

Committee Title	Student Voice					
Date of Meeting	23 <sup>rd</sup> October 2017					
Item Number and Title/Subject	National Student Survey 2017					
Paper Presenter	Kevin Campbell, Student President (or nominee)					
Brief Summary of Issues/Topic	<p>The National Student Survey (NSS) asks final year undergraduate students <a href="#">27 questions</a>, relating to 8 aspects of the learning experience. Students are also given the opportunity to make positive and negative comments in an open answer question. This is the sixth year that students have been asked about the Students' Association in this survey. The results of the NSS are published at <a href="#">Unistats.com</a> to help prospective students make informed decisions of where and what to study.</p> <p>The 2017 survey had <a href="#">substantial changes</a>. This included nine new questions on student engagement, updated questions on assessment and feedback and learning resources, removal and transfer of personal development questions to the optional question banks, and removal of two duplicative questions. The students' association question was also changed from "I am satisfied with the Students' Union (Association or Guild) at my institution" (question 23) to "The students' union (association or guild) effectively represents students' academic interests" (question 26). There is a question on clubs and societies and this remains unchanged as "I am satisfied with the range of clubs and societies on offer".</p> <p>It should be noted that research conducted by 18 diverse unions with over 17,000 responses by Alterline on question 26 suggested that students do not understand the new question and that associations/unions should anticipate a drop in scoring.</p> <p>The Students' Association receive a 51% satisfaction score in 2017, down on the UK sector (57%) and Scottish sector (52%). The clubs and societies satisfaction score was 59%, down on the Scottish sector (68%).</p> <p>GCU launched an undergraduate survey for students who do not complete the NSS. This included question 26 where 43% agreed with the statement.</p>					
Recommendation(s)	Information		Discussion	X	Approval	
	<p><b><i>Any member can ask a question by raising their voting card and being recognised by the Chair to speak.</i></b></p> <p>Student Voice is asked to discuss and note the National Student Survey 2017 paper.</p>					
Who have you consulted when developing the paper?	Executive Committee Trustee Board					
Staff/Student Protocol	Yes		No	X	N/A	
Will any decision approved directly affect the work of staff?						
Should the paper be submitted to any other committee following its consideration/approval at this	No					

meeting?

If yes, please state the committee and proposed date of submission.

## National Student Survey 2017

### 1. Introduction

The National Student Survey (NSS) asks final year undergraduate students [27 questions](#), relating to 8 aspects of the learning experience. Students are also given the opportunity to make positive and negative comments in an open answer question. This is the sixth year that students have been asked about the Students' Association in this survey. The results of the NSS are published at [Unistats.com](http://Unistats.com) to help prospective students make informed decisions of where and what to study.

The 2017 survey had [substantial changes](#). This included nine new questions on student engagement, updated questions on assessment and feedback and learning resources, removal and transfer of personal development questions to the optional question banks, and removal of two duplicative questions. The students' association question was also changed from "I am satisfied with the Students' Union (Association or Guild) at my institution" (question 23) to "The students' union (association or guild) effectively represents students' academic interests" (question 26). There is a question on clubs and societies and this remains unchanged as "I am satisfied with the range of clubs and societies on offer".

Two challenges for the 2017 survey were [reported to the Board](#) in February 2017. Namely that Ipsos MORI launched the survey to GCU students before the agreed launch date and before GCU or the Students' Association started its communications. In addition there is not the option to change the wording of the question to read 'students' association' and not 'students' union (association or guild)'. The Board were also informed in February 2017 that research was conducted by 18 diverse unions with over 17,000 responses by Alterline on question 26. The findings from the research suggested that students do not understand the new question and that unions should anticipate a drop in scoring.

### 2. NSS Results 2017

A total of 51% agreed with the statement that "The students' union (association or guild) effectively represents students' academic interests" (question 26). There are no previous scores as this is a new question. This is however below the UK Sector average of 57% and the Scottish Sector average of 52%. Our score places us 10<sup>th</sup> overall in Scotland out of 20.

GCU launched an undergraduate survey for students who do not complete the NSS. This included question 26 where 43% agreed with the statement.

The following table provides a comparison for Scottish Students' Associations for satisfaction within the NSS.

<b>Institution</b>	<b>Q26 2017 Score</b>	<b>Q26 2017 Rank</b>	<b>Q23 2016 Score</b>	<b>Q23 2016 Rank</b>
University of St Andrews	67%	1	77%	2
University of Dundee	65%	2	88%	1
Glasgow School of Art	60%	3	76%	3
Scotland's Rural College	59%	4	48%	15
University of Strathclyde	56%	5	73%	5
Robert Gordon University	56%	5	50%	14
University of Glasgow	54%	7	76%	3
Heriot-Watt University	54%	7	58%	11
University of Abertay Dundee	52%	9	64%	7
<b>Glasgow Caledonian University</b>	<b>51%</b>	<b>10</b>	<b>68%</b>	<b>6</b>
Edinburgh Napier University	51%	10	64%	7
University of Stirling	51%	10	60%	9
Edinburgh College	50%	13	N/A	N/A
West Lothian College	50%	13	N/A	N/A
University of the West of Scotland	49%	15	51%	13
University of Edinburgh	42%	16	59%	10
University of the Highlands and Islands	41%	17	40%	18
Queen Margaret University Edinburgh	41%	17	43%	17
University of Aberdeen	38%	19	48%	15
City of Glasgow College	25%	20	N/A	N/A

*Table 1: Ranking of Scottish Universities by Question 23/Q23 score*

Within the NSS there is a section on Social Opportunities. The following chart shows how the score for the social opportunities questions have changed over the last six years. Please note that the plenty of opportunities to interact socially and satisfaction with the range of entertainment and social events questions cannot be entirely attributable to the Students' Association.

The Students' Association received a satisfaction score of 59% for Clubs and Societies. The question asked is "I am satisfied with the range of clubs and societies on offer". The satisfaction with the range of clubs and societies is on a disappointing trend. The Scottish sector average for this question is 68%. It is worth highlighting that the Societies Co-ordinator resignation in December 2016, which was not replaced until July 2017, may have had some impact on this score.

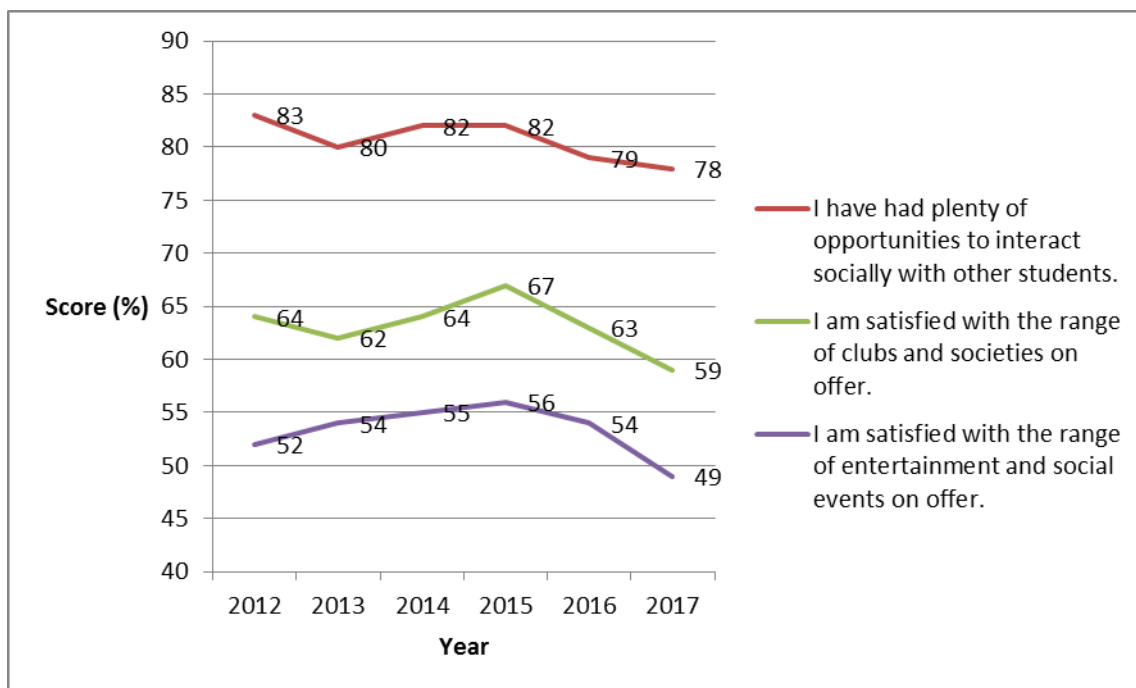


Figure 1: Satisfaction scores for Students' Association and Social Opportunities 2012-2017

### 3. Demographic comparison of results for Students' Association question

As in previous years there are some notable variations in satisfaction between different demographic groups for the Students' Association in the NSS:

- Young (50%) vs Mature (51%)
- UK (51%), EU (46%) vs Other International (48%)
- Other (56%), White (50%) vs Black (64%) & Asian (57%) ethnicities vs Not Known (39%)
- Male (44%) vs Female (54%)
- Full Time (51%) vs Part Time (37%)
- No known disability (51%), specific disability (55%) and other disabilities (43%)

Figure 3 has been included to show the gaps between satisfaction levels more clearly – the only difference from Figure 2 is that dissatisfaction scores have been removed.

A full table of satisfaction levels for different demographics can be found in Appendix 1.

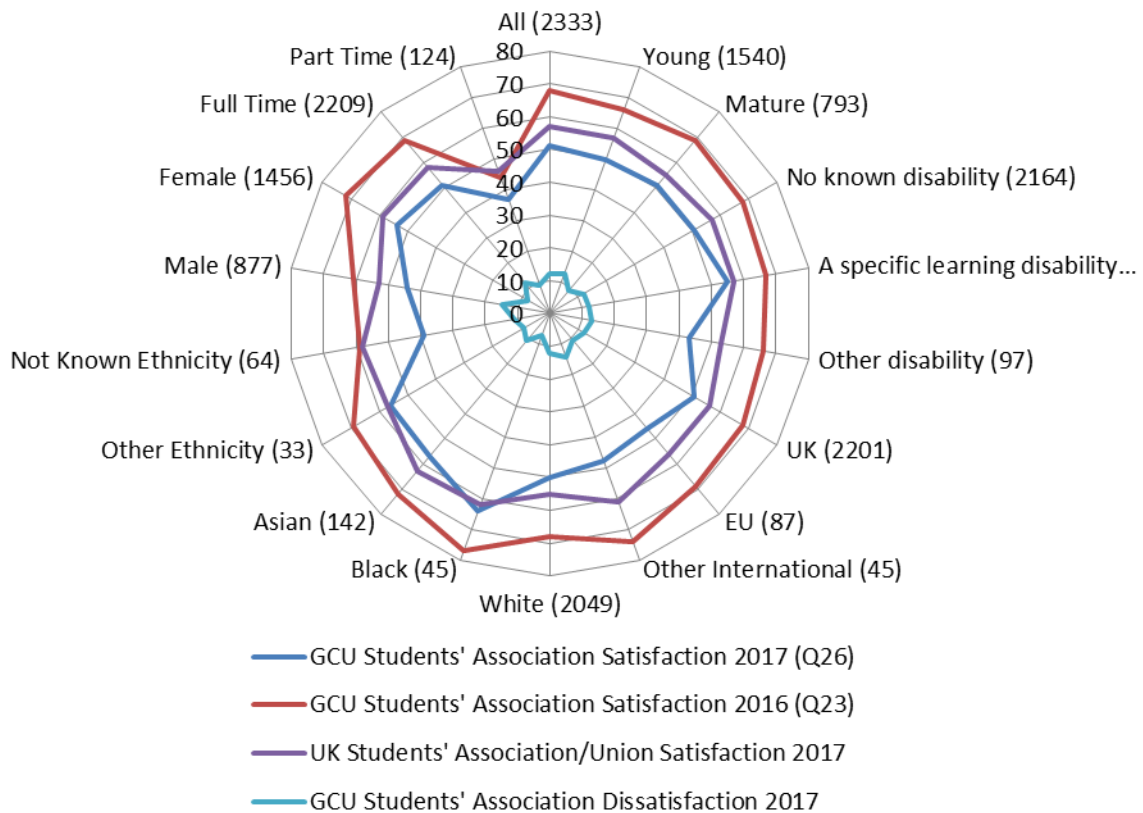


Figure 2: Radar diagram comparing satisfaction levels (showing dissatisfaction)

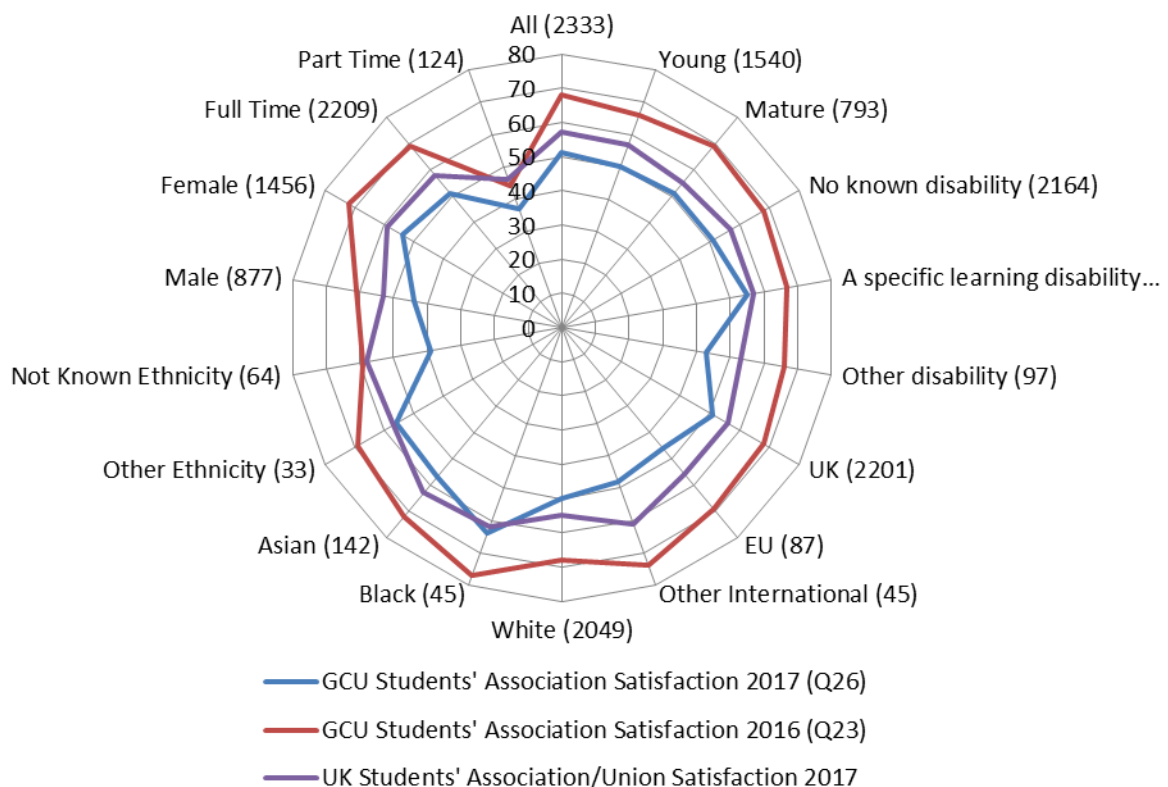


Figure 3: Radar diagram comparing satisfaction levels (not showing dissatisfaction)

#### 4. School level results for Student Voice section

The following questions are used for the score within the Student Voice section:

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.

	<b>Student Voice</b>
	<b>2017</b>
SEBE	60%
GSBS	57%
SHLS	71%
GCU	62%

*Table 3: School level scores for Student Voice*

### **5. Open Comments in National Student Survey relating to the Students' Association**

Participants are given the opportunity to leave open comments about their positive and negative experiences of university. In total there were 1,166 negative comments and 1,227 positive comments. Table 4 outlines the number of comments made.

	<b>Positive</b>	<b>Negative</b>
General	1	4
24 Hour Computer Lab	13	3
Student Reps	2	0
Involvement – sports, societies, media, events	31	0
Outside Gym	0	1
No Union (Bar)	0	13
Advice/Support	3	2
	50	23

*Table 4: Number of Open Comments*

The perception that there is no Students' Union on campus is the main negative identified.

# Appendix 1: Students' Association (%) by demographic

	<b>Q26 2017</b>	<b>Q23 2016</b>	<b>Q26 UK 2017</b>	<b>Q26 Dissatisfaction 2017</b>
All	51	68	57	12

Young	50	69	57	13
Mature	51	66	55	9

No known disability	51	68	57	12
A specific learning difficulty	55	67	57	12
Other disability	43	66	53	13

UK	51	68	56	12
EU	46	69	56	11
Other International	48	74	61	14

White	50	68	55	12
Black	64	77	62	7
Asian	54	72	63	11
Other Ethnicity	56	69	57	9
Not Known Ethnicity	39	59	58	11

Male	44	61	53	15
Female	54	72	59	8

Full Time	51	69	58	12
Part Time	37	44	46	9