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Senate

Subject: National Student Survey 2012

**Origin: PVCT**

**Executive Summary:**

The results of the most recent National Student Survey are summarised below. The outcomes at institutional level place Loughborough in a strong position within the sector. However, there are marked variations in performance between subject areas. Some subjects and programmes have exceptionally good results. In others the outcomes are very disappointing indeed. Actions are underway to address areas of weakness.

**Action Required:**

Senate is asked to note the contents of the paper.

In response to the Government’s commitment to making a greater range of information available to current and prospective undergraduate students, all universities have been required to produce Key Information Sets. These were published on 27 September. They include the latest NSS data. This is the eighth year of the Survey and many Loughborough final year students have indicated once again their high level of satisfaction with the quality of their degree programmes.

Table 1 summarises the University’s position in the various groups of questions, when compared with other Non-specialist, Non-College Institutions. On question 22 (‘students’ overall satisfaction with your course’), on which the universities are ranked, Loughborough has improved on ‘% Agree’ from =17th last year to =16th this year (89% in the 9th percentile).

The final column of Table 1 summarises the results across all questions, and is an indicator of institutional performance in the Survey as a whole.  On this important measure Loughborough’s score of 84% is = 4th. (In 2011 the University ‘s score of 84% was 3rd )

At subject group level, table 2 sets out the results on Question 22, Overall Satisfaction. Of the 30 subject groups in which Loughborough appears, some outcomes are exceptionally good with twosubjects ranked 1st and a further 11 producing a score that is within the top 20th percentile in their subject area. In other areas the outcomes are very disappointing indeed.

Actions are underway with Deans and ADTs to address areas of weakness. Progress is being monitored by the PVCT with the ADTs, and by the Provost at his regular meetings with Deans.

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| **Table 1** |  |  |  |  |  |  |  |  |
| **Full Service Traditional Universities only - excluding specialist colleges and University of Buckingham and Open University** |
|  |  |  |  |  |  |  |  |  |
|  | **Overall Satisfaction** | **The teaching on my course** | **Assessment and feedback** | **Academic support** | **Organisation and management** | **Learning resources** | **Personal development** | **Average over all 7 areas** |
| **Institution** | %age Positive | %age Positive | %age Positive | %age Positive | %age Positive | %age Positive | %age Positive | %age Positive |
| Oxford (University of) | 92 (=1st) | 93 | 72 | 85 | 81 | 96 | 83 | 86 |
| Cambridge (University of) | 92 (=1st) | 93 | 76 | 87 | 84 | 95 | 80 | 87 |
| Bath (University of) | 92 (=1st) | 91 | 70 | 85 | 89 | 92 | 86 | 86 |
| East Anglia (University of) | 91 (=4th) | 92 | 69 | 85 | 84 | 86 | 85 | 85 |
| Exeter (University of) | 91 (=4th) | 92 | 73 | 84 | 86 | 81 | 84 | 84 |
| Lancaster University | 91 (=4th) | 90 | 72 | 82 | 84 | 84 | 83 | 84 |
| St Andrews (University of) | 90 (=9th) | 92 | 70 | 84 | 87 | 71 | 81 | 82 |
| Keele University | 90 (=9th) | 91 | 71 | 83 | 83 | 77 | 83 | 83 |
| Surrey (University of) | 90 (=9th) | 89 | 72 | 83 | 82 | 88 | 84 | 84 |
| Newcastle University | 90 (=9th) | 89 | 67 | 84 | 85 | 86 | 83 | 83 |
| Leicester (University of) | 90 (=9th) | 89 | 73 | 83 | 86 | 88 | 84 | 85 |
| Sheffield (University of) | 90 (=9th) | 89 | 67 | 82 | 85 | 89 | 83 | 84 |
| Glasgow (University of) | 89 (=16th) | 91 | 67 | 82 | 80 | 88 | 85 | 83 |
| Cardiff University | 89 (=16th) | 89 | 66 | 82 | 83 | 89 | 81 | 83 |
| Durham (University of) | 89 (=16th) | 89 | 74 | 81 | 89 | 84 | 79 | 84 |
| Sussex (University of) | 89 (=16th) | 89 | 64 | 81 | 87 | 80 | 78 | 81 |
| Southampton (University of) | 89 (=16th) | 89 | 68 | 79 | 84 | 88 | 83 | 83 |
| **Loughborough University** | **89** (=16th) | **88**  | **72**  | **83**  | **87**  | **88**  | **82**  | **84**  |
| Aberdeen (University of) | 89 (=16th) | 88 | 65 | 81 | 78 | 86 | 83 | 81 |
| Essex (University of) | 89 (=16th) | 86 | 67 | 79 | 82 | 78 | 78 | 80 |
| **Sector Wide** | **84** | **86** | **68** | **79** | **77** | **82** | **81** | **80** |
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| **Table 2****Analysis of responses to Question 22, Overall Satisfaction** |  |  |
| **First Degree (Full Time)** |  |  |  |  |
|   |   | **Loughborough University Ranking** |
| **School** | **JACS Subject Group** | **% agree** | **Ranking based on % agree** | **Percentile** |
| Aeronautical, Automotive, Chemical and Materials Engineering | Aerospace Engineering | 93 | 6th out of 20 | 5% |
| Aeronautical, Automotive, Chemical and Materials Engineering | Chemical, Process and Energy Engineering | 95 | =3rd out of 19 | 11% |
| Aeronautical, Automotive, Chemical and Materials Engineering | Materials and Minerals Technology | 92 | 1st out of 11 | 0% |
| Business and Economics  | Accounting | 99 | 2nd out of 82 | 1% |
| Business and Economics  | Economics | 84 | =36th out of 65 | 55% |
| Business and Economics  | Finance | 94 | =6th out of 50 | 10% |
| Business and Economics  | Management studies | 91 | =12th out of 63 | 18% |
| Civil and Building Engineering | Building | 89 | 3rd out of 26 | 8% |
| Civil and Building Engineering | Civil Engineering | 90 | =14th out of 40 | 33% |
| Design | Others in Technology | 94 | 1st out of 20 | 0% |
| Design / The Arts, English and Drama | Design studies | 77 | 37 out of 78 | 47% |
| Electronic, Electrical and Systems Engineering | Electronic and Electrical Engineering | 92 | =12th out of 53 | 21% |
| Mechanical and Manufacturing Engineering / AACM | Mechanical, Production, Manufacturing Eng. | 93 | =9th out of 53 | 15% |
| Science | Chemistry | 96 | 7 out of 41 | 15% |
| Science | Computer Science | 88 | =17th out of 102 | 16% |
| Science | Information Services | 82 | 2nd out of 3 | 50% |
| Science | Mathematics and Statistics | 91 | =21st out of 62 | 33% |
| Science | Physics and Astronomy | 87 | =25th out of 36 | 69% |
| Social, Political and Geographical Sciences | History | 97 | 8th out of 91 | 8% |
| Social, Political and Geographical Sciences | Media studies | 81 | =37th out of 84 | 43% |
| Social, Political and Geographical Sciences | Physical Geography and Environmental Science | 93 | =12th out of 58 | 19% |
| Social, Political and Geographical Sciences | Politics | 79 | =60th out of 68 | 88% |
| Social, Political and Geographical Sciences | Social Policy | 75 | 18th out of 20 | 89% |
| Social, Political and Geographical Sciences | Sociology | 92 | =14 out of 82 | 16% |
| Sport, Exercise and Health Sciences  | Anatomy, Physiology and Pathology | 95 | =14th out of 45 | 30% |
| Sport, Exercise and Health Sciences / Mech Eng | Sports Science | 93 | =13th out of 71 | 17% |
| Sport, Exercise and Health Sciences / Social, Political and Geographical Sciences / Design | Psychology | 89 | =39th out of 109 | 35% |
| The Arts, English and Drama | Drama | 79 | =59th out of 80 | 73% |
| The Arts, English and Drama | English studies | 97 | =3rd out of 107 | 2% |
| The Arts, English and Drama | Fine Art | 72 | =46th out of 55 | 83% |
| **Note: All Institutions participating in the NSS are included in the rankings** |  |  |  |