



# National Student Survey

[ulster.ac.uk](http://ulster.ac.uk)

# Survey ownership and purpose

- Ownership:
  - Office for Students (OfS) in partnership with funding bodies in Wales, Scotland and Northern Ireland
  - Funding bodies contracted out:
    - survey operation to Ipsos MORI
    - dissemination of results to Texunatech Ltd
- Participants:
  - All publicly funded Higher Education Institutions in England, Wales, Northern Ireland and Scotland, as well as all Alternative Providers in England, Further Education Colleges in England and Northern Ireland, and Further Education Institutions in Wales are eligible to participate
- Purpose:
  - to inform student choice (Unistats)
  - to provide information to enhance student experience (internal quality enhancement processes)
  - to provide public assurance (TEF)

# Survey composition

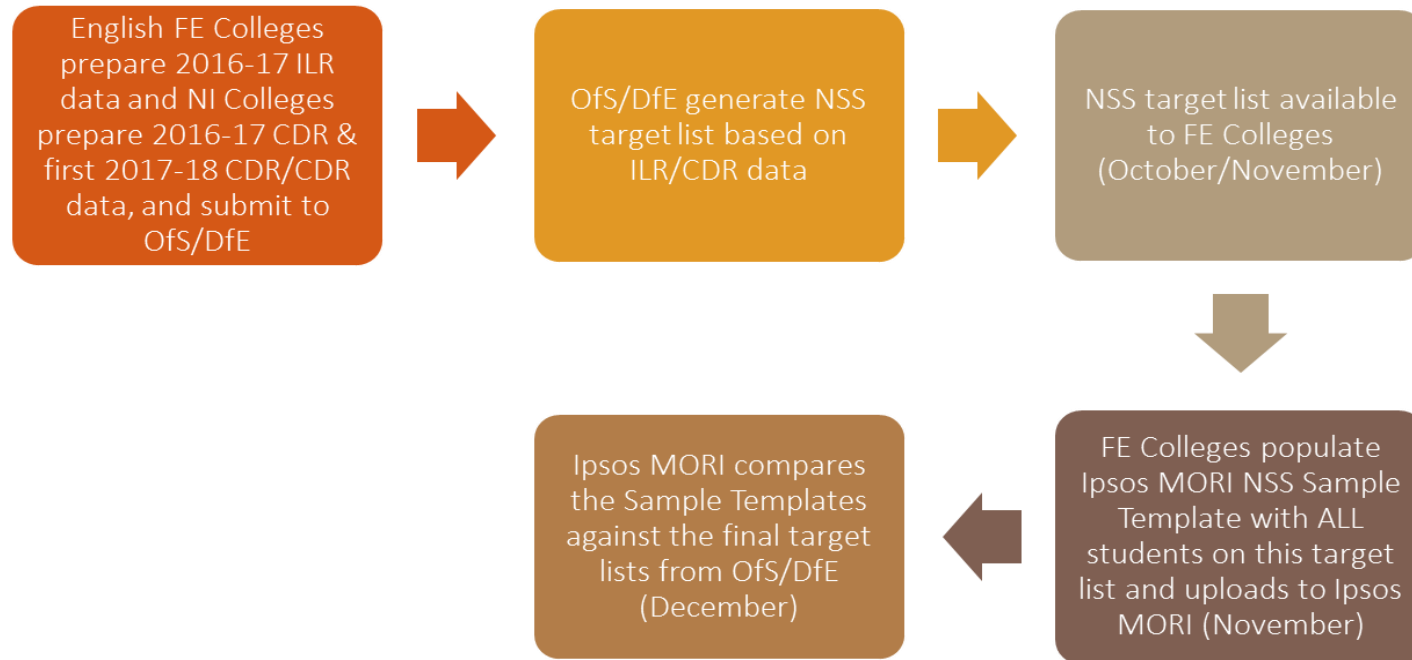
- 27 core questions
  - Teaching on my course
  - Learning opportunities
  - Assessment and feedback
  - Academic support
  - Organisation and management
  - Learning resources
  - Learning community
  - Student voice
  - Overall satisfaction
  - Open comments
- Institutions can add up to 2 optional institution-specific questions and up to 6 modules of questions from the bank
- Banks of questions
  - Personal development
  - Students' Union
  - Careers
  - Course content and structure
  - Work placements
  - Social opportunities
  - Course delivery
  - The physical environment
  - Welfare resources and facilities
  - Workload
  - Assessment
  - Learning community
  - Intellectual motivation
  - Entrepreneurial opportunities
  - Employability and skills
  - Environmental sustainability
  - Student safety

# Survey preparation

- October
  - Institutions provide Ipsos MORI with information on:
    - Chosen start week (5 choices)
    - What optional questions to be added, if any
    - Details of any prize draw
    - What promotional material is required
    - Institutional firewall
    - Institutional contacts
- November
  - Institutions prepare and submit sample file, including flagging of additions and deferrals
- December
  - Ipsos MORI:
    - Check and verify sample files
    - Request further information from institutions regarding additions and deferrals
    - Distribute requested promotional material to institutions
    - Send test email to institutions
- December/January
  - OfS check requests for additions and deferrals flagged in the sample file against the institution's annual return and communicate decisions

# Process for finalising sample file

- Sample is based institution's annual statutory return – for FECs in NI, the target list is drawn from a combination of the end year CDR of the previous academic year and the first in year CDR of the current academic year. A finalised list of eligible students will be agreed with DfE in November.



# Eligibility Criteria

- Criteria for inclusion in target list:
  - All final year full-time and part-time undergraduate students
  - Students expected to complete their course between 1 February 2018 and 31 January 2019 inclusive (2018 survey dates)
  - Students on flexible programmes where final year cannot be predicted, are usually surveyed in fourth academic year of study but they must have undertaken more than one FTE
  - Students studying at directly funded institutions
  - Students studying NHS-funded subjects
  - Students on Initial Teacher Training courses funded by the National College for Teaching and Leadership
- Students registered elsewhere but taught at the NI FEC (ie franchised provision) will be included in the registering provider's target list only
- Students that change institution must have completed more than one FTE at new institution to be included in their sample
- Students that change courses within an institution must have completed one FTE on their new course to be included in its sample, otherwise they will be surveyed against their old course

# Eligibility Criteria continued

- The following are **NOT** eligible for inclusion in the survey:
  - Students on programmes that do not lead to undergraduate qualifications or credits
  - Students on a course lasting one year or one FTE or less
  - Students who were eligible in the previous year's NSS, irrespective of whether they responded or not
  - Dormant students
  - Incoming exchange/Erasmus students
  - Students who were direct entrants to final year
  - Students who are completing a top-up degree

# Deferring students from/adding students to the sample file

- Only 2 very narrow criteria are available to institutions to defer or add students to the sample file:
  - Deferrals: institutions can request students be removed from the NSS population when they have deferred their final year or repeated a year, so they now finish in a future NSS round
  - Additions: institutions can request the addition of students where their course lengths have decreased after the submission of the annual statutory data return
- The OfS will validate each request against the annual statutory data return and communicate the outcome to institutions



# Publication threshold/response rate target

- Publication threshold
  - To be able to publish results, each institution needs to achieve a minimum of 10 respondents and 50% response rate from the students eligible at overall institution level, at each JACS Level 3 subject and at course level
  - A minimum of 10 respondents is required for institutions to receive detailed data for internal use only

# Survey Promotion

## What Ipsos MORI does

- Weeks 1 & 2
  - three emails sent to each student
- Week 3
  - SMS reminder message to non-respondents
  - Telephone survey commences and continues until 30 April
    - Students called a maximum of 8 times (Mon-Fri 9am-9pm & Sat/Sun 10am-7pm)
- Week 4 onwards
  - Further email and SMS reminders

# Survey Promotion

## What Ulster does

- Posters and advertising material
- Staff and Management informed of commencement dates
- Regular tweets sent out
- Campus Plasma and Students' Union areas have regular adverts running
- Pop-up adverts when students log on to Ulster email
- Advert runs on University Blackboard site (includes QR code to logon to the survey)
- All eligible students receive emails at the start and during the survey
- Weekly response rates uploaded to the surveys website and is forwarded to CD's
- iPads circulated during class by staff of QE to encourage completion and a small thank you provided to students

# Inappropriate Influence

- Crucial that survey promotion is neutral
  - Students must feel free to give honest feedback about their experiences
  - Staff should not highlight impact of results on league tables or employers opinions on course
- Penalty for inappropriate influence
  - Results could be withheld at either
    - Institutional level
    - Course level
    - Subject level
- OfS – Procedure to investigate allegations of inappropriate influence

# Response rate monitoring

- Weekly response rate reports
  - available through Ipsos MORI's NSS Extranet
  - updated 3 times per week
    - Sector-wide response rate
    - Institution response rate
    - JACS Level 3 Subject response rate
    - Course level response rate
- reports inform institutions how many responses are required to meet the publication threshold

# Survey Results

- Datasets provided to institutions by Texunatech Ltd at late July/early August
  - My data – private to the institution
    - Institution level
    - Course level
    - Subject level
  - My public data – publicly available information
    - Institution level
    - Course level
    - Subject level
  - Student qualitative comments are private to each institution
  - Overall results for each institution
  - Overall results for each Subject and all institutions offering the Subject
  - OfS benchmark data
- Datasets provided through the NSS Results portal managed by Texunatech Ltd
  - “Superuser” can set up access for limited number of staff
  - Download datasets
  - Produce custom reports

# NSS Results – NI v UK

**Red** = higher than UK (2018) and same or higher than 2017 figure

**Blue** = higher than UK (2018) but lower than 2017 figure

**Green** = lower than UK

NSS Results					
Scale	2017 NI	2017 UK	2018 NI	2018 UK	
The teaching on my course (Q1-4)	85	85	<b>85</b>	<b>84</b>	
Learning opportunities (Q5-7)	84	84	<b>84</b>	<b>83</b>	
Assessment and feedback (Q8-11)	73	73	73	73	
Academic support (Q12-14)	80	80	<b>81</b>	<b>80</b>	
Organisation and management (Q15-17)	79	75	<b>76</b>	<b>75</b>	
Learning resources (Q18-20)	88	85	<b>87</b>	<b>85</b>	
Learning community (Q21-22)	79	77	<b>79</b>	<b>77</b>	
Student voice (Q23-25)	72	73	<b>72</b>	<b>73</b>	
Students' union (Q26)	58	57	<b>58</b>	<b>56</b>	
Overall satisfaction (Q27)	85	84	<b>84</b>	<b>83</b>	
NHS practice placements (Q28-33)	87	87	<b>88</b>	<b>87</b>	

# Survey Results Q27 Overall Satisfaction

National Student Survey								
2018 national student survey question 27 by provider								
	2017 Taught		2017 Registered		2018 Taught		2018 Registered	
Provider	Satisfaction (%)	Benchmark (%)	Satisfaction (%)	Benchmark (%)	Satisfaction (%)	Benchmark (%)	Satisfaction (%)	Benchmark (%)
Belfast Metropolitan College					81	79	81	79
North West Regional College					77	80	77	80
Northern Regional College					82	81	82	81
Queen's University of Belfast	87	85	87	85	83	84	83	84
South Eastern Regional College					82	79	82	79
South West College					83	80	83	80
Southern Regional College					87	82	87	82
St Mary's University College	92	85	92	85	86	85	86	85
Stranmillis University College	90	86	90	86	87	86	87	86
University of Ulster	83	84	83	84	87	83	87	83



# NSS Results – NI Sector Results

National Student Survey				
Sector results for full-time and part-time students - Northern Ireland teaching providers				
Question	2017		2018	
	Full-time	Part-time	Full-time	Part-time
The teaching on my course				
1 - Staff are good at explaining things.	88	90	89	89
2 - Staff have made the subject interesting.	82	87	82	83
3 - The course is intellectually stimulating.	86	84	85	89
4 - My course has challenged me to achieve my best work.	83	85	83	86
Learning opportunities				
5 - My course has provided me with opportunities to explore ideas or concepts in depth.	84	85	83	86
6 - My course has provided me with opportunities to bring information and ideas together from different topics.	85	84	85	88
7 - My course has provided me with opportunities to apply what I have learnt	82	86	84	88
Assessment and feedback				
8 - The criteria used in marking have been clear in advance.	74	81	73	79
9 - Marking and assessment has been fair.	75	80	75	82
10 - Feedback on my work has been timely	<b>70</b>	<b>75</b>	<b>69</b>	<b>72</b>
11 - I have received helpful comments on my work.	<b>72</b>	<b>75</b>	<b>73</b>	<b>78</b>
Academic support				
12 - I have been able to contact staff when I needed to.	87	87	87	85
13 - I have received sufficient advice and guidance in relation to my course.	80	82	80	79
14 - Good advice was available when I needed to make study choices on my course.	74	80	75	76

# NSS Results – NI Sector Results

Question	2017		2018	
	Full-time	Part-time	Full-time	Part-time
Organisation and management				
15 - The course is well organised and running smoothly.	74	76	70	63
16 - The timetable works efficiently for me.	82	77	81	82
17 - Any changes in the course or teaching have been communicated effectively.	79	75	77	71
Learning resources				
18 - The IT resources and facilities provided have supported my learning well.	88	84	86	77
19 - The library resources (e.g. books, online services and learning spaces) have supported my learning well.	89	84	88	81
20 - I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to.	88	87	88	82
Learning community				
21 - I feel part of a community of staff and students.	69	65	70	67
22 - I have had the right opportunities to work with other students as part of my course	88	87	88	84
Student voice				
23 - I have had the right opportunities to provide feedback on my course.	84	83	84	81
24 - Staff value students' views and opinions about the course.	74	73	75	74
25 - It is clear how students' feedback on the course has been acted on.	57	59	59	57
Students' union				
26 - The students' union (association or guild) effectively represents students' academic interests.	58	45	59	48
Overall satisfaction				
27 - Overall, I am satisfied with the quality of the course.	85	86	84	85
NHS practice placements				
28 - I received sufficient preparatory information prior to my placement(s).	80		78	
29 - I was allocated placement(s) suitable for my course.	90		90	
30 - I received appropriate supervision on my placement(s).	86		88	
31 - I was given opportunities to meet my required practice learning outcomes/competences.	90		92	
32 - My contribution during placement(s) as part of the clinical team was valued.	90		90	
33 - My practice supervisor(s) understood how my placement(s) related to the broader requirements of my course.	88		90	

# Further information

- DfE contact
- Ipsos MORI team
  - Email: [nss@ipsos.com](mailto:nss@ipsos.com)
  - Tel: 020 8861 8110
- NSS Extranet
  - NSS Set-up Guidance Document (FEC version)
  - NSS Good Practice Guide
- OfS
  - NSS: Procedures for investigating allegations of inappropriate influence on survey results
- [www.thestudentsurvey.com](http://www.thestudentsurvey.com)
  - Q&A: Institutions
  - Q&A: Students