London South Bank University

	PAPER NO: EC.14(12)	
Board/Committee:	Educational Character Committee	
Date:	10 December 2012	
Paper title:	National Student Survey Overview 2012	
Author:	Jo Ellett, Academic Quality Project Manager	
Executive sponsor:	Phil Cardew, Pro Vice Chancellor (Academic)	
Recommendation by the Executive:	To note the National Student Survey Overview 2012 Report	
Aspect of the Corporate Plan to which this will help deliver?	3. Student Choice 4. Student Success 6. Creating an environment in which excellence can thrive	
Matter previously considered by:	Quality and Standards Committee / Academic Board	On: 10th October 2012 / 7th November 2012
Further approval required?	No	On:
Communications – who should be made aware of the decision?	Not applicable	

Executive summary

This paper:

- Provides a summary of the University's scores in the National Student Survey 2012, which impacts on LSBU's league table rankings;
- Provides comparison against sector scores;
- Identifies trends, including areas of improvement and issues to be addressed by the LSBU Student Satisfaction Action Group.

The Committee should note:

- LSBU has seen an increase in student satisfaction in **all** of the key NSS categories.

- The major areas of improvement are Assessment & Feedback, Academic Support and Organisation & Management.
- We are still below the sector scores in most key areas except Personal Development, where we equal the sector score of 81%.

National Student Survey Overview 2012

Introduction

- The NSS is a national survey commissioned by HEFCE and carried out by the market research agency Ipsos-Mori.

- The NSS questions all undergraduate and sub-degree students funded by HEFCE or the NHS who would be completing their programmes in the summer following the January in which the survey is opened.

- The LSBU overall response rate has increased by 4% this year to **64%** (LSBU benchmark target = 70%).

- The sector response rate has increased by just 2% to 67%.

- LSBU has seen an increase in student satisfaction in **all** of the key NSS categories.

- Improvements mirror the increase in satisfaction seen across the sector. therefore we still have more to do to close the gap between LSBU and our competitors.

Overall Satisfaction

Sector: 85%	LSBU: 80%

Overall Satisfaction has increased back to our score in 2010, 2009 and 2007 of **80%**. This score is still 5% behind the sector score which has been steadily increasing since the beginning of the survey.

Satisfaction has increased across all key demographic and ethnic groups. Most notable is the **80%** overall satisfaction which was recorded against both young and mature students. This is the highest level of satisfaction seen in LSBU's young students since the beginning of the NSS.

Of most concern is the further drop in overall satisfaction among part time (PT) LSBU students. With full time (FT) students recording a 4% **increase** in satisfaction on 2011 to **82%**, PT student satisfaction has **dropped** for a second year running to **71%.** The PT satisfaction trend is one that fluctuates by up to 6% around the 75%-80% score so for satisfaction to drop to 71% is significant.

Teaching

Sector: 86%	LSBU: 81%

Satisfaction with teaching has also seen a return to our 2010 and 2009 score of 81%. The disparity between LSBU and the sector has decreased from 6% in 2011 to 5%.

The majority of comments focused on the excellent experiences students have had being taught by staff at LSBU. Many students pick out lecturers or modules which have made their experience at LSBU highly inspirational. However, the variability of skill and attitude between lecturers was remarked upon.

Assessment and Feedback

Sector: 70%	LSBU: 68%

We have seen a 6% increase in satisfaction with our methods of assessment and feedback. This is the highest increase in satisfaction in all of the key NSS areas and sees us only 2% below the sector score. However, this area continues to be the University's lowest scoring area.

The issues students have with feedback centre on the expected areas. Students feel that in some modules the feedback is still not returned promptly and is still not detailed enough. They are also keen to have personal feedback rather than a group mark or an overview of the progress of their peer group.

Detailed feedback is strongly linked to student opinions about academic support, with students requesting more communication with the marker of their assessment in order to gain clarity about their performance. Due to the nature of their mode of study, PT students in particular require a greater amount of detail in the feedback that they receive and assistance in clarifying things they do not understand.

Academic Support

Sector: 79%	LSBU: 73%

Satisfaction with academic support has increased by 5% this year to our highest ever score of **73%**. It is possible that improvements in assessment feedback have had an impact in this section of the NSS, as students feel that they are receiving study advice from more effective comments and feedback sessions.

A key difference has been the students' ability to contact staff when they needed to. In this area we have improved by 4% since last year to **77%**. However, we should note that the NSS shows we are still 6% below the sector score of 79% in this area. Many students called for more use of one-to-one sessions and seminars, but if they cannot contact academic staff in person, they would appreciate email contact.

Organisation and Management

Sector: 77%	LSBU: 71%

With a satisfaction level of **71%**, LSBU is 6% below the sector score. LSBU has improved by 2% in this category since 2011, mirroring that in the sector as a whole.

Comments about the organisation of the programme were largely focused around the timetable. Students want accurate timetables, in advance, that are not subject to too many changes throughout the year. If changes are necessary, these should be communicated quickly and clearly in advance. This is most important for students who have jobs and/or children so that they can arrange cover for these activities.

Learning Resources

Sector: 82%	LSBU: 78%

With a score of **78%**, students are largely satisfied with the library and IT resources available to them. This score is still 1% off our highest score in this area of the NSS and is 4% below that of the rest of the sector.

The area which continues to lower the overall score is access to specialised equipment, facilities or rooms. This score is 7% below the rest of the sector and the University should identify where students are requiring additional resources.

Personal Development

Sector: 81%	LSBU: 81%

In the area of Personal Development satisfaction is at an all-time high at **81%**, equalling the sector score.

AHS

Six of the seven AHS departments scored an overall satisfaction rate of 75% or over. This is a significant improvement on last year's scores, when only three of the departments achieved this result. Of particular note is **Law**, which has achieved an overall satisfaction score of 90%. Two of the departments received an overall satisfaction score of 5% or less than the LSBU score. In particular **Arts and Media** received the lowest overall satisfaction rate in the University.

BUS

Overall satisfaction results show that BUS students are largely satisfied. Of particular note are **Accountancy and Finance** which again scored very highly in overall satisfaction at **91%**, the highest in BUS, and **National Bakery School** again scoring the lowest level of overall satisfaction in the faculty with 71**%**. It should be noted that the small sample base for this department can cause distortion in the results.

ESBE

Overall satisfaction rates for ESBE were lower than those for LSBU in all departments; however **Applied Sciences** and **Engineering and Design** came very close to matching the LSBU level with **79%**. The least satisfied department was **Built Environment**, although both this department and **Urban Engeering** have seen a significant reduction in overall satisfaction.

HSC

Sample issues have affected HSC this year, which have limited the way in which data can be compared with that of previous years: The results for two departments have been gathered via an internal survey with the response rates for these departments being lower than those for the national NSS and some department categories have been changed since 2011, with only a few similar enough to enable comparison.

Of the nine departments this year, only one scored a lower rate than the LSBU average for overall satisfaction. Two departments scored 5% or more above the sector score, with **Allied Health Professionals** achieving the highest level of satisfaction in the University. **Occupational Therapy** scored the lowest in HSC in terms of overall student satisfaction, although marks displayed against this department will be distorted as a result of the small sample base.

National Student Survey Overview 2012: Appendices

Acronyms of academic departments

AAMED	Arts and Media
ACWP	Culture, Writing and Performance
AED	Education
ALAW	Law
APSY	Psychology
ASPS	Social Sciences
AUES	Urban, Environment and Leisure Studies
BAF	Accounting and Finance
BBS	Business Studies
BINF	Informatics
BNSB	National Bakery School
EAS	Applied Sciences
EBE	Built Environment
EED	Engineering and Design
EUE	Urban Engineering
HAHP	Allied Health Professionals
H_Adult	Adult Nursing
H_Child	Children's Nursing
HMH	Mental Health and Learning Disabilities
HMidf	Midwifery
HOT	Occupational Therapy
HPC	Primary and Social Care
HAHP (I)	Allied Health Professionals
HSocial Work (I)	Social Work

Appendix 1
NSS Results 2012
N/A = excluded from overall calculation (as per NSS)
▲ = Better than 2011
▼ = Lower than 2011
◀ = Same as 2011

NSS Core Questions	2012 NSS %	2012 NSS Sector %
Overall, I am satisfied with the quality of the course	**80 ▲**	**85 ▲**
TEACHING	**81 ▲**	**86 ▲**
Staff are good at explaining things	85 ▲	89 ▲
Staff have made the subject interesting	77 ▲	82 ▲
Staff are enthusiastic about what they are teaching	81 ▲	87 ▲
The course is intellectually stimulating	81 ▲	85 ▲
ASSESSMENT AND FEEDBACK	**68 ▲**	**70 ▲**
The criteria used in marking have been clear in advance	76 ▲	75 ▲
Assessment arrangements and marking have been fair	73 ▲	76 ▲
Feedback on my work has been prompt	62 ▲	66 ▲
I have received detailed comments on my work	65 ▲	69 ▲
Feedback on my work has helped me clarify things I did not understand	62 ▲	64 ▲
ACADEMIC SUPPORT	**73 ▲**	**79 ▲**
I have received sufficient advice and support with my studies	71 ▲	77 ▲
I have been able to contact staff when I needed to	77 ▲	85 ▲
Good advice was available when I needed to make study choices	70 ▲	74 ▲
ORGANISATION AND MANAGEMENT	**71 ▲**	**77 ▲**
The timetable works efficiently as far as my activities are concerned	74 ▲	80 ▲
Any changes in the course or teaching have been communicated efficiently	70 ▲	76 ▲
The course is well organised and is running smoothly	69 ▲	75 ▲

LEARNING RESOURCES	**78 ▲**	**82 ▲**
The library resources and services are good enough for my needs	80 ▲	83 ▲
I have been able to access general IT resources when I needed to	84 ▲	85 ▲
I have been able to access specialised equipment, facilities, or rooms when I needed to	71 ▲	78 ▲
PERSONAL DEVELOPMENT	**81 ▲**	**81 ▲**
The course has helped me to present myself with confidence	81 ▲	80 ▲
My communication skills have improved	82 ▲	83 ▲
As a result of the course, I feel confident in tackling unfamiliar problems	80 ▲	80 ▲
I am satisfied with the Students' Union (Association or Guild) at my institution	**48**	**66**

Appendix 2

NSS Optional Results 2012

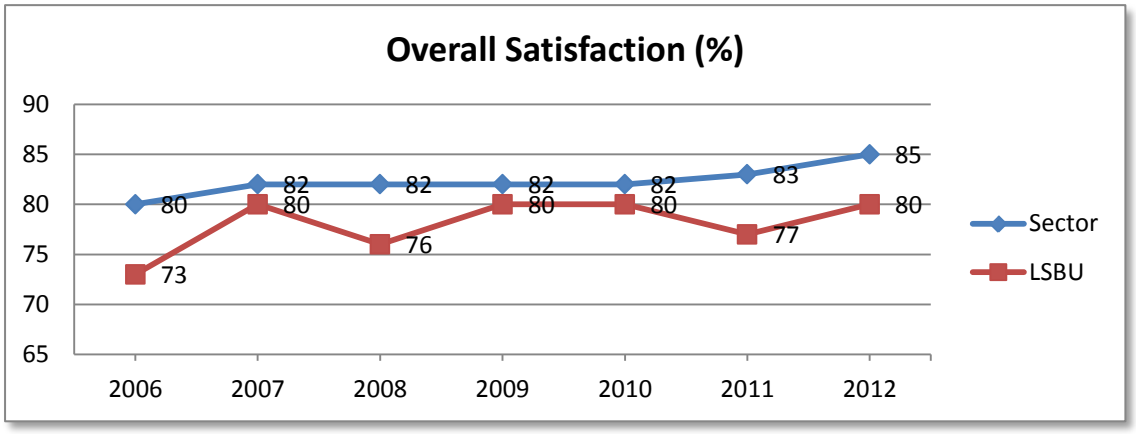
▲ = Better than 2011
▼ = Lower than 2011
◄ = Same as 2011

NSS Optional Questions	2012 NSS %	2012 NSS Sector %
Careers	**75** ▲	**75** ▲
As a result of my course, I believe that I have improved my career prospects.	87 ▲	85 ▲
Good advice is available for making career choices.	69 ▲	70 ▲
Good advice is available on further study opportunities.	68 ▲	69 ▲
Course Content and Structure	**73** ▲	**76** ▲
All of the compulsory modules are relevant to my course.	80 ◄	82 ▲
There is an appropriate range of options to choose from on my course.	62 ◄	66 ▲
The modules of my course form a coherent integrated whole.	77 ▲	79 ▲
Feedback from Students	**62** ▲	**64** ▲
I have had adequate opportunities to provide feedback on all elements of my course.	75 ▲	81 ▲
My feedback on the course is listened to and valued.	57 ▲	58 ▲
It is clear to me how students' comments on the course have been acted upon	53 ▲	52 ▲
Workload	**67** ▲	**70** ▲
The workload on my course is manageable.	75 ▲	80 ▲
This course does not apply unnecessary pressure on me as a student.	63 ▲	67 ▲
The volume of work on my course means I can always complete it to my satisfaction.	61 ▲	62 ▲
I am generally given enough time to understand the things I have to learn.	71 ▲	71 ▲

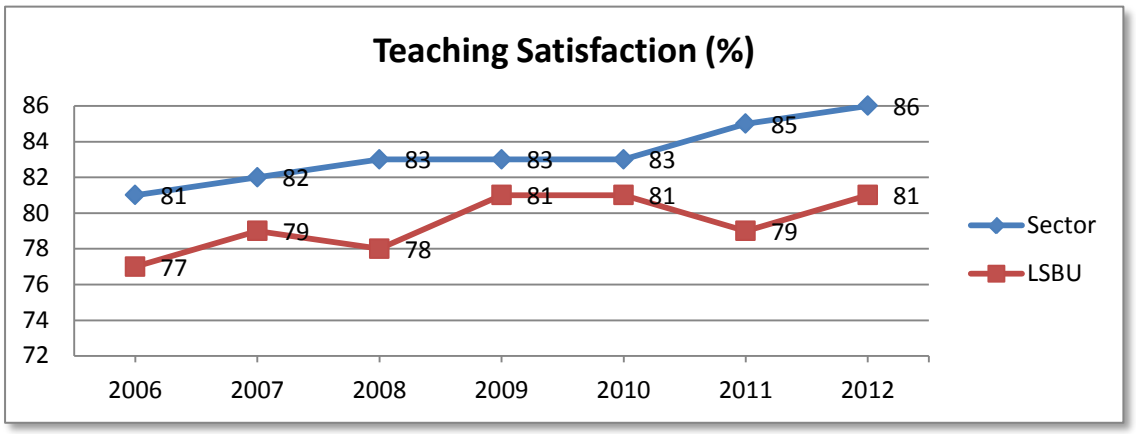
Appendix 3

NSS Results Main Questions Charts 2006-2012 by Category

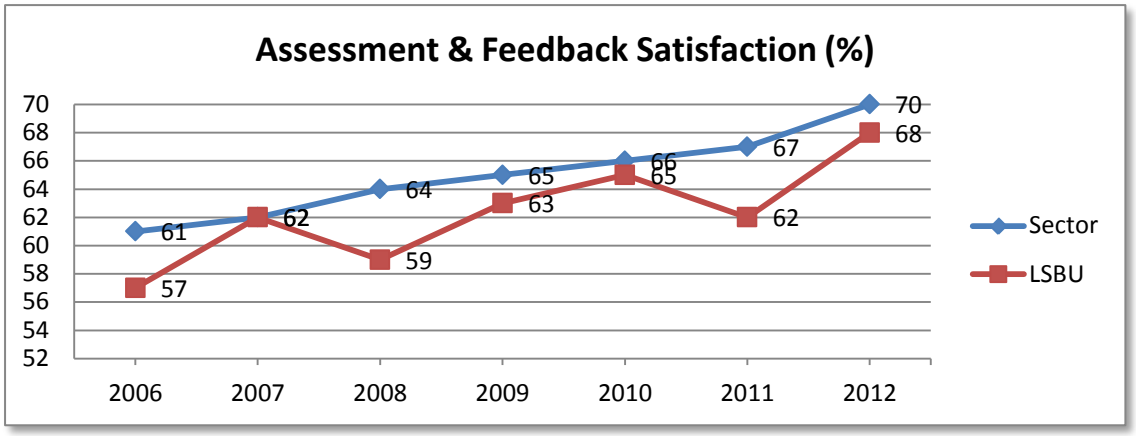
Overall Satisfaction



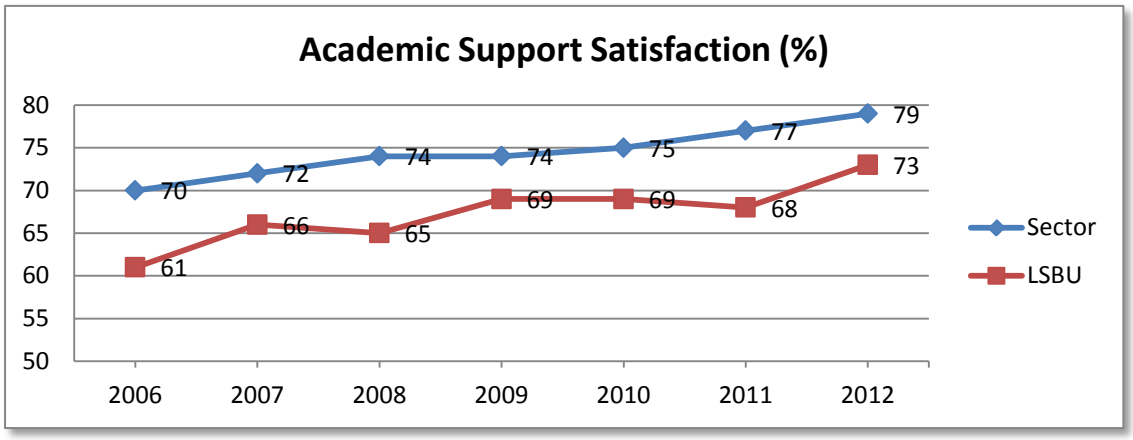
Teaching on my Course



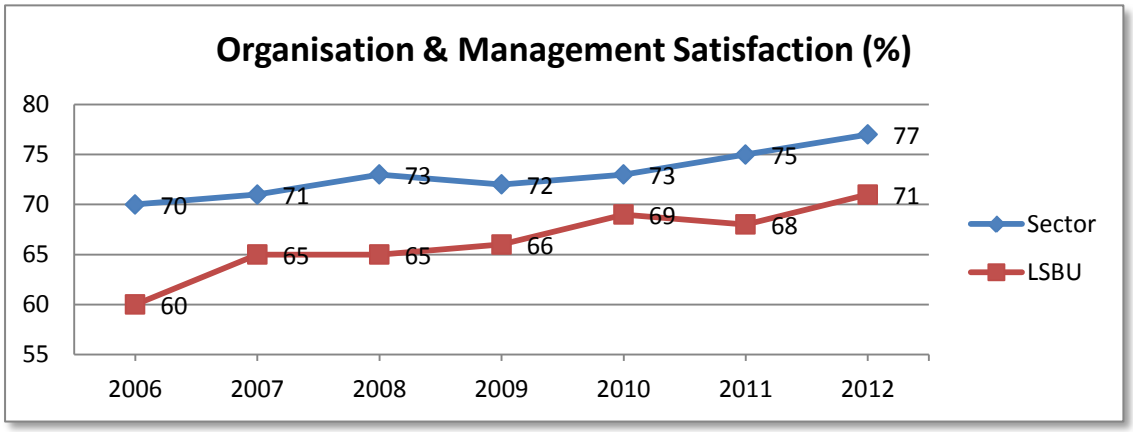
Assessment and Feedback



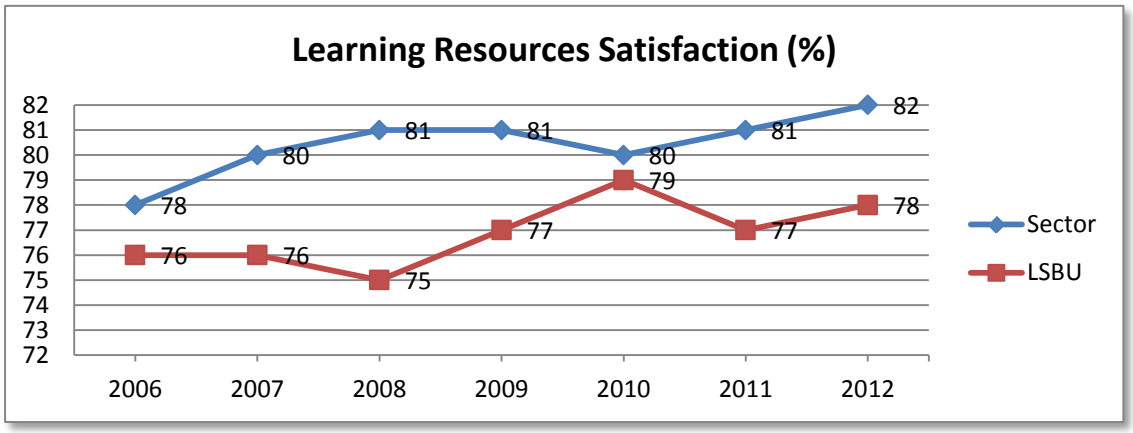
Academic Support



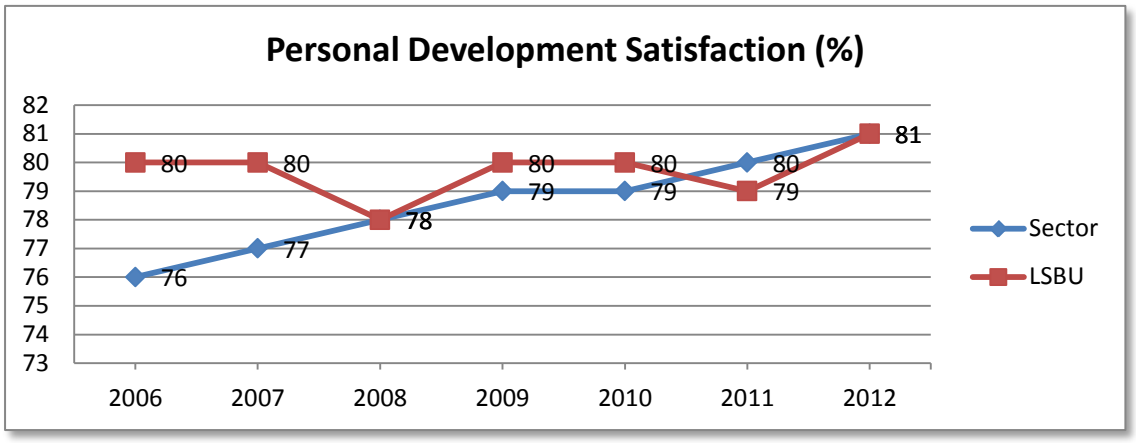
Organisation and Management



Learning Resources



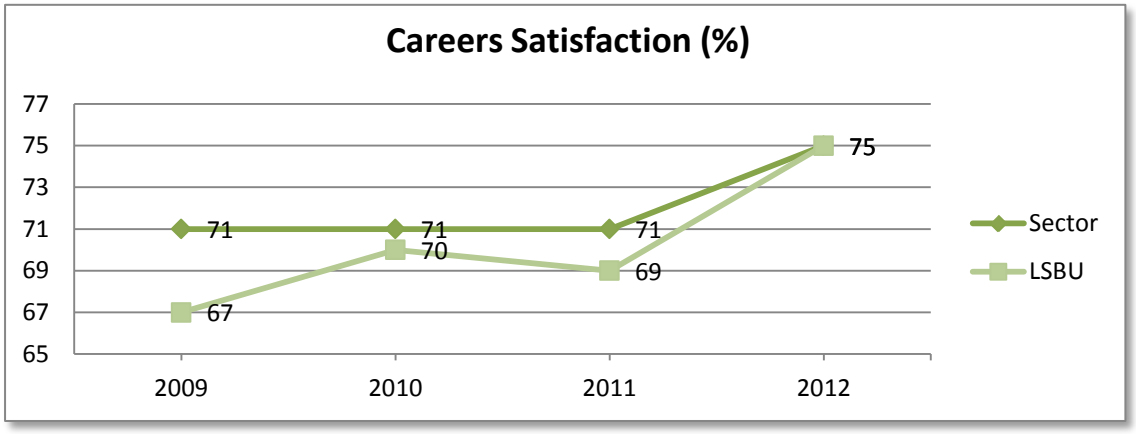
Personal Development



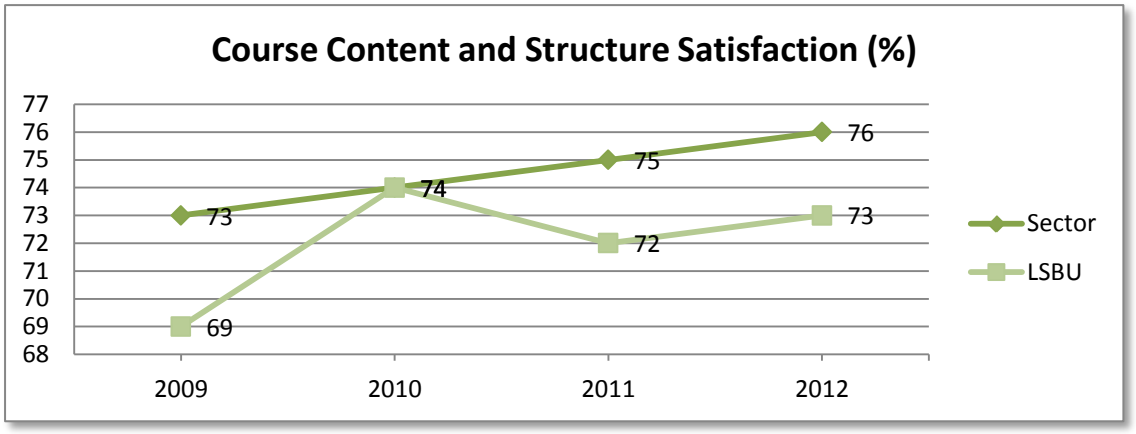
Appendix 4

NSS Results Optional Questions Charts 2009-2012 by Category

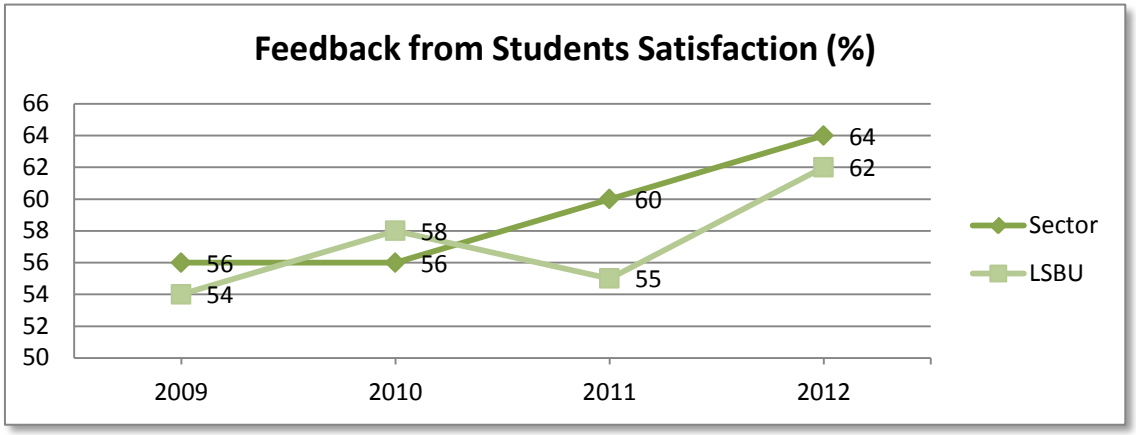
Careers



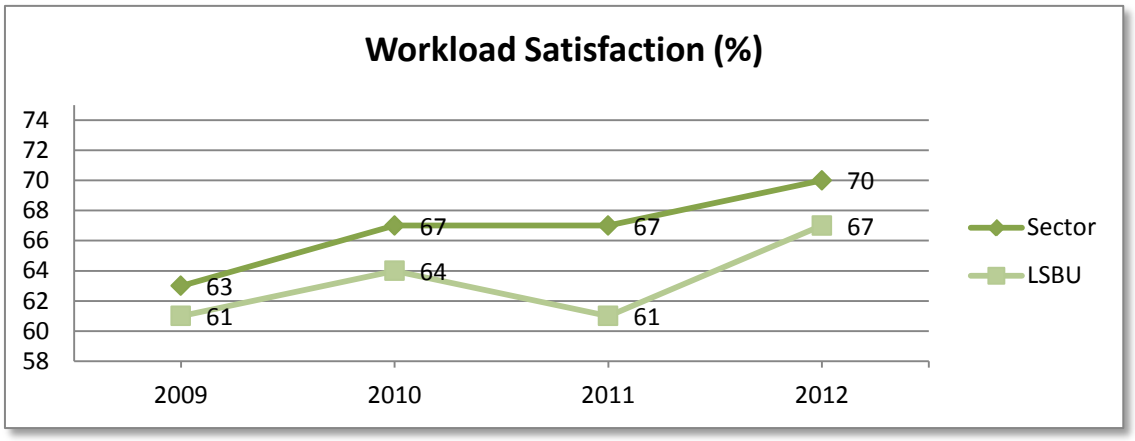
Course Content and Structure



Feedback from Students



Workload


Workload Satisfaction (%)
74
72
70
68
66
64
62
60
58
2009
2010
2011
2012
63
67
67
70
61
64
61
67
Sector
LSBU

Appendix 5

AHS

▲ = Better than 2011
▼ = Lower than 2011
◀ = Same as 2011

	Sector	LSBU	AHS 2012						
	All	All	AAMED	ACWP	AED	ALAW	APSY	ASPS	AUES
Teaching	86	81	74 ▲	79 ▲	96	87 ▲	87 ▲	90 ▲	82 ▲
Assessment and Feedback	70	68	65 ▲	72 ▲	84	67 ▲	73 ▲	78 ▲	71 ▲
Academic Support	79	73	79 ▲	74 ▲	81	70 ▲	74 ▼	76 ▲	73 ▲
Organisation and Management	77	71	59 ▼	72 ▲	85	83 ▲	89 ▲	82 ▲	79 ▲
Learning Resources	82	78	75 ▲	61 ▲	68	78 ▲	75 ▲	60 ▼	76 ▲
Personal Development	81	81	69 ▲	76 ▲	92	92 ▲	77 ▲	81 ▼	81 ◀
Overall Satisfaction	85	80	59 ▲	75 ▲	88	90 ▲	85 ▲	85 ▼	81 ▲
Response Rate	67	64	61 ▼	61 ▲	66	64 ▲	70 ▲	73 ▲	61 ▲

Optional Questions

	Sector	LSBU	AHS 2012 Optional						
	All	All	AAMED	ACWP	AED	ALAW	APSY	ASPS	AUES
Careers	75	75	62 ▲	69 ▲	92	83 ▲	81 ▲	75 ▲	73 ▲
Course Content and Structure	76	73	54 ▲	68 ▲	85	87 ▲	84 ▲	73 ▼	72 ▲
Feedback from Students	64	62	65 ▲	58 ▲	82	65 ▲	66 ▲	67 ▲	62 ▲
Workload	70	67	75 ▲	78 ▲	N/A	81 ▲	58 ▲	74 ▲	68 ▲
Response Rate	31	34	33 ▲	41 ▲	34	35 ▲	48 ▼	37 ▼	33 ▲

Appendix 6

BUS

▲ = Better than 2011
▼ = Lower than 2011
◀ = Same as 2011

	Sector	LSBU	BUS 2012			
	All	All	BAF	BBS	BINF	BNBS
Teaching	86	81	88 ▲	72 ▼	81 ▲	88 ▲
Assessment and Feedback	70	68	72 ▲	63 ▼	72 ▲	85 ▲
Academic Support	79	73	81 ▲	66 ▼	84 ▲	89 ▲
Organisation and Management	77	71	86 ▼	74 ▼	78 ▲	64 ▲
Learning Resources	82	79	87 ▲	81 ▲	81 ▼	90 ▲
Personal Development	81	81	88 ▲	81 ▼	90 ▲	78 ▲
Overall Satisfaction	85	80	91 ▲	78 ▼	84 ▲	71 ▲
Response Rate	67	64	63 ▲	72 ▲	59 ▲	86 ▲

Optional Questions

	Sector	LSBU	BUS 2012 Optional			
	All	All	BAF	BBS	BINF	BNBS
Careers	75	75	89 ▲	69 ▼	85 ▲	68 ▲
Course Content and Structure	76	73	87 ▲	74 ▼	80 ▲	74 ▲
Feedback from	63	62	80 ▲	57 ▼	62 ▲	75 ▲
Workload	70	67	85 ▲	62 ▲	70 ▲	88 ▲
Response Rate	31	34	35 ▲	37 ▲	25 ▼	54 ▲

Appendix 7

ESBE

▲ = Better than 2011
▼ = Lower than 2011
◄ = Same as 2011

	Sector	LSBU	ESBE 2012			
	All	All	EAS	EBE	EED	EUE
Teaching	86	81	77 ▲	74 ▲	79 ▲	70 ▼
Assessment and Feedback	70	68	59 ◄	59 ▲	70 ▲	59 ▲
Academic Support	79	73	68 ▲	63 ▲	75 ▲	66 ▼
Organisation and Management	77	71	64 ▼	59 ◄	70 ◄	57 ▼
Learning Resources	82	79	78 ◄	74 ▲	81 ◄	79 ▲
Personal Development	81	81	80 ▲	68 ▼	76 ▲	65 ▼
Overall Satisfaction	85	80	79 ▼	68 ▼	79 ▲	69 ▼
Response Rate	67	64	62 ▲	56 ▲	66 ▼	63 ▼

Optional Questions

	Sector	LSBU	ESBE 2012 Optional			
	All	All	EAS	EBE	EED	EUE
Careers	75	75	69 ▼	55 ▼	77 ▲	67 ▲
Course Content and Structure	76	73	66 ▼	58 ▼	71 ▲	58 ▼
Feedback from Students	63	62	50 ▼	36 ▼	60 ▲	43 ▼
Workload	70	67	66 ▼	59 ◄	64 ▲	57 ▼
Response Rate	31	34	27 ▼	26 ▲	37 ▼	32 ▼

Appendix 8

HSC

I = Internal survey

▲ = Better than 2011

▼ = Lower than 2011

◀ = Same as 2011

	Sector	LSBU	HSC 2012								
	All	All	HAHP	H_ Adult	H_ Child	HMH	HMidf	HOT	HPC	HAHP (I)	HSocial Work (I)
Teaching	86	81	91	82	90	92	92 ▲	70	93 ▲	87	83
Assessment and Feedback	70	68	83	69	67	65	66 ▲	40	82 ▲	63	46
Academic Support	79	73	90	68	74	77	76 ▲	58	88 ▲	76	62
Organisation and Management	77	71	87	64	53	66	79 ▲	36	86 ▲	79	64
Learning Resources	82	79	74	81	78	85	87 ▲	74	77 ▲	70	79
Personal Development	81	81	93	88	87	95	92 ▲	73	84 ▲	66	56
Overall Satisfaction	85	80	96	83	81	90	82 ▲	64	88 ▲	83	77
Response Rate	67	64	52	63	59	68	66 ▲	82	89 ▲	30	21

Practice Placements

	Sector	LSBU	HSC 2012 Practice Placements								
	All	All	HAHP	H_ Adult	H_ Child	HMH	HMidf	HOT	HPC	HAHP (I)	HSocial Work (I)
Overall Satisfaction	85	85	N/A	82	93	91	72 ▼	91	N/A	86	73
Response Rate	69	63	N/A	63	59	70	50 ◀	92	N/A	30	21

Optional Questions

	Sector	LSBU	HSC 2012 Optional								
	All	All	HAHP	H_ Adult	H_ Child	HMH	HMidf	HOT	HPC	HAHP (I)	HSocial Work (I)
Careers	75	75	N/A	77	78	88	64 ▼	N/A	83 ▼	77	62
Course Content and Structure	76	73	N/A	73	75	81	69 ▼	N/A	79 ▲	62	72
Feedback from Students	63	62	N/A	59	68	70	75 ▼	N/A	89 ▲	59	54
Workload	70	67	N/A	64	48	66	53 ▼	N/A	46 ▼	68	62
Response Rate	31	34	N/A	32	40	39	34 ▲	N/A	63 ▲	30	21