



National Student Survey 2022 – Academic Staff Briefing

Background

The National Student Survey (NSS) is open to final year undergraduate students and is administered by the research agency Ipsos MORI. The official Edinburgh Napier survey launch date is the **Monday 17th of January** and the survey will remain open until 30 April 2022, but we aim to encourage students to complete it as soon as possible. However all eligible students can participate in the survey from when it first opens on the 6th of January. They will not receive any centralised promotion prior to the Edinburgh Napier official launch date on the 17th of January. However, if you wish to encourage students to take part between the 6th and 17th of January you are free to do so and you can share the link to the survey website with them www.thestudentsurvey.com. You may wish to do this if you have the opportunity to encourage students as part of any session that is being held prior to the official launch date.

This briefing provides details of the survey to help staff discuss the NSS with final year undergraduate students and highlights action which can be taken at department level to encourage participation. In 2021, overall participation of eligible students at Edinburgh Napier was 76% (consistent with 76% in 2020).

Please be aware that in 2022 there will be no prize draw element to the survey promotion.

Following on from the 2021 NSS participants were asked how they found out about the survey. Overall, 36% stated they heard about the survey from a lecturer or member of staff (this was a decrease from 2020, however this is likely to be because of the impact of covid and not being on campus). This continues to highlight how vital the role of academic staff is when encouraging student participation in the NSS.

New for 2022 - NSS Revised Questions

Following on from a review of the NSS, the Office for Students will be piloting proposed new questions for implementation in 2023. The key points to be aware of are:

- Only those taking part in the online survey will be invited to complete these questions.
- Students will answer the standard NSS questionnaire set and will then be asked if they are willing to complete the new proposed questions. So, they will not see the revised questions until they have completed the main survey and participation will be optional.
- Institutions have not seen the new proposed questions and results will only be available to the OfS for these questions.

Promoting the Survey

Please note: The Ipsos MORI NSS 2022 Good Practice Guidance for Institutions has highlighted the need for local promotion of the NSS to be neutral. It is not acceptable for links between the NSS, League Tables and the perceived value of students' degrees to be made in any promotion to students. Ipsos MORI have created a range of help cards to support the running of the survey, including a help card focused on Inappropriate Influence. These can be accessed [here](#).

1. Why is the NSS is Important

The survey has two key purposes:

- It provides feedback from final year students to departments that helps them pinpoint areas for change and the enhancement of teaching and learning – including assessment practices.
- It provides potential students and their advisers with an insight into the learning experience in different universities to help them make the right choice about what and where to study.

Students are encouraged to reflect on their entire experience at Edinburgh Napier when completing the survey so they are considering their entire course / programme.

2. NSS Sample

Students eligible to take part in the 2022 NSS are contained in the sample list that is generated from 2020/21 HESA data.

Eligibility:

- Final year students and equivalent
 - students expected to be in their final year
 - students on flexible programmes where the final year cannot be predicted, after they have undertaken more than one FTE and not before their third year of study
- Part-time and full-time students
 - all full-time students registered at participating institutions
 - all part-time students registered at participating institutions

Students cannot be removed from the sample list but can be excluded if they fall into one of the following three categories:

- Students who are deceased
 - Students with serious health difficulties (including mental health difficulties), where seeking a response may be distressing for the student.
 - Students who have informed Edinburgh Napier that they wish to opt out of the survey.
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- It will not be possible to add additional students to the population list when the survey has commenced.
 - Undergraduates who are expected to be in their final year are eligible to complete the survey (this includes both full and part time students).
 - Students will only ever be asked to complete the NSS once. If for any reason they are eligible but were included in the sample in a previous year their details will be removed.

3. The Questions

Students are asked the extent to which they agree with a series of 27 questions about their course. The questions asked can be found in Appendix 1. Responses are rated on the following scale (please note a 'not applicable' option is also available):

- Definitely Agree
- Mostly Agree
- Neither

- Mostly Disagree
- Definitely Disagree

The questions cover six main categories of learning and teaching. These are:

- Teaching on the Course (4 questions)
- Learning Opportunities (3 questions)
- Assessment and Feedback (4 questions)
- Academic Support (3 questions)
- Organisation and Management (3 questions)
- Learning Resources (3 questions)
- Learning Community (2 questions)
- Student Voice (4 questions)
- Overall Satisfaction (1 question)

After answering the 27 questions which they are given the opportunity to respond to an open ended question highlighting any particular positive or negative aspects of their teaching and learning experience.

4. Publication Thresholds

Two thresholds have to be achieved for results to be published – a 50% response rate, and a minimum of 10 students responding. Results are available at the following levels –

- Overall School Level
- Subject Level
- Course Level (where a minimum of 10 students have completed the survey)

The NSS results are published on the government's DiscoverUni website at <https://discoveruni.gov.uk/>. It allows potential students and their advisors to compare subjects at universities and colleges in the UK to help applicants make choices about what and where to study. It also provides information to help potential students decide if University is right for them. The results are also used when league table positions are being calculated.

5. Results from the 2021 NSS

Please click [here](#) to see the analysis and results from the 2021 survey.

The 2022 NSS

1. Arrangements for the NSS 2022

The arrangements for the NSS 2022 are as follows:

- Final year students have been given the opportunity to opt out and the remaining 2,635 students will be invited to participate in NSS 2022.
- The survey for the University's final year students will launch on **17 January 2022**. Students who are eligible to take part will receive an email from Ipsos MORI about the survey with a direct web link to the questionnaire. They will receive this initial agency email contact on 20 January 2022. An Edinburgh Napier generated communication to

encourage participation will be emailed to the eligible student population on 19 January 2022.

- Students are given three weeks to complete the survey online. Non-completion during the first three weeks means an SMS message will be sent to students.
- Non-completion within a further two-week period means telephone contact by Ipsos MORI begins (again, the option of completing online remains). Telephoning will commence on 3 February 2022.
- The survey will close on 30 April 2022.
- The University receives the results in July 2022.

The survey contact timetable for institutions opting to begin the NSS on 17 January 2022 is as follows:

Contact	Date
University wide promotional campaign begins (using Ipsos MORI marketing materials)	17 January 2022
Internal Edinburgh Napier email invitation to eligible students	19 January 2022
Ipsos MORI promotional activity begins Email 1 – Initial Invitation <i>Please note email invitations are sent to eligible students directly from Ipsos MORI.</i>	20 January 2022
Email 2 – first reminder	24 January 2022
SMS	27 January 2022
Email 3 – second reminder	1 February 2022
Telephone phase commences (beginning with those who have no email addresses)	3 February 2022
Email and telephone follow ups	1 March – 30 April

2. Central University-wide promotion

A number of activities will be undertaken to promote the 2022 NSS. This year we will be using the UK wide Ipsos MORI produced marketing materials for promotional purposes.

Promotional activities within Edinburgh Napier include:

- A social media campaign to include input from student social media ambassadors.
- Emails to students and staff.
- Staff intranet hub containing information and resources including: slides, email templates and design campaign collateral.

3. Your role: Key Points

It is critically important that academic staff communicate to their students regarding the survey and encourage them to take part. There is flexibility when promoting the survey to students, this can be done in the first week of the survey (beginning on the 17 January) or in the following weeks, depending on how it fits into each programme.

Colleagues who are teaching students are asked to:

- Talk to their students about the purpose of the Survey (a PowerPoint slide will be made available which can be included at the end of lecture slides).
- Encourage students to reflect on their entire experience at Edinburgh Napier and not necessarily what has happened in the past few weeks.
- Draw attention to action that has been taken as a result of the feedback received from previous years of the NSS to illustrate how it is making a difference.
- Ask them to check their student email account for an email from Ipsos MORI.
- Encourage students to complete promptly if they want to avoid a telephone call from Ipsos MORI.
- Where possible, set aside 5 – 10 minutes at the end of relevant classes to allow students to complete the survey during that time.

Other successful ideas in the past have included:

- Discussing last year's feedback with current students.
- Providing the opportunity to cohorts of students to complete the survey during induction sessions.
- Email contact from the Deans of School encouraging students to participate (sample lists of the students eligible to take part on a school by school basis have been made available).
- Deans or senior staff members attending classes of final year undergraduate students to encourage participation and highlight the importance of feedback gained through the NSS.
- Asking all dissertation supervisors to encourage their students to complete the survey.

Following the survey launch response rates will regularly be monitored and reported to Deans of School and the Heads of Learning & Teaching within each school. If response rates are low in a particular area you may have to give further encouragement to students to complete the survey. Remember a **50% response rate and a minimum of 10 students** responding has to be achieved for results to be published.

4. Promotion of the NSS

If you have any questions about this information or have any ideas or advice that you think would be worth sharing more widely in the University please contact Nicola Kivlichan – Head of Market & Student Intelligence (n.kivlichan@napier.ac.uk or Ext 5007).

Appendix 1 – National Student Survey Questions 2022

Q	NSS Questionnaire 2022
	The teaching on my course
1	Staff are good at explaining things
2	Staff have made the subject interesting
3	The course is intellectually stimulating
4	My course has challenged me to achieve my best work
	Learning Opportunities
5	My course has provided me with opportunities to explore ideas or concepts in depth
6	My course has provided me with opportunities to bring information and ideas together from different topics
7	My course has provided me with opportunities to apply what I have learnt
	Assessment and Feedback
8	The criteria used in marking have been made clear in advance
9	Marking and assessment has been fair
10	Feedback on my work has been timely
11	I have received helpful comments on my work
	Academic Support
12	I been able to contact staff when I needed to
13	I have received sufficient advice and guidance in relation to my course
14	Good advice was available when I needed to make study choices on my course
	Organisation and Management
15	The course is well organised and is running smoothly
16	The timetable works effectively for me
17	Any changes in the course or teaching have been communicated effectively
	Learning Resources
18	The IT resources and facilities have supported my learning well
19	The library resources (e.g. books, online services and learning spaces) have supported my learning well
20	I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to
	Learning Community
21	I feel part of a community of staff and students
22	I have had the right opportunities to work with other students as part of my course
	Student Voice
23	I have had the right opportunities to provide feedback on my course
24	Staff value students' views and opinions about the course
25	It is clear how students' feedback on the course has been acted on
26	The students' union (association of guild) effectively represents student's academic interests
	Overall Satisfaction
27	Overall I am satisfied with the quality of the course