

This is a qualitative analysis of the comments put forward by students through their nomination for each category. At popular request, we have chosen to include a selection of comments most reflective of what the students had to say about their experiences with the staff and faculties at UEL. A total of 486 nomination were received for the academic year 2017-18 with over 640 extensive individual comments. The full list of nominees is available through the following link <https://www.uelunion.org/slta/>

The Extra Mile award for inspirational teaching – 112 nominations

1. Supportive

- **“YOU CAN”** – “the power in those words coming from a professor hold so much weight and I feel many lecturers don't realise the power they have to help build and instil confidence in their cohort.”
- **Willingness to help** – “her patience and her kind supportive words motivated me and made me feel heard when I was struggling, while her invaluable guidance provided me with the tools and knowledge I needed to progress academically!”
- **Always helpful** – “... is always willing to go above and beyond for any student until they feel satisfied. He is very encouraging and supportive.”
- **Resourceful** – “It's the norm to hear from my peers how supportive, resourceful and passionate. She is as a lecturer, tutor and subject matter expert.”
- **Positive attitude** – “He is always smiling and he provides videos for the class to watch which helps the class to understand the point he is making. But what really stands out is his attitude towards the field he is teaching, you can tell he is very passionate which defiantly shows through his teaching.”
- **Attentive** – “He like a little kid at heart which is quite often a great laugh! Now, I know that sounds minor but having a tutor that you're able to engage with makes all the difference in wanting to attend university. I wanted to nominate him for the extra support that's been given in the 'In plain site' project. He's been exceptionally supportive and motivational at helping make this project a success. Tutors who always push their students to excel, tend to get the best out of them and He definitely did just that.”

2. Passionate

- **Enthusiastic** – “She motivates my learning by showing me the relevance for the subject for life and the world. She became a role model to me because she is so passionate about teaching. She inspires me to be the best version of myself by telling me what areas I could improve and what areas I am good at. She always delivers her lectures with energy and enthusiasm. She also tries to know all of her students in order to personalise her lectures more. By getting to know her students she shows that she really cares about us. In addition, she helps me set realistic performance goals for myself which I find hard to do on my own. She always has time for her students when they want to see her. She also always asks for feedback which shows that she constantly tries to improve her teaching.”
- **Willingness to go above and beyond** – “He really shows passion for his students. He goes the extra mile to find out how his students doing especially if he feels a

student may not be participating in the lecture. He will email to find out if everything's okay or how he hasn't seen us in lectures and whether we need extra support or need to talk etc. For that reason I used to make the extra effort to attend his lecture when he was my lecturer. I have always respected him in a highly manner"

- **Fun** – “Using kahoot and fun quizzes during the lecture. Always replies to emails and is a very kind teacher.”
- **Motivating** – “Ann knows exactly what it takes to succeed in the business world. She prepares us in her lecture for the working world by teaching us how to network and how to act in a professional manner. You can tell by the way she teaches that she cares about her students and that she wants her student to do well and succeed even after they leave university.”

3. Engaging

- **Exciting** – “When teaching his tone and obvious excitement for the content he is teaching is ever present. Therefore, I am constantly feeling inspired and motivated to discover more and learn new things because of his excitement for what he is covering in lectures! I could not imagine a more engaging and exciting lecturer.”
- **Kindness** – “I actually look forward to her lectures. I hope the university sees this because being in university for over 5 years. It's so refreshing to see and this type of lecturer is someone who should be recognised for her kindness, support and encouragement, there are so many other lecturers who may just see this as a job and just want to get the day over with but with her. You can tell she genuinely cares about the wellbeing and future success of her cohort.”
- **Encouraging** – “She is always really positive and very encouraging. She gives really encouraging feedback in tutorials, and helps students develop points they make in class to encourage everyone else to make contributions.”
- **Understanding the process and purpose of teaching** – “It was so extremely well taught. As a Senior Leadership Team member in a school I was clear that she fully understood the process and purpose of teaching - enabling all those before her to understand and learn, with differentiation to support and to extend.”
- **Interacting with students** – “when interacting with him in clinic he always has a cheerful disposition which makes a huge difference in the attitude of the cohort.”

4. Knowledgeable

- **Makes the subject easier for all students** – “I'm everything she teaches she is passionate. She relates all things to practice making it easier to comprehend and always ensures we are comfortable with what she has taught and continues support even at her busiest times. I'm defiantly aiming to be as great as she is as an educator.”
- **A great mind** – “Her delivery of her material has been, in my opinion, flawless. She clearly knows the subject she is teaching and this comes across in her passionate and engaging delivery of the topics.”

- **Thorough and informative** – “He gives brilliant lectures and takes time to explain everything to the finest detail. His lectures are interesting and informative. He keeps students updated on everything relevant to the subject being taught.”
- **Gives helpful advice** – “He will always make time for feedback and advice on assignments also.”

The Guiding Star award for most effective feedback – 45 nominations

1. Constructive

- **Student development** – “This is an exceptional lecturer who provides precise feedback, which is clear and to the point. His elaborate knowledge manifests in his teaching and when you ask him a question he precisely directs you in the right direction. He cares about students’ progress individually and as a whole group. This shows in his sessions where he makes time to answer question and does not send anyone away, or cuts them short. I sense that he truly listens and cares to explain so that each leaves not just informed but also understood, knowing they are on the right path in their work.”
- “He uses a particular tool on word which highlights, corrects and crosses out problematic work. He always adds notes along the margins with feedback on what to do. This helped me produce better work as it was very clear and straightforward what changes I needed to make.”
- “Verbal feedback via turnitin. The comments are well constructed. They start out with an overview, focus in on particular points that need addressing or improving (and usually a suggestion on HOW) and then also highlight parts that are good! This balanced feedback structure has helped me improve my coursework submissions immeasurably!! Also, hearing their disembodied voice is hilarious!”
- “Makes us submit on PDF, then adds text boxes as well as notes in the margin gives positive feedback as well as constructive criticism relates feedback back to his mark scheme once told me he spent an hour on each student’s coursework and it took him 2 days to mark our project.”
- “He has always provide very in-depth feedback on all assignments. His eye for detail is incredible. The feedback he provides has always allowed me to improve the next assignment when I have implemented his guidance and comments. The type of feedback given is an indicator of the time taken to mark my work, which could not have been a quick job.”
- **Detailed feedback** – “Highlights our work Gives detail feedback avoids any confusion by giving length and high support feedback I have never ever met a Lecturer who is a guiding star, she will stay behind just to talk to you and help you. She will meet you early morning anything it takes. She cares about our education.”

2. Multi-modal

- Various forms of feedback (i.e. formal written feedback, verbal feedback and email support)

3. Punctual

- Prompt feedback via email
- One to one meetings
- Feedback via turnitin or moodle.
- “Feedback on turnitin and in person by the date given at submission date.”

4. Positivity

- “Her feedback is excellent. She goes through every single sentence of the essay adding corrections all the way through. At the end of the essays she gives very detailed feedback on the positive aspects of the work, and exactly what needs to be improved. Her comments are always very constructive and very encouraging.”
- **Supportive** - “Each time I have submitted, she has reviewed my assignment thoroughly and given excellent feedback for me to improve my grades, the assignments have come back, renamed in my original format to make them easily accessible whilst not confusing them with the original. So I could look at the feedback and work on the assignment at the same time. Her areas for feedback are clearly marked in red and underlined so I couldn't miss them. The other important point, is I have been working on multiple essays, I have been able to submit one to her whilst beginning another. Despite the number of essays, she has responded each time in under a week, occasionally in just a few days. I think she is a star. And has gone above and beyond, to help me pass this year. (hopefully, I submitted her last one for now, this morning)”

The Imaginative Thinker award for creative teaching – 216 nominations

1. Supportive

- **Approachable** – “His door is always open for student to come for advice. He is very approachable, humble and always willing to help.”
- **Caring** – “He has catered to the fact that I am Dyslexic. When he designs his PowerPoint's and lectures he takes into consideration simple things like text size and colouring. It is often an afterthought when lecturers deal with students that have learning difficulties. He does not make a big deal of spelling mistakes, but makes sure that I am aware of them. He uses a lot of discussion and has easy notes to go with the discussions. He makes me feel confident when I am in his lectures. He is approachable but compels us to reconsider our ideas and approaches. He is clear avoiding ambiguity (which is very difficult to understand with Dyslexia). The lectures have a clear outcome and approach. They are easy to follow and leave you feeling like you understood everything.”
- **Explains topics in great detail** - She explained each topics with background history and how the law developed and relevant cases. She always guide students to do independent research and study. Her effort supports our learning. Thank you for being a good teacher Catherine Hobby.”

- **Goes above and beyond** – “Goes above and beyond and offers us assistance with any issues we all students have with other modules and is also available to answer any queries outside working hours.”

2. Organised

- **Well-structured and prepared** – “She, puts a lot of effort into her lectures and activities. Her lecture notes are so detailed and easy to find. -She uses the goldfish bowl as a learning tool and this helps bring the students together. It teaches us to be understand each other. - She is so supportive and always has words of encouragement.”
- **Innovative and motivating** – “She is always seeking to be innovative in her teaching which has included debates, problem-based learning and bringing in community members which has been incredibly motivating and interesting ways to learn. On top of this, every teaching session is tailored to our individual learning needs by beginning with an audit of what we already know and what we want to get out of the session. She also introduced brief within-session evaluations which were so helpful they have now been taken on by all lecturers on our course. Her style and approach is also very insightful, respectful and humbling. She is a true role model of the profession in which we are training.”
- **Thorough** – “He is very creative, really goes out his way to make sure everyone understands.”

3. Enthusiastic

- **Creative** – “She has a very creative way of delivering lectures which might sometimes be boring. Her creativity and passion, especially in teaching about diversity, helped me develop a new perspective towards working with diverse people. She uses real life experiences to reinforce her teaching and her commitment to ensuring that none is left behind is humbling. She has really made my life at UEL worth it.”
- **Enjoys teaching** – “He is fun, engaging, humorous, which makes learning enjoyable and looked forward to each of his lectures. I also always liked the way in every session he incorporated the DL in some way.”
- Happy
- **Engaging** – “Makes the class engaging and productive. Genuinely and constantly wants you to do well. Brings in guest lecturers to classes to understand practically.”
- **Encouraging** – “She shows a lot of creativity when demonstrating work and encourages us to think outside of the box which in turn creates a lot of work that is praised for its creativity and obscurity.”
- **Passionate** – “Passionate about his subject and energetic in his delivery, He has helped take a potentially dour subject and brought it to life. He challenges students in class and forges a strong tutor/student partnership which yields mutual learning rewards.”
- **Passionate and dedicating** - “She is the best lecturer I have ever had in my life. Her passion for teaching and her dedication to make us learn is beyond limits. I feel so lucky to have had her as a lecturer as I have most certainly gained so much from

her wisdom and knowledge. She is very much different from all of the other lecturers who come into the lectures just to deliver information. Deanne makes us engage and critically evaluate what we are being taught and I learn very easily everything she tells us.”

4. Interactive

- **Uses teacher led discussions** – “She is a breath of fresh air. Her lectures are captivating and engaging. She gives the students a voice and encourages us to give our opinions about what we are learning. Discussions are intense but so helpful with our understanding of the topics taught. We are able to think outside of the box and question theories. She is enthusiastic about what she teaches and her teaching style is one in a million.”
- “Be as passionate, knowledgeable and organised as this lecturer.”
- Several teaching styles to suit every student.
- **Humble and easy to talk to** – “They should be humble like this lecturer, his position does not make him to feel pompous. He is easy to talk to, and he will listen to your matter, not only listen, but will find solution or alternative. He knows that we are different, he will still pay attention your response. Even if your contribution is not relevant, he will still take it and correct it whilst he is teaching. Others might talk to you in a way that next time you would be able to answer question when the lectures are going.”
- “She gets very interactive with all students thereby bringing individual student out of their shells thus making you participate in whatever issues raised and discussed in her seminar class without looking down on you and making you feel terrible about yourself and also, ensures all students are carried along as she progresses by repeating herself as many times as possible.”

The Personal Maestro award for most valuable supervision – 38 nominations

1. Attentive

- “She has made all parts of my dissertation make sense to me. She has helped with the dissertation and manage my stress levels as I suffer with depression and anxiety. This spirals very easily but she has helped me manage my time so this in hand helps with my stress. She has helped beyond what a supervisor is expected. I would not have managed it without her.”
- “He is excellent in responding back to emails when I send them. Usually in a panic about something that is worrying me. He reassures me and grounds me and makes me think on a positive pathway again.”
- “She is extremely helpful, if I ever have an issue, she is always on hand to give me advice. I often put too much pressure on myself and panic but she is extremely calming and soothing and immediately makes me feel a lot better when I come to her with an issue.”

- “We have regular supervision meetings. Well over the suggested limit. I am given written and verbal feedback - sometimes it feels a little harsh but it is always relevant, directive and helpful.”
- 2. **Available**
 - **Make themselves available to offer any assistance** – “by speaking to me regularly, giving great advice and being all round brilliant”
 - “He has been supportive and knowledgeable throughout my dissertation meetings. He is always there when I need help or extra support without fail.”
 - “She often emails to ask how I’m getting on if I have neglected to contact her. She always has plenty of relevant feedback, even if I produced the best piece of work I’d ever done she would still provide me with feedback enabling me to improve it further. She inspires me to strive to do better consistently.”
- 3. **Supportive**
 - “He has inspired me to produce my best work and take my dissertation further by presenting it at the BASES Student Conference 2018, write it up for publication in the summer and complete a Masters in research next year. He always supports me, whether it be immediately replying to emails, allowing me to invade his lunch hour to bombard him with my questions or giving me extra opportunities to refine my laboratory/research skills. His passion for sports physiology is infectious and has inspired me to pursue a career in academia. I really could not have asked for a better dissertation supervisor!”
 - “He will regularly stay in contact to discuss ideas, new research and current progress. Regular meetings allows me to discuss my progress further, the direction I am going and set realistic deadlines for each section of my dissertation. This has broken up my dissertation nicely and made the daunting 7000 words less intimidating. His relaxed yet professional outlook makes he is extremely approachable, especially when things seem impossible.”
 - “She has stayed by my side whenever I have lost my way. It's never easy to do a project but she has helped me with holding my hand every step of the way and reminding me that it is possible. I have thoroughly enjoyed the project which has motivated me to do further research. I can't thank you enough. You really are truly amazing. X”

The Word of Wisdom award for academic advising – 51 nominations

1. **Pastoral**
 - **Shares information** – “He advised me with opportunities when they arrive and made clear what option and benefits they opportunity presents.”
 - “He assisted me with postgraduate applications by providing excellent feedback regarding university choices and statement writing. Furthermore, he has been having conversations with me regarding his experience through life and what difficulties he has faced and how he has overcome them. This aimed to give me a better insight into what to expect during my personal development path.”

2. Reliable

- "He has requested several meetings, corresponded with me on a regular bases and also offered advice whenever I was in the need."
- **Caring and supportive** – "He listens, uses his personal experience to help me consider options. I have had a difficult year, and he is only member of staff who listened, understood and provided me with support I needed."
- Caring – "Over the course of 2 years, they have been a continued support to me. They have kept in regular contact, enquiringly how I am in a way that made me feel like they really cared (which they do!), they have remembered things that have been said before, have suggested novel ways to help me and offered "ad-hoc" support when I've just needed someone to chat to. I predominantly needed personal support; my needs have been met and exceeded."
- "She reminds me to be aware of all of the resources and services that are at UEL and to take advantage as they are wonderful! She engages me through being very grounded and supportive of my studies."
- "He is my angel, God sent to guide and encourage me from the first day of my level 4 till today in my level 6. He is my true mentor. Please I want him to win this price."

3. Supportive

- Good listener – "She is the best academic advisor. I was highly impressed with the way she took charge of both my academic difficulties and personal problems. Her involvement was remarkable. She is a good listener, very caring and full of compassion - she is the best."
- **Communicative and engaging** – "Regular meeting with the group. Approachable anytime. Her constructive feedback on my PPDP Stage one made me to read more. Very supportive. Always on time."
- "... encourages me to achieve my goals by motivating me to chase after the things I'm passionate about. No matter what barriers stand between me and my goals, she has great advice on what steps to take. She helped me set my goals as well as improve my weak areas. She is always there for me when I have questions or when I need someone to speak to and to motivate me. She really is passionate about helping people achieve their dreams and goals."
- **Caring and goes the extra mile** – "She would always go the extra mile to find out how I was doing not only in my course work but also in my daily life. I went through a very rough patch this year and she gave me a lot of moral support and directed me to other institutions that was of help. She provided me with additional resources which assisted me developing coping skills for my lessons. She always relate her lessons and talk time to real-life situation which always make logical sense, which is encouraging and motivates me to progress. This academic advisor cares a lot about all her students and I am motivated by her dedication in seeing us students' progress."
- **Helpful** - "Provides Lots of advice on ways to do to my very best Listens to all my needs, worries and concerns Maximises my potential to achieve by being a reliable, supportive and inspiring presence. Asks all the right questions, allowing

me to think deeper very approachable, kind and reassuring. Knowing she is my advisor reduces all pressures and concerns, I know she will always be there to help me and that she will solve any issue in the best way she knows how.”

- **Appreciation** – “I came to study for an MA as an international student. I cannot express sufficiently how hard was to for me to come to such a big city, from a country with less than 1 million people in total. All the adjustments and lessons I had to learn during this transitional period has scared me that my academic results, and reason that I primarily came to undertake MA, will be far less than what I have expected because of cultural shock and completely different educational system. I cannot express how grateful am I to this lecturer to have time almost every week after our lecture to discuss with me, not only the content of the lecture, writings, structure and fieldwork practice, but my experience in general. Being able to rely on his prompt and detailed feedback in my academic work has raised my confidence and put me back on track to be extremely motivated and passionate for my field.

The Unsung Hero award for non-lecturing staff – 24 nominations

1. Helpful

- **Positive** – “I am a Distance Learning student so I am not on campus that often. However I have visited the John Smith's shop a few occasions with queries about Kortex and books and I found both male attendants to be very helpful and polite. I initially enrolled as on campus student and one of the guys from John Smith's was amazing when I had some minor issues with my tablet (or some issues with my limited technological knowledge). I found him to have a fantastic attitude at such a busy time (you could see he was rushing back and forth from the book shop to the hub where the tablets were being handed but he was very patient with me and dealt with my query rather than direct me somewhere else). I hope the staff at John Smith's get some recognition because I think they have a fantastic attitude plus they give better prices than Amazon!”
- **Approachable** – “He has been an absolute pleasure to work with during my years at university. He always goes above and beyond to support me with my work and help me with things I don't understand through effective feedback. Even during out of hours I was able to email him and ask for help and he would always reply promptly with helpful feedback.”

2. Caring

- **Welcoming, Polite and approachable** – “She's so approachable and empathetic, and you know she'll do everything she can to help you.”
- **Kind** – “She has always supported and checked up on me whilst being abroad but still studying at UEL. She never hesitated to offer help and went the extra mile when something was not going alright. Plus, she always had kind words left for me, I appreciate that dearly! Thanks, you rock (;”

3. Dedicated

- **Passionate** – “She is indeed passionate about helping students at all levels. She always finds time to help and motivate students beyond her jurisdiction. Her explanations are effective. I have attended her drop-in sessions and schedule classes and was impressed by passion and helpfulness to each student.”
- “He is someone who is smiley, and actually listens when I tell him things. Also, if I ask him to do something, for example, talk to his manager about a job...he will do it. He is very reliable and these reasons are why I think he deserves to be awarded. Not only is he hardworking at his job but he is a dedicated friend too.”
- **Genuine** - “She is dedicated to her job and helping students. She has a calming disposition and is approachable, so nothing feels too small or big to ask. If there is other appropriate support then she signposts you to them, i.e. study skills support or reference sites or study skills online. She genuinely loves to hear about how we are doing and is a great asset to us as students and to the Library team.”