

**A summary of, and response to, our 2019/2020 BGU Student Satisfaction Survey and National Student Survey results**

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| **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 2019/20, the survey asked 53 questions and ran from January to April 2020. |
| **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, at universities and colleges all over the country, and is conducted independently by IPSOS-MORI on behalf of the UK’s Department for Education. 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 2019/2020, 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.During the 2019-20 academic year BGU, along with all other universities around the country, took the unprecedented decision in response to Covid-19, to move in mid-March its entire portfolio of programmes from face-to-face teaching delivery to on-line learning using its BlackBoardTM VLE.Almost all of the survey responses were received before this move to on-line delivery and we recognise therefore that the survey results predominantly tell us about our students’ levels of satisfaction during more normal times. However, we are delighted with the results of the surveys which show improvement and put us ahead of the sector but most importantly allow us to be confident that the experience of studying at BGU is something we can be proud of. We must not become complacent, especially for the 2020/2021 academic year in which we are delivering our programmes through a blended approach of integrated on-line and in-person classes. Since March 2020 we have been listening to our learners, Students’ Union representatives and tutors as well taking advice from across the university sector to plan and implement enhanced teaching and learning whilst maintaining a Covid-secure and safe learning experience. Please use your student voice to let the University know how we can improve your experience further. Dr Rob Boast – Pro Vice-Chancellor (Students) |
| **About the respondents**Covid-19 impacted the University half-way through the 2019-20 survey period which resulted in fewer responses completed after the university moved to on-line learning and everyone focused on completing their semester 2 studies and assessments.For the **BGUSSS**, a third (**33%**) of the eligible students completed the survey, which was lower than last year when the response rate was nearly half (49%).For the **NSS**, over three-quarters (**77%**) of our final year students responded which was only slightly down on the previous year (81%). This was, once again, considerably higher than the sector average of 68% providing BGU with robust and valuable feedback. |
| **Overall Satisfaction**In the **NSS, 85%** of our students said they were **satisfied overall** with the quality of their courses which was a rise of 3 percentage points on last year’s figure (82%), with 24 out of the 26 specific NSS questions scoring better. For the **BGUSSS, 93%** of you were **satisfied with your course** overall and **93%** said they were **satisfied with BGU overall**. As a result, **91%** said they would **recommend BGU** to a friend or relative. |
| **Things that are going well . . .** For the **NSS** we have presented the results for the 26 specific questions into 8 broader themes:**85.6%** (up 3.0% and 1.7% better than sector) were satisfied with . . . ***‘teaching on my course’*****88.1%** (up 3.5%, 5.2% > sector) were satisfied with . . . ***‘learning opportunities’*****79.4%** (up 1.8%, 6.8% > sector) were satisfied with . . . ***‘assessment and feedback’*****85.3%** (up 5.3%, 5.9% > sector) were satisfied with . . . ***‘academic support’*****74.4%** (up 3.2%, 0.6% > sector) were satisfied with . . . ***‘course organisation and management’*****87.9%** (up 6.8%, 2.1% > sector) were satisfied with . . . ***‘learning resources’*****82.7%** (up 6.0%, 7.0% > sector) were satisfied with . . . ***‘the learning community’*****80.1%** (up 3.2%, 6.5% > sector) were satisfied with . . . ***‘the student voice’*****60.9%** (up 17.6%, 4.9% > sector) were satisfied with . . . ***‘the Students’ Union representation’***The **BGUSSS highlights** include:

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| 90.8% (🡩) Teaching on my course |  | 84.6% (🡫) Disability support |
| 92.6% (🡩) Learning opportunities |  | 95.0% (🡩) Student Advice |
| 91.6% (🡩) Assessment and Feedback |  | 96.8% (=) Chaplaincy  |
| 89.4% (🡩) Academic support |  | 96.0% (🡩) Learning Development |
| 87.0% (🡩) Course organisation |  | 92.1% (🡩) BG Futures |
| 96.2% (🡩) Learning resources |  | 87.7% (🡩) Placements |
| 90.0% (🡩) Learning Community |  | 94.6% (🡩) The Library |
| 89.1% (🡩) Student voice |  | 97.2% (🡩) IT Services |
| 89.7% (🡩) Students’ Union |  | 94.6% (🡩) Campus Facilities |
|  |  | 93.3% (🡩) BGU Accommodation |

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| **Themes to enhance . . .** From the surveys and from our annual review processes we have identified a small number of specific themes across the University we want to improve this year and next, with your help. It should be stressed that individual courses may already be doing a great job at these and we will be sharing best-practice across subject areas for the benefit of all:* We want to continue to improve **assessment and feedback** scores by ensuring that all courses provide clear information to their students about the nature of assessments and the criteria they will be marked by. Therefore, we are continuing to **improve the clarity of assessment briefs and their assessment criteria**.
* Whilst we have worked to enhance our timetabling system and timetable information to improve the **organisation and** **management of courses** we realise that there are still challenges in making timetables available, rooming issues and uneven periods of campus use through the day and over the week. Therefore, over the next two years we will be conducting a major review of timetabling processes and systems and will looking to bring some interim improvements for 2020-21 and further enhancements for 2021-22.
* The NSS shows satisfaction with the **Library** has dramatically improved this year following the implementation of a number of new initiatives including the roll-out across the portfolio of new reading list management software, ***MyReading.*** Now all subjects from the start of 2020-21 will be able to access reading list materials directly without further searching.

These should all enhance how learning materials can be found and used by our students.* The survey showed that our students are generally satisfied with being able to raise issues, provide feedback on their courses and we have improved **closing the feedback loop.** We will be working on this further as well as collaborating with the Students’ Union to demonstrate more clearly how the **SU represents the academic interests of our students** and works to enhance the student experience.
* We will also be exploring the slight drop in the satisfaction of support **for students with a declared disability** to improve the experience and in-line with our Access and Participation Plan delivering positive outcomes for all.
* After a slight decline in the previous year **teaching on my course** has bounced back to be ahead of sector. However, we will continue to monitor this closely this year as we deliver teaching and learning though a blended approach of in-person classes and on-line BlackBoardTM activity. The University will be looking to receive more informative feedback on this aspect of the student experience through a **survey of blended learning** mid-way through semester 1, the **Representative Feedback System** and through improving completions of **Module Evaluations** at the end of each semester. This information is key to understanding satisfaction with teaching and we would encourage all learners to engage with both of these feedback processes.
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| **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 in their Annual Monitoring Reports created an enhancement plan for 2020-21.We will monitor and review the broader actions outlined in this document through our deliberative committee structures, particularly the Learning and Teaching Committee, the Academic Enhancement Committee and Senior Leadership meetings.The **BGU-Say** webpage, dedicated to student feedback, will contain a wealth of information about the surveys and evaluations we will 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’**. |