



A summary of, and response to, the 2022/23 BGU Student Satisfaction Survey and National Student Survey results

What is the BGU Student Satisfaction Survey?

The BGU Student Satisfaction Survey, also known as the BGUSSS, is an annual survey which asks students to rate their satisfaction with all aspects of their student experience at BGU. It is conducted by, and so is unique to, BGU and is open to all students regardless of programme, year group or mode of study. In 2022/23, the survey asked various course and experience related questions and ran from January to April 2023.

What is the National Student Survey?

The National Student Survey, usually referred to as the NSS, is an annual survey which asks students to rate their satisfaction with their course. It is a national survey, completed by undergraduates in the final year of their degree (foundation or honours degrees), at universities and colleges all over the country, and is conducted independently by IPSOS-MORI on behalf of the UK's Office for Students (OfS). The results of this survey are published nationally and used to inform prospective students and employers on the quality of courses at all UK higher education institutions. In 2022/23, the survey asked 27 questions focused specifically on the academic experience and ran concurrently with the BGUSSS.

Hello,

My role here at BGU is largely concerned with improving learning, teaching and enhancing the student experience. The best way to do this is for staff and students to work in partnership and for us to listen carefully to what you tell us about your experiences. Your views and opinions are vital in making BGU, and your experience, even better. My thanks to all of those who completed either of the surveys. This document provides an overview of our collective responses to your suggestions, whilst programme leaders will be sharing with you their responses for more specific feedback we have received.

For 2022/23 the questions asked in the NSS were substantially revised by the OfS and so BGU also revised its BGUSSS questions to align with those changes. Not only were there revised and new questions, but the style of the responses also changed, and the removal of neutral options required respondents to make a positive or negative response (or a 'not relevant' response). Therefore, this does mean that the comparison of the survey scores with previous years and trends cannot be made easily.

However, as you will see later most of the respondents were positive about their BGU experience, with NSS scores well above sector averages.

Please use your student voice in the 2023/24 surveys to let the University know how it can further improve the student experience.

Dr Rob Boast – Pro Vice-Chancellor (Students)

More of our students completed the surveys.

For the **NSS**, over four-fifths (**81%**) of our final year undergraduate students responded which was slightly up on the previous year (80%) and was considerably higher than the sector average of 71.5%, providing BGU with robust and valuable feedback.

For the **BGUSSS**, **33%** of the eligible students completed the survey, which was up 1% on last year. With nearly a third of students responding this year this provides greater confidence in the representativeness of the results.

Overall, a very positive response.

In the **NSS**, the average 'positivity' score given by BGU students across the 24 course related questions was **88%**. This is 7.8% points better than the sector average and placed BGU 1st out of the 157 Higher Education Institutions (HEI).

For the **BGUSSS**, **91%** of respondents were **satisfied with their course** overall, **90%** said they were **satisfied with the broader BGU experience**, and **88%** said they would **recommend BGU** to a colleague, friend or relative.

The results for different themes . . .

For the **NSS** we have presented the results for the 27 specific questions into 10 broader themes:

- 90.9%** (5.0% better than sector, 6th out of 157 HEIs) were positive about . . . **'teaching on my course'**
- 89.2%** (7.8% better than sector, 1st) were positive about . . . **'learning opportunities'**
- 88.6%** (10.8% better than sector, 1st) were positive about . . . **'assessment and feedback'**
- 88.5%** (5% better than sector, 19th) were positive about . . . **'academic support'**
- 79.6%** (6% better than sector, 21st) were positive about . . . **'course organisation and management'**
- 92.5%** (6.3% better than sector, 1st) were positive about . . . **'learning resources'**
- 81.7%** (9.8% better than sector, 5th) were positive about . . . **'the student voice'**
- 86.7%** (14.8% better than sector, 3rd) were positive about . . . **'the Students' Union's representation'**
- 82.4%** (7% better than sector, 17th) were positive about . . . **'awareness of mental health support'**
- 88.2%** (2.5% better than sector, 16th) were positive about . . . **'freedom to express views'**

From the **BGUSSS**, the positivity scores for those that engage with an activity / service were:

90.3% Teaching on my course	90.6% Educational Gain
88.9% Learning opportunities	80.5% BG Futures
92.5% Assessment and Feedback	95.7% The Library
91.4% Academic support	92.8% IT Services
86.4% Course organisation	89.2% Learning Development (CELT)
92.5% Learning resources	93.2% Campus Facilities
83.2% Learning Community	92.2% Student Advice
83.4% Student voice	94.5% Chaplaincy
87.9% Personal Tutoring	91.5% Placements
93.6% Blackboard VLE	91.3% Students' Union

Themes to enhance . . .

The 2022/23 NSS scores show that the post COVID recovery in the satisfaction of BGU student experience has continued, with all scores better than the sector average and placing BGU first in

comparison with other HEIs for overall course satisfaction, learning opportunities, assessment and feedback, learning resources; and in the top-ten for teaching, Students' Union representation, and student voice. The BGUSSS scores show comparable levels of student satisfaction across all levels of study.

This is very encouraging as the NSS results are used to determine universities' Teaching Excellence Framework rating (the TEF), as awarded by the Office for Students. In 2023 BGU was awarded a 'Silver' rating, recognising consistently very high quality for both student experience and student outcomes. The very strong NSS scores for 2022/23 will contribute to the rating exercise when the TEF is repeated in 2027.

During 2023/24 BGU will be working with our students to understand how we can improve their experiences. Specifically, BGU has identified a number of University-wide actions it is taking forward:

- **Library**, satisfaction with library resources and service is very high but the team will be working with subject teams to encourage engagement with the physical facilities.
- The University has reviewed and is enhancing its **personal tutorial** processes to better support students who are struggling with their studies, and the University experience in general, to ensure they complete programmes successfully; and to further develop **Graduate Attribute** and **employability skills** development, including student aspirations and confidence around graduate careers.
- To enhance **student voice** – BGUSSS / NSS scores indicate that you feel we listen and value your feedback but we need to better let you know what we are doing as a result. We will be looking to better 'close the feedback loop' through reporting at student rep meetings, with tutors within class sessions, and via the VLE. This can also help to enhance **Course Organisation**.
- **Sharing good practice** across subject areas to improve small pockets of relatively poorer student satisfaction.

Subject teams and **professional service** areas have been reviewing the NSS and BGUSSS results from 2022/23 to formulate their own specific action plans. Subjects will have shared those enhancements with their students already and through the autumn we have run our '**You Said, We Did**' poster campaign, examples of which include:

- ***Psychology** is putting on extra support sessions in year 2 to understand statistics,*
- ***CELT** have boosted the content on its Learning Development YouTube channel and on Blackboard to ensure out-of-hours support for all elements of your academic practice,*
- *The **Counselling** team are putting in place a process to ensure greater consistency of feedback for assessments,*
- ***English** is providing more sessions on independent research during their second year to prepare for the final year dissertation.*

What happens next . . . ?

We have just completed an extensive process of reviewing the performance of courses last year and all subject and professional support areas have created enhancement plans for 2023/24.

We will monitor and review the broader actions outlined in this document through our deliberative committee structures, particularly the Teaching Excellence Committee, the Academic Enhancement Committee and Senior Leadership meetings.

The **BGU-Say** webpage, dedicated to student feedback, will continue to contain information about the surveys and evaluations we ask you to complete during your time at BGU, including links to the surveys themselves, documents like this one and examples of '**You Said, We Did**'.
