

Meeting of the Student Experience Committee

2.00 - 4.00 pm on Wednesday, 1 February 2017
in 1B16 - Technopark, SE1 6LN

Agenda

<i>No.</i>	<i>Item</i>	<i>Pages</i>	<i>Presenter</i>
12.	NSS questions 2017	3 - 6	SW

Date of next meeting
2.00 pm on Wednesday, 3 May 2017

Members: Pat Bailey (Chair), Sodiq Akinbade, Christabel Charles, Kirsteen Coupar, Mel Godfrey, Kelsey Hanton, Scott Ideson, Elena Marchevska, Carol Rose, Suleyman Said, Andrea Smith, Seth Stromboli, Shân Wareing and Saranne Weller

Apologies:

In attendance: Steve Baker, Joe Kelly, Sue Turnbull, Marc Griffith, Emily Rubython and Lesley Roberts

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	PAPER NO:
Paper title:	Revised NSS Questions for 2017
Board/Committee	Student Experience Committee
Date of meeting:	01/02/17
Author:	Shân Wareing
Executive/Operations sponsor:	Shân Wareing
Purpose:	To inform the Student Experience Committee of changes to the National Student Survey in 2017

Executive Summary	
Context	<p>Following a review of the NSS, in 2017 there will be changes to the questions for the first time in 12 years, emphasising academic challenge and student engagement. The net effect is an increase from 23 to 27 questions in the core survey. The different questions may impact on NSS rankings. A small relative improvement in NSS results is necessary to achieve 'silver' TEF metrics in 2018.</p> <p>A working group is leading two LSBU campaigns to be finalised this week (details will be circulated); Directors of Education and Student Experience and the Pro-Dean (HSC) are leading School activities, taking a 'nudge' approach. Estates and Academic Environment are reviewing where quick wins can be achieved and reporting back.</p>
Conclusion & Recommendation	<p>Please note that in briefing staff and students it is important to note the changes to the questions.</p>

CHANGES TO NATIONAL STUDENT SURVEY QUESTIONS

Following a review of the NSS, in 2017 there will be changes to the questions for the first time in 12 years. The 10 new and 9 amended questions are intended to reduce ambiguity and repetition/redundancy, and increase the emphasis on academic challenge and student engagement, two factors which emerged from research as highly relevant to student success and satisfaction but under-represented in the current survey. The net effect is an increase from 23 to 27 questions in the core survey.

We do not know how LSBU students will respond to the new survey in comparison to the rest of the sector. We can expect considerable sector analysis following the first year of implementation in 2017.

For more information about the NSS see <http://www.thestudentsurvey.com/about.php>

For a review of the new questions, see <http://wonkhe.com/blogs/analysis-more-engaging-new-nss/>

The LSBU NSS working group has prepared action plans for the 2017 NSS, a positive promotion campaign unconnected to the NSS but running in parallel, and is also preparing for a 'mock NSS' run with students in their penultimate year of UG study, and the postgraduate taught experience question (PTES) and Postgraduate Research Experience Questionnaire (PRES).

NSS key dates are:

Monday 6 February LSBU NSS 'hard' launch

Sunday 30 April NSS closes

Tuesday 1 August Approximate date LSBU expects to receive its own embargoed NSS raw data

Thursday 17 Aug. Approximate date sector comparative data will be published

It became known in the sector on 23rd January 2017 that Ipsos Mori was instructed by HEFCE to ignore institutions' instructed start date (e.g. LSBU's of 6th February) and commence emailing students about the NSS. This is understood to be a response to pressure from announcements by some Students' Unions that they plan to boycott the NSS.

Please note that in briefing staff and students it is important to note the changes to the questions.

National Student Survey 2017		
New Questions	Amended Questions	Unchanged Questions
4. My course has challenged me to achieve my best work	9. Marking and assessment has been fair	1. Staff are good at explaining things
5. My course has provided me with opportunities to explore ideas or concepts in depth	10. Feedback on my work has been timely	2. Staff have made the subject interesting
6. My course has provided me with opportunities to bring information and ideas together from different topics	11. I have received helpful comments on my work	3. The course is intellectually stimulating
7. My course has provided me with opportunities to apply what I have learnt	13. I have received sufficient advice and guidance in relation to my course	8. The criteria used in marking have been clear in advance
21. I feel part of a community of staff and students	14. Good advice was available when I needed to make study choices on my course	12. I have been able to contact staff when I needed to
22. I have had the right opportunities to work with other students as part of my course	16. The timetable works efficiently for me	15. The course is well organised and running smoothly
23. I have had the right opportunities to provide feedback on my course	18. The IT resources and facilities provided have supported my learning well	17. Any changes in the course or teaching have been communicated effectively
24. Staff value students' views and opinions about the course	19. The library resources (e.g. books, online services and learning spaces) have supported my learning well	27. Overall, I am satisfied with the quality of the course
25. It is clear how students' feedback on the course has been acted on	20. I have been able to access course specific resources (e.g. equipment, facilities, software, collections) when I needed to	
26. The Students' Union (Association or Guild) effectively represents students' academic interests		

London South Bank

University

NSS 2017 Questions

The teaching on my course

1. Staff are good at explaining things
2. Staff have made the subject interesting
3. The course is intellectually stimulating
4. My course has challenged me to achieve my best work

Learning opportunities [new section]

5. My course has provided me with opportunities to explore ideas or concepts in depth
6. My course has provided me with opportunities to bring information and ideas together from different topics
7. My course has provided me with opportunities to apply what I have learnt

Assessment and feedback

8. The criteria used in marking have been clear in advance
9. Marking and assessment has been fair
10. Feedback on my work has been timely
11. I have received helpful comments on my work

Academic support

12. I have been able to contact staff when I needed to
13. I have received sufficient advice and guidance in relation to my course
14. Good advice was available when I needed to make study choices on my course

Organisation and management

15. The course is well organised and running smoothly
16. The timetable works efficiently for me
17. Any changes in the course or teaching have been communicated effectively

Learning resources

18. The IT resources and facilities provided have supported my learning well
19. The library resources (e.g. books, online services and learning spaces) have supported my learning well
20. I have been able to access course specific resources (e.g. equipment, facilities, software, collections) when I needed to

Learning community

21. I feel part of a community of staff and students
22. I have had the right opportunities to work with other students as part of my course

Student voice [

23. I have had the right opportunities to provide feedback on my course
 24. Staff value students' views and opinions about the course
 25. It is clear how students' feedback on the course has been acted on
 26. The Students' Union (Association or Guild) effectively represents students' academic interests
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27. Overall, I am satisfied with the quality of the course