

Report on Student Survey Results

Postgraduate Taught Experience Survey (PTES)

UHI achieved a response rate of 33% in comparison to the overall response rate for the UK of 23%.

UHI's overall satisfaction rate was 95%, with Shetland UHI achieving an even higher overall satisfaction rate of 100%. This high rate means that UHI were ranked 4th in the UK for overall satisfaction, out of 90 participating institutions. The UHI overall satisfaction rate is also the highest of any Scottish institution, and a significant increase from last year when it was 87%.

In addition, UHI achieved the highest satisfaction rate in Scotland in seven of the nine areas of student experience, and was ranked 2nd in the UK for assessment, and 6th in the UK for engagement. In relation to the pandemic response, UHI was ranked 10th in the UK.

Despite the excellent results of the survey, there are a few areas in which opportunities for improvement have been identified. It was highlighted that students would like more opportunities to build learning communities with their peers online and to have the option to attend face to face events. There appears to be a desire for greater opportunity for students to consider skills and career development within their programme of study. Additionally, there may be benefit from enhancing support for students in the use of virtual library resources, together with an increasing availability of online resources.

The teams who deliver postgraduate programmes within Shetland UHI will be working with colleagues across the partnership to incorporate these improvements and enhancements in course planning.

National Student Survey (NSS)

This is a UK wide survey of final year undergraduate students. The UHI response rate was 75% which is above the national response rate of 69%, with Shetland UHI achieving an 88% response rate of the 16 eligible students. Overall satisfaction for UHI was 82%, above the Scottish sectoral average of 76%, placing us at 4th in Scotland for overall satisfaction. This is the highest position that has ever been held by UHI.

UHI performed above the UK average in various question scales including teaching, learning opportunities, assessment and feedback, academic support, organisation and management, and student voice. However, we performed below the Scottish and UK sector for learning resources and

learning community. Interestingly, these are similar areas to those highlighted in the PTES, and this emphasises the need for a particular focus on these aspects of our delivery.

The Shetland UHI specific comments highlighted the main positive as being the supportive and knowledgeable staff that we have here. On the other hand, it was noted that the online learning experience could be better. We will incorporate this in to plans for this year by considering staff training to improve online delivery and auditing online materials to ensure accessibility and appropriateness.

Overall, both surveys reflected the engagement and positive experiences of our students at undergraduate and postgraduate level at Shetland UHI and across the partnership. Trends have been identified across the surveys for areas in which we can improve, and we will ensure that these are noted as priority actions for the coming year.