Annual Monitoring – Undergraduate Programmes
Guidance Notes for Report Authors
Section 5: Student Feedback

In this section report authors should reflect on feedback received throughout the academic year covered by the report and identify the key issues, themes or trends, where these are apparent. The Department’s reflection should focus on the available sources of data and information, including (but not limited to) the Department’s NSS results, College survey results (SOLE) and any issues of significance reported in the minutes of Staff-Student Committees.

Consideration of NSS data and NSS Action Plans (2016 and 2017 NSS data)

NSS 2017 – Report authors should include initial reflections on the NSS 2017 results (received in August 2017) in this section – where there are any notable trends or ‘exceptions’ identified. These initial reflections may also be used to inform the Department’s NSS Action Plan for 2017.

NSS 2016 – Where an action plan was produced in response to the 2016 NSS results this should be appended to the annual monitoring report (or provided as a separate document when submitting the report). It should include updates on action taken during the course of the 2016-17 academic year to address any issues identified from the 2016 NSS results. Authors may also wish to comment where action taken has led to demonstrable improvements in the Department’s most recent NSS results.

Departments are not expected to repeat actions detailed in the NSS action plan in the report but may wish to cross reference any commentary in this section to the NSS action plan.

Comparative analysis – survey data at module (SOLE) or Department level (NSS) can be compared with the same data at a higher level, e.g. Faculty, College and Sector level. For example, survey data for a particular Department should be scrutinised to see if there are significant differences from the average rates at Faculty or College level. In addition, Departments may find it useful to compare their performance with that of other cognate disciplines within the same Faculty in order to identify any significant differences and consider whether or not they are reasonable and acceptable.

In order to assist authors in identifying ‘exceptions’ within the survey data the following should be considered as a basis for further report.

- NSS overall satisfaction score below the sector average
- NSS scores in any category below the sector average (see Department summary)
- NSS scores in the category ‘assessment and feedback’ below the upper two quartiles for the discipline
- NSS scores which show a decline equal to or greater than 5% in any category
- SOLE scores which are more than 5% below the College average in any category

As described in the student performance section above, these are indicative figures provided for guidance and authors are encouraged to use their own judgement in determining the significance of any variations in data, or overall scores.

As in other sections of the report, authors are encouraged to highlight any instances of good practice which may be evident from the Department’s survey results. This would be particularly beneficial in relation to aspects of the NSS in which the overall College results are within the bottom quartile (e.g. assessment and feedback).