



The Open  
University

# Equality and Diversity Annual Report 2017

Monitoring data  
Student Feedback

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Comments or queries about this report are welcomed and should be sent for the attention of the Head of Equality and Diversity.

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### About Student Feedback

The Student Experience on a Module (SEaM) Survey is sent to all students on all modules two to three weeks before the end of their module.

In the 15/16 academic year, we surveyed 146,734 students and received 38,873 responses, a response rate of 26.5%.

The questionnaire asks a mixture of closed and open questions. Its purpose is to evaluate the student experience of studying on a particular module and is focused on the teaching and learning experience. We ask students to evaluate:

- Their overall module experience using a set of ten key performance indicator questions
- Teaching materials and learning activities
- Assessment and feedback

For all questions, students are asked to respond on a five point scale. In reporting these results, 'definitely agree' and 'mostly agree' have been combined as 'agree' and 'definitely disagree' and 'mostly disagree' have been combined as 'disagree'. The difference between these will be the percentage of students who responded 'neither agree nor disagree'.

This report provides analysis of the overall findings by age (grouped data), disability, ethnicity (grouped data) and gender and also includes data tables for the ten performance indicators questions which asked for feedback on the overall module experience.

## Results from the 2015/16 SEaM Survey

We received the following number of responses from students in each age band: 25 and under (3621), 26-35 (10372), 36-45 (10285), 46-55 (8587), 56 and over (5970)

### Overall Module Experience – Key Performance Indicator Questions

**Table 1: 15/16 SEaM Survey Results: Key Performance Indicator Questions by Age**

	OU Overall Agree (%)	25 and under Agree (%)	26-35 Agree (%)	36-45 Agree (%)	46-55 Agree (%)	56 & over Agree (%)
Overall, I am satisfied with the quality of the module	85.5	83.2	83.4	85.4	87.4	88.0
Overall, I am satisfied with my study experience	84.2	82.3	82.5	83.9	86.2	86.2
The module provided good value for money	70.8	68.5	68.0	70.6	72.8	74.4
I was satisfied with the support provided by my tutor/study adviser on this module	87.0	84.7	85.9	86.7	88.3	89.3
Overall, I was satisfied with the teaching materials provided on the module	82.9	81.9	80.6	82.5	84.7	85.7
Overall, I was able to keep up with the workload on this module	79.3	77.5	76.9	77.9	80.5	85.3
The learning outcomes were clearly stated	90.2	87.7	88.4	90.6	92.0	91.5
I would recommend this module to other students	78.5	75.9	76.3	78.4	80.6	81.3
The module met my expectations	78.6	74.2	76.3	78.5	80.9	82.1
I enjoyed studying this module	79.7	75.6	76.7	79.3	82.0	84.7

In Table 1, satisfaction (% agree) that the module provided good value for money was lower for students aged 45 and under (range 68% to 71%).

Our younger students in the '25 and under' and '26-35' age groupings were the least likely to confirm (% agree) that the module met their expectations (range 74% to 76%) or they would recommend the module to other students (both 76%).

Students aged 45 and under (range 81%-82%) were less satisfied with the teaching materials provided on the module.

Our oldest students aged 46-55 (80%) and aged 56 and over (85%) were more likely (% agree) to be able to keep up with the workload on the module.

**Table 2: 15/16 SEaM Results: Teaching Materials, Learning Activities and Assessment**

	25 and under Agree (%)	26-35 Agree (%)	36-45 Agree (%)	46-55 Agree (%)	56 & over Agree (%)
I was able to find clear information about what to study and when	94.1	93.9	94.4	94.8	94.6
It was easy to navigate my way around the module website to access the online teaching materials and related learning activities	86.5	86.8	86.9	88.2	86.5
I was satisfied with the advice and guidance provided for my studies on this module	83.0	84.3	85.6	88.1	88.3
I was able to work with the different teaching materials and learning activities at the times I was required to	85.5	85.4	86.7	88.3	88.5
The teaching materials and learning activities were well integrated and helped me to learn	81.9	82.6	84.1	86.2	85.8
I was satisfied with the method of delivery of the different teaching materials and learning activities on this module	81.2	80.6	81.7	83.4	83.9
The library's online resources enhanced my study	50.7	61.2	64.3	64.9	63.7
The instructions on how to complete the assignments were clear	85.3	85.2	86.7	89.2	90.4
Taking part in optional exercises or activities to test my understanding helped me to learn	73.2	74.9	77.2	78.6	78.5
Completing assignments on this module consolidated my learning	87.0	88.7	90.6	92.5	92.8
Taking part in collaborative activities with other students helped me to learn	56.7	59.5	62.7	63.1	58.3

Our youngest students aged 25 and under were the least satisfied (% agree) that the library's online resources enhanced their study (51%) compared to older students.

## Student Feedback

Age

Younger students aged 25 and under (73%) and aged 26-35 (75%) were slightly less likely to confirm (% agree) that taking part in optional exercises or activities helped them to learn.

Our youngest students aged 25 and under (57%) were the least likely to confirm that taking part in collaborative activities helped them to learn.

Confirmation that both instructions on how to complete assignments were clear and that completing assignments on the module consolidated their learning increased with age.

**Table 3: 15/16 SEaM Results: Qualification Aim & Skills Development**

	25 and under	26-35	36-45	46-55	56 & over
	Agreed (%)	Agreed (%)	Agreed (%)	Agreed (%)	Agreed (%)
The module contributed to the achievement of my wider qualification aim	88.5	89.7	91.0	92.0	88.8
The knowledge and skills developed on this module are relevant to my work or career	76.9	76.6	76.7	74.2	64.5

### Results from the 2015/2016 SEaM Survey

We received the following number of responses from students:

Disabled students with Disabled Student Allowance (DSA) (917), Disabled students with no DSA (2212), Students with no disclosed disabilities (35706).

#### Overall Module Experience – Key Performance Indicator Questions

**Table 4: 15/16 SEaM Survey: Key Performance Indicator Questions by Disability**

	OU Overall Agree (%)	Disabled With no DSA Agree (%)	Disabled With DSA Agree (%)	No Disabilities Agree (%)
Overall, I am satisfied with the quality of the module	85.5	85.3	81.8	85.6
Overall, I am satisfied with my study experience	84.2	83.5	79.3	84.4
The module provided good value for money	70.8	70.9	71.1	70.8
I was satisfied with the support provided by my tutor/study adviser on this module	87.0	86.9	80.7	87.2
Overall, I was satisfied with the teaching materials provided on the module	82.9	82.7	81.2	83.0
Overall, I was able to keep up with the workload on this module	79.3	76.3	74.1	79.6
The learning outcomes were clearly stated	90.2	89.9	87.5	90.3
I would recommend this module to other students	78.5	78.3	77.2	78.6
The module met my expectations	78.6	78.6	74.9	78.7
I enjoyed studying this module	79.7	79.7	77.1	79.7

In Table 4, students with no disabilities were more likely than disabled students with either DSA or no DSA to be satisfied (% agree) with these two aspects of their overall module experience:

- I am satisfied with my study experience  
Students with no disabilities (84%), disabled students with DSA (79%), disabled students with no DSA (83%)
- Overall, I was satisfied with the teaching materials provided on this module  
Students with no disabilities (83%), disabled students with DSA (81%), disabled students with no DSA (83%).

Students with DSA (74%) were less satisfied than disabled students with no DSA (76%) that they were able to keep up with the workload on the module.

Disabled students with DSA (77%) were the least likely to recommend the module to other students

**Table 5: 15/16 SEaM Survey: Teaching Materials and Learning Activities**

	Disabled With no DSA Agree (%)	Disabled With DSA Agree (%)	No Disabilities Agree (%)
I was able to find clear information about what to study and when	93.2	91.1	94.5
It was easy to navigate my way around the module website to access the online teaching materials and related learning activities	84.9	82.2	87.3
I was satisfied with the advice and guidance provided for my studies on this module	85.1	80.4	86.1
I was able to work with the different teaching materials and learning activities at the times I was required to	84.6	83.1	87.1
The teaching materials and learning activities were well integrated and helped me to learn	82.4	82.5	84.4
I was satisfied with the method of delivery of the different teaching materials and learning activities on this module	81.1	81.0	82.2

In Table 5, disabled students with or without DSA were less satisfied (% agree) than non-disabled students with the aspects of the teaching materials and learning activities on their module we asked about.

The biggest difference in the ratings (% agree) between disabled students with DSA (80%) and disabled students with no DSA (85%) was where we asked students whether they were satisfied with the advice & guidance provided for their studies on their module we asked about



**Table 6: 15/16 SEaM Results: Assessment by Disability**

	Disabled With no DSA Agree (%)	Disabled With DSA Agree (%)	No Disabilities Agree (%)
The instructions on how to complete the assignments were clear	86.2	83.3	87.4
Taking part in optional exercises or activities to test my understanding helped me to learn	76.7	73.8	76.8
Completing assignments on this module consolidated my learning	89.5	86.6	90.7
Taking part in collaborative activities with other students helped me to learn	56.8	58.8	61.0

In Table 6, disabled students with DSA (83%) were much less likely to perceive (% agree) that instructions on how to complete the assignments were clear than disabled students with no DSA (86%) and students with no disabilities (87%).

Disabled students with no DSA (57%) and with DSA (59%) were less certain (% agree) that taking part in collaborative activities helped them to learn than students with no disabilities (61%).

**Table 7: 15/16 SEaM Results: Qualification Aim & Skills Development by Disability**

	Disabled With no DSA Agree (%)	Disabled With DSA Agree (%)	No Disabilities Agree (%)
The module contributed to the achievement of my wider qualification aim	88.3	88.0	90.5
The knowledge and skills developed on this module are relevant to my work or career	72.0	74.2	75.2

In Table 7, knowledge and skills developed on the module had slightly less relevance to the work or career for disabled students with no DSA (72%).

## Results from the 2015/2016 SEaM Survey

We received the following number of responses from students in each ethnic grouping: Asian students (1240), Black students (1517), Mixed students (723), Other students (282), Unknown (58), White students (34205). There were a further 848 students who refused to give their ethnicity – these are not included in the calculations below

### Overall Module Experience – Key Performance Indicator Questions

**Table 8: 15/16 SEaM Survey: Key Performance Indicator Questions by Ethnicity**

	OU Overall	Asian	Black	Mixed	Other	Unknown	White
	Agree (%)	Agree (%)	Agree (%)	Agree (%)	Agree (%)	Agree (%)	Agree (%)
Overall, I am satisfied with the quality of the module	85.5	87.2	91.9	84.7	86.8	81.0	85.2
Overall, I am satisfied with my study experience	84.2	86.8	90.1	84.5	88.9	75.9	84.0
The module provided good value for money	70.8	73.2	82.6	71.5	69.5	64.8	70.3
I was satisfied with the support provided by my tutor/study adviser on this module	87	89.3	90.2	87.3	84.9	71.7	86.9
Overall, I was satisfied with the teaching materials provided on the module	82.9	83.6	90.1	83.3	83.6	81.0	82.7
Overall, I was able to keep up with the workload on this module	79.3	75.2	74.9	74.5	81.4	65.5	79.9
The learning outcomes were clearly stated	90.2	89.2	92.9	90.9	90.7	87.9	90.2
I would recommend this module to other students	78.5	82.4	89.0	80.4	80.6	77.6	78.0
The module met my expectations	78.6	81.2	85.9	80.1	80.3	71.9	78.2
I enjoyed studying this module	79.7	83.7	87.8	80.2	82.1	67.2	79.2

# Student Feedback

## Ethnicity

In Table 8, Black students were the most satisfied (% agree) with all aspects of the overall module experience we asked about, apart from being able to keep up with the workload where Black students (75%) recorded one of the lowest ratings for this item.

Black (90%) students were much more likely to be satisfied with the teaching materials on the module than students in all the other ethnic groupings.

'Other' students (70%) and those of 'Unknown' ethnic origin (65%) were the least satisfied that the module provided good value for money.

"Other" students were the most likely to be able to keep up with the workload on the module (81%).

**Table 9: 15/16 SEaM Survey: Teaching Materials and Learning Activities by Ethnicity**

	Asian Agree (%)	Black Agree (%)	Mixed Agree (%)	Other Agree (%)	Unknown Agree (%)	White Agree (%)
I was able to find clear information about what to study and when	92.6	95.0	91.7	94.6	86.2	94.6
It was easy to navigate my way around the module website to access the online teaching materials and related learning activities	88.7	90.7	83.9	86.5	64.8	87.1
I was satisfied with the advice and guidance provided for my studies on this module	86.6	91.1	86.0	83.0	70.9	85.8
I was able to work with the different teaching materials and learning activities at the times I was required to	85.1	87.3	85.4	86.2	70.7	87.1
The teaching materials and learning activities were well integrated and helped me to learn	84.7	89.7	85.5	85.5	81.0	84.1
I was satisfied with the method of delivery of the different teaching materials and learning activities on this module	83.7	87.6	84.1	79.6	69.0	81.9
The library's online resources enhanced my study	61.4	64.5	61.8	65.2	30.3	62.4

In Table 9, Black students were the most satisfied (% agree) with 6 out of the 7 questions. The only one where black students are not the most satisfied is whether students thought the library's online resources enhanced their study.

Students of Asian ethnic origin were the least likely to confirm that they were able to work with the different teaching materials and learning activities on this module (85%). Students of Unknown ethnic origin were the least likely to agree that it was easy to navigate their way around the module website to access the online teaching materials and related learning activities (65%).

**Table 10: 15/16 SEaM Survey: Assessment by Ethnicity**

	Asian Agree (%)	Black Agree (%)	Mixed Agree (%)	Other Agree (%)	Unknown Agree (%)	White Agree (%)
The instructions on how to complete the assignments were clear	86.6	89.6	87.4	85.3	86.0	87.3
Taking part in optional exercises or activities to test my understanding helped me to learn	79.5	81.6	77.7	83.0	79.6	76.5
Completing assignments on this module consolidated my learning	92.3	93.9	89.9	89.2	87.0	90.4
Taking part in collaborative activities with other students helped me to learn	72.8	73.2	62.3	67.3	41.7	59.6

In Table 10, Black (82%) and 'Other' (83%) students were the most positive (% agree) and those of White ethnic origin (77%) the least positive that taking part in optional exercises or activities to test their understanding helped them to learn.

Asian and Black students (both 73%) were much more likely to confirm that taking part in collaborative activities with other students helped them to learn.

**Table 11: 15/16 SEaM Results: Qualification Aim & Skills Development by Ethnicity**

	Asian Agree (%)	Black Agree (%)	Mixed Agree (%)	Other Agree (%)	Unknown Agree (%)	White Agree (%)
The module contributed to the achievement of my wider qualification aim	91.1	93.4	90.0	92.3	73.9	90.2
The knowledge and skills developed on this module are relevant to my work or career	81.8	89.2	78.6	78.8	75.5	74.0

Black students (93%) were the most likely to be satisfied (% agree) that the module contributed to the achievement of their wider qualification aim.

White students (74%) were the least likely to confirm that knowledge and skills developed on the module were relevant to their work or career.

### Results from the 2015/2016 SEaM Survey

We received the following number of responses from students: Men (14946), Women (23889).

#### Overall Module Experience – Key Performance Indicator Questions

**Table 12: 15/16 SEaM Survey: Key Performance Indicator Questions by Gender**

<b>Aut10 Modules Survey: Key Performance Indicator Questions</b>	<b>OU Overall Agree (%)</b>	<b>Men Agree (%)</b>	<b>Women Agree (%)</b>
Overall, I am satisfied with the quality of the module	85.5	85.0	85.8
Overall, I am satisfied with my study experience	84.2	84.4	84.2
The module provided good value for money	70.8	69.2	71.8
I was satisfied with the support provided by my tutor/study adviser on this module	87.0	89.2	85.7
Overall, I was satisfied with the teaching materials provided on the module	82.9	81.7	83.7
Overall, I was able to keep up with the workload on this module	79.3	80.9	78.3
The learning outcomes were clearly stated	90.2	89.6	90.6
I would recommend this module to other students	78.5	79.0	78.2
The module met my expectations	78.6	79.4	78.1
I enjoyed studying this module	79.7	80.6	79.1

In Table 12, the highest percentage point difference in the ratings (% agree) between men and women with aspects of the overall module experience was with satisfaction with the support provided by the tutor / study adviser on the module; 89% of men in contrast to 86% of women were satisfied with the support provided by their tutor / study adviser on the module.

Men were more likely to agree than women that:

- The module met their expectations (Men 79%, Women 78%)
- I enjoyed studying the module (Men 81%, Women 79%)
- Overall, I was able to keep up with the workload on this module (Men 81%, Women 78%)