

University of the Highlands and Islands

National Student Survey Results 2023 - Summary

1 About the survey

The National Student Survey (NSS) is a UK-wide survey of final year undergraduate students, conducted annually by Ipsos MORI. The core survey consists of 33 multiple-choice items covering nine themes on appropriate scales covering positive to negative feeling plus an open text question. Each university has the opportunity to select additional questions from a number of optional banks. Responses to these are not compulsory and results are not published externally.

The survey questions and response scales have changed for NSS 2023. The changes include:

- a new 4-point item specific response scales will replace the Likert response scale
- a new additional question on mental wellbeing services
- a new additional question on freedom of expression, which was asked to students in England only
- the final summative question was asked to students in Scotland, Wales and Northern Ireland only.

The changes mean that most comparisons to previous years' data is not possible.

2 Headlines

- This is a **very positive set of results** relative to both the sector and our benchmarks.
- **Overall satisfaction** for UHI was **81%**. This is above our benchmark of 79% for this question and above the Scottish sector average of 77%.
- While UHI's overall satisfaction decreased by 1%, the Scottish sector decreased by 2%.
- This places us **6th in the ranking for overall satisfaction** in Scotland, compared with 4th last year, and still well above our historic ranking.
- We match, are **above or significantly above our benchmarks** in all but 2 (libraries and students' association) questions.
- We performed **above the sector** in all question sets bar Learning resources where we were only 1% below.
- Four programmes and two Academic Partners **received 100% overall satisfaction**, with strong performances by several others.
- The 67% response rate was lower than 2022 (75%) and is lower than the Scottish response rate of 71%.

3 Response rates

Academic Partner	no. of response	NSS sample	Response rate
UHI Argyll	16	29	55%
UHI West Highland	22	37	59%
UHI Shetland	14	15	93%
Highland Theological College UHI	23	27	85%
UHI Inverness	128	190	68%
Sabhal Mòr Ostaig UHI	10	18	56%
UHI Outer Hebrides	23	36	63%
UHI Moray	69	102	68%
UHI Orkney	15	20	75%
UHI Perth	181	308	59%
Scottish Association for Marine Science UHI	16	23	70%
UHI North Highland	38	65	58%
Executive Office	110	124	89%
Total	675	1007	67%

Table 1: NSS 2023 response rates by Academic Partner.

4 Comparison to Scotland & UK (not incl. England) – Overall Satisfaction

Institution	2023	2022	2021	2020
University of St Andrews	90	89	93	93
University of Aberdeen	85	86	85	87
Abertay University	84	81	79	89
Robert Gordon University	82	83	84	90
University of Strathclyde	82	82	85	86
University of the Highlands and Islands	81	82	78	82
Edinburgh Napier University	79	80	81	86
University of Glasgow	78	80	84	87
Glasgow Caledonian University	77	79	78	85
Scottish HEI average	77	79	80	85
SRUC	77	72	76	72
University of the West of Scotland	75	74	74	85
University of Dundee	74	77	79	88
Queen Margaret University	74	76	79	83
Glasgow School of Art	73	65	53	58
Royal Conservatoire of Scotland	73	63	79	86
University of Stirling	71	80	81	87
University of Edinburgh	71	73	71	78
Heriot-Watt University	68	70	79	84
UK HEI average	n/a	76	75	84

Table 2: NSS 2023 results by Scottish Higher Education Institution: % agree for question 28: overall satisfaction.

5 Results for Overall Satisfaction

5.1 By academic partner - Q.28 Overall Satisfaction

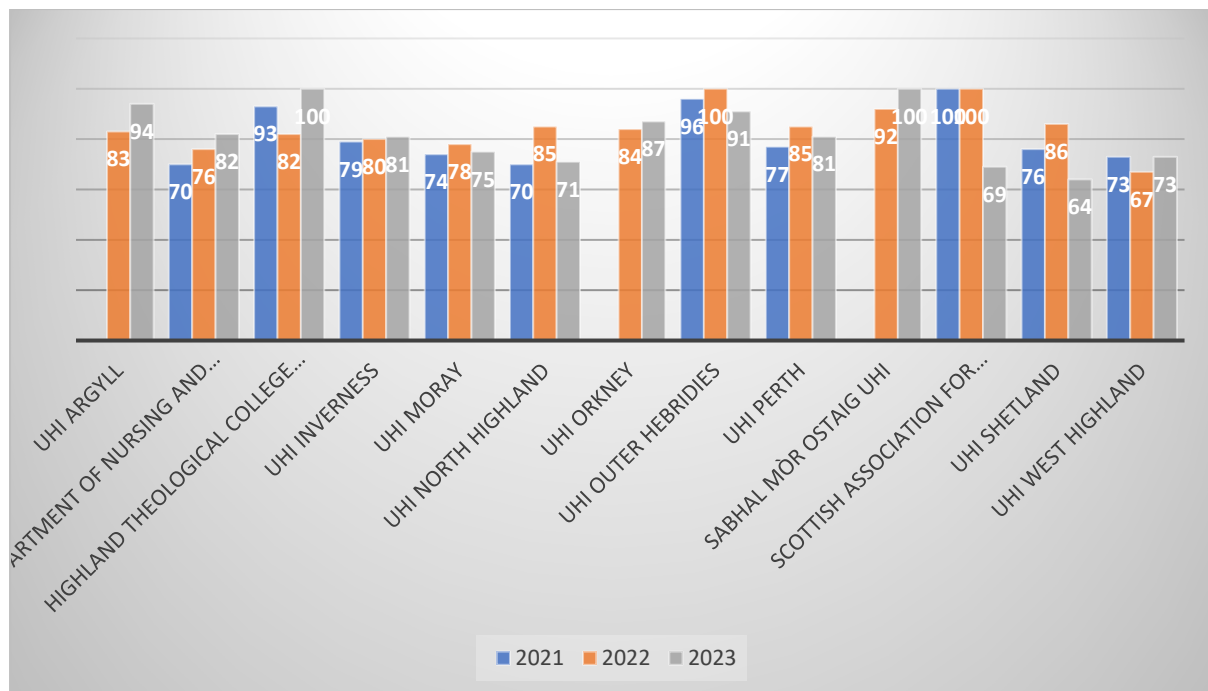


Figure 1: NSS 2023 results by academic partner: % agree for question 28: overall satisfaction.

5.2 By subject network - Q.28 Overall Satisfaction

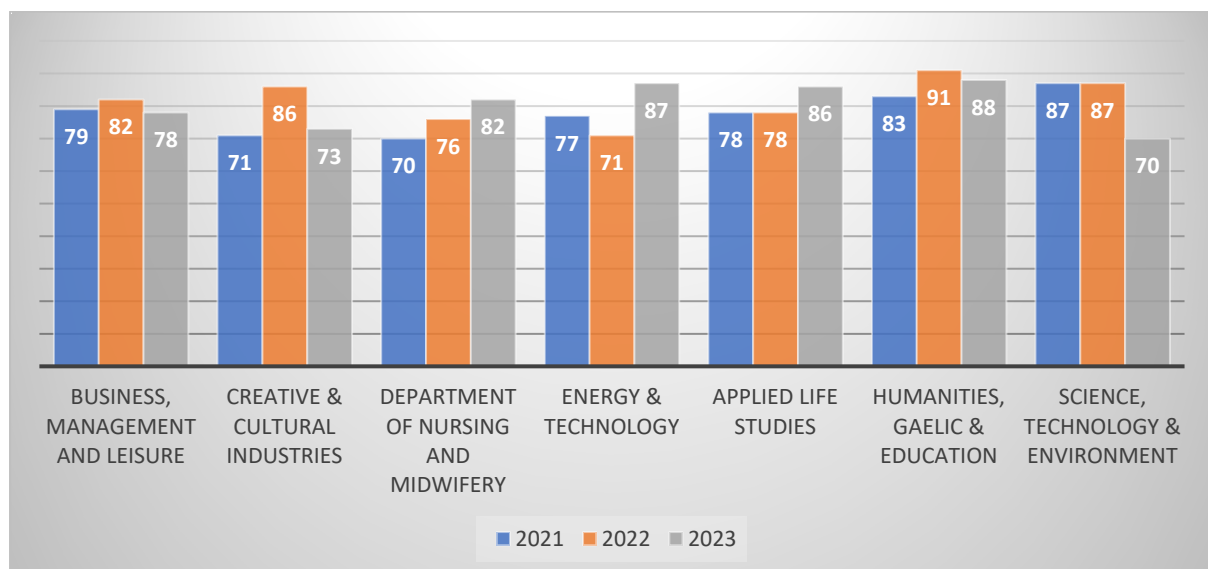


Figure 2: NSS 2023 results by subject network: % agree for question 28: overall satisfaction

5.3 By Programme – Q.32 Overall Satisfaction

	2023	2022	2021
Business and Management BAH	100	72	88
Oral Health Science BSH	100	91	92
Psychology BSH	100	80	82
Theological Studies BAH	100	85	92
Music Business BAH	91	100	100
Applied Music BAH	90	100	100
Popular Music BAH	90	77	80
Person-Centred Counselling & Psychotherapy DipHE	89	43	82
Childhood Practice BAH	88	85	91
Adult Nursing BSH	85	85	72
Computer Science HND	82	n/a	n/a
Audio Engineering BSH	81	86	67
Child and Youth Studies BAH	76	78	69
Integrative Healthcare BSH	73	n/a	n/a
Marine Science BSH	69	100	100
Mental Health Nursing BSH	68	31	57
Sport and Fitness BSH	67	85	95
Fine Art BAH	64	93	80
Food, Nutrition and Textiles BAH	62	85	n/a
Forestry HND	45	73	70

Table 3: NSS 2023 results by programme: % agree for question 28: overall satisfaction. Results are only available for programmes with > 10 respondents.

6 Results for all items

6.1 Results for all questions

NSS Item	UHI 2023	Scotland 2023	UK 2023
The teaching on my course	89%	87%	85%
1. How good are teaching staff at explaining things?	93%	92%	91%
2. How often do teaching staff make the subject engaging?	86%	82%	80%
3. How often is the course intellectually stimulating?	87%	86%	84%
4. How often does your course challenge you to achieve your best work?	89%	86%	84%
Learning opportunities	84%	81%	81%
5. To what extent have you had the chance to explore ideas and concepts in depth?	84%	83%	82%
6. How well does your course introduce subjects and skills in a way that builds on what you have already learned?	88%	83%	84%
7. To what extent have you had the chance to bring together information and ideas from different topics?	87%	83%	83%
8. To what extent does your course have the right balance of directed and independent study?	76%	75%	76%
9. How well has your course developed your knowledge and skills that you think you will need for your future?	89%	81%	82%
Assessment and Feedback	84%	74%	78%
10. How clear were the marking criteria used to assess your work?	81%	74%	76%
11. How fair has the marking and assessment been on your course?	86%	81%	81%
12. How well have assessments allowed you to demonstrate what you have learned?	86%	79%	81%
13. How often have you received assessment feedback on time?	86%	70%	80%
14. How often does feedback help you to improve your work?	81%	68%	73%
Academic support	86%	84%	83%
15. How easy was it to contact teaching staff when you needed to?	85%	85%	83%
16. How well have teaching staff supported your learning?	87%	84%	84%
Organisation and management	75%	72%	74%
17. How well organised is your course?	74%	70%	73%
18. How well were any changes to teaching on your course communicated?	77%	74%	75%
Learning resources	86%	87%	86%
19. How well have the IT resources and facilities supported your learning?	85%	86%	84%
20. How well have the library resources (e.g. books, online services and learning spaces) supported your learning?	87%	90%	89%
21. How easy is it to access subject specific resources (e.g. equipment, facilities, software) when you need them?	84%	86%	86%
Student voice	76%	71%	72%
22. To what extent do you get the right opportunities to give feedback on your course?	84%	83%	80%
23. To what extent are students' opinions about the course valued by staff?	80%	74%	74%
24. How clear is it that students' feedback on the course is acted on?	64%	56%	61%
25. How well does the students' union (association or guild) represent students' academic interests?	67%	70%	72%
Mental wellbeing services			
26. How well communicated was information about your university/college's mental wellbeing support services?	82%	72%	75%

Overall satisfaction			
28. Overall, I am satisfied with the quality of the course.	81%	77%	n/a
Healthcare, Allied Health and Clinical Practice Placement Questions			
H1. I received sufficient preparatory information prior to my placement(s).	84%	68%	65%
H2. I was allocated placement(s) suitable for my course.	91%	86%	86%
H3. I received appropriate supervision on placement(s).	83%	78%	77%
H4. I was given opportunities to meet my required practice learning outcomes / competences.	88%	81%	81%
H5. My contribution during placement(s) as part of the clinical team was valued.	83%	78%	76%
H6. My practice supervisor(s) understood how my placement(s) related to the broader requirements of my course.	86%	76%	77%

Table 4: NSS 2023 results. % agree by individual item

6.2 Results by question scale

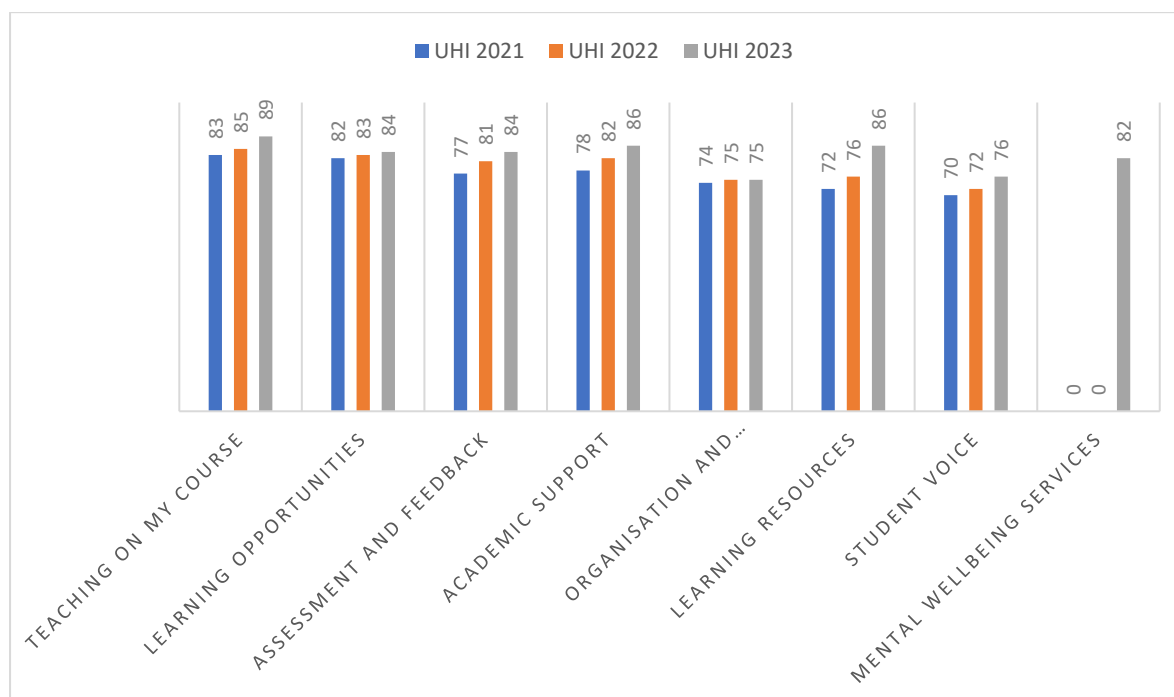


Figure 3: NSS 2023 results by question set: % agree for question set.