

Using NSS Results to enhance student experience and deliver teaching excellence

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USING NSS RESULTS TO ENHANCE STUDENT EXPERIENCE AND DELIVER TEACHING EXCELLENCE

Key aims of the session....

1. Identify strategies to respond to and improve NSS results to enhance the student experience and to deliver teaching excellence
2. Understand the importance of NSS results for league table positions and as a likely metric for the TEF
3. Share best practice in establishing and implementing effective NSS/learning experience action plans

NSS QUESTIONS

NSS opens at Brookes Monday 1st February –Week 1 Semester 2.

- Asks 23 questions relating to 6 aspects of the learning experience....plus one question about overall student satisfaction and one about satisfaction with the students' union
- Bank questions – we have the option of selecting from 12 Bank questions.
- Brookes has selected **1, 4, 5, 6, 7, and 11** of the following.....

OPTIONAL BANK QUESTIONS

Bank 1: Careers

Bank 2: Course Content & Structure

Bank 3: Work Placements

Bank 4: Social Opportunities

Bank 5: Course Delivery

Bank 6: Feedback from Students

Bank 7: The Physical Environment

Bank 8: Welfare Resources and Facilities

Bank 9: Workload

Bank 10: Assessment

Bank 11: Learning Community

Bank 12: Intellectual Motivation

OPTIONAL BANK QUESTIONS AND RESPONSE THRESHOLDS

- Option to add up to two institutional questions:
 - *I am aware of the services and activities that the Students' Union offers. (Responses in the standard NSS format from "Def. Agree" to "Def. Disagree".)*
 - *What do you think is the most important thing that the Students' Union should do? (Free text responses.)*
- In order for course level data/results to be published, programmes must meet the threshold of 10 respondents and 50% response rate

HEFCE REVIEW OF NSS FOR LAUNCH OF NEW SURVEY IN 2017

In July 2014 HEFCE published two major research contributions to a review of the NSS:

- Review of the National Student Survey
- UK review of the provision of information about higher education: National Student Survey results and trends analysis 2005-2013

The research did not recommend radical changes to the survey. It suggested some alterations including new questions on student engagement and examining barriers to the inclusion of some students.

PROPOSED CHANGES TO NSS

In response to the review and consultation HEFCE will:

- investigate alternative methods for including negatively worded questions to detect whether students have fully considered their responses
- explore options for allowing students not currently included in the survey to provide feedback on their experiences
- undertake in-depth cognitive testing of questions to inform the design of a new questionnaire, including the new questions recommended in the research
- undertake wider testing of a revised questionnaire with a representative sample of students (we will make further details available to institutions by the end of the year)
- put forward proposals for a new survey for formal consultation
- consider a further pilot, following consultation before the launch of a new survey in 2017
- review the optional banks of questions, including considering new questions.

KEY AIMS OF NSS

Two key aims of NSS:

1. To help students make informed choices about courses
2. To provide feedback to universities and colleges to help them improve the service they provide

In addition there is the concern of impact of NSS scores on student recruitment....

- NSS is commissioned by HEFCE and very likely to be one of main metrics for TEF
- NSS scores are also one of several quality indicators used in the “league tables” – such as the Times Good University Guide, Complete University Guide and Guardian University Guide

DO NSS RESULTS MATTER?

Do NSS results matter to university applicants?

- Study carried out by Neumayer & Perkins (2006-2011) showed NSS results do matter but effect on demand is very small
- Study revealed that the NSS impact on student demand works indirectly by affecting university rankings in published league tables, such as The Times Good University Guide.
- Format of information presented in league tables considered to be more accessible and easily understood by applicants – effect on demand is again small

DO NSS RESULTS MATTER?

- An improvement in league table position encourages a slightly more able pool of applicants (based on A-level tariff points).
- Effect of changes in league table position is also slightly bigger in subjects and places where there are more providers from which to choose, and amongst universities that are in the 'middle band' in terms of their entry qualifications.

.....so we need to make sure that we use the NSS and the opportunities it provides to enhance the student experience and improve quality of learning and teaching.

GET OFF TO AN EARLY START

Get ready to respond....

- NSS results made available through three stage phased release from end of July
- Results made publicly available through HEFCE and Unistats websites mid August
- Establish date in early September for subject committee/team meeting date to analyse NSS results in order to establish and implement action plans asap in order to impact on final year students

UNDERSTANDING YOUR RESULTS

- Important to have historic data in order to understand where results have improved and declined
- Establish whether this is moderate i.e. less than 5% change or significant more than 10% change compared to previous year to identify level of action required
- Important to have sector average and upper quartile data – Faculty of TDE position is to identify subjects that are under performing by more than 5% and to put in place detailed actions plans monitored by AESC.

FACULTY RESULTS – 2015 compared to 2014

JACS level 3 Subjects with improved *Overall Satisfaction* results compared to 2014 include:

- Building (increased scores from 82% 2014 to 93% 2015)
- Computer Science (increased scores from 72% 2014 to 87% 2015)
- Fine Art (increased scores from 90% 2014 to 100% 2015)
- Others in Technology (increased scores from 69% in 2014 to 83% in 2015)

JACS level 3 Subjects that have maintained *Overall Satisfaction* results compared to 2014 include:

- Mechanical, Production, Manufacturing Engineering Mathematics and Statistics (staying at 90%)
- Publishing (staying at 96%)
- Planning (staying at 88%)

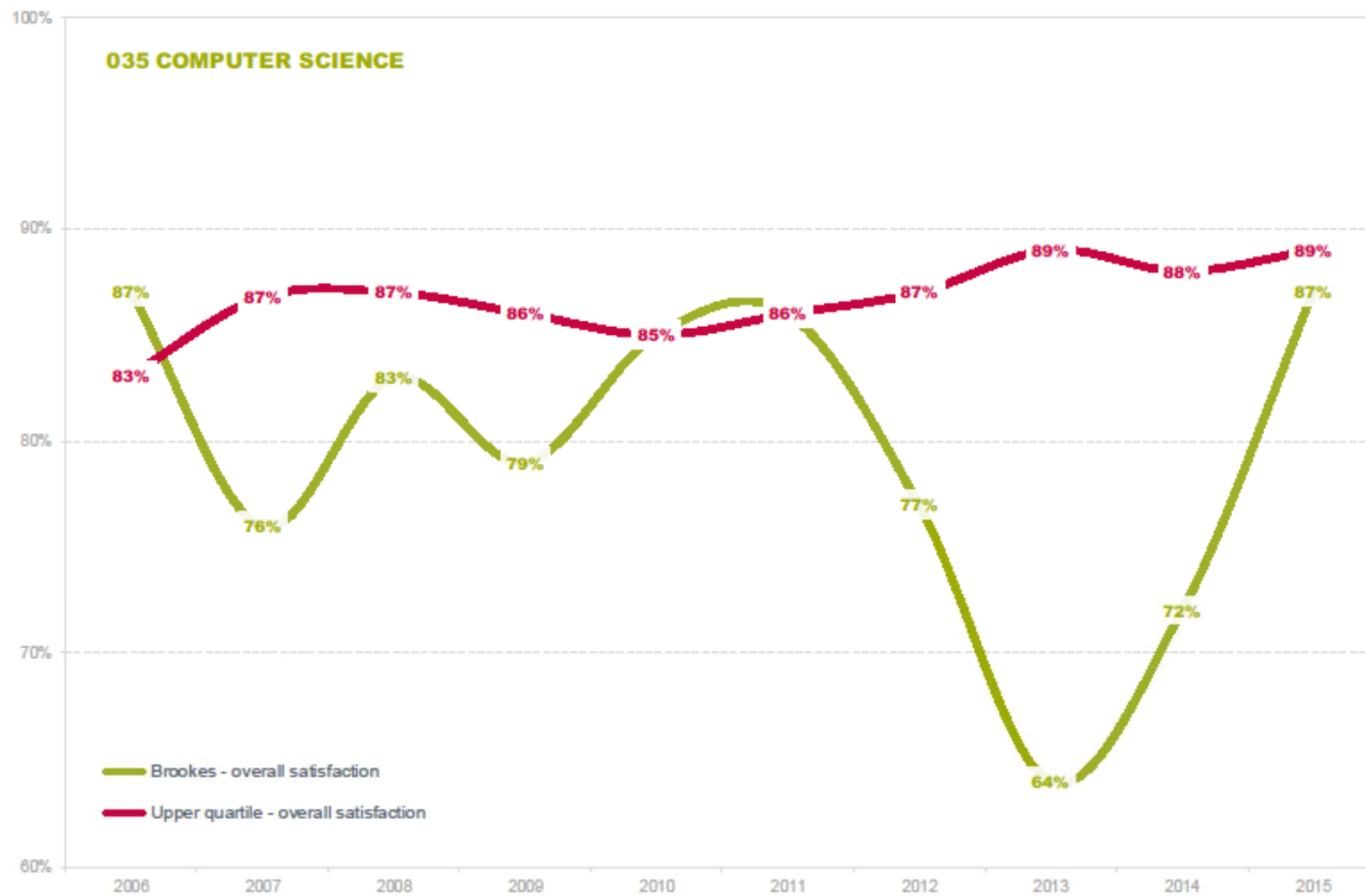
JACS level 3 Subjects with declined *Overall Satisfaction* results compared to 2014 include:

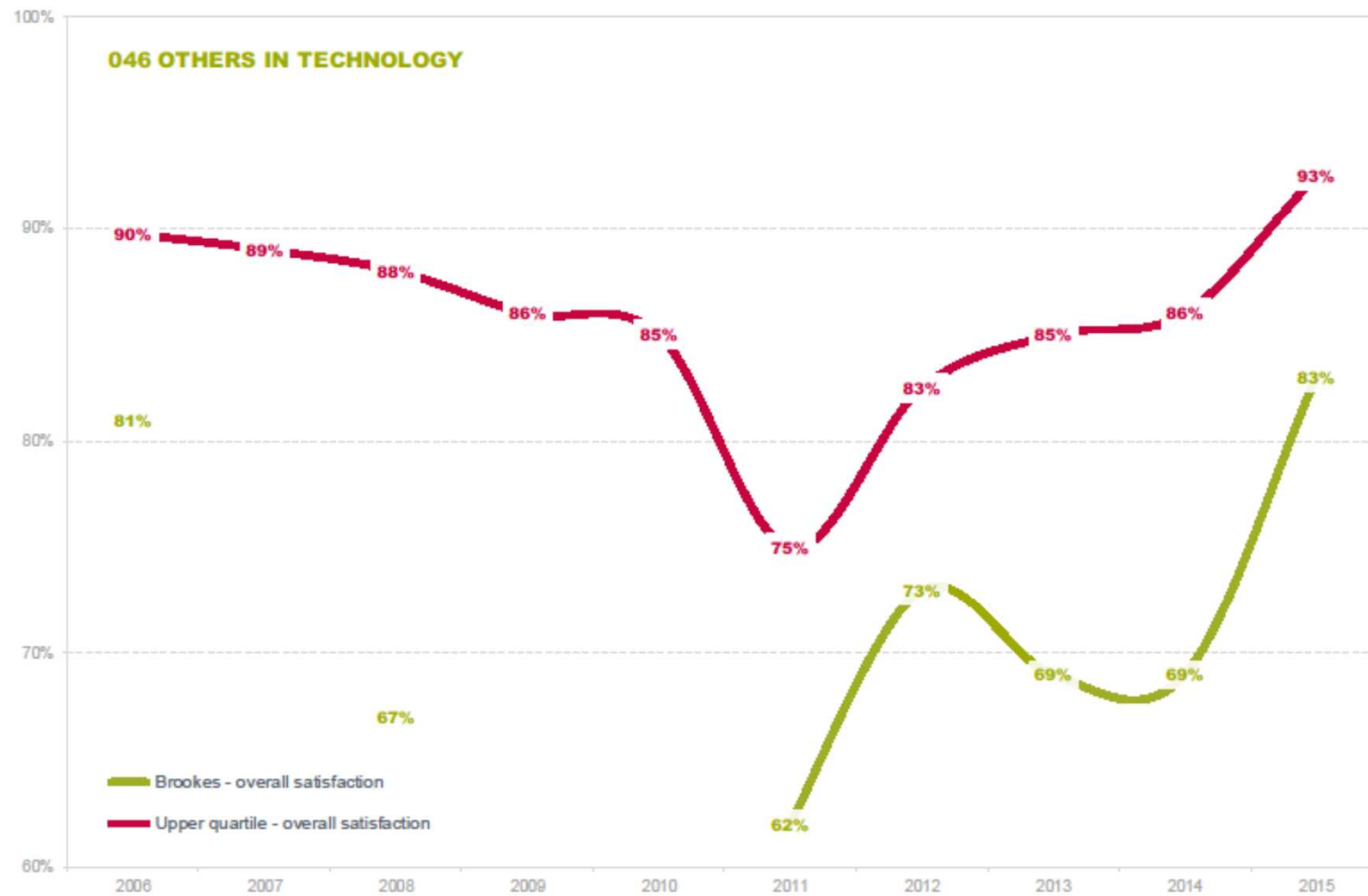
- 9% Mathematics and Statistics (decreased scores from 94% 2014 to 85% 2015)
- 6% Architecture (decreased scores from 97% 2014 to 91% 2015)
- 7% Media Studies (decreased scores from 88% 2014 to 75% 2015)
- 1% Music (decreased scores from 83% 2014 to 82% 2015)

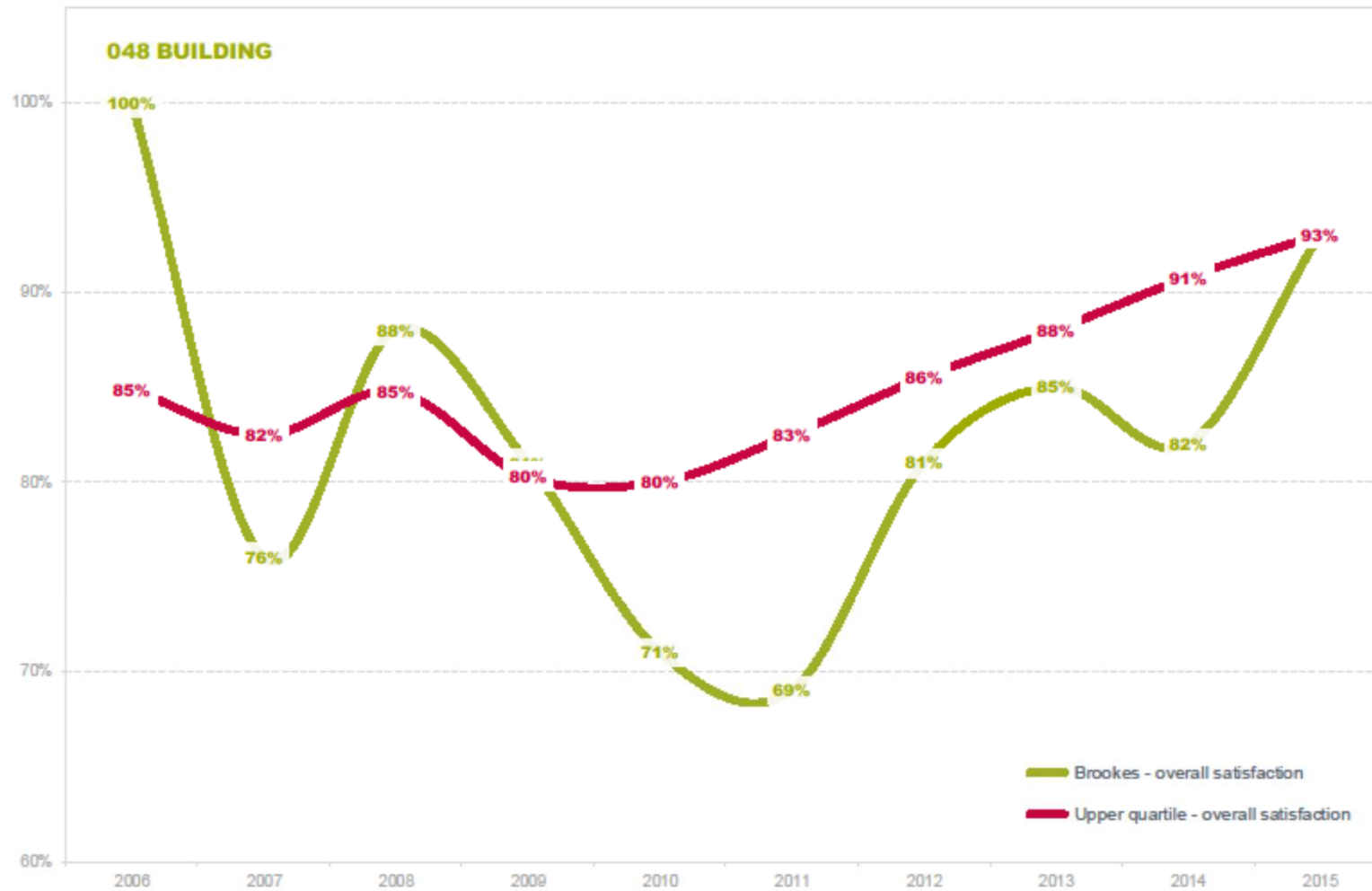
| Category 1: JACS Level 3 Subjects with overall satisfaction results 5% or more below the Sector Upper Quartile | | Category 2: Programme Level Results with overall satisfaction results 5% or more below the Sector Upper Quartile | | Category 3: JACS Level 3 Subjects with overall satisfaction results in (or within 5% of) the Sector Upper Quartile | | Category 4: Programme Level Results with overall satisfaction in (or within 5% of) the Upper Quartile | |
|---|------------------------------|--|---|--|---|---|---|
| Brookes | UQ Average | Brookes | UQ Average | Brookes | UQ Average | Brookes | UQ Average |
| Mathematics and Statistics 85% Others in Technology 83% Music 82% Media Studies (Film) 75% | 94% 90% 91% 91% | Film Studies 65% Interior Architecture 83% Planning and property development 82% Mechanical Engineering 84% Computer Science 78% | 91% 92% 93% 91% 89% | Fine Art 100% Publishing 96% Building 93% Architecture 91% Mechanical, Production, Manufacturing Engineering 90% Computer Science 87% Planning 88% | 89% 94% 93% 92% 91% 89% 93% | Fine Art 100% Information Technology Management for Business 100% Network Computing 100% Motorsport Engineering 95% Publishing Media 95% Quantity Surveying and Commercial Management 95% Architecture 93% Automotive Engineering 92% Mathematics 92% Construction project Management 91% Real Estate Management 89% (No programme level data for Music or Digital Media programmes) | 89% 89% 89% 91% 94% 93% 92% 91% 94% 93% 93% |

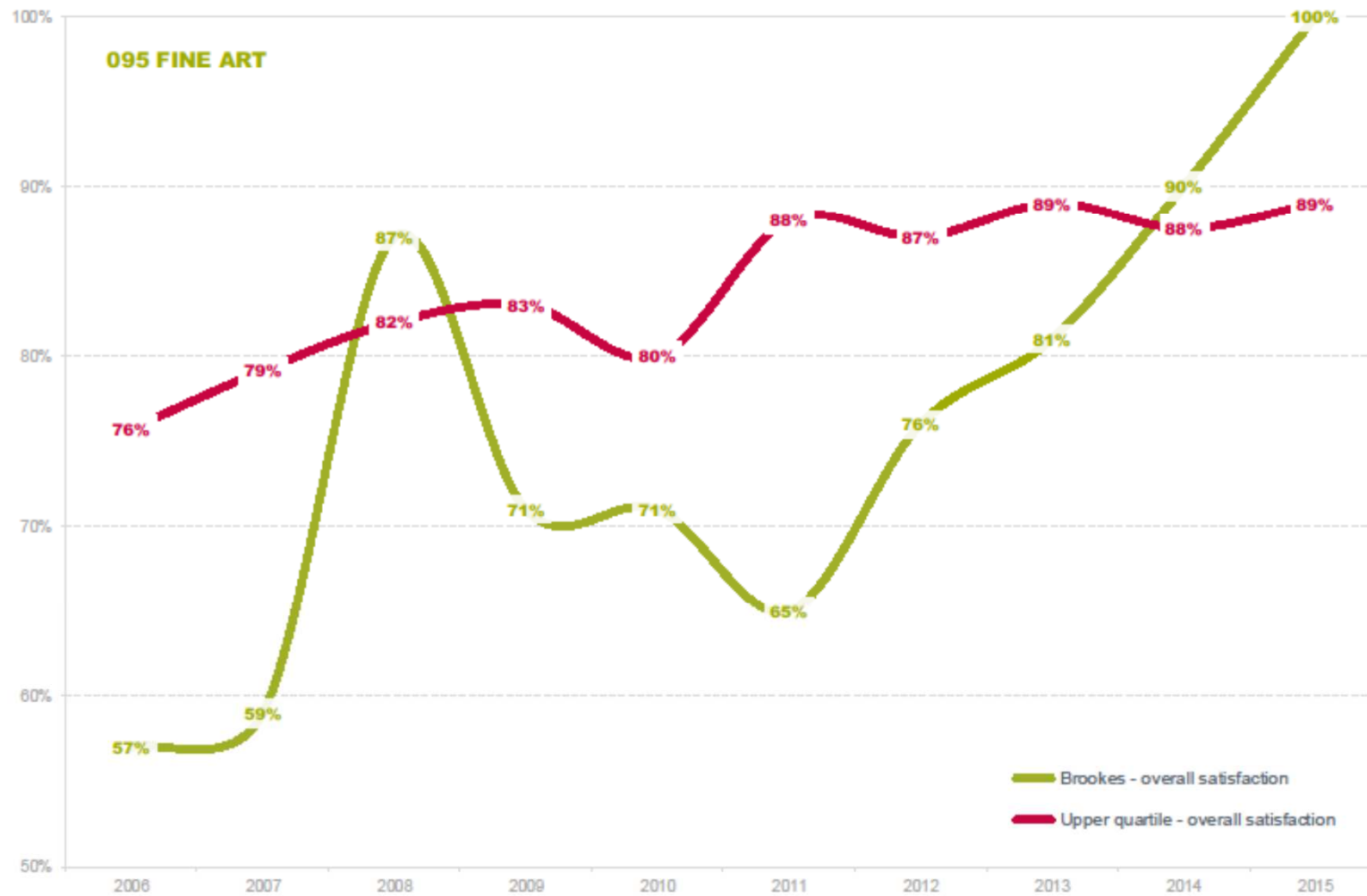
STRATEGIES FOR RESPONDING TO YOUR NSS RESULTS

- Prioritise Questions 1 – 4 *The Teaching on my course*
- Identify sector weaknesses – and focus on improving these
- Go for quick, easy wins AND long term positive change
- Focus on programmes/areas of programmes that are more than 5/10% lower than sector averages and upper quartile
- Establish detailed, granular action plans which are ready to implement asap for early impact on final year students
- Identify and share best practice – use Brookes NSS Live and successful action plans
- Strive for consistency and total team ‘buy in’
- Keep action plans live and monitor regularly
- Improve opportunities for student voice/feedback and opportunities to communicate actions implemented









GROUP EXERCISE

Your NSS results are not as positive as you had hoped and you and your team need to put in place an action plan for improvement.

Using the NSS results provided:

1. identify areas of the learning experience that you would prioritise for improvement, providing a rationale for your approach.
2. Identify up to 3 key actions with an indication of time line for implementation and how improvement will be measured.