

Student Surveys 2017

Summary

The paper highlights the key information about the survey campaign and consideration of the new NSS question set.

This paper confirms arrangements for the Student Survey season 2017.

One action required.

Recommended Action

Senate is asked to **note** the survey arrangements.

Publication: Open

Context

To support the University's management of student satisfaction, and associated Performance Indicators in the Strategic Plan, the following student surveys will run during Spring 2017:

- Your Voice 1 for first year undergraduate students
- Your Voice 2 for second year undergraduate students
- National Student Survey for final year undergraduate students
- Postgraduate Taught Experience Survey (PTES)
- Postgraduate Taught Experience Survey (PRES)

This year there have been changes made to the NSS question set. In response to this we have been undertaking a modified version of the annual round of meetings supporting our NSS action-planning and Annual Programme Evaluation and a meeting will be held for every Undergraduate programme. In relation to the NSS we have been looking at the new NSS question set and poorer institutional performance than anticipated in NSS 2016. School level action plans following the NSS 2016 results have already been generated and this work is being replicated at programme level and includes consideration of the new question set. A risk analysis template was therefore produced (Appendix 1) to assist programme teams in identifying strengths and areas of concern for the full question set for NSS 2017. The risk analysis cross-references to the APE action plan.

Undergraduate survey question sets

The Your Voice 1 and Your Voice 2 question sets mirror the NSS to allow tracking year-on-year and also include questions relating to students' transition to University and between years 2 and 3. Taking into account the changes that the NSS survey have Education and Student Committee agreed that the Your Voice Survey question set will be amended to reflect the NSS question set change.

In addition to this, it was agreed that the SU questions would remain in the Your Voice question set as this is being omitted in the new NSS question set.

Arrangements for this year

Populations

As with last year work has been done with Schools to identify survey populations. This year detailed criteria has been agreed ahead of time for each School and the survey populations have been generated at an earlier point to provide more time for checking.

Dates

Taking into consideration the national dates set for the surveys window, the University's examination period and the feedback period it is proposed that all surveys and the main activities supporting the overarching survey campaign launch on **13th February 2017**. The undergraduate surveys will run until the end of April and the postgraduate surveys will end in May. The preliminary results of the undergraduate surveys will be available from June. A survey plan is attached in Appendix 2.

Campaign

Following the success of last year's campaign and getting the highest response rates across all our surveys, this year the Surveys Working Group are working together to make the campaign as invigorating as last year. Over the next few weeks the group will be discussing concepts proposed from Marketing and Communication.

City achieved a response rate of 80.1% for NSS last year; response rates over 70% are reported by the

sector to be more challenging to achieve¹. City therefore continues to identify new ways of increasing engagement and our campaigning activities are in line with HEIs achieving the highest response rates.

Incentives

The Surveys Working Group will be working on institutional incentives as well as tailored School incentives as in previous years.

Outcomes from the Surveys

Your Voice, PTES and PRES results will be available during the summer term to enable early review of data and the opportunity to take action where possible prior to the start of 2017-18. Some aspects of Your Voice 1 and 2 results may also provide an early indication of what to expect in NSS 2017 (available August/September).

Shereen Sally

Deputy Head of Student
Experience

Student & Academic Services

16th November 2016

¹ NSS conference 2013

Appendix 1

NSS RISK ANALYSIS TEMPLATE

This template is designed to capture programme level consideration of strengths and concerns supporting our institutional response to the new NSS question set and lower than anticipated performance during NSS 2016. Programme teams are asked to outline what they consider the programme's strengths to be in relation to each question and where they have the greatest concerns. Where there are concerns action to address this should be included in the APE action plan (including highlighting what support is required to help address these). Please note that the NSS question set has only just been released and as such the current APE template is outdated. Programme teams are advised to focus on strengths, concerns and action planning (within the APE) rather than setting individual targets for questions; past performance on identical/ similar questions can be referenced under 'strengths' or 'Concerns'.

NSS question	Strengths	Concerns
The teaching on my course*		
1. Staff are good at explaining things (unchanged)		
2. Staff have made the subject interesting (unchanged)		
3. The course is intellectually stimulating (unchanged)		
4. My course has challenged me to achieve my best work (new)		
Learning opportunities*		
5. My course has provided me with opportunities to explore ideas or concepts in depth (new)		
6. My course has provided me with opportunities to bring information and ideas together from different topics (new)		
7. My course has provided me with opportunities to apply what I have learnt (new)		
Assessment & Feedback*		
8. The criteria used in marking have been clear in advance (unchanged)		
9. Marking and assessment has been fair (amended)		
10. Feedback on my work has been timely (amended)		
11. I have received helpful comments on my work		

(amended)		
Academic Support		
12. I have been able to contact staff when I needed to (unchanged)		
13. I have received sufficient advice and guidance in relation to my course (amended)		
14. Good advice was available when I needed to make study choices on my course (amended)		
Organisation & Management		
15. The course is well organised and running smoothly (unchanged)		
16. The timetable works efficiently for me (amended)		
17. Any changes in the course or teaching have been communicated effectively (unchanged)		
18. The IT resources and facilities provided have supported my learning well (amended)		
Learning Resources		
19. The library resources (e.g. books, online services and learning spaces) have supported my learning well (amended)		
20. I have been able to access course specific resources (e.g. equipment, facilities, software, collections) when I needed to (amended)		
Learning Community		
21. I feel part of a community of staff and students (new)		
22. I have had the right opportunities to work with other students as part of my course (new)		
Student Voice		
23. I have had the right opportunities to provide feedback on my course (new)		
24. Staff value students' views and opinions about the course (new)		

25. It is clear how students' feedback on the course has been acted on (new)		
26. The students' union (association or guild) effectively represents students' academic interests (new)		
Overall satisfaction		
27. Overall I am satisfied with the quality of the course (unchanged)		

*Asterisked question sets will form part of the new Teaching Excellence Framework metrics

The previous NSS question set is available here: http://www.thestudentsurvey.com/content/NSS2015_Questionnaire.pdf

Appendix 2: Survey Campaign schedule

Month	Actions	Participants
Oct 2016	First meeting of Student Surveys Working Group	Working Group
Nov 2016	NSS final populations approved	Schools/ Student & Academic Services/ Vice-Chancellor
	Targets for NSS .and Your Voice set through APEs	Programmes/ Boards of Studies
	Identification of: promotional activity required prior to Feb 2017; key contacts for campaigning; local feedback to be featured in the <i>Your Voice, Our Action</i> campaign	Programmes/ Student & Academic Services
	Consultation on University-wide launch dates	Schools/ SU/ Student & Academic Services
	Four year courses and other non-allocated provision identified and allocated to appropriate surveys. Your Voice , PTES and PRES populations agreed.	Schools/ Student & Academic Services
Dec 2016	Any changes to Your Voice question set consulted on and approved	SU/ Student & Academic Services/ Deputy Vice-Chancellor
	Drafting of content for <i>Your Voice, Our Action</i> at programme/ School level, University and from SU	Schools, Student & Academic Services/ SU
	Arrangements for surveys 2017 confirmed	ExCo/ Student & Academic Services
	Refreshed artwork for campaign consulted on and approved	SU/ Student & Academic Services/ Working Group
	Pre-programme launch and promotional activity timetable finalised	Programmes/ Working Group/ Student & Academic Services
	Targets for PTES and PRES set through APEs	Programmes/ Boards of Studies
	Finalisation of web hosting arrangements for Your Voice	Student & Academic Services
Jan 2017	Full <i>Your Voice, Our Action</i> campaign agreed (note planned features in main briefing document)	Working Group
	Web page launch with key dates and promotional features. The web page will later include links to the surveys and live updates on progress.	Student & Academic Services/ Marketing & Communications
	University and Programme improvements on the website	Student & Academic Services/ Marketing & Communications
13 th Feb 2017	NSS, Your Voice launch. Survey made available on website and individual programmes begin launch and promotional activities according to agreed timetable. Weekly updates to key staff on participation rates circulated.	Programmes/ Student & Academic Services/ Students' Union/ Marketing & Communications
March 2016	PTES and PRES launch	Programmes/ Student & Academic Services/ Students' Union/ Marketing & Communications
Feb-Apr 2017	Campaign activity continues. Live updates on progress feature on website, key staff continue to be sent weekly updates on participation rates and targeted meetings undertaken with programmes.	Programmes/ Students' Union/ Student & Academic Services/ key School staff
Apr 2017	UG surveys close at the end of April	Student & Academic Services
May 2017	PG surveys close in mid May	Student & Academic Services
Jun 2017	Preliminary results made known to key staff	SU/ Student & Academic Services
Jun- Sep 2017	Survey results disseminated to Programmes, SU, University and students	Student & Academic Services

