

RNCM

ROYAL NORTHERN
COLLEGE *of* MUSIC



National Student Survey

We are now able to let you know the results of the 2011 National Student Survey.

The College did extremely well with an overall student satisfaction of **89% for the BMus**, which is one of the top scores in the UK conservatoires, and an **overall student satisfaction score of 87%**. Large increases were seen in the scores for assessment and feedback and course organisation and management, which reflect the introduction of Moodle and the work of the College's Course Leaders, Heads of School and tutors. The focus group meetings we held with students last year were extremely useful, as they allowed the College to improve, for example, the system for the booking of practice rooms, feedback on assessed work, performance opportunities, and access to tutors.

The College is committed to working closely with you and with the Students' Union to continue to improve the experience you have while at the College. You, our students,

are our priority, so we want to ensure that any concerns you have are addressed in a timely and efficient manner. To listen to your views and concerns, we will be running Focus Groups again this year, and holding Open Meetings to give you the opportunity to meet the Acting Principal and air any concerns. You will also be able to make contact through the revised Principal's Page on Moodle.

The new Student Shadowing Scheme will be rolled out this term, we will be continuing the *'you said, we did'* campaign, you will have representatives at all of our main committee meetings, and we will be working with you to develop a Student Charter that will summarise what you can expect of the College, and what we expect of you. We will of course be continuing to work with your tutors too to ensure that they help to support you, and to manage your expectations.

The College is an exciting and vibrant community which places students at the heart of its work. I would urge you to help us to ensure that you have the best experience possible.

Professor Linda Merrick
Acting Principal

Ms Amy Webber
Students' Union President

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