

**Learning and Teaching Committee**

**Subject: NSS 2011**

**Origin: Programme Quality and Teaching Partnerships Office**

The 7th annual National Student Survey has begun. For Loughborough, it started week commencing Monday 7 February. All departments were alerted by email prior to this date, and provided with PowerPoint slides to help raise awareness of the survey, one for use on plasma screens and another for staff to use in teaching sessions with finalists, and with a mini-banner for discretional use on departmental pages and Learn pages. Posters and flyers were also issued for display from the start of the survey.

The target group is undergraduate finalists, and approximately 3300 Loughborough students will be surveyed this year. An update on response rates, by subject area and department, will be passed onto departments on a weekly basis from the end of February onwards.

A timeline of promotional and other NSS-related activities is attached.

**NSS 2011 - timeline of promotional activities**

**Week 1 (w/c 7 February)** *[week 15 of Semester 1]*

* Launch of NSS at Loughborough: students receive email from Ipsos with direct personal link to questionnaire (online questionnaire available until end of April)
* IT Services and Library make active desktop available on student lab PCs from 7 February, with direct link to NSS webpage/questionnaire
* Announcement on Learn for duration of Survey, with link to NSS page
* Mini banner on Student homepage for duration of Survey, with link to NSS webpage
* University’s own NSS webpage includes five-minute video of interview with VC and LSU President, and summarises actions taken in response to earlier student feedback (see [www.lboro.ac.uk/nss](http://www.lboro.ac.uk/nss))
* Departments, Library, IT Services, SDC, LSU, imago (covering halls, EHB, James France, Martin Hall, Village Bar) asked to display NSS slides on plasma screens
* Departments provided with minibanner to put on departmental pages/ Learn pages (at department’s own discretion)
* Departments provided with PowerPoint slides for use in teaching sessions (at lecturer’s own discretion)
* Departments and Library display NSS posters and make fliers available
* Library includes NSS on its blog, a link to NSS from its webpage, and provides display of posters, pens and coasters
* Notices from VC and LSU President appear on student and staff electronic notice-boards
* HoDs or other key staff may wish to contact their finalists in the next week or two to encourage them to participate in the Survey (at their discretion)

**Week 2 (w/c 14 February)** *[week 1 of Semester 2]*

* Ipsos sends email reminder to students who have not yet completed the Survey
* Flyers available from Library and departments
* *Continuing: mini banners on Students & Learn homepages, University’s webpage, plasma screens, posters, HoDs’ discretion about contacting students - etc*

**Week 3 (w/c 21 February)**

* *Continuing: mini banners, webpage, posters, plasma screens etc*

**Week 4 (w/c 28 February)**

* Selected students receive a postal questionnaire from Ipsos (unlikely to apply at Loughborough)
* *Continuing: mini banner, webpage, plasma screens etc*

**Week 5 (w/c 7 March)** *[week 4 of term]*

* *Continuing: mini banner, webpage, posters, plasma screens etc*

**Week 6 (w/c 14 March)** *[week 5 of term]*

* Ipsos attempts to telephoning students who have not responded (students are still able to respond online)
* *Continuing: mini banner, webpage, posters, plasma screens etc*

**Week 7 (w/c 21 March)** *[week 6 of term]*

* Ipsos sends targeted emails to non-respondents in HEIs/ subject areas with low response rates, to ensure publication threshold reached (unlikely to apply at Loughborough)
* *Continuing: mini banner, webpage, posters, plasma screens, HoDs’ discretion about contacting students etc*

**Week 8 (w/c 28 March)** *[last week of term]*

* *Continuing: mini banner, webpage, posters, plasma screens, HoDs’ discretion about contacting students etc*

**Vacation (w/c 4 April)**

* *Continuing: mini banner, webpage, posters, plasma screens etc*

**Vacation (w/c 11 April)**

* *Continuing: mini banner, webpage, posters, plasma screens etc*

**end of April: survey finishes**

**Summer vacation (July/August)**

* University receives its own results, including placement questions, ahead of Unistats publication
* ELT receives summary analysis (no national comparisons possible because data for other HEIs not available at this point); University issues press release on summary results
* All HEI & FEC results published on Unistats website, where possible at level 3 of 107 subject areas. Minimum publication thresholds are 50% of respondents and 23 respondents in any given subject area
* University conducts further analyses, including national comparisons; further press release
* National newspapers begin to include results in league tables; Loughborough’s positions used in marketing

**Autumn**

* Students’ open comments, and breakdowns of data by ethnicity, gender, age etc made available to University for internal QE use only

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February 2011