

Committee	LTR		
Agenda Item Number	6		
Date paper prepared	25/08/2023	Date of committee meeting	06/09/2023
Subject	Student Surveys		
Author	Kevin Briggs, Head of Student Experience		
Action requested	For note to committee		
Purpose of the paper	To provide updates of the survey result for 2023 – there have been results for the NSS and the PTES.		
Brief summary of the paper	<p>A paper was issued by UHI on the NSS It was a positive report in that UHI achieved 81% overall satisfaction and 6th overall in Scotland. UHI was above benchmark in all but 2 areas. There was a 67% response rate for UHI – for Shetland we achieved 93% return, though a satisfaction rate 64%. The full report is not yet available, only a summary report has been provided.</p> <p>For the PTES, the overall satisfaction for UHI was 92%, down from 95%. It was the highest satisfaction amongst all Scottish institutions. UHI is 3rd in the UK for overall satisfaction but the lowest score for student community. The response rate was 28%, down from 33% last year. Again only the summary report is available; there are no specific details for UHI Shetland and will be published later in September.</p> <p>The last paper is the SSES. This was presented at the last LTR as a summary. It was a positive report with 96% success and a 39% return rate. However numbers were small as the SSES was targeted to specific students. The survey indicated that students received useful feedback from their lecturers and could take responsibility for their learning. However, the students could benefit from being more aware of some of the student services, the library and the student association.</p> <p>At present there has yet to be a comparator report so we are unable to see how we are positioned with reference to other partners.</p>		

Consultation	n/a – these are part of the diet of surveys
Resource implications	No resource implications at this stage
Risk implications	Risk 3 reputation, Risk 10 student experience. It is important to listen to and act on student feedback.
Link with strategy	We will be a destination of choice, offering the best possible experience for all students in a range of inspiring learning environments.
Equality, Diversity and Inclusion	
Island Community Impact	
Paper status	<input type="checkbox"/> Open – The paper may be circulated to non-members of the committee and published online without restriction. <input checked="" type="checkbox"/> Restricted – The paper must not be circulated to non-members or published online until after the committee meeting. <input type="checkbox"/> Confidential - The paper must not be circulated beyond the committee members and should not be published online. [Please note papers may still be subject to Freedom of Information requests – see below].
Freedom of information	Open If closed/ withheld, select date this will become 'open': Enter a date.