

From June to November 2024, we conducted a survey of UALSC tutors. Thankyou to those of you who took the time to reply. We will now be repeating this survey on a yearly basis.

The slides that follow outline the actions we have taken following your responses.



You said....

You wanted the Tutor Hub to include Estates management contact numbers, in case students forget or lose things in the building.

We did...

This information is already available on the Tutor Hub on the site-specific pages linked at the bottom of the Onsite information page



You said....

You wanted the Tutor Hub to include a bullet point reminder of the main points in the safeguarding course

We did...

This Information is already available on the teaching resource page of the Tutor Hub



You said....

You wanted the Tutor Hub to include Information about food outlets for each site.

We did...

We have added this to the site-specific pages of the Tutor Hub. If you have any suggestions for additional info please do let us know.



You said....

You wanted a link to student feedback on the course we have just taught.

We did...

We send out feedback from courses three times a year. If you have a specific concern or interest in a particular course, you can always ask for feedback directly from your coordinator. With the upcoming implementation of a new Learner Management System this may be easier in the future, and it may eventually be possible to access you own course feedback.



You said....

You wanted named Short Course contacts on the day a course starts.

We did...

For each course you will have a designated assistant, and if they are not going to be on site when your course starts you will be informed who will be. Each site will have team communication information available on the site-specific page of the Tutor Hub and there is an organisational diagram and staff photos on the Contact Us page of the Tutor Hub.



You said....

You wanted resources around how to support those with physical disabilities, such as wheelchair users.

We did...

If a learner discloses to us an additional need you will be advised in advance of the class and supported with any additional information you may need to support them.

We are also developing a Top Tips document for the Tutor Hub to support this. We will let you know via the tutor newsletter when this is available.



You said....

You wanted a resource
to support managing
learner expectations

We did...

We are developing a Top Tips
document for the Tutor Hub to
support this.

We will let you know via the
tutor newsletter when this is
available.



You said....

You wanted to have different induction slides for under 18s and standard short courses, and you wanted the induction slides to include images of learner artwork as well as or instead of the graphic illustrations

We did...

This is in progress, and we hope to have it available by the start of Summer School



You said....

You felt that the induction slides were not relevant or appropriate for all learners or courses and needed to include more site-specific information

We did...

The induction slides are designed to include information appropriate for all sites. As a tutor you can choose how to use them as part of your induction to the course. You may use the slides individually, or the whole presentation. Some slides are designed only to be a prompt for you to provide the site-specific information of the learners (eg: water point location) .



You said....

That there was a range of experience in the moderators for online courses

We did...

We sometimes need to employ temporary staff to support us with course operations. Although we do our best to train new staff to the highest possible level, it is a lot of information that needs to be retained and a lot is learnt on the job. We are sorry if it was felt that the quality of support was not always consistent, we appreciate your patience whilst new staff members build their confidence and experience. Should you need support please note you can always reach out by emailing us on onlineshortcourses@arts.ac.uk or you can reach out to your coordinator during office hours



You said....

That Online courses
faced a number of issues
with IT and log in issues

We did...

We are aware of a period where we experienced a higher volume of issues with log ins, this was during our migration to our new VLE. Although some issues still happen, these are now very rare and we are usually able to troubleshoot and resolve quickly. Should you need assistance, please dont hesitate to contact our team on onlineshortcourses@arts.ac.uk or refer students to our support email address: onlinecoursesupport@arts.ac.uk



You said....

That a positive element of teaching for UALSC as the free range and freedom given to tutors in the planning and delivery of courses, you valued the difference in experience to teaching on the accredited university courses

We did...

UALSC courses are non-accredited which gives you the freedom to design a curriculum (in line with the course description) and deliver the content of the course to the learners free from the concerns of summative assessment. However, UALSC courses reflect the teaching practice and quality in UAL as a whole and we seek for your learners to have an experience aligned as much as possible to a student at the wider university



You said....

You appreciated the trust placed in tutors to deliver good quality teaching

We did...

We use learner feedback to assess the success of courses, but we are always available to support tutors with resources or discussion about teaching, either generally to support planning of teaching activities, or in relations to specific issues with particular learners or courses.



You said....

You enjoyed creativity of the institution, staff, learners and courses.

We did...

UAL is a great place to work isn't it!! Don't forget that you can access the archive of university learner work to support you teaching and that your learners can get involved in wider university life by using the library and open learner spaces in the university while on their course with UALSC. As a member of staff at UALSC there are many opportunities for you to access the wider university community outlined on the Tutor Hub.



You said....

You said you felt that UALSC pay was at a lower rate than the university.

We did...

UALSC tutors are paid at an Comprehensive Hourly Rate (CHR) which includes planning and preparation in the hourly rate paid for teaching. This is aligned with the rate paid by the wider university for hourly paid lecturers at grade 4.



You said....

You felt that there is a lack of community between UALSC tutors and staff

We did...

We have 2 tutor meet ups a year, one in February, and one just before the summer school in June. This is an opportunity to meet other tutors and SC staff as well as share experiences, best practice and have a drink on us!



You said....

You felt that you often kept time in your diary's free for UALSC Courses that were then cancelled, resulting in lost income. You also felt that courses were often cancelled too late in the day.

We did...

When you are scheduled for a course, there is always the possibility that it could be cancelled in line with the Short Course Terms and Conditions. We advise tutors to identify any changes when dates are first issued, before publishing. This helps to maintain a positive student experience and deliver courses at optimal times. Should your availability change please notify ualscplanning@arts.ac.uk, as soon as possible.

Please be advised that requests to amend published dates will only be considered in cases of genuine unforeseen circumstances such as illness or a request for special leave.



You said....

You felt that there is a lack of tact in the language used when we notify you of course cancellations

We did...

We are aware that when sending a large number of communications to tutors there can be a risk of losing the personal relationship with individuals. Following this feedback, we will be conducting a review of the standard "template" emails that we use within the Operations department with a view to improving this.



You said....

You felt that the Quality of UALSC courses is not consistent.

We did...

UALSC courses are non-accredited which gives tutors the freedom to design the curriculum and deliver the content of the course to the learners free from the concerns of summative assessment. We have recently established a Quality committee to monitor feedback, as well as develop and improve processes and documents to support good quality teaching and learning. However, please do let us know if you have concerns about the quality of learner's experience.



You said....

You felt that the high number of new courses was flooding the market and resulting in a high number of course cancellations

We did...

We understand that there may be some concerns around the number of new courses being scheduled, flooding the market. This is not the case. Our approach is carefully guided by market data and demand analysis. Rather than overloading the schedule, we take a measured approach—introducing courses that align with learner interest while retiring those that have not gained traction. This ensures we offer relevant, in-demand learning opportunities without unnecessary cancellations.



You said....

You felt that access to UAL Short Courses was limited due to the price.

We did...

UALSC offers a diverse range of courses at various price points, ensuring accessibility while operating as a commercial enterprise. One of our key principles is to generate a surplus, which is reinvested into the university. These funds support a variety of initiatives, including programmes like Insights that promote wider participation.

