Meeting Student Expectations Conference

The National Student Survey

27 May 2010

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Ipsos MORI

"I know school prepares you for life, Dad, but there must be a *better* way!"

The National Student Survey

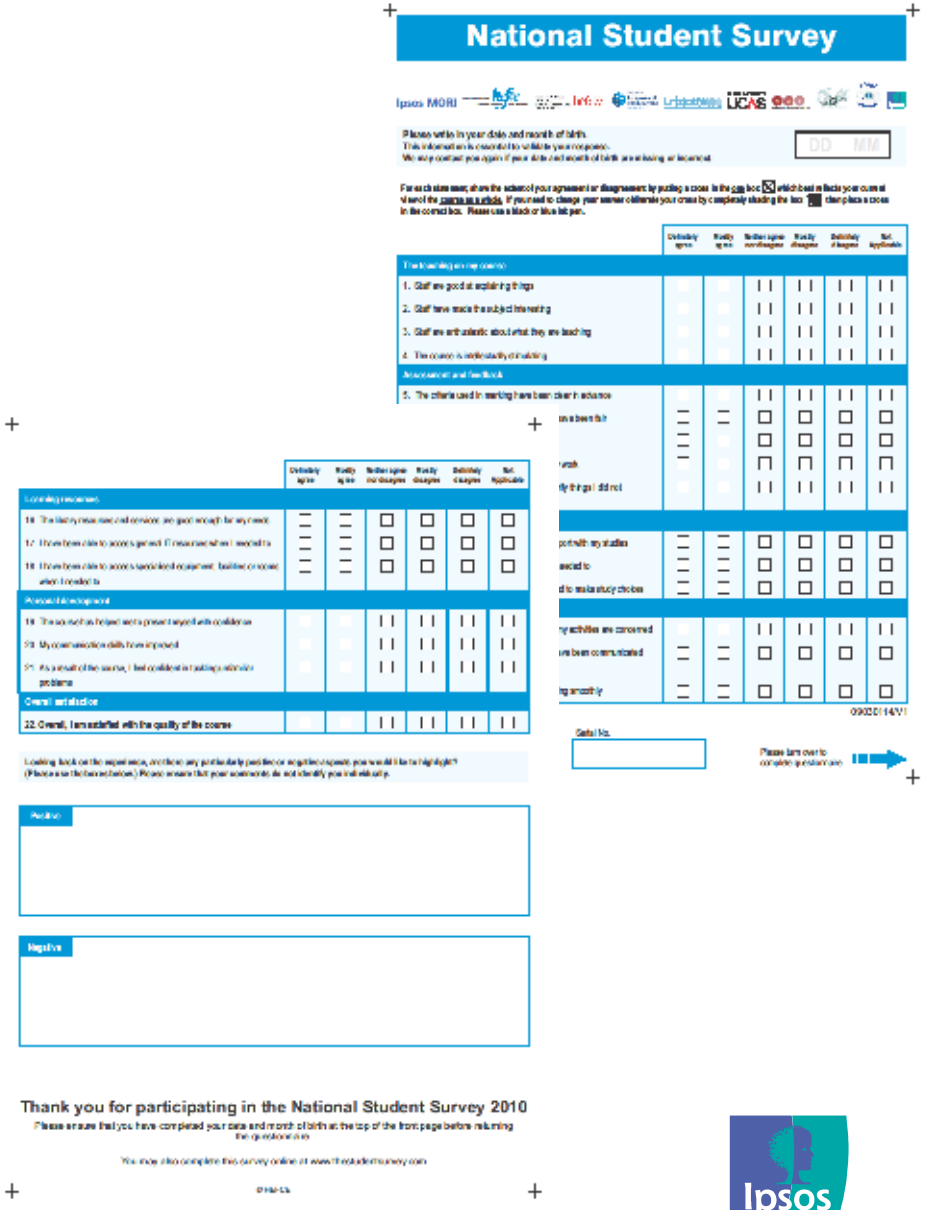
- A national survey of UK final year undergraduate students
- Data publically available
- For prospective students to choose where/what to study
- A rich source of information for institutions

Method and scope of the NSS

- The NSS is a multi-mode survey
- 150 HEIs and 120 FE Colleges (HE in FE)
- 400,000 students
- Response rates in excess of 60%

Student learning experience

- Teaching on my course
- Assessment and feedback
- Academic support
- Organisation and management
- Learning resources
- Personal development
- Overall satisfaction



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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?

enter a broad subject area keyword

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.

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NSS Results 2009

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.

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.

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.

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.

Not signed in

League tables

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Institutions ranked by overall satisfaction

Institution	%
Medway School of Pharmacy	97
Brighton and Sussex Medical School	95
Open University	94
Courtauld Institute of Art	93
Institute of Education, London	93
St Mary's University College (Northern Ireland)	93
Buckingham	92
Harper Adams University College	92
St Andrews	92
Cambridge	91
Leicester	91
Aberystwyth	90
Birkbeck College	90
Exeter	90
Glasgow	90
Hull and York Medical School	90
Aberdeen	89
Conservatoire for Dance and Drama	89
Lancaster	89
Loughborough	89
Sheffield	89
York	89
Chichester	88
Dundee	88
Durham	88
Keele	88
Stirling	88
Warwick	88
Bath	87
Hull	87
Kent	87
Newcastle upon Tyne	87

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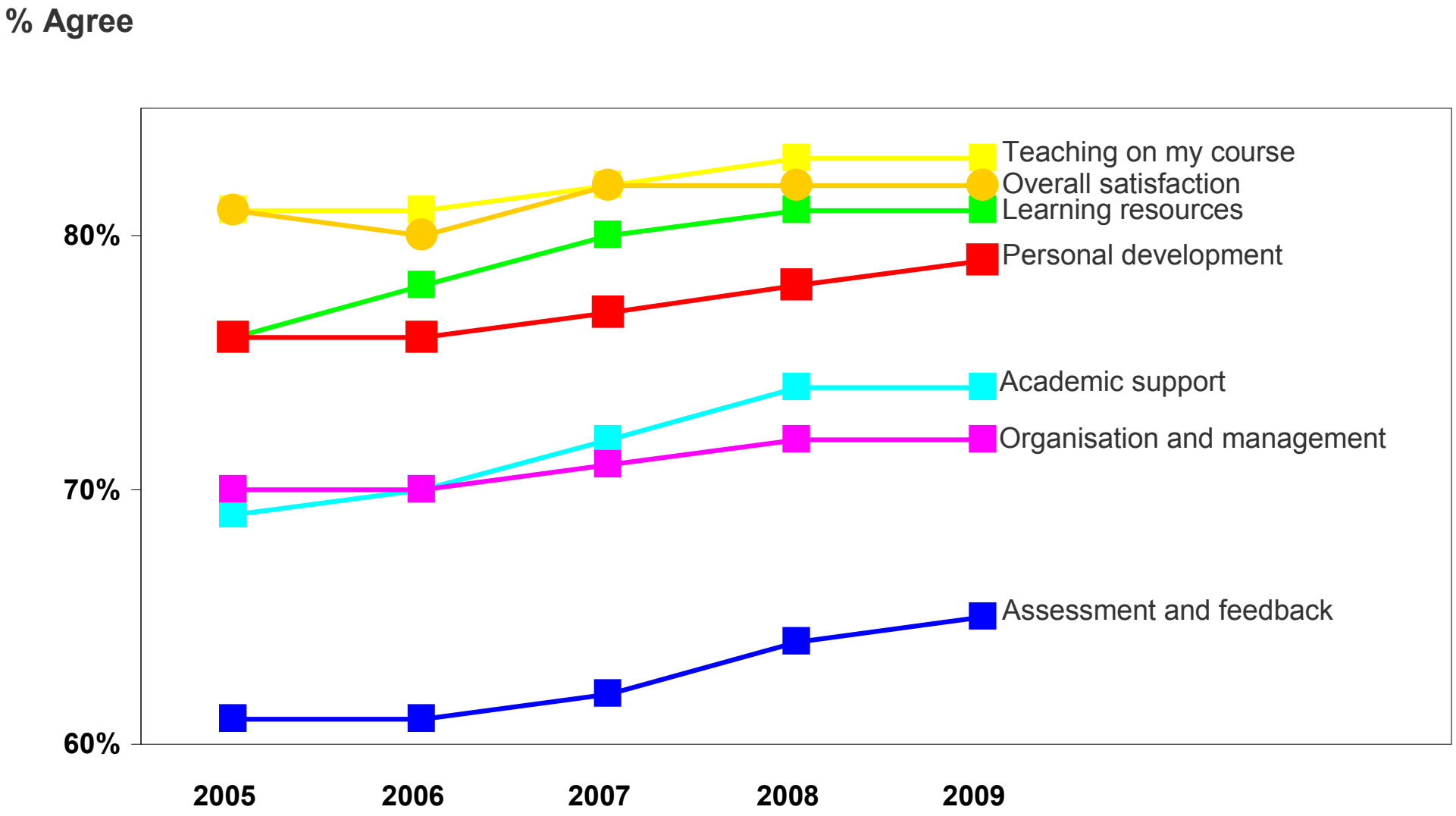
Most popular now, in detail

What does the NSS tell us?

- High levels of overall satisfaction
- Some improvements over the years

Overall NSS results 2005 - 2009



Students view HE courses very positively

- Students are generally satisfied with their courses
- Over 80% students say ‘Overall, I am satisfied with my course’
- Students positively evaluate all aspects of teaching and learning
- No element of teaching quality is evaluated negatively

Source: The National Student Survey Findings, Paula Surridge, Department of Sociology, University of Bristol

A diverse HE sector

- Students on sandwich courses more satisfied with the quality of their courses than full-time students
- Large variations according to subject of study
- But no clear divide between Science and Arts & Humanities

Less enthusiasm about Assessment/Feedback

- Assessment and Feedback is least positively evaluated
- Older students more positive about Assessment and Feedback

Age matters

- Older students more positive about Teaching and Learning

Disability

- Students with dyslexia less satisfied with their courses

Ethnicity

- Students from Asian ethnic backgrounds less positive about their courses than white students
- Students from black ethnic backgrounds more positive about Assessment and Feedback and Organisation and Management

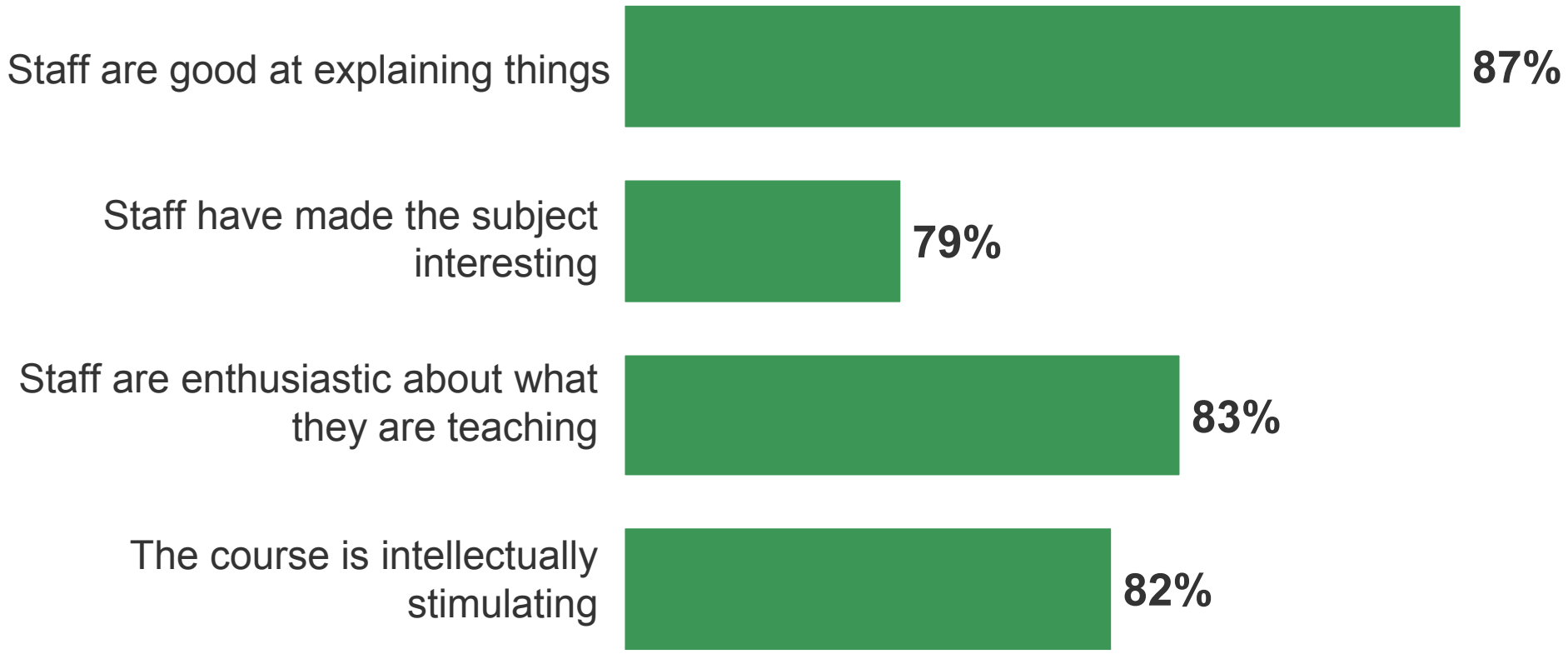
Size matters

- Students in small institutions more positive about Teaching and Learning
- …more positive about Academic Support
- …more positive Personal Development.
- …more satisfied with the overall teaching quality

Regional divide

- Students in the London area less satisfied

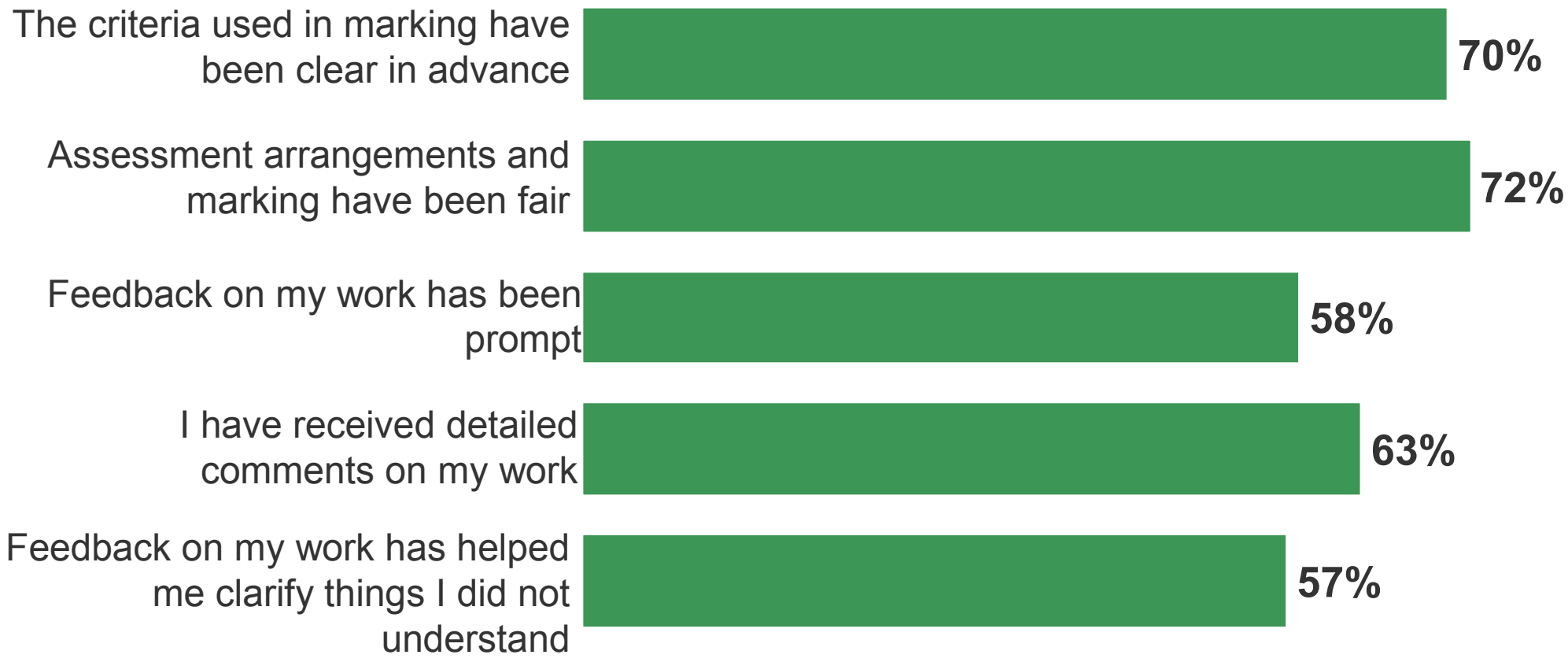
Teaching on my course (% agree)



Base: c.223,000 NSS respondents, fieldwork January – April 2009

Source: Ipsos MORI

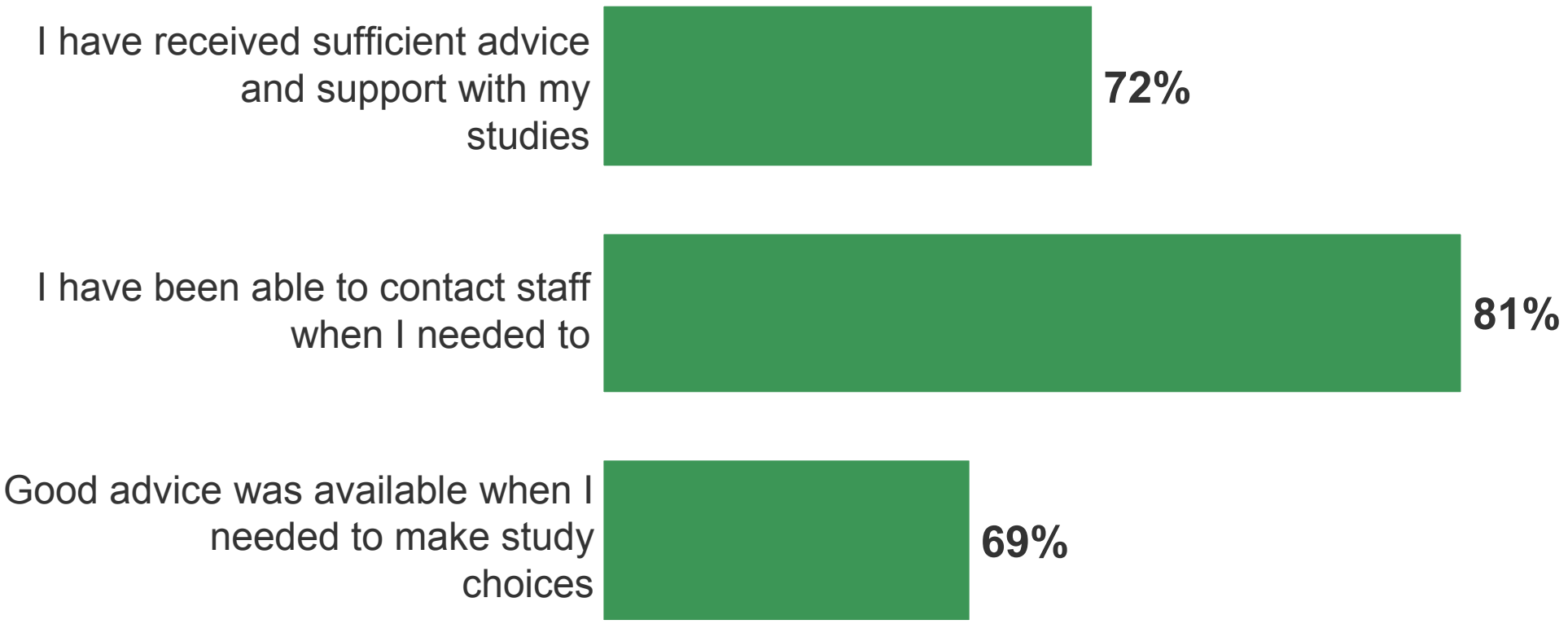
Assessment and feedback (% agree)



Base: c.223,000 NSS respondents, fieldwork January – April 2009

Source: Ipsos MORI

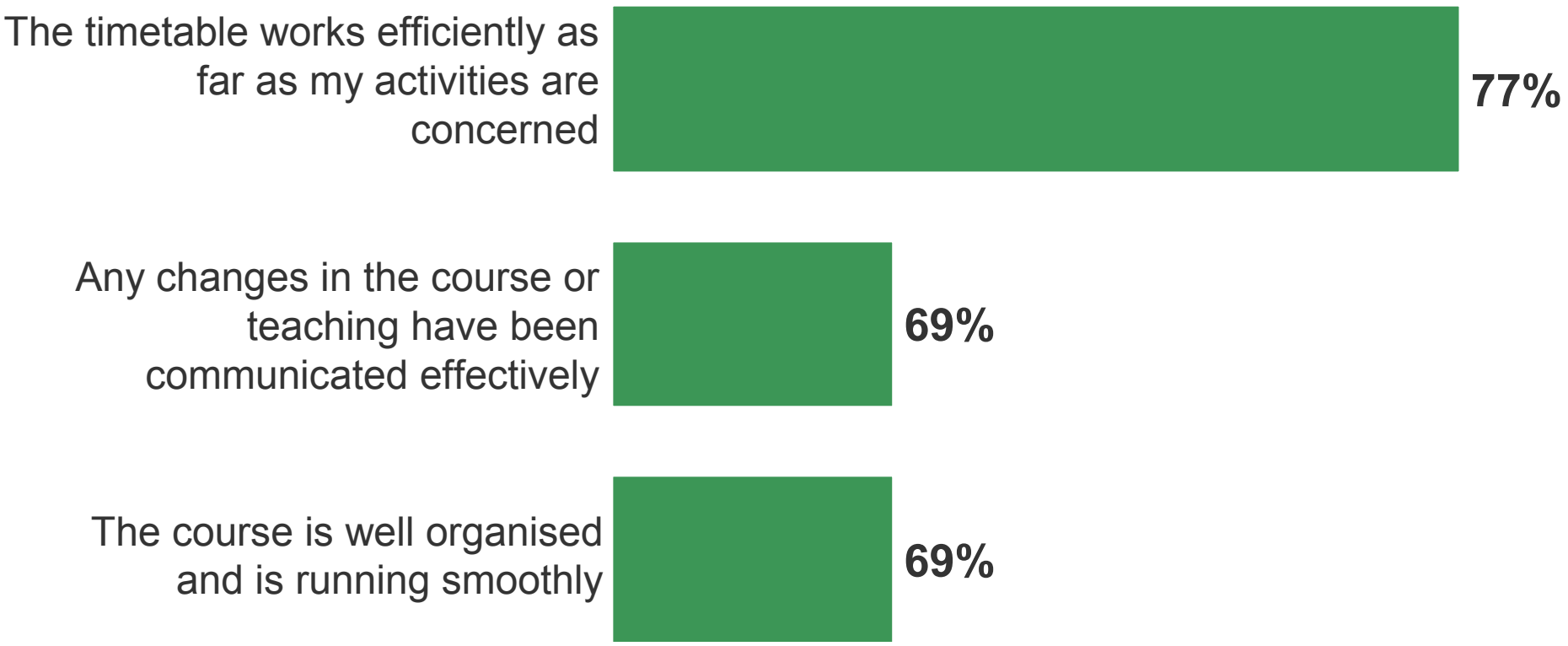
Academic support (% agree)



Base: c.223,000 NSS respondents, fieldwork January – April 2009

Source: Ipsos MORI

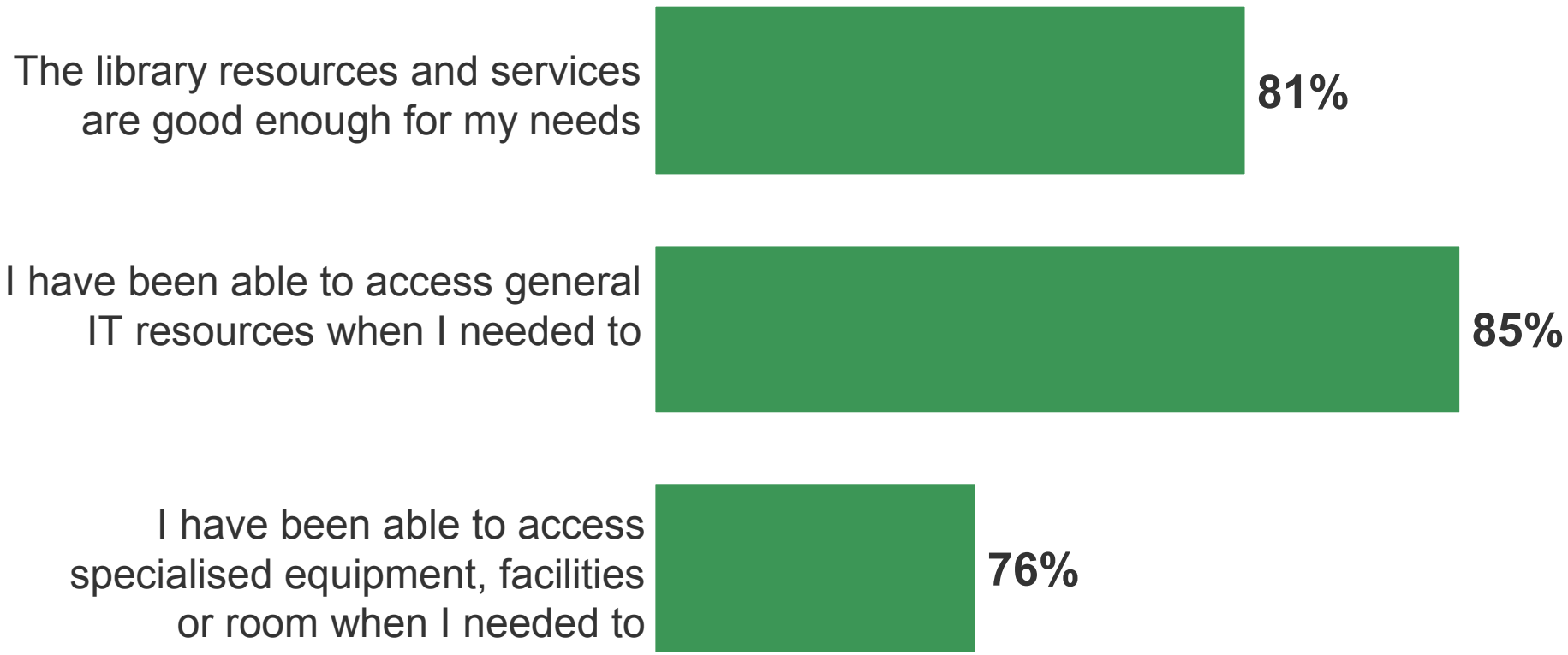
Organisation and management (% agree)



Base: c.223,000 NSS respondents, fieldwork January – April 2009

Source: Ipsos MORI

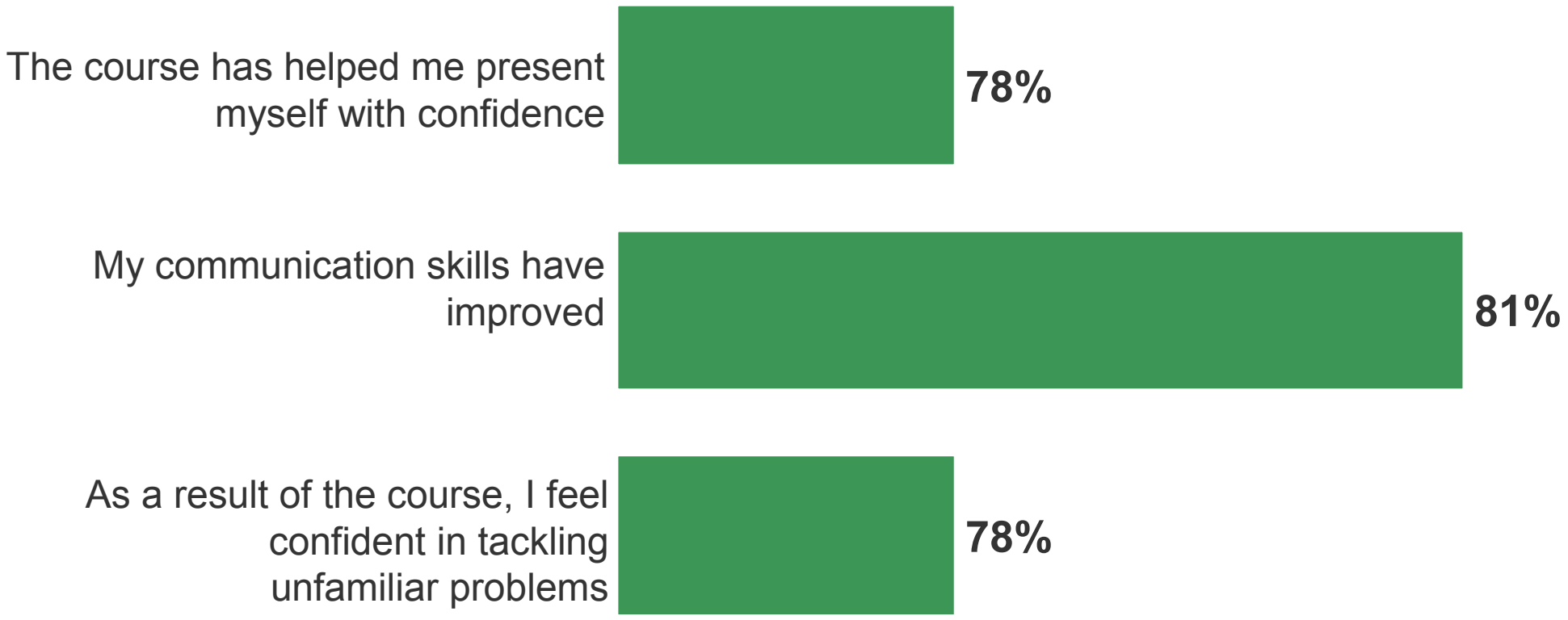
Learning resources (% agree)



Base: c.223,000 NSS respondents, fieldwork January – April 2009

Source: Ipsos MORI

Personal development (% agree)



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Source: Ipsos MORI

More information and data available

- 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

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