

NSS 2024

For 2024, the core survey questions remain identical to last year. It is important to note that there were a number of key structural changes to the NSS 2023, which we are still required to be mindful of as we launch the survey this year. This document summarises these changes and includes further details related to the launch of the NSS 2024 at Hope.

1. Survey Structure

a. The response scale changed

from the NSS2022 five-point Likert scale:

(Definitely agree; Mostly agree; Neither agree nor disagree; Mostly disagree; Definitely disagree; Not applicable)

to a question specific response of 4 options, which can be different for every question: for example, Very good; Good; Not very good; Not at all good; This does not apply to me or Very often; Fairly often; Not very often; Rarely; This does not apply to me etc. The range of responses for each question are shown in Appendix 1.

b. The survey questions changed.

There are now two new section headings and questions related to 'Mental wellbeing services' and 'Freedom of expression'. The new questions 26 and 27 are as follows:

Mental wellbeing services

26. How well communicated was information about your university/college's mental wellbeing support services?

Very well; Well; Not very well; Not at all well; This does not apply to me

Freedom of expression (not included for Welsh, Northern Irish and Scottish providers)

27. During your studies, how free did you feel to express your ideas, opinions, and beliefs?

Very free; Free; Not very free; Not at all free; This does not apply to me

c. The final overall satisfaction question was removed.

Note that this is only in England – the other parts of the UK have retained this.

d. two optional questions about assessments were included:

Teaching staff test what I have understood rather than what I have memorised.

Assessment methods employed in my course require an in-depth understanding of the course content.

e. Social Work students received a specific set of questions concerned with practice placements.

These new questions were as follows:

I received sufficient preparatory information prior to my placement(s).
I was allocated placement(s) suitable for my course.
I received appropriate supervision on placement(s).
I was given opportunities to meet my required practice learning outcomes / competences.
My contribution during placement(s) as part of the clinical team was valued.
My practice supervisor(s) understood how my placement(s) related to the broader requirements of my course."

f. **In addition to the standard open question there was one for all Hope students which will also be included in the survey this year:**

What feature or facility at Hope has provided the best support for your learning experience?

2. Arrangements for the 2024 survey at Hope

The survey will launch at Hope in the week of 29th January 2024. A note will go from the University at the start of the week. Ipsos will write to all students on the Thursday of that week, 1st February.

We will have three university level prizes, which will be drawn on Monday 15th April 2024.

We are required to send the eligible students an email about GDPR, before they start the survey. The letter also talks about inappropriate influence and directs the students to the OfS website on what universities can and can't do <https://www.officeforstudents.org.uk/nss-influence/> Heads will need to be clear to staff about inappropriate influence please send out this link to official OFS guidance to all your teams.

An NSS 2024 group has been convened to ensure all deadlines are met and to agree university level marketing and communication. You are welcome to be part of this – please let Harry know if you would like to join the group.

3. Preparation for the survey

a. Action Plans from NSS 2023

All Schools and Departments have well developed action plans following NSS2023 outcomes. Please will you return to these and ensure that you have picked up all the relevant issues.

b. Course Evaluations

These are used as a sounding board for the survey and to allow Schools/Departments to put quick fixes in place where necessary. These are ready to go and contain the format of questions as above. An additional two questions will be included focused on employability. I have asked that the links be sent to all Heads by Tuesday 21st November 2023 so that you can make the judgement about when best to release them in your school/department. Please ensure that you have circulated them and given a response to students before the end of term with a copy of this response being placed on Moodles. Please also keep a record of any actions that you take as a result of the evaluations.

Appendix 1: NSS 2024 Core questionnaire

Please note: the response scale is indicated beneath each question.

Teaching on my course

1. How good are teaching staff at explaining things?

Very good; Good; Not very good; Not at all good; This does not apply to me

2. How often do teaching staff make the subject engaging?

Very often; Fairly often; Not very often; Rarely; This does not apply to me

3. How often is the course intellectually stimulating?

Very often; Fairly often; Not very often; Rarely; This does not apply to me

4. How often does your course challenge you to achieve your best work?

Very often; Fairly often; Not very often; Rarely; This does not apply to me

Learning opportunities

5. To what extent have you had the chance to explore ideas and concepts in depth?

To a large extent; To some extent; To a small extent; Not at all; This does not apply to me

6. How well does your course introduce subjects and skills in a way that builds on what you have already learned?

Very well; Well; Not very well; Not at all well; This does not apply to me

7. To what extent have you had the chance to bring together information and ideas from different topics

To a large extent; To some extent; To a small extent; Not at all; This does not apply to me

8. To what extent does your course have the right balance of directed and independent study?

To a large extent; To some extent; To a small extent; Not at all; This does not apply to me

9. How well has your course developed your knowledge and skills that you think you will need for your future?

Very well; Well; Not very well; Not at all well; This does not apply to me

Assessment and feedback

10. How clear were the marking criteria used to assess your work'?

Very clear; Clear; Not very clear; Not at all clear; This does not apply to me

11. How fair has the marking and assessment been on your course?

Very fair; Fair; Not very fair; Not at all fair; This does not apply to me

12. How well have assessments allowed you to demonstrate what you have learned?

Very well; Well; Not very well; Not at all well; This does not apply to me

13. How often have you received assessment feedback on time?

Very often; Fairly often; Not very often; Rarely; This does not apply to me

14. How often does feedback help you to improve your work?

Very often; Fairly often; Not very often; Rarely; This does not apply to me

Academic support

15. How easy was it to contact teaching staff when you needed to?

Very easy; Easy; Not very easy; Not at all easy; This does not apply to me

16. How well have teaching staff supported your learning?

Very well; Well; Not very well; Not at all well; This does not apply to me

Organisation and management

17. How well organised is your course?

Very well organised; Well organised; Not very well organised; Not at all well organised;
This does not apply to me

18. How well were any changes to teaching on your course communicated?

Very well; Well; Not very well; Not at all well; This does not apply to me

Learning resources

19. How well have the IT resources and facilities supported your learning?

Very well; Well; Not very well; Not at all well; This does not apply to me

20. How well have the library resources (e.g., books, online services and learning spaces) supported your learning?

Very well; Well; Not very well; Not at all well; This does not apply to me

21. How easy is it to access subject specific resources (e.g., equipment, facilities, software) when you need them?

Very easy; Easy; Not very easy; Not at all easy; This does not apply to me

Student voice

22. To what extent do you get the right opportunities to give feedback on your course?

To a large extent; To some extent; To a small extent; Not at all; This does not apply to me

23. To what extent are students' opinions about the course valued by staff?

To a large extent; To some extent; To a small extent; Not at all; This does not apply to me

24. How clear is it that students' feedback on the course is acted on?

Very clear; Clear; Not very clear; Not at all clear; This does not apply to me

25. How well does the students' union (association or guild) represent students' academic interests?

Very well; Well; Not very well; Not at all well; This does not apply to me

Mental wellbeing services

26. How well communicated was information about your university/college's mental wellbeing support services?

Very well; Well; Not very well; Not at all well; This does not apply to me

Freedom of expression

27. During your studies, how free did you feel to express your ideas, opinions, and beliefs?

Very free; Free; Not very free; Not at all free; This does not apply to me

Open text question

29. Looking back on the experience, are there any particularly positive or negative aspects you would like to highlight?