

Student Experience Survey: You said, we did



In order to find out how satisfied students are with their university experience and to help us continue to improve our services, NTU runs a Student Experience Survey (SES) annually.

Highlights of SES 2017

- Overall satisfaction rating: 84.9%
- Overall engagement rating: 81.3%
- Students gave satisfaction ratings of more than 80% in 7 key areas: Academic & Research resources, Quality of Degree Programme, Intellectual Development, Learning & Teaching, Academic/Research experience, Personal Development and Campus Facilities.

Here is a look at what the University and its schools are working on, following your responses to the 2017 survey:

Improve learning assessment and feedback

Schools have reminded faculty to highlight their open consultation hours at the beginning of the class and to conduct sessions on continuous assessment and feedback. They are also engaging their Academic Clubs in discussions about students' learning needs, assessment and feedback.

Promote student collaboration

Schools are also working with their Academic Clubs to promote interaction and collaboration among students. Students are encouraged to attend interdisciplinary seminars, in addition to regular division seminars.

The Engineering schools have also made some relevant seminars or talks mandatory for graduate students, which provide further opportunities for interaction and intellectual discussion.



Make NTUSU, GSC, School Clubs effective channels for ideas

University departments and schools are engaging the NTUSU, GSC and School Clubs to strengthen their representative roles and improve communication with student bodies.

Student Life office is working with its network to encourage feedback on academic and non-academic areas.

Provide care for students' well-being

The University plans to raise student awareness about pastoral care and well-being services. It has also integrated various student support programmes into a holistic Transition and Orientation Programme for all freshmen. Some schools also assign mentors to advise individual students.

Improve medical and dental services

The University will continue to work with the medical provider Fullerton Healthcare to ensure that optimal service standards are achieved. The Medical Centre also plans to provide students access to specialised medical services in future.

Encourage volunteering, community service

The University will consolidate and expand the range of community service projects to cater to students' diverse interests. NTU will work with relevant government agencies and charity organisations to become their partner of choice in community engagement.

Develop leadership skills

The University will more systematically foster leadership development in the schools, clubs and halls. Role models will be recognised with awards at Student Leaders' Night. Schools will also organise workshops, courses, training and sharing sessions to equip students with leadership skills.

Give us your views

The University values students' feedback and many of your past suggestions have become reality.

Send us your ideas in this year's **Student Experience Survey 2018**. Check your email inbox for the survey invitation.

We want to hear from you!