



£4.5 million spent on additional lecturers and tutors.



All departments working to improve feedback on your coursework

The Student Experience Engineering Professors' Council Annual Congress

13 April 2010

Sami Benyahia, Director

Ipsos MORI



Loughborough University
Leicestershire, UK
LE11 3TU
+44 (0)1509 263171



National Student Survey

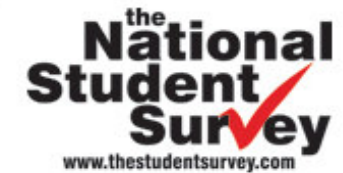
[University home](#) > [Current Students](#) > [National Student Survey](#)

National Student Survey 2010



Substantial investment in new buildings, labs and teaching facilities.

Projects like these may never have happened without student feedback - your opinion **does** matter. [See more examples.](#)



Take the Survey

> [Click here to take the National Student Survey](#)

Finalists, take a break and join the National Student Survey (NSS)

This is your chance to tell the University - and the world - what you think about your experiences at Loughborough.

Why should I take part?

[Current Students Home](#)

[What is the NSS?](#)

[What's it for?](#)

[How long will it take?](#)

[How will my feedback help?](#)

[How have we done in previous years?](#)

[What happens to the results, can I see them?](#)

[What does the Students' Union say?](#)

[What if I don't want to take part?](#)

[Visit the NSS website.](#)

The National Student Survey

- The NSS is a national survey of students, conducted annually since 2005. The survey runs across all publicly funded Higher Education Institutions (HEIs) in England, Wales, Northern Ireland, and participating HEIs in Scotland.
- Since 2008, Further Education Colleges (FECs) with directly funded higher education students in England have been eligible to participate.
- The survey asks final year undergraduates and students in their final year of a course leading to undergraduate credits or qualifications to provide feedback on their courses.

What does the NSS cover?

- There are 22 questions, relating the student learning experience:
 - Teaching on my course
 - Assessment and feedback
 - Academic support
 - Organisation and management
 - Learning resources
 - Personal development
 - Overall satisfaction

National Student Survey



Please write in your date and month of birth. This information is essential to validate your response. We may contact you again if your date and month of birth are missing or incorrect.

DD MM

For each statement, show the extent of your agreement or disagreement by putting a cross in the **one** box which best reflects your current view of the **course as a whole**. If you need to change your answer obliterate your cross by completely shading the box, then place a cross in the correct box. Please use a black or blue ink pen.

	Definitely agree	Mostly agree	Neither agree nor disagree	Mostly disagree	Definitely disagree	Not Applicable
The teaching on my course						
1. Staff are good at explaining things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff have made the subject interesting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Staff are enthusiastic about what they are teaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The course is intellectually stimulating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment and feedback						
5. The criteria used in marking have been clear in advance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Assessment arrangements and marking have been fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Feedback on my work has been prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I have received detailed comments on my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Feedback on my work has helped me clarify things I did not understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic support						
10. I have received sufficient advice and support with my studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I have been able to contact staff when I needed to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Good advice was available when I needed to make study choices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organisation and management						
13. The timetable works efficiently as far as my activities are concerned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Any changes in the course or teaching have been communicated effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The course is well organised and is running smoothly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

09030114V1

HUSD

Serial No.

Please turn over to complete questionnaire



	Definitely agree	Mostly agree	Neither agree nor disagree	Mostly disagree	Definitely disagree	Not Applicable
Learning resources						
16. The library resources and services are good enough for my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. I have been able to access general IT resources when I needed to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. I have been able to access specialised equipment, facilities or rooms when I needed to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal development						
19. The course has helped me to present myself with confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. My communication skills have improved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. As a result of the course, I feel confident in tackling unfamiliar problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction						
22. Overall, I am satisfied with the quality of the course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Looking back on the experience, are there any particularly positive or negative aspects you would like to highlight? (Please use the boxes below.) Please ensure that your comments do not identify you individually.

Positive

Negative

Thank you for participating in the National Student Survey 2010

Please ensure that you have completed your date and month of birth at the top of the front page before returning the questionnaire.

You may also complete this survey online at www.thestudentsurvey.com

© HEFCE

- The data is linked back to the students' HESA records and analysis is available by subject of study, gender, ethnicity, institution, domicile etc.
- The NSS results are publically available where the publication thresholds are met.
- The survey also offers institutions a bank of optional questions – results for these are fed back only to the owing institutions.

Methodology

- The NSS is a multi-mode survey.
- Runs annually since 2005.
- Fieldwork starts in January and ends in April.
- Survey promoted by Ipsos MORI, institutions and SUs.
- Institutions choose their survey start date.
- Commissioned by HEFCE.
- Administered by Ipsos MORI.

The scope of the NSS

8

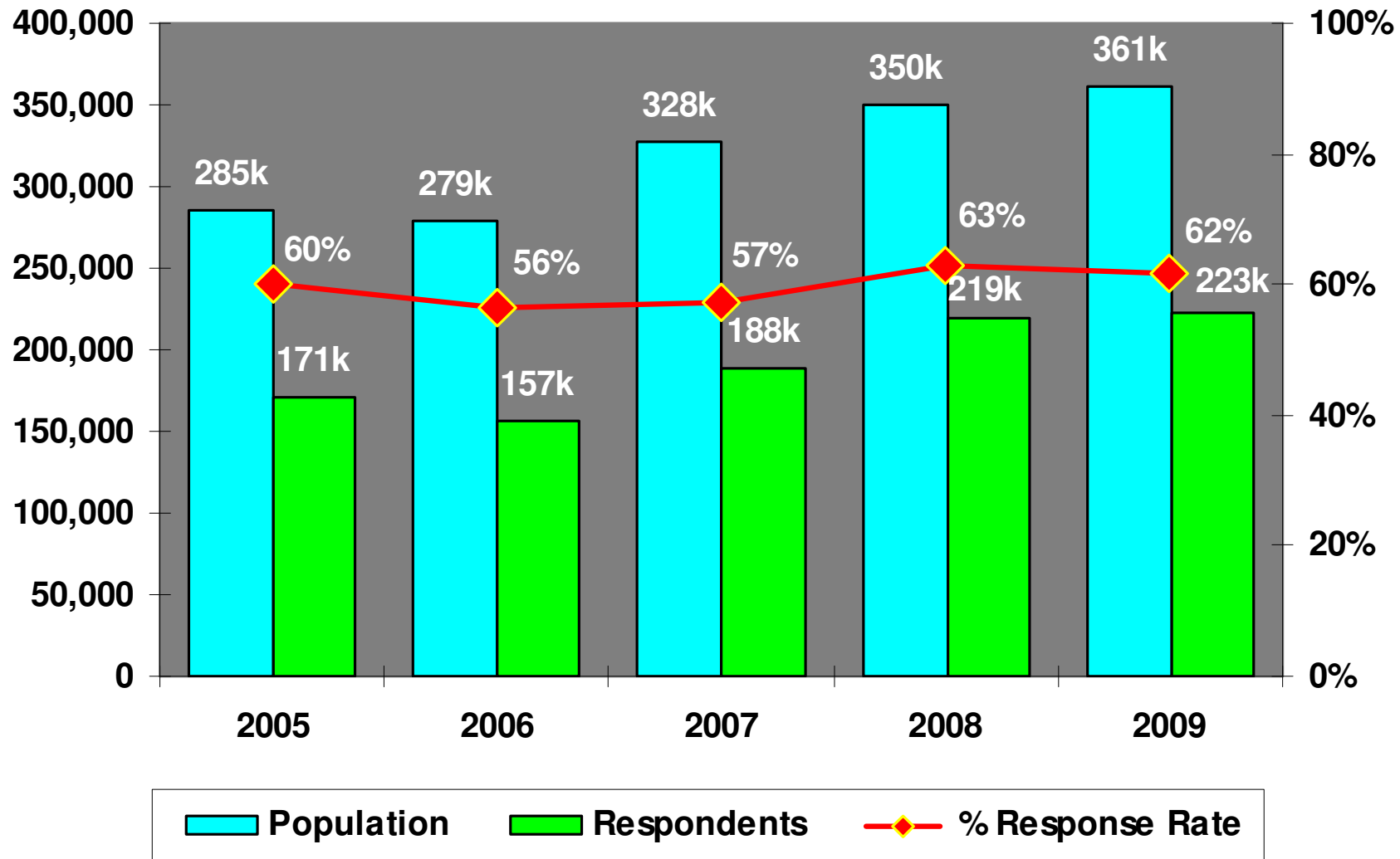
- 150 HEIs.
- 120 FE Colleges (HE in FE).
- 361,000 students.
- 62% response rate.

Base: NSS 2009

Response rates

Students

Response Rate



Where are the results published?

Unistats | Search best UK universities, make university comparisons and see student satisfacti - Microsoft Internet Explorer p

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Home Mail Print View Stop View Home People

Address <http://unistats.direct.gov.uk/> Go Links

Unistats Cymraeg [Text only](#)


Unistats from universities and colleges in the UK [Login](#) | [Register](#)
[My shortlist](#): 0 items

Directgov

[Home](#) | [Advanced search](#) | [Subject A-Z](#) | [Uni search](#)

Search, review and compare subjects at UK universities and colleges

Unistats is the official website to help you make an informed choice when deciding which UK university or college to apply to. It includes the results of the latest National Student Survey.



Quick search

- See the best universities for your subject
- See National Student Satisfaction results
- See job prospects
- Compare UCAS points...and lots more

What subject are you interested in?
 and/or

Which uni or college are you interested in?

Search

Use Unistats to compare and review universities and subjects in order to help you choose the best UK university and subject for you. View a range of university statistics and see how 220,000 students rated their university experience in the latest National Student Survey.

[Home](#) | [Glossary](#) | [About Unistats](#) | [FAQ](#) | [Download data](#)

This site has been created by UCAS and Hotcourses Ltd.
[Disclaimer & Copyright information](#) | [Accessibility](#)
[More about uni on Directgov](#) v1.9.9

Internet

Universities' websites

11

The screenshot shows a web browser window with the following elements:

- Browser Menu:** File, Edit, View, History, Bookmarks, Tools, Help.
- Address Bar:** <http://www2.warwick.ac.uk/insite/newsandevents/intnews2/nssresults09/>
- Search Bar:** Google search with "NSS results" entered.
- Navigation:** Home, News and Events, Latest News, NSS Results 2009, Departments and Services, Links by A-Z, Links by topic.
- Page Header:** WARWICK insite the university of warwick intranet
- Section Header:** NSS Results 2009
- Main Content:**
 - Paragraph 1:** In this year's National Student Survey, 88% of our final year undergraduate students who responded said that they were satisfied overall with their experience at Warwick. This is the same result as last year, whilst the average in the sector has dropped from 83% in 2008, to 82% in this year's survey. Warwick students expressed very high levels of satisfaction in a number of areas, including course content and teaching.
 - Paragraph 2:** The survey is carried out by independent market research company, Ipsos MORI. The results will be published on the Unistats website (www.unistats.com) at the end of September and are intended to help applicants and future students decide where to study.
 - Paragraph 3:** We collect feedback from our students in a variety of ways and will consider the 2009 NSS results in detail, to help us understand what our students think, to see where things are going well, and to identify where we can make improvements. We are committed to constant improvement and recognise that we must increase levels of student satisfaction in some areas of the University and on particular issues.
 - Paragraph 4:** The University's Steering Committee will be considering a summary of the results in early September and individual digests will be sent to each department later in the autumn term. The Students' Union will also be encouraging departments to discuss the results with Student Staff Liaison Committees.
- Footer:** Not signed in

Where am I? > Home > Life & Style > Education > **Good University Guide**

GOOD UNIVERSITY GUIDE 2010

CHOOSE INSTITUTION

SEARCH

or

CHOOSE SUBJECT

SEARCH

[← BACK TO MAIN TABLE](#)

[KEY TO TABLES >](#)

Tick two or more check boxes below and click compare

COMPARE

		Student Satisfaction	Research Quality	Student: Staff Ratio	Services & Facilities Spend	Entry Standards	Completion	Good Honours	Graduate Prospects	Total Score
	Max scores	100%	7.0	n/a	n/a	n/a	100.0	100.0	100.0	1000
1	<input type="checkbox"/> Oxford	85	3.5	10.8	3396	524	97.7	91.1	82.3	1000
2	<input type="checkbox"/> Cambridge	86	3.7	11.6	2385	539	99	87	85.5	968
3	<input type="checkbox"/> Imperial College	75	2.7	10.3	3518	489	97.1	68.5	88.4	859
4	<input type="checkbox"/> St Andrews	84	2.5	12.4	1423	468	94.2	85.1	77.8	792
5	<input type="checkbox"/> University College London	77	2.7	8.9	1784	452	92	80.4	82.9	775
6	<input type="checkbox"/> Warwick	77	2.4	13.1	2118	463	96	79.7	79.2	772
7	<input type="checkbox"/> London School of Economics	73	2.8	13.3	1699	483	96.5	76	90.6	768
8	<input type="checkbox"/> Durham	79	2.5	14.8	1578	459	96.7	77.5	78.3	749
9	<input type="checkbox"/> Exeter	85	2.5	17.5	1378	394	94.8	79.4	71.7	723
10	<input type="checkbox"/> Bristol	74	2.6	13.1	1657	447	95.6	81.5	82	722

School Gate -
Expert exam tips for
pupils and parents



FOCUS ZONE



Spot the deliberate
mistake

Test your skills against
your friends on our Spelling
Bee website, with prizes to
be won

E-MAIL BULLETINS



Register for our free

Ipsos MORI

NSS 2009 - Microsoft Internet Explorer provided by Ipsos MORI

13

File Edit View Favorites Tools Help



Address <http://nss.webreport.se/login.aspx?ReturnUrl=%2fDefault.aspx>

Go Links



National Student Survey Results

The National Student Survey Results Website

... for Universities, Colleges and Students' Unions in the UK

User Name: [Forgot user name?](#)

Password: [Forgot password?](#)

I have read and accept the [Guidelines](#) of access and use of the NSS results data.

Login

Problems logging in?

Try [browser compatibility test](#)

[How does the webreport use cookies?](#)

[FAQ](#) | [Contact Us](#) | [Privacy Statement](#)

[Disclaimer & Copyright Information](#)

Ipsos MORI



Powered by Archway

Internet

Ipsos MORI

NSS 2009 - Microsoft Internet Explorer provided by Ipsos MORI

14

File Edit View Favorites Tools Help



Address <http://nss.webreport.se/Default.aspx>

Go Links



National Student Survey Results

> Home

Home

My Institution Results

My Student Comments

Comparator Institutions

Sector-wide Reports

Case Studies

Help

Admin

Log Out

Welcome to the Ipsos MORI National Student Survey Results Website

Conducted annually since 2005, the National Student Survey (NSS) is a survey of students in their final year of a course leading to undergraduate credits/qualifications, studying at Universities and Colleges across the UK. The results of the survey provide valuable feedback in relation to the student learning experience. This website is designed to help you to access and analyse the National Student Survey results in detail.

My Institution Results is an interactive webpage where you can:

1. see an **Overview**
2. download **Summary Tables**
3. conduct a **Custom Analysis**

My Student Comments are your students' responses to the open question "Looking back on the experience, are there any particularly positive or negative aspects you would like to highlight?"

Comparator Institutions allows you to compare results for the sector. You can view the results by JACS subject-level 3 in Summary Tables, or by drawing out tailored results using the Conduct Custom Analysis function.

Should you have any questions about your results and/or the best way to approach the data, please see **Help** or **contact us**.

FAQ | **Contact us** | Privacy Statement

Done

Internet

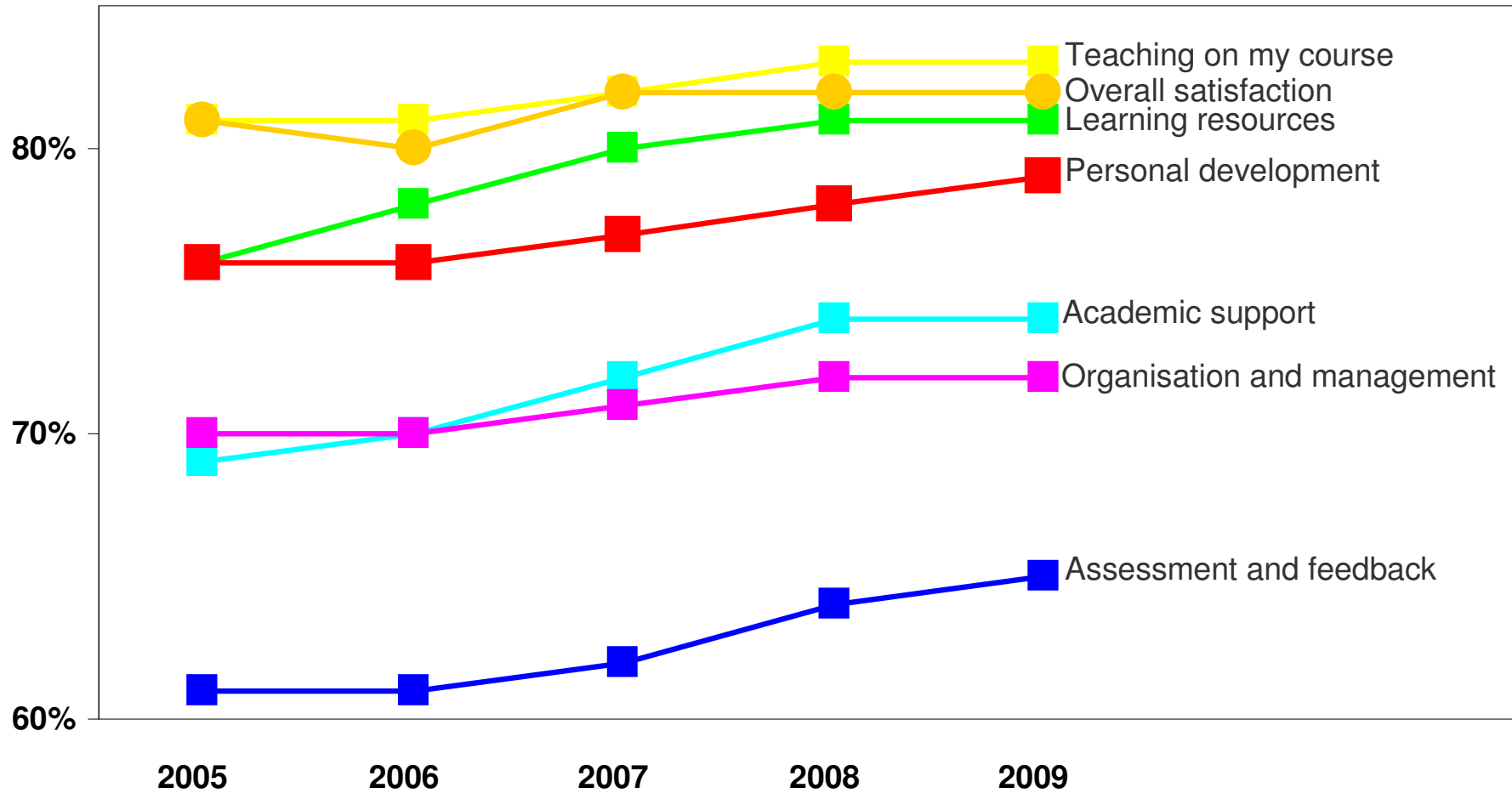
What does the NSS tell us overall?

15

- High levels of overall satisfaction
- Assessment and feedback scores are relatively lower
- Some improvements over the years

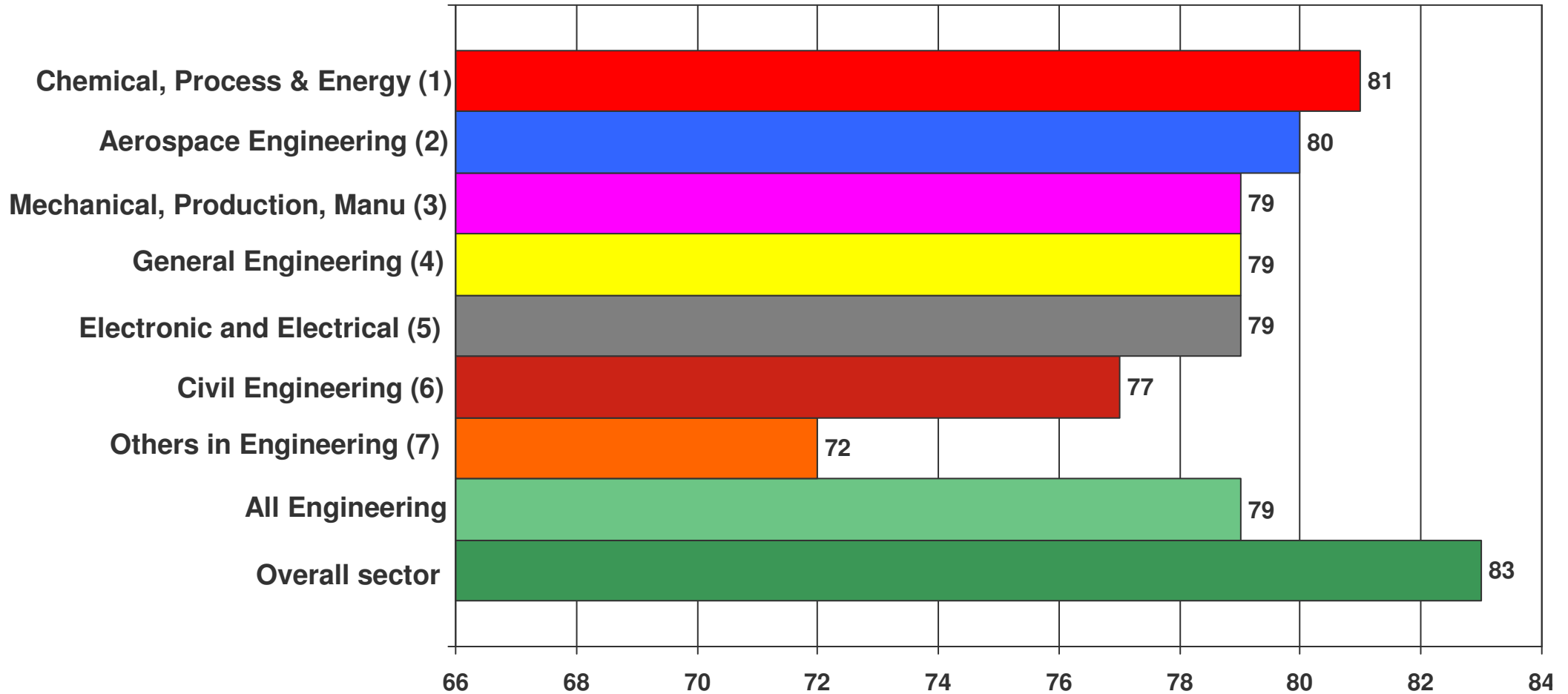
Overall NSS results 2005 - 2009

% Agree



Teaching on my course (% agree)

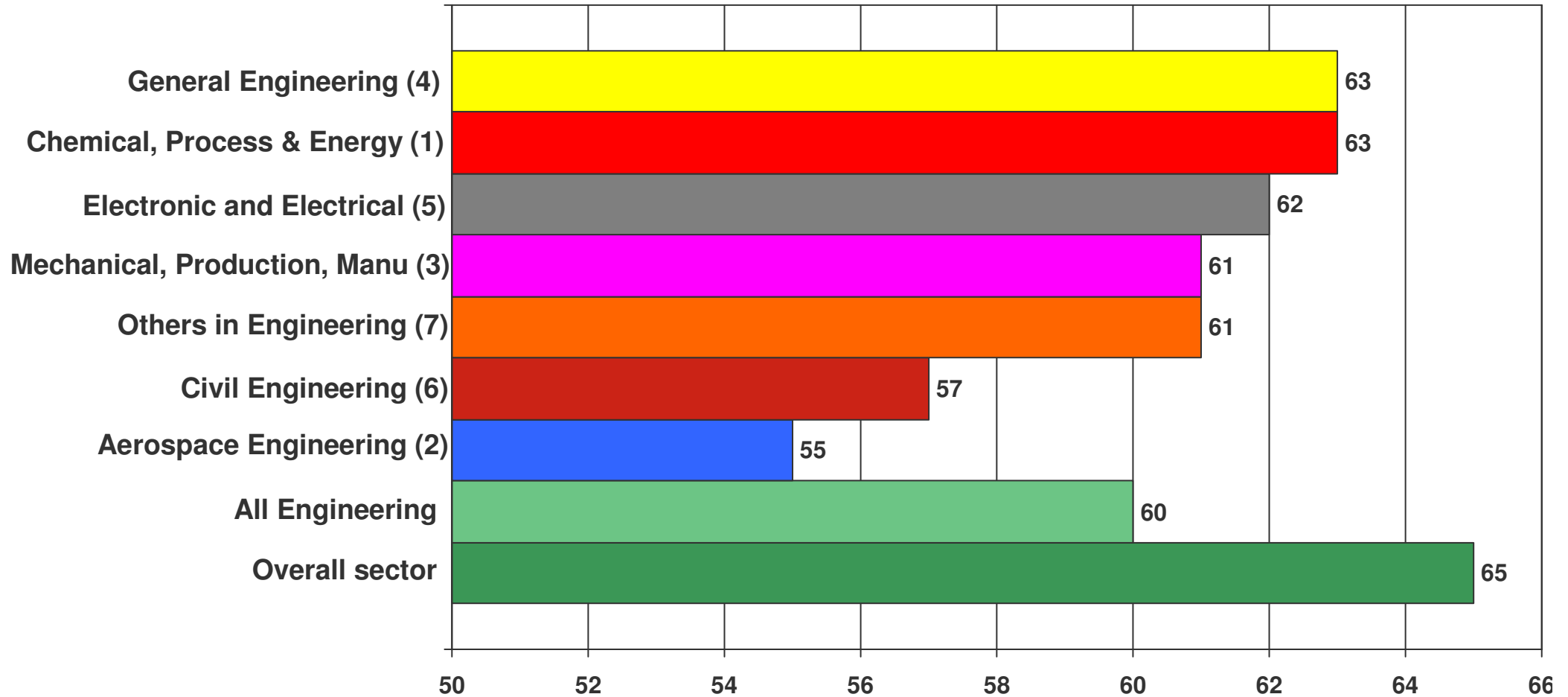
17



Base: NSS overall 2009 – 223,316 respondents; Engineering 2009 – 11,624 respondents

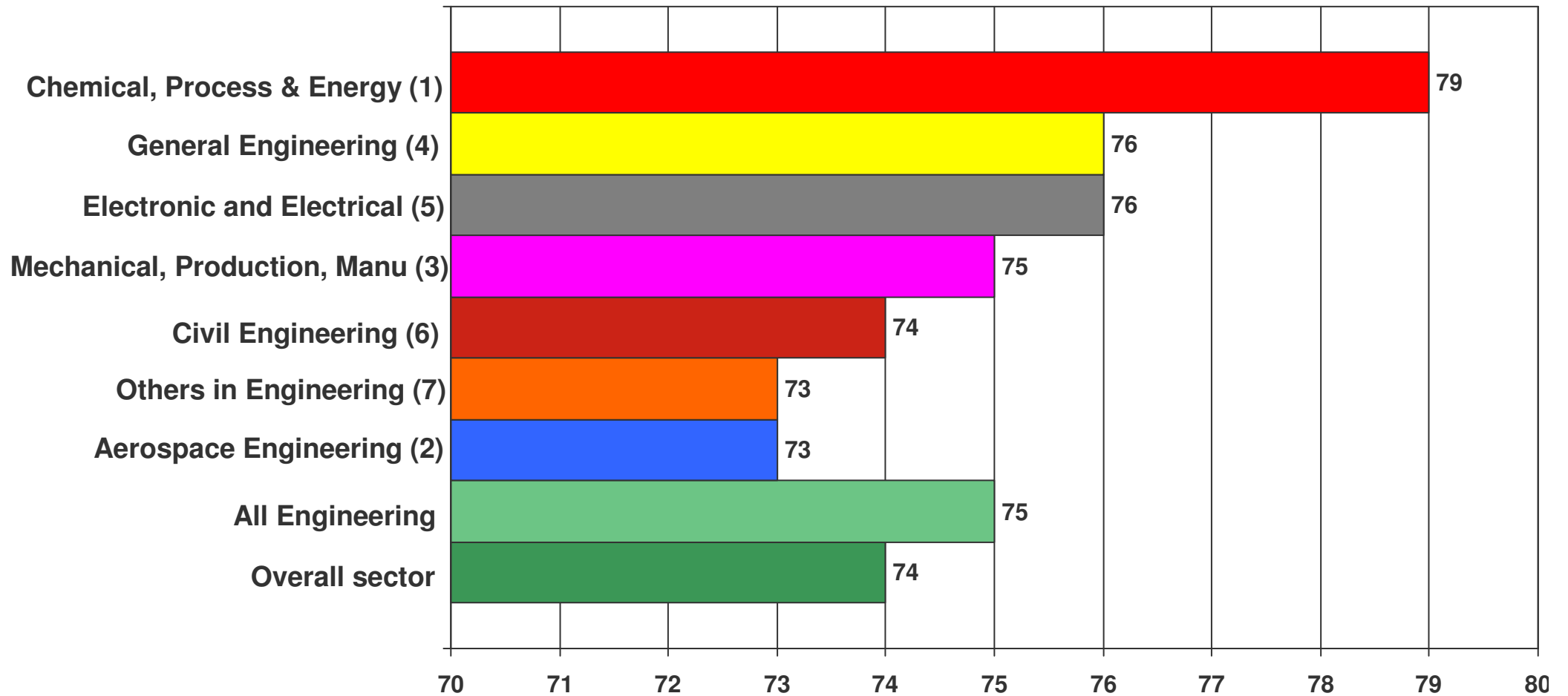
Assessment and feedback (% agree)

18



Base: NSS overall 2009 – 223,316 respondents; Engineering 2009 – 11,624 respondents

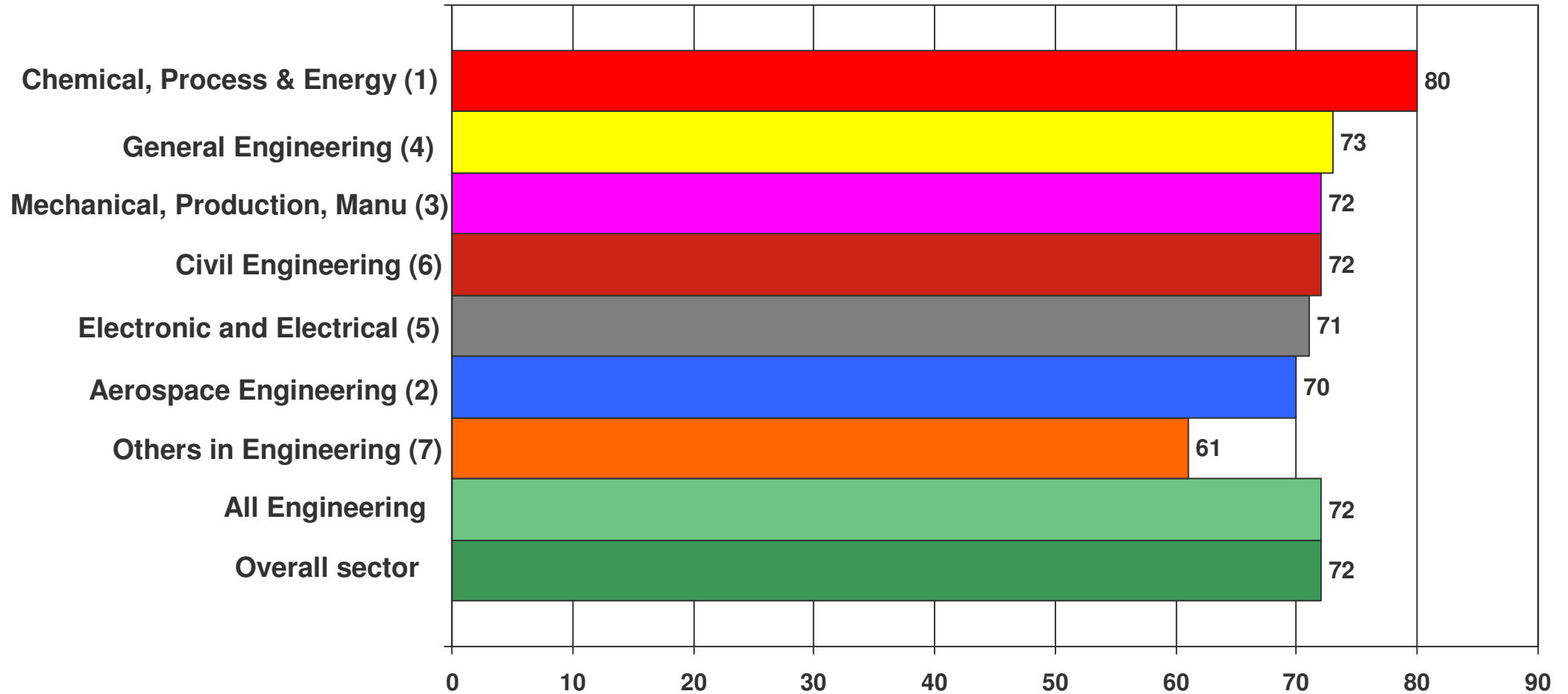
Academic support (% agree)



Base: NSS overall 2009 – 223,316 respondents; Engineering 2009 – 11,624 respondents

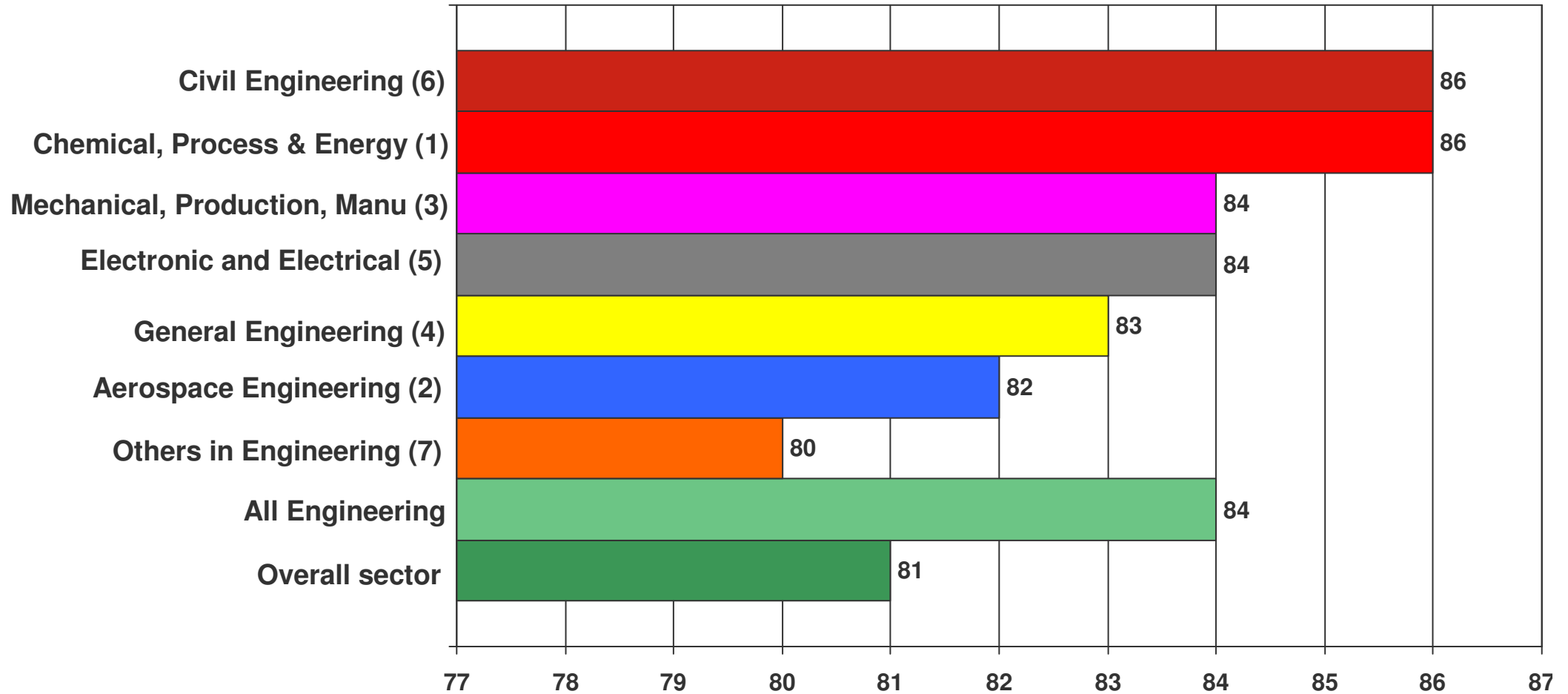
Organisation and management (% agree)

20



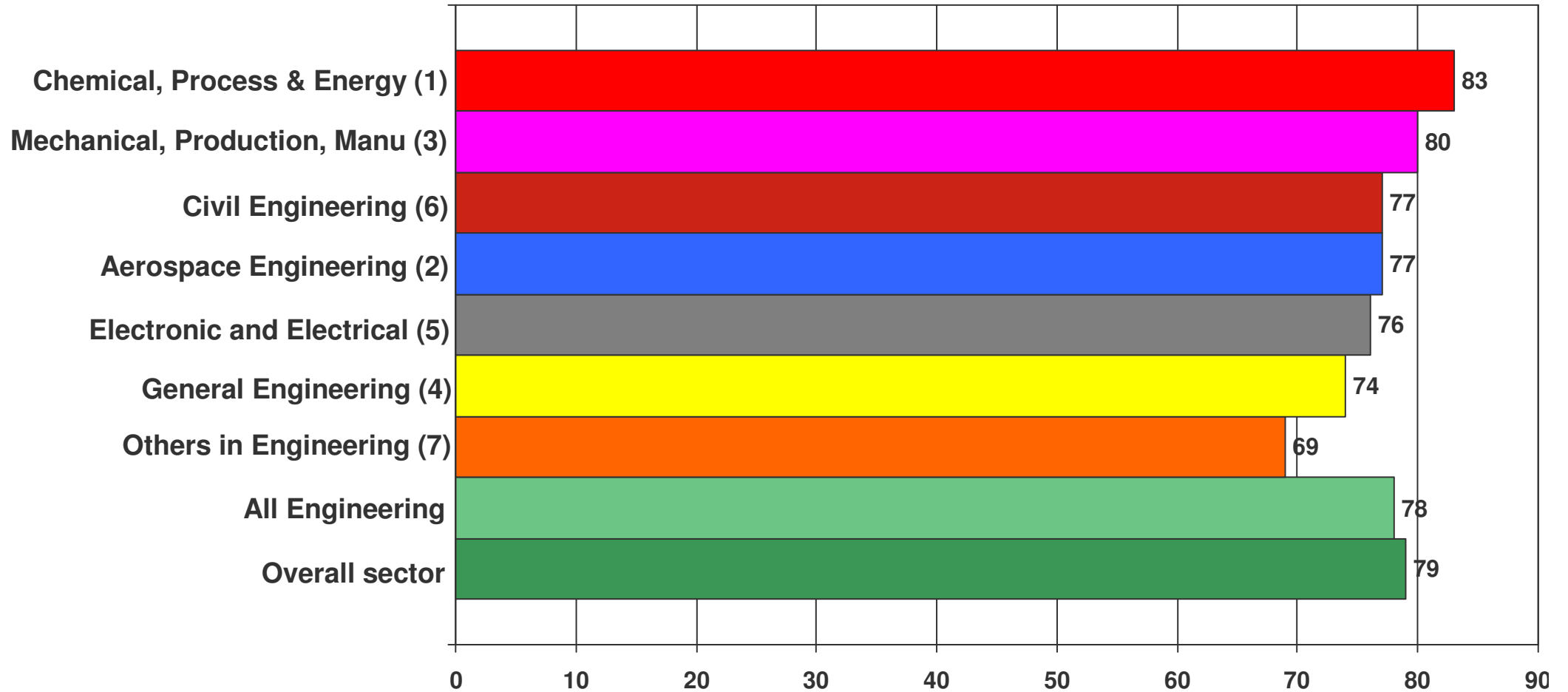
Base: NSS overall 2009 – 223,316 respondents; Engineering 2009 – 11,624 respondents

Learning resources (% agree)



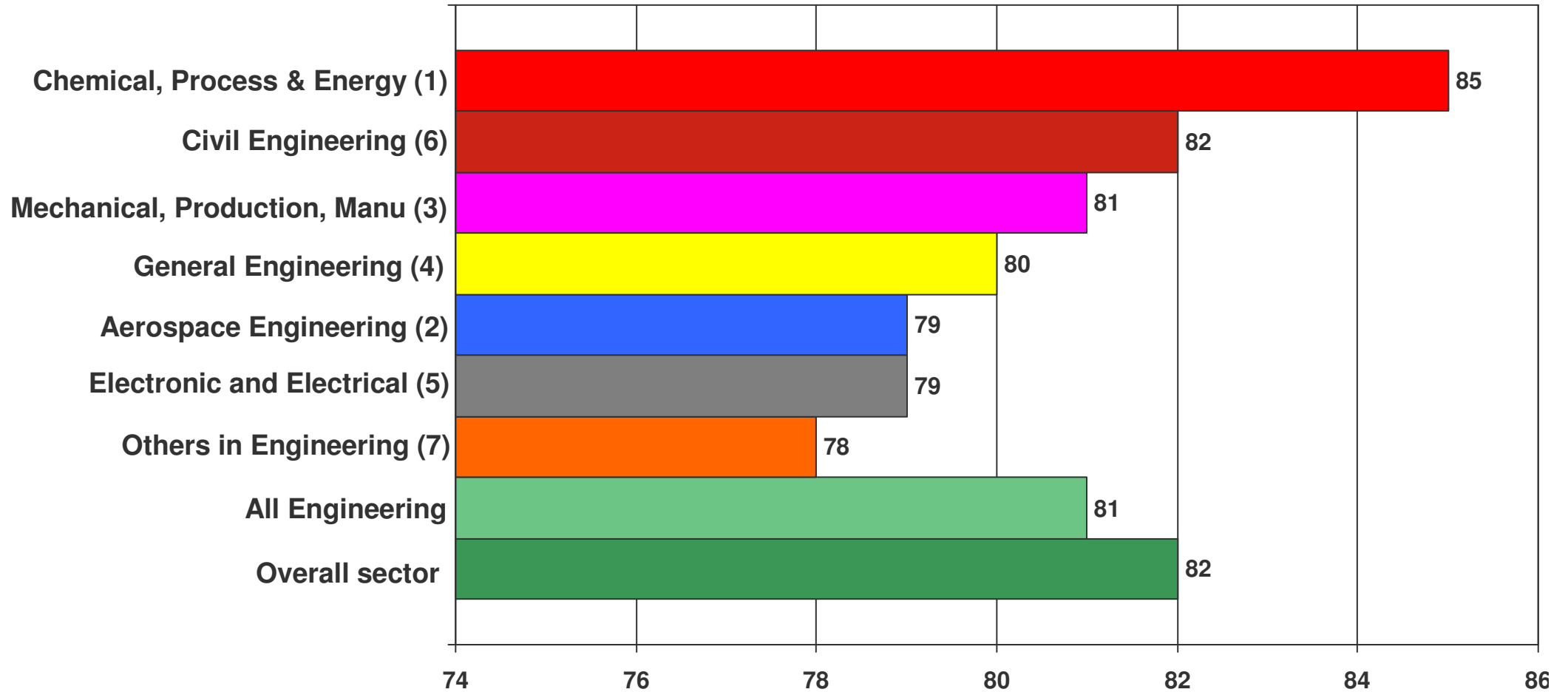
Base: NSS overall 2009 – 223,316 respondents; Engineering 2009 – 11,624 respondents

Personal development (% agree)



Base: NSS overall 2009 – 223,316 respondents; Engineering 2009 – 11,624 respondents

Overall Satisfaction (% agree)



Base: NSS overall 2009 – 223,316 respondents; Engineering 2009 – 11,624 respondents

The NSS reveals

- Students on courses in Mathematical Science, **Engineering** and Technology and Mass Communication **less positive** about **Teaching and Learning**.
- Science students as a whole are no more or less positive about Teaching and Learning than students on Arts courses.
- **Older students** are **more positive** about their Teaching and Learning than younger students.
- However, for students on **Engineering** courses there are **no significant age effects** on the results.

Source: The National Student Survey 2005: Findings, A report to HEFCE by Paula Surridge, University of Bristol

- The impact of ethnic background is not significant for most subject areas, except for **Engineering** and Technology - students from Asian, Mixed and 'Other' **ethnic backgrounds less positive** about **Assessment and Feedback**.
- Students from **black ethnic backgrounds** on courses in Computer Science, Engineering and Technology and Business and Administration **more positive** about **Organisation and Management** than white students.

Source: The National Student Survey 2005: Findings, A report to HEFCE by Paula SurrIDGE, University of Bristol

More information and data available

26

- <http://www.hefce.ac.uk/learning/nss/data>
- http://www.hefce.ac.uk/pubs/rdreports/2006/rd22_06
- <http://www.heacademy.ac.uk/ourwork/supportingresearch/nss>
- <http://www.unistats.com>
- <http://www.ipsos-mori.com/nss>

Thank you

For further information contact

nss@ipsos.com

sami.benyahia@ipsos.com

020 8861 8110

Ipsos MORI