

**Learning and Teaching Committee**

**Subject: Action taken on the 2010 NSS Results**

**Origin: Rob Pearson, Programme Quality and Teaching Partnerships**

The 2010 NSS results were released over the summer, starting on 23 July 2010 when HEIs were able to preview their own results over the Ipsos MORI extranet. Further data was released over the following weeks, allowing HEIs to see their results at a high level of detail and with access to students’ comments. The results were published on the Unistats website on 18 August.

**Outcomes**

Loughborough University was again ranked among the UK’s top institutions for student satisfaction. Eighty-nine percent of Loughborough’s undergraduate students, compared with a national average of 82%, were satisfied with their course.

Loughborough achieved a response rate of 76% to the survey, considerably higher than the national average of 63.1%.

**Circulation of results to Departments**

In mid-September the Planning Office provided Departments with an analysis of the quantitative data to enable them to review their department / subject area’s performance, and also to review how this compared with other institutions. This included:

* results for Loughborough for each of the 22 questions – ranked out of all institutions offering that subject (as a Full time First Degree).
* subject area data, providing information on the gap between Loughborough’s position and the 1st placed institution.

**Teaching Centre Analysis**

The Teaching Centre produced an analysis of the qualitative data. This included commentaries which linked the qualitative date with some of the quantitative analyses provided by the Planning Office. The Teaching Centre has provided the integrated qualitative analyses to those departments that requested them, and has sent the Deans the sections for their Faculties.

**2010 NSS Results Analysis Group**

The above group met on 29 September 2010 to discuss the outcomes of the 2010 NSS and agree on actions. The group was chaired by the PVC(T), and included the ADTs and representatives from the Registry, Planning Office, Teaching Centre and Students’ Union.

The AD(T)s have instigated meetings with individual HODs and learning and teaching staff for a discussion of their results and the intended departmental responses. The group identified the following areas of focus for these discussions:

1. Professional skills of teaching staff
2. Programme organisation
3. Assessment and feedback.

The Programme Quality Meeting will be discussing the initial outcomes of the ADT meetings with Departments at its meeting on 15 November 2010.

**Data tables**

The following data tables are included in separate Excel files under this agenda item for information:

LTC10-P66A

LU results, on basis of mean score, all questions, 2007, 2008, 2009, 2010

LTC10-P66B

LU rankings within subject areas on basis of Q.22 only, by mean score and % agree