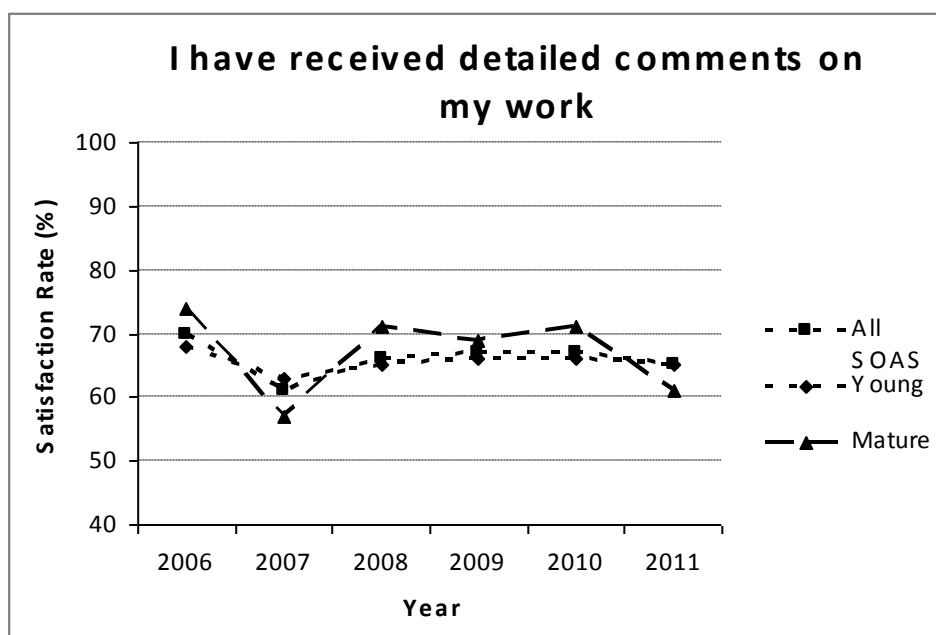


Figure E5: I have received detailed comments on my work

Figure / Table E6: Feedback on my work has helped me clarify things I did not understand

This is another area where the overall SOAS cohort ratings tend to be low (49% - 60%) and the younger students reflect the overall group closely (49% - 60%), but the mature students have a more variable pattern of responses again, though the range of responses is much the same (48% – 60%) the mature students' satisfaction ratings were higher than the younger students in 2006 and 2008 and substantially lower in 2011.

Table E6: Feedback on my work has helped me clarify things I did not understand

	2006	2007	2008	2009	2010	2011
All SOAS	56	49	54	60	56	56
Young	54	49	53	60	56	57
Mature	60	48	59	58	57	48

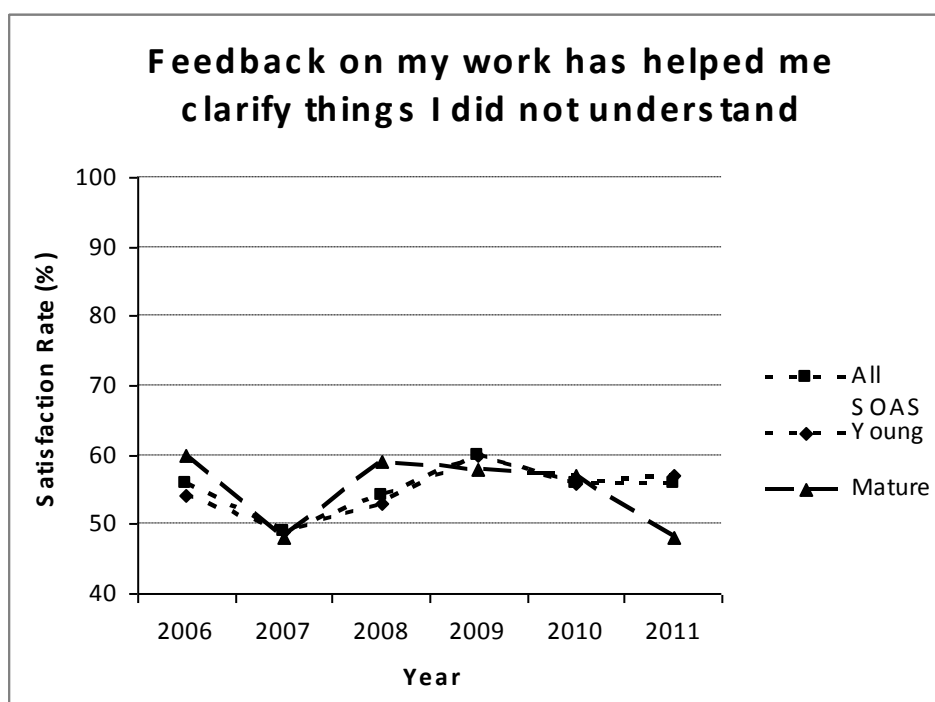


Figure E6: Feedback on my work has helped me clarify things I did not understand

D. Academic support (Tables F & G)

The younger students had very consistent ratings for Academic Support across the six years, ranging between 58-64% with a small upward trend. The mature students' ratings were initially lower than those of the younger students, but have improved in recent years, they have a broader range of ratings (57-70%) with a clear upward trend.

**Table F: Academic support (I) overall rating
 (n = range of number of respondents)**

	2006	2007	2008	2009	2010	2011
SOAS (n = 301 - 469)	58	62	59	64	62	64
Young (n = 208 - 380)	58	63	60	64	60	63
Mature (n = 83 - 95)	59	57	57	64	70	68

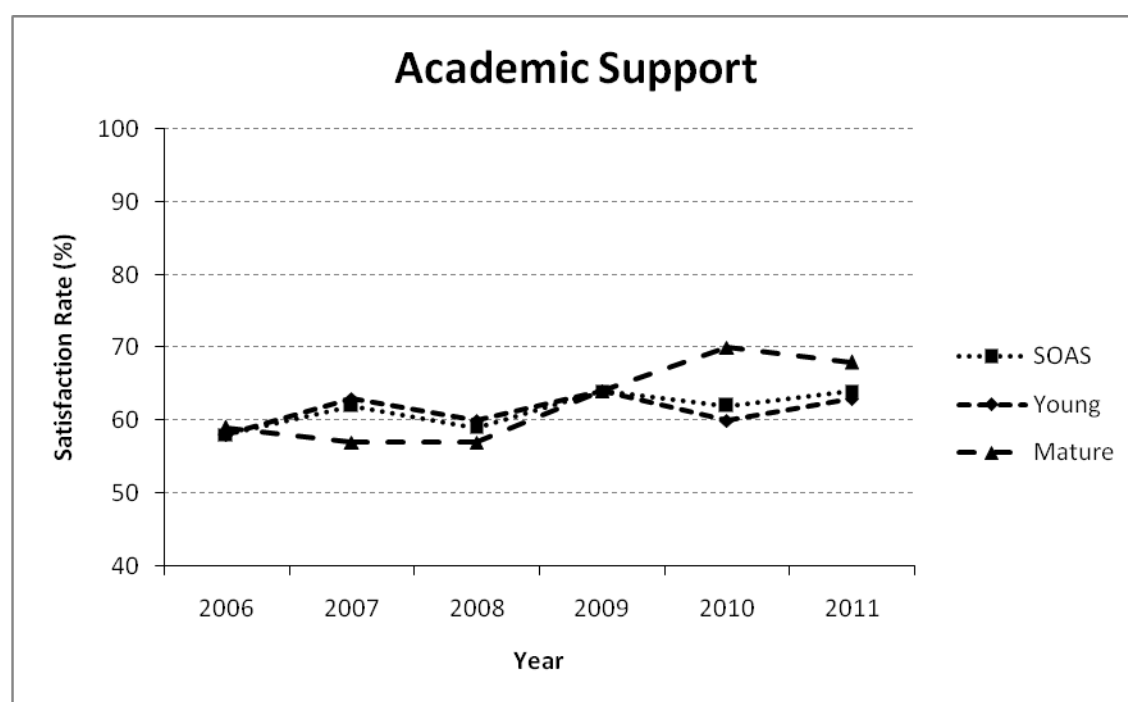


Table F: Academic support (I) overall rating

Table G: Academic support (II): the sub-questions

	2006			2007		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
I have received sufficient advice and support with my studies	56	55	58	57	58	55
I have been able to contact staff when I needed to	69	71	65	75	78	69
Good advice was available when I needed to make study choices	48	46	52	52	54	48

	2008			2009		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
I have received sufficient advice and support with my studies	56	56	56	59	59	58
I have been able to contact staff when I needed to	69	70	67	77	77	76
Good advice was available when I needed to make study choices	52	54	47	55	55	57

	2010			2011		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
I have received sufficient advice and support with my studies	60	59	66	58	56	66
I have been able to contact staff when I needed to	72	71	77	75	75	76
Good advice was available when I needed to make study choices	53	51	66	58	57	61

Figure / Table G1: I have received sufficient advice and support with my studies

Between 2006 – 2009 the satisfaction ratings from the younger and mature student sub-groups were very similar to the overall cohort’s ratings, but in 2010 and 2011 the mature students had substantially higher ratings than the younger students for this question.

Table G1: I have received sufficient advice and support with my studies

	2006	2007	2008	2009	2010	2011
All SOAS	56	57	56	59	60	58
Young	55	58	56	59	59	56
Mature	58	55	56	58	66	66

Figure G1: I have received sufficient advice and support with my studies

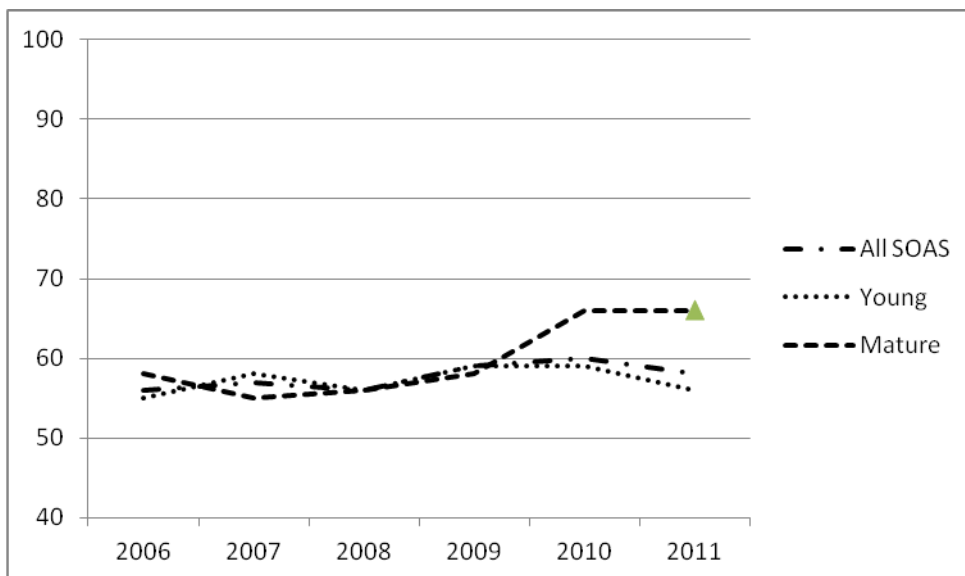


Figure / Table G2: I have been able to contact staff when I needed to

The younger students (70% - 77%) again have very similar satisfaction ratings to the overall cohort (69% - 77%) whereas the mature students (65% - 77%) are more variable – initially their ratings were lower than those of the younger students and more recently they have been higher.

Table G2: I have been able to contact staff when I needed to

	2006	2007	2008	2009	2010	2011
All SOAS	69	75	69	77	72	75
Young	71	78	70	77	71	75
Mature	65	69	67	76	77	76

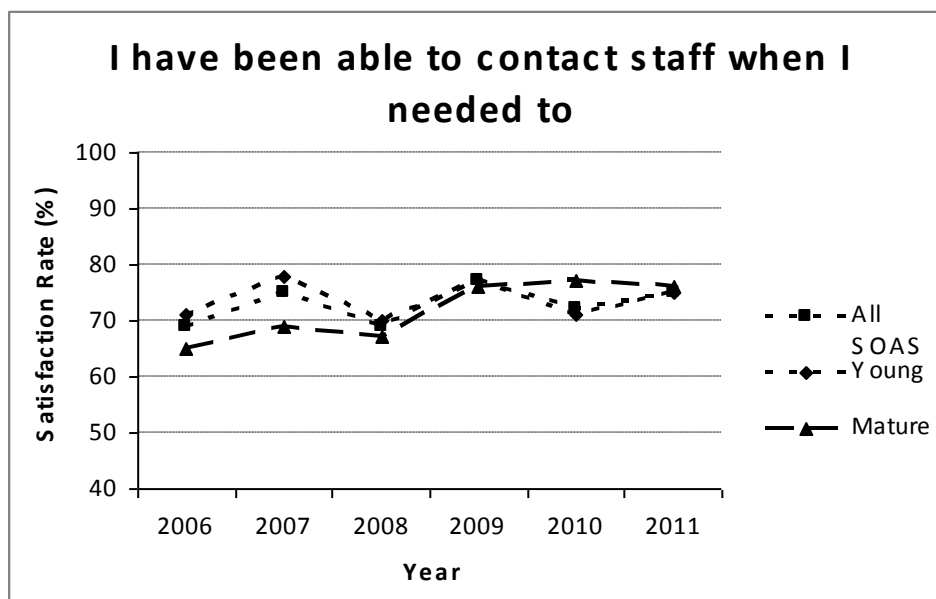


Figure G2: I have been able to contact staff when I needed to

Figure / Table G3: Good advice was available when I needed to make study choices

This question is another area where SOAS students' overall satisfaction ratings are rather low, though they have shown some improvement over time (48-58%). The younger students' ratings (46% - 57%) reflect the overall cohort throughout, whereas the mature students' ratings (47% - 66%) were once again initially lower than the younger students' ratings and from 2009 the mature students' ratings have been the higher ones.

Table G3: Good advice was available when I needed to make study choices

	2006	2007	2008	2009	2010	2011
All SOAS	48	52	52	55	53	58
Young	46	54	54	55	51	57
Mature	52	48	47	57	66	61

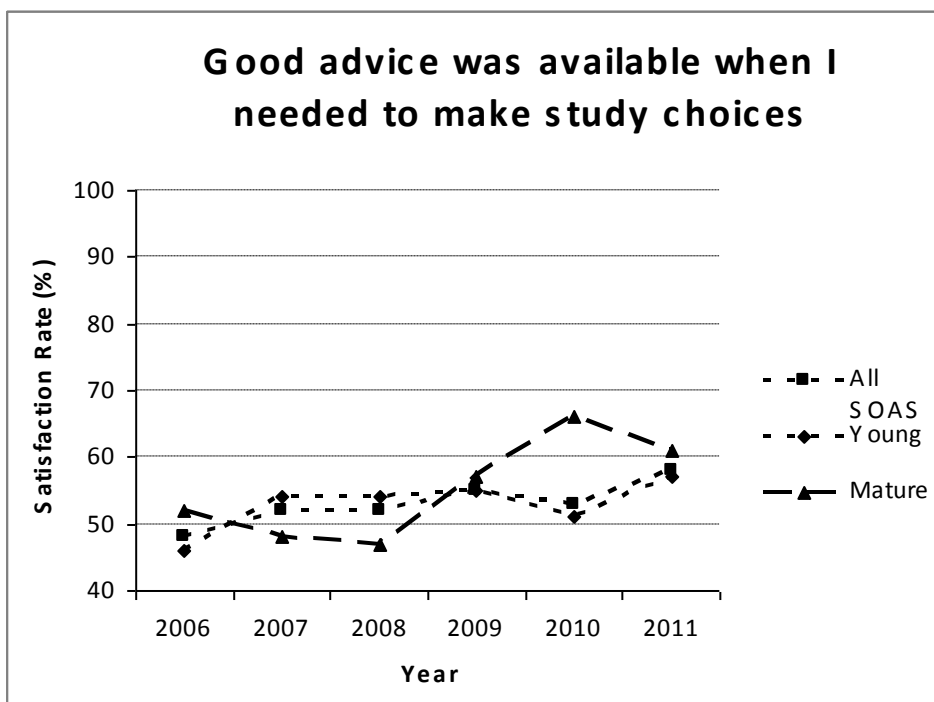


Figure G3: Good advice was available when I needed to make study choices

E. Organisation and management (Tables H & J)

The all SOAS students' ratings for **Organisation and Management** have been quite consistent over the last 6 years, ranging from 66-74% with a small upward trend. The younger students' ratings reflected those of the whole cohort well, they ranged from 67-74%; the mature students' ratings ranged from 65-74%, they were initially lower than those of the younger students and showed a generally upward trend (except for a dip in 2011).

Table H: Organisation and management (I) overall rating
 (n = range of number of respondents)

	2006	2007	2008	2009	2010	2011
SOAS (n = 301 - 469)	66	70	74	74	72	72
Young (n = 208 - 380)	67	72	74	74	71	73
Mature (n = 83 - 95)	65	65	72	74	74	68

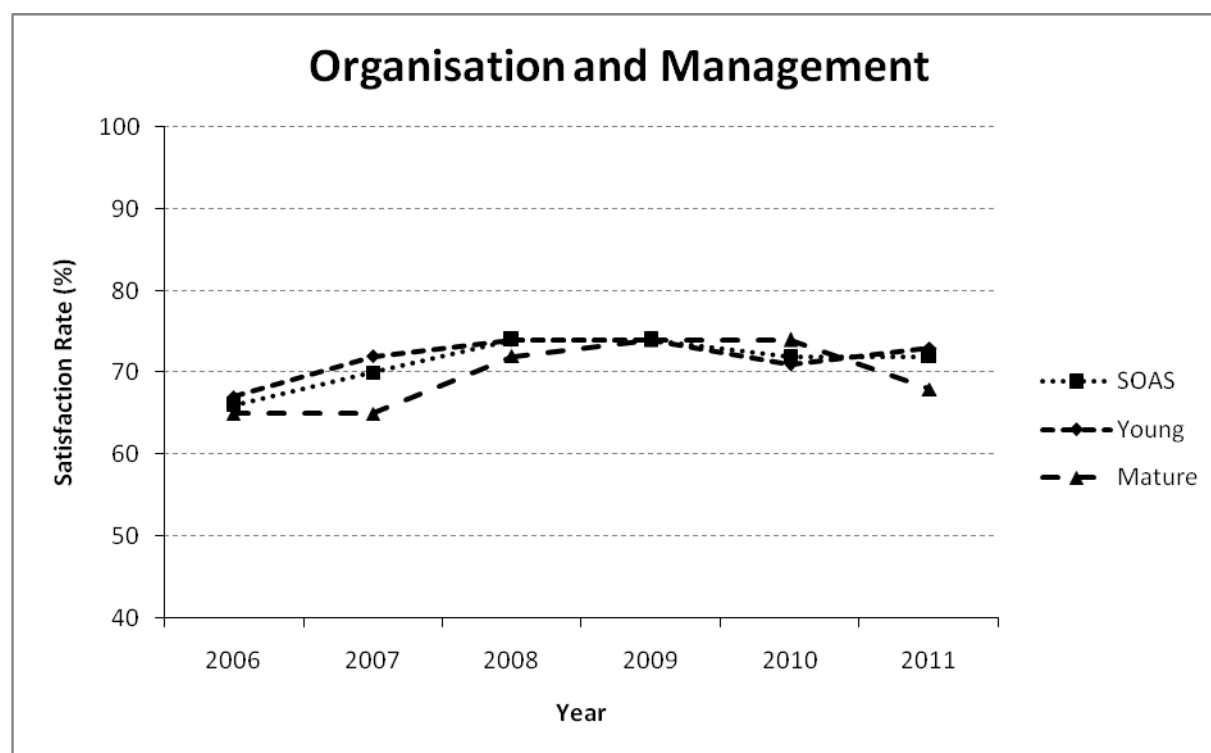


Figure H: Organisation and management (I) overall rating

**Table J1: Organisation and management (II): the sub-questions
(n = number of respondents)**

	2006			2007		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
The timetable works efficiently as far as my activities are concerned	70	71	68	69	71	65
Any changes in the course or teaching have been communicated effectively	65	64	67	68	71	61
The course is well organised and is running smoothly	64	66	59	72	74	67

	2008			2009		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
The timetable works efficiently as far as my activities are concerned	72	73	69	76	76	75
Any changes in the course or teaching have been communicated effectively	75	74	76	72	73	68
The course is well organised and is running smoothly	74	75	71	73	72	80

	2010			2011		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
The timetable works efficiently as far as my activities are concerned	74	73	75	72	72	71
Any changes in the course or teaching have been communicated effectively	69	69	71	71	73	61
The course is well organised and is running smoothly	72	72	75	73	74	71

Figure / Table J2: The timetable works efficiently as far as my activities are concerned

The overall student satisfaction ratings for this question were reasonably good (69% - 76%) and the younger students' ratings (61% - 76%) reflect the whole group quite closely. The mature students have a different pattern: from 2006 -2008 the mature students' ratings (65% - 69%) were below those of the younger students; since 2009 the mature students (71 – 75%) have the higher satisfaction ratings.

Table J2: The timetable works efficiently as far as my activities are concerned

	2006	2007	2008	2009	2010	2011
All SOAS	70	69	72	76	74	72
Young	71	71	73	76	73	72
Mature	68	65	69	75	75	71

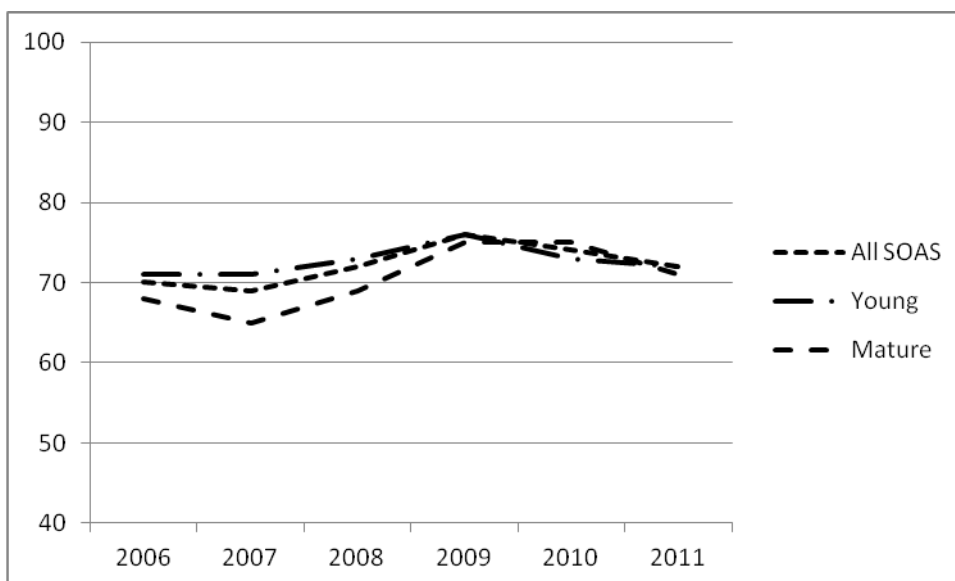


Figure J2: The timetable works efficiently as far as my activities are concerned

Figure / Table J3: Any changes in the course or teaching have been communicated effectively

For this question once again the younger students' ratings (64% - 74%) reflect the overall cohort's ratings (65% - 75%) quite well. However the mature students' ratings were once again more variable over time: scores ranged from 61% - 76% and the ratings alternated between being the higher (in 2006, 2008, 2010) and the lower rating (2007, 2009, 2011). Mature students' satisfaction peaked in 2008 and has since dropped substantially.

Table J3: Any changes in the course or teaching have been communicated effectively

	2006	2007	2008	2009	2010	2011
All SOAS	65	68	75	72	69	71
Young	64	71	74	73	69	73
Mature	67	61	76	68	71	61

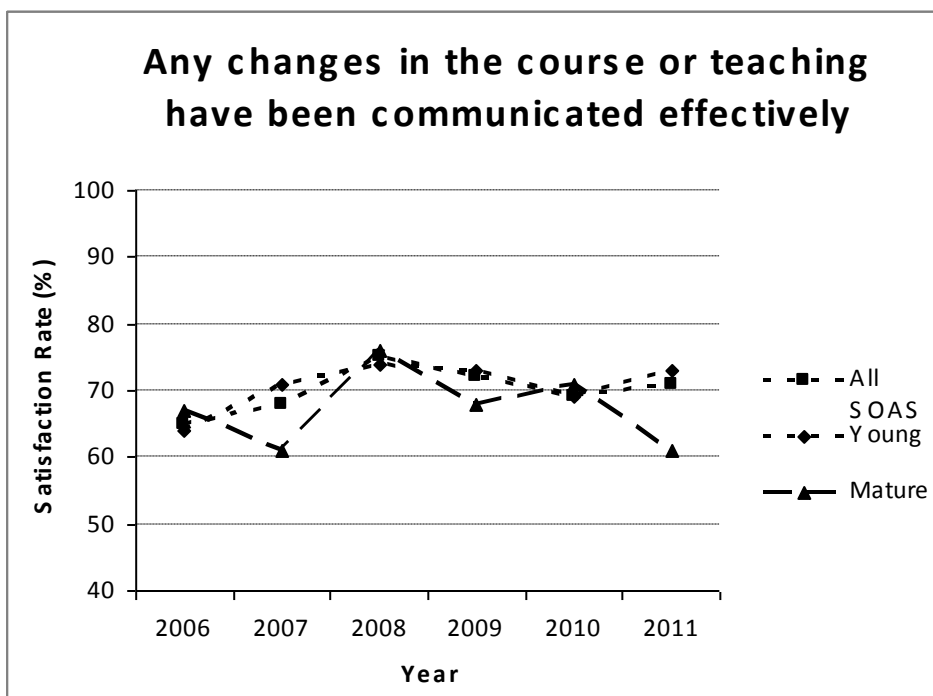


Figure J3: Any changes in the course or teaching have been communicated effectively

Figure / Table J 4: The course is well organised and is running smoothly

Once again the overall SOAS cohort (64% - 74%) and the younger students (66% - 75%) have very similar satisfaction ratings, whereas the mature students (59% - 80%) are much more variable, with lower ratings than the younger students from 2006-2008 (59% - 71%) and higher ratings between 2009 – 2011 (71% – 80%).

Table J 4: The course is well organised and is running smoothly

	2006	2007	2008	2009	2010	2011
All SOAS	64	72	74	73	72	73
Young	66	74	75	72	72	74
Mature	59	67	71	80	75	71

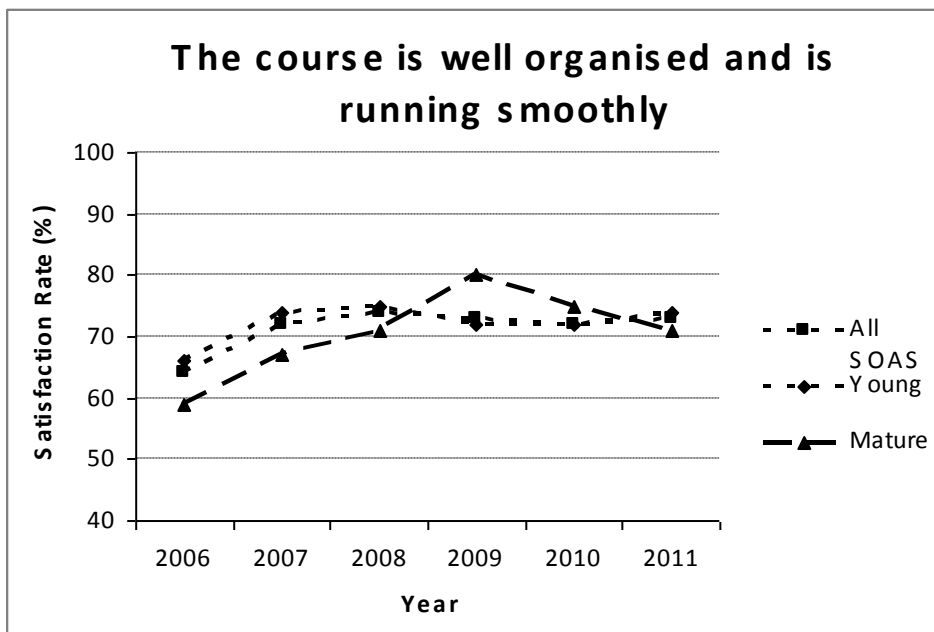


Figure J4: The course is well organised and is running smoothly

F. Learning resources (Table K & L)

The satisfaction ratings from the entire SOAS cohort for Learning Resources have ranged between 65 – 74% but the recent trend is downwards (perhaps as a result of the recent refurbishment work in the Library and problems with printing). The younger students' ratings reflected the all students group well and ranged between 68-76%, the recent trend is down. The mature students' ratings ranged between 54 – 76%, but again the recent trend is downward.

Table K: Learning resources (I) overall ratings
 (n = range of number of respondents)

	2006	2007	2008	2009	2010	2011
SOAS (n = 301 - 469)	69	74	69	73	73	65
Young (n = 208 - 380)	69	76	70	72	74	68
Mature (n = 83 - 95)	69	68	75	76	69	54

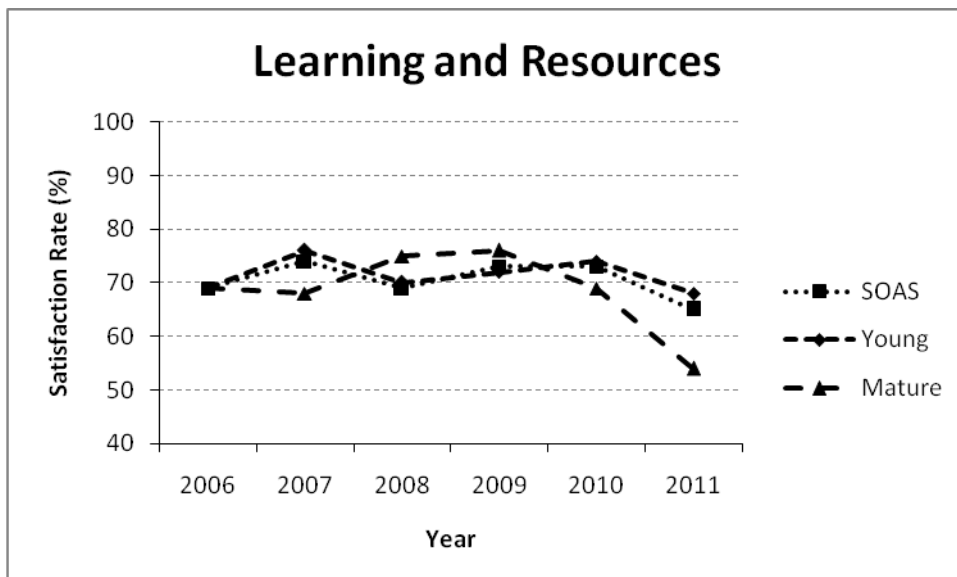


Figure K: Learning resources (I) overall ratings

Table L 1: Learning resources (II): the sub-questions

	2006			2007		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
The library resources and services are good enough for my needs	71	72	70	75	77	69
I have been able to access general IT resources when I needed to	75	73	79	77	80	72
I have been able to access specialised equipment, facilities, or rooms when I needed to	61	62	58	68	70	63

	2008			2009		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
The library resources and services are good enough for my needs	74	75	70	74	73	78
I have been able to access general IT resources when I needed to	71	72	70	78	77	80
I have been able to access specialised equipment, facilities, or rooms when I needed to	60	61	53	66	65	67

	2010			2011		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
The library resources and services are good enough for my needs	73	73	74	74	76	64
I have been able to access general IT resources when I needed to	79	80	74	65	67	55
I have been able to access specialised equipment, facilities, or rooms when I needed to	67	69	59	56	59	42

Figure / Table L 2: The library resources and services are good enough for my needs

As usual the overall cohort (71% - 75%) and the younger students (72% - 77%) produced very similar patterns of satisfaction ratings. The mature students' ratings were more variable (64% - 78%) and in 2006-08 they were below the younger students' ratings, but in 2009-10 the mature students' ratings were higher than the others, with a drop again in 2011.

Table L 2: The library resources and services are good enough for my needs

	2006	2007	2008	2009	2010	2011
All SOAS	71	75	74	74	73	74
Young	72	77	75	73	73	76
Mature	70	69	70	78	74	64

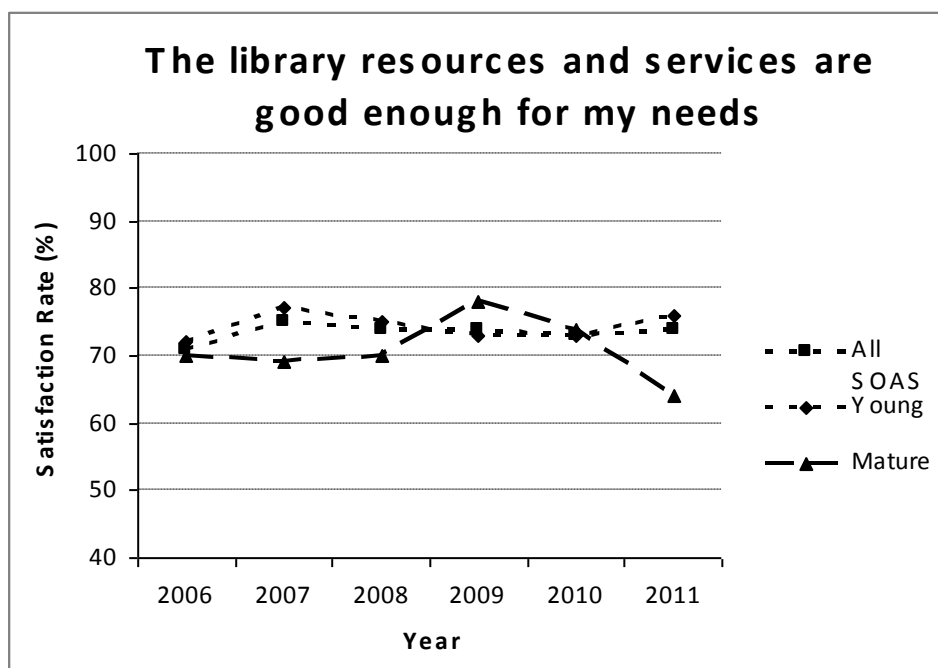


Figure L 2: The library resources and services are good enough for my needs

Figure / Table L 3: I have been able to access general IT resources when I needed to

The overall students' satisfaction ratings for this question were quite low (65% - 79%), perhaps because of the problems with the networked printers. The younger students' ratings were similar to the whole cohort (67% - 80%) and the mature students' satisfaction ratings (55% - 80%) started similar to the others, but from 2007 were generally lower throughout the six years of the NSS.

Table L 3: I have been able to access general IT resources when I needed to

	2006	2007	2008	2009	2010	2011
All SOAS	75	77	71	78	79	65
Young	73	80	72	77	80	67
Mature	79	72	70	80	74	55

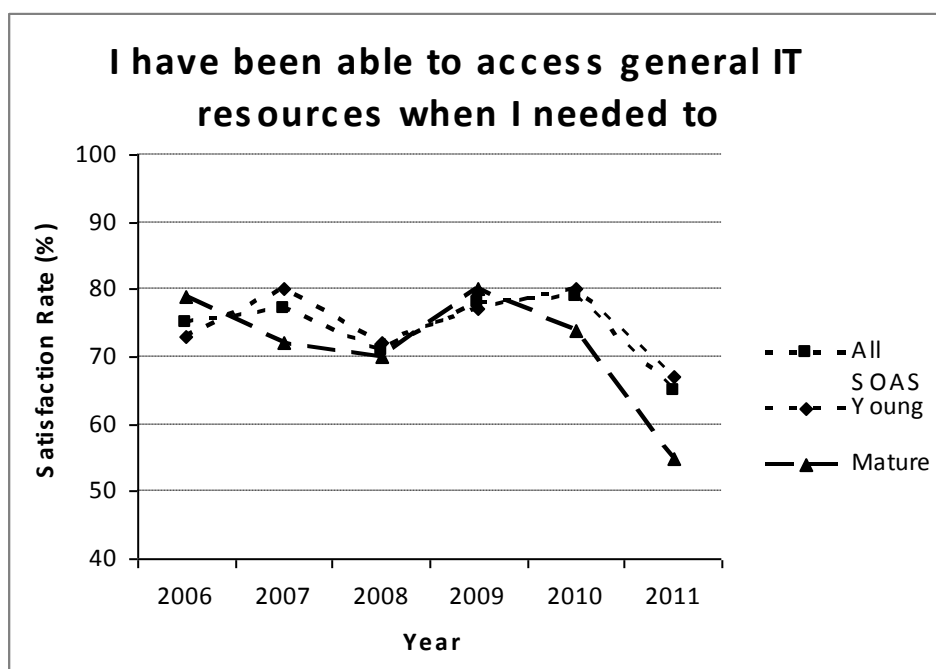


Figure L 3: I have been able to access general IT resources when I needed to

Figure / Table L4:

I have been able to access specialised equipment, facilities, or rooms when I needed to

The overall students' ratings for this question were rather low (56% – 68%) and the younger students' ratings were very similar (59% - 70%) but with the exception of 2009, when the mature students' ratings were the highest for that year, the mature students' ratings (42% – 67%) were substantially lower than those of the young students in each of the years of the NSS.

Table L 4: I have been able to access specialised equipment, facilities, or rooms when I needed to

	2006	2007	2008	2009	2010	2011
All SOAS	61	68	60	66	67	56
Young	62	70	61	65	69	59
Mature	58	63	53	67	59	42

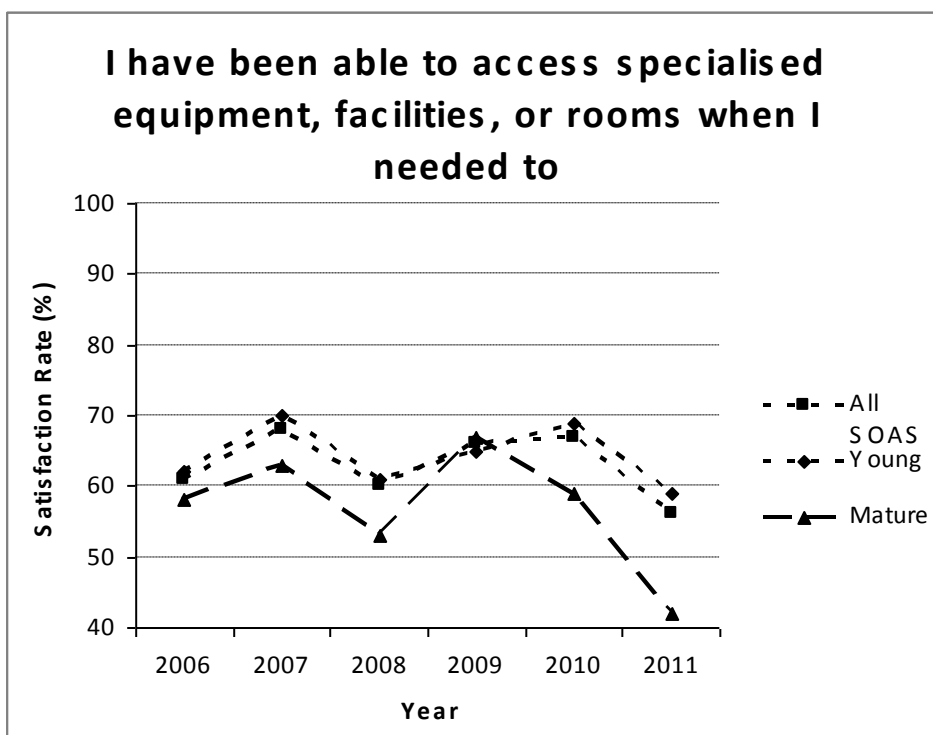


Figure L 4: I have been able to access specialised equipment, facilities, or rooms when I needed to

G. Personal development (Tables M & N)

The student satisfaction ratings from the entire SOAS cohort for Personal Development ranged from 67% - 74% and showed a drop in 2007 and 2008 followed by an improvement in scores. Both the younger (67% - 75%) and mature (62% - 75%) students had the same pattern, but the mature students also dropped in 2011.

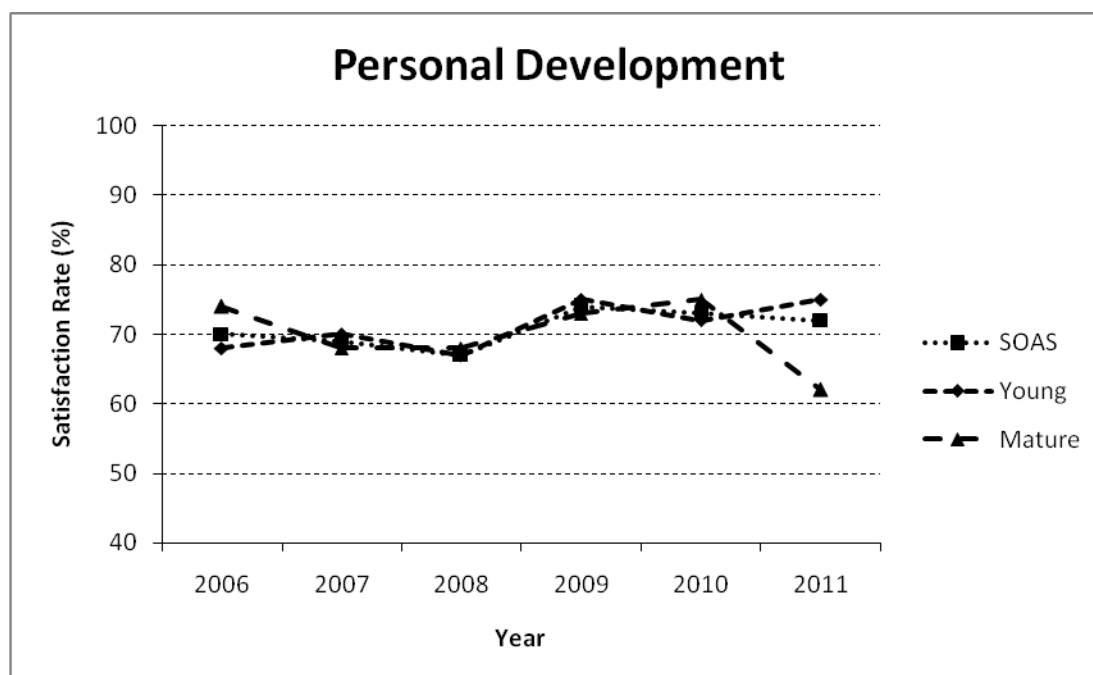


Table M: Personal development (I) overall rating
(n = range of number of respondents)

	2006	2007	2008	2009	2010	2011
SOAS (n = 301 - 469)	70	69	67	74	73	72
Young (n = 208 - 380)	68	70	67	75	72	75
Mature (n = 83 - 95)	74	68	68	73	75	62

Table N1: Personal development (II): the sub-questions (n=number of respondents)

	2006			2007		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
The course has helped me to present myself with confidence	68	66	73	68	67	68
My communication skills have improved	72	69	79	73	72	74
As a result of the course, I feel confident in tackling unfamiliar problems	69	69	71	67	69	62

	2008			2009		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
The course has helped me to present myself with confidence	66	66	66	71	71	71
My communication skills have improved	70	70	70	78	79	75
As a result of the course, I feel confident in tackling unfamiliar problems	66	66	67	74	74	72

	2010			2011		
National Student Surveys	SOAS	Young	Mature	SOAS	Young	Mature
The course has helped me to present myself with confidence	71	71	74	69	72	59
My communication skills have improved	75	75	75	77	78	69
As a result of the course, I feel confident in tackling unfamiliar problems	72	71	76	71	74	59

Figure / Table N2: The course has helped me to present myself with confidence

The overall students' ratings for this question (66% - 71%) and the younger students' satisfaction ratings (66% - 72%) were very similar. The mature students' ratings (59% - 74%) were initially higher than the younger students' ratings, then for the 2007-2009 period they were very similar to the younger students' ratings, but in 2011 the mature students' ratings have taken a sharp drop from 74 to 59%.

Table N2: The course has helped me to present myself with confidence

	2006	2007	2008	2009	2010	2011
All SOAS	68	68	66	71	71	69
Young	66	67	66	71	71	72
Mature	73	68	66	71	74	59

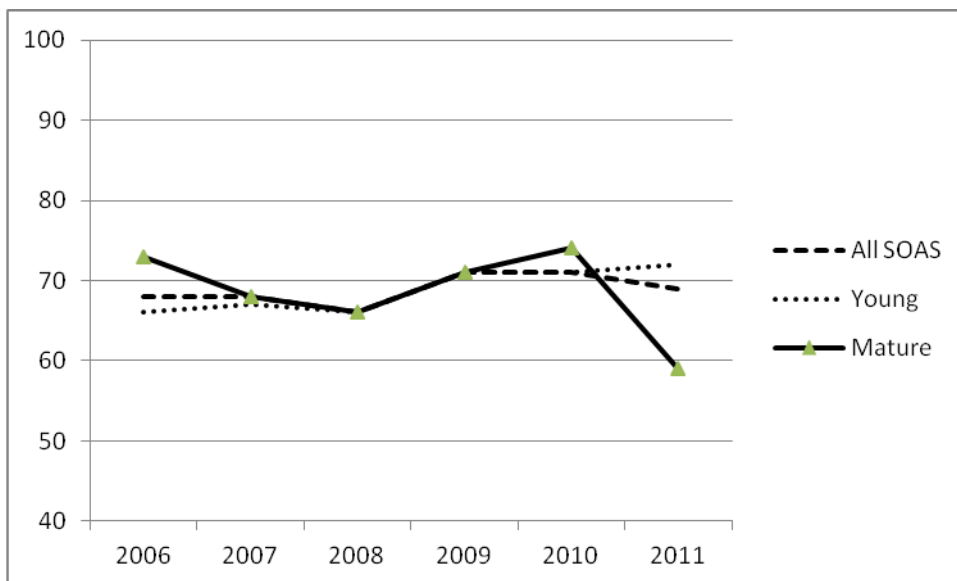


Figure N2: The course has helped me to present myself with confidence

Figure / Table N3: My communication skills have improved

As is usual the younger students (69% - 78%) have produced very similar satisfaction ratings to the overall cohort (70% - 77%) whereas the mature students were more variable (69% - 79%), initially the mature students were giving higher satisfaction ratings than the younger students, but more recently this trend has reversed and fewer mature students are satisfied.

Table N3: My communication skills have improved

	2006	2007	2008	2009	2010	2011
All SOAS	72	73	70	78	75	77
Young	69	72	70	79	75	78
Mature	79	74	70	75	75	69

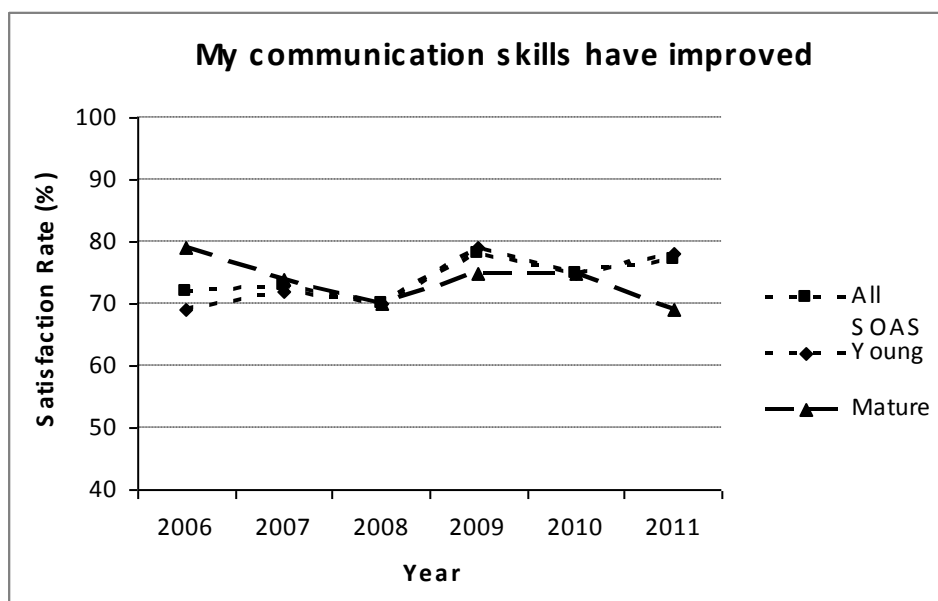


Figure N3: My communication skills have improved

Figure / Table N4: As a result of the course, I feel confident in tackling unfamiliar problems

Once again the overall cohort (66% - 74%) and the younger students (66% - 74%) have similar satisfaction ratings throughout the period of the surveys, but the mature students' ratings (59% - 76%) are much more variable, with sharp dips in 2007 and 2011.

Table N4: As a result of the course, I feel confident in tackling unfamiliar problems

	2006	2007	2008	2009	2010	2011
All SOAS	69	67	66	74	72	71
Young	69	69	66	74	71	74
Mature	71	62	67	72	76	59

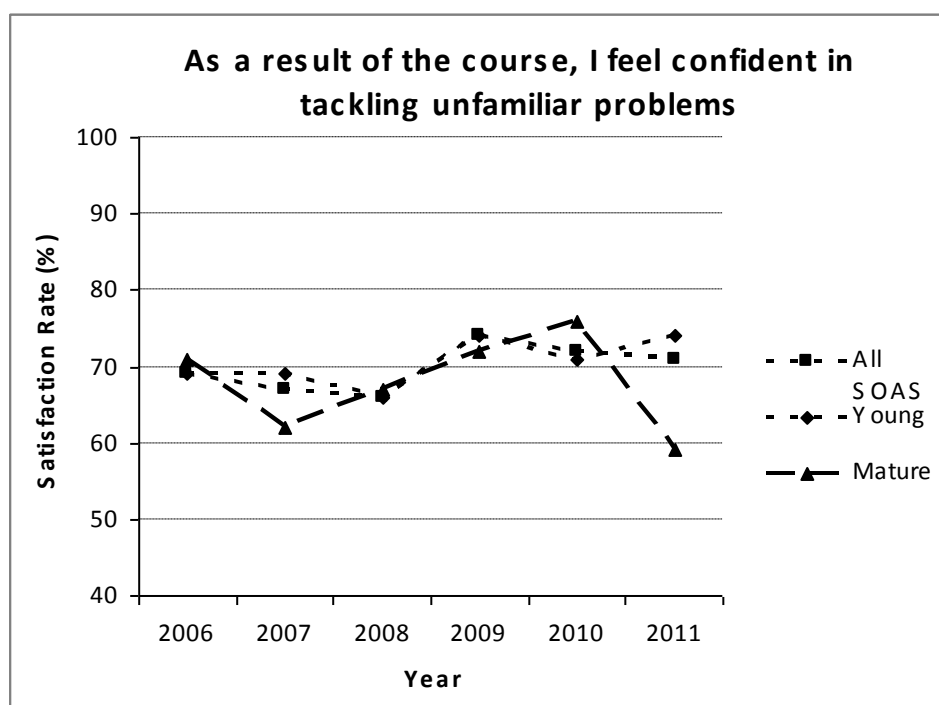


Figure N4: As a result of the course, I feel confident in tackling unfamiliar problems