

# University of the Highlands and Islands Postgraduate Taught Experience Survey 2023

## Brief report

Advance HE have stated “Any of your institutional results, including ranking position, may be communicated internally or published externally at any time. We ask you not to make external reference to any sector benchmark results until after the publication of the Advance HE sector reports in the Autumn”.

**The results that should not be shared externally are marked in red and with ‘\*’ in this report.** Please contact [Kevin.Sinclair@uhi.ac.uk](mailto:Kevin.Sinclair@uhi.ac.uk) if you have any questions regarding this.

Full results will be made available in the Autumn.

### Table of Contents

1. Introduction.....	2
2. Executive summary.....	2
3. Summary of results by area and benchmarking .....	3
4. Table of all responses by category and question.....	8

## 1. Introduction

---

- 1.1 The Postgraduate Taught Experience Survey (PTES) is a national survey, co-ordinated by Advance HE, and run by Student Services using 'Online Surveys' software.
- 1.2 The survey ran from 18/04/23 and closed on 02/06/23.
- 1.3 It is the opportunity for taught postgraduates to feedback their experiences on teaching and learning, and the most significant survey of taught postgraduates in the UK.
- 1.4 The survey is confidential, and results are anonymised so that no individual can be identified.

## 2. Executive summary

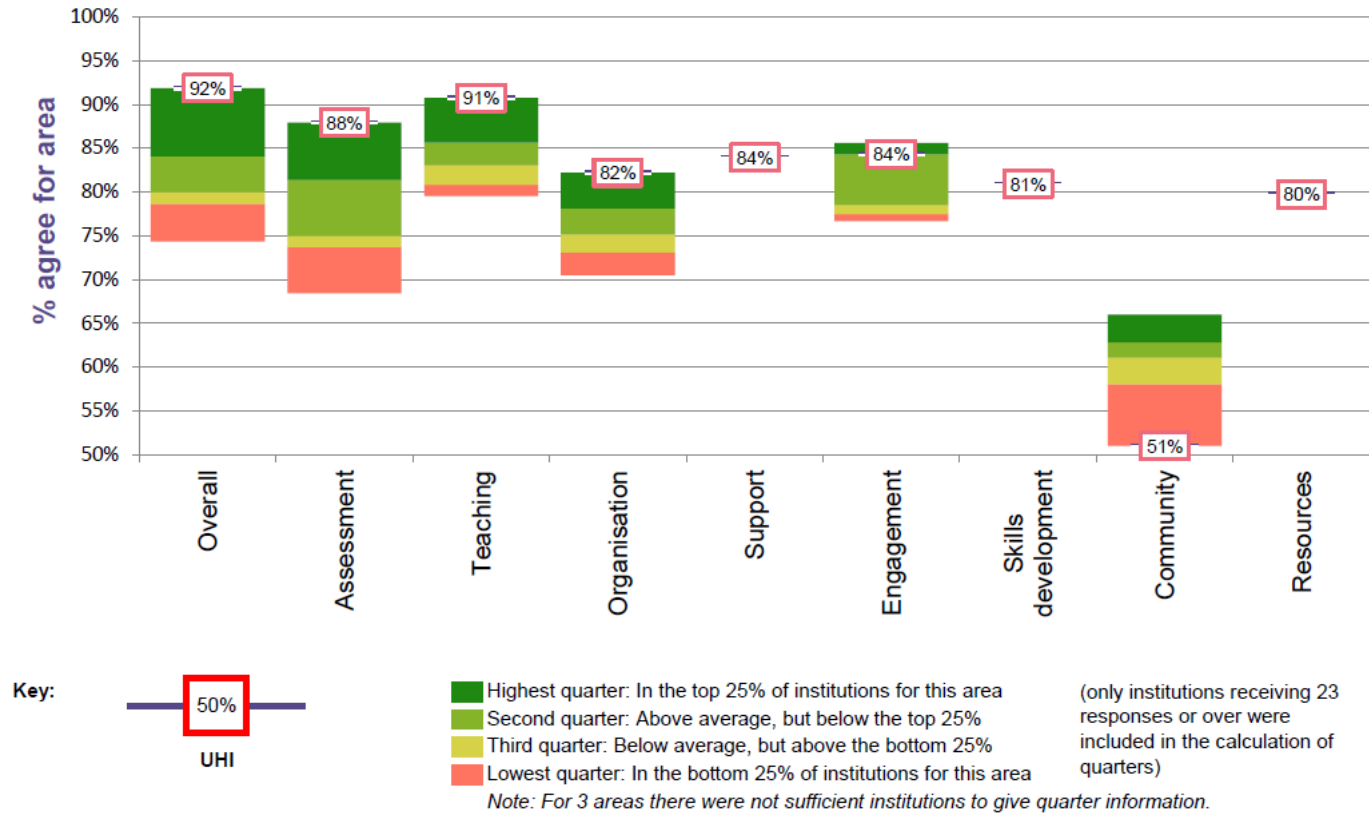
---

- 2.1 The **overall satisfaction rate for the university was 92%**. This is lower than last year when our rate was 95%, but still higher than 2021 (87%).
- 2.2 UHI achieved **the highest overall satisfaction rate of any Scottish institution for the second consecutive year**.
- 2.3 UHI was **ranked 3<sup>rd</sup> in the UK for overall satisfaction**. In 2021 we were ranked 4<sup>th</sup>.
- 2.4 The University also achieved the **highest satisfaction rate in Scotland in three of the nine areas of student experience**.
- 2.5 The University had only one area of poor performance, which was **student community**, where we had the **lowest score of Scottish institutions (51%)**.
- 2.6 We also ranked highly for **Assessment (6<sup>th</sup> in UK) and Teaching (8<sup>th</sup> in UK)**.
- 2.7 Our overall satisfaction rate is **13 percentage points above the Scottish mean (79%) \***, and **9 percentage points** above the sector / UK mean (83%) \*.
- 2.8 UHI is ranked **2<sup>nd</sup> in the UK for Assessment, and 6<sup>th</sup> in the UK for Engagement**.
- 2.9 The university achieved a healthy **response rate of 28%**, down from 33% last year.
- 2.10 The Scottish response rate was 15% and the sector / UK response rate was 21%.
- 2.11 **In three question sets were UHI was ranked in the top 25%** - Assessment, Teaching and Organisation. In a further two we were ranked in the next 25% - Engagement and Support.
- 2.12 **In two question sets we were in the bottom 25%** - Resources and Community.
- 2.13 The low ranking for 'resources' is likely due to a large proportion of students choosing 'not applicable' for on campus library and I.T. facilities, presumably because they study online.

### 3. Summary of results by area and benchmarking

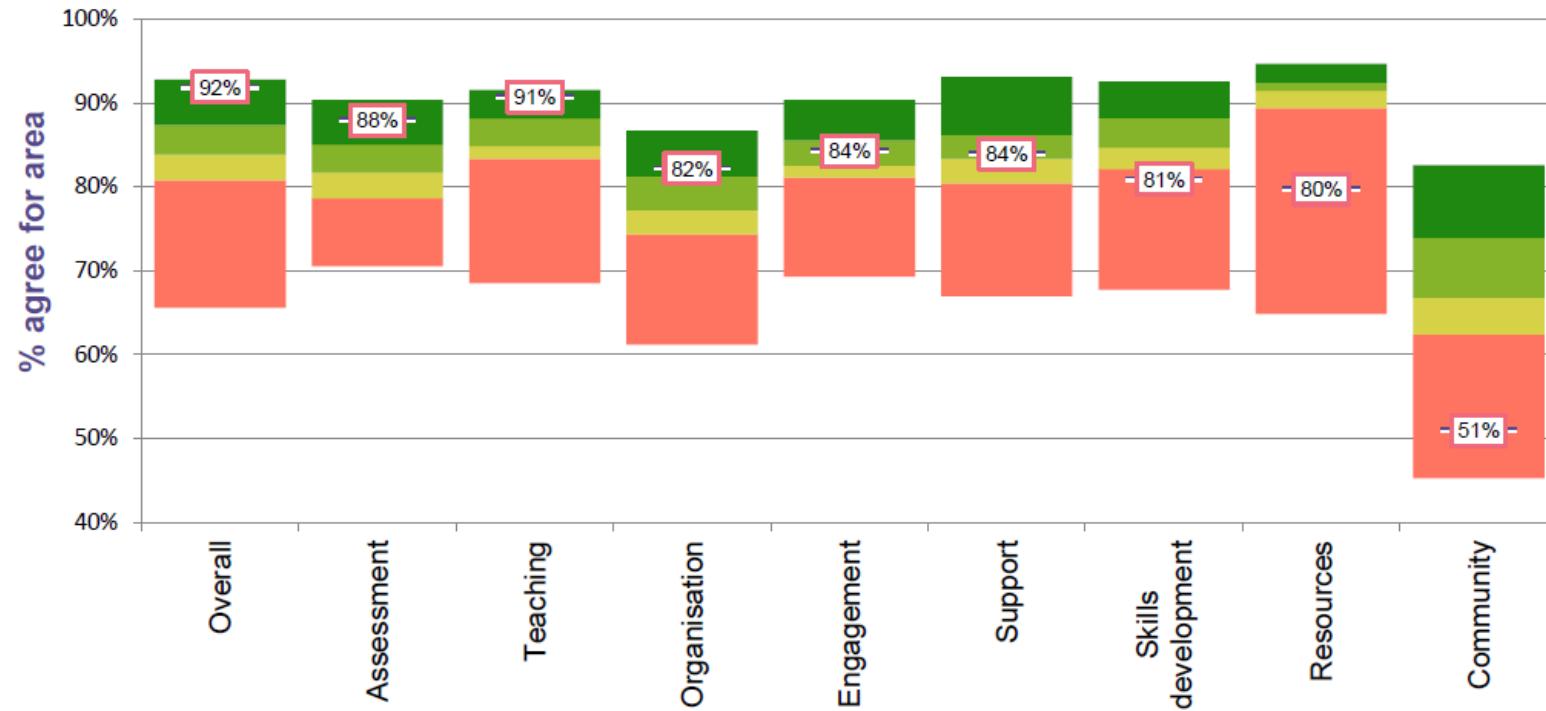
3.1 The University received the highest overall satisfaction level of all Scottish institutions participating, and additionally the highest satisfaction ranking in three areas of experience measured by the survey.


The graph below shows the position of UHI in relation to institutions in the Scottish benchmark. With a score of 92%, overall satisfaction for UHI was in the highest quarter. Across the different aspects measured by PTES, UHI was mostly in the highest quarter.



3.2 The University received a very positive overall satisfaction rate and in several question categories among Post-92 institutions throughout the UK.

The graph below shows the position of UHI in relation to institutions in the Post-92 benchmark. With a score of 92%, overall satisfaction for UHI was in the highest quarter. Across the different aspects measured by PTES, UHI was placed across a range of quarters.



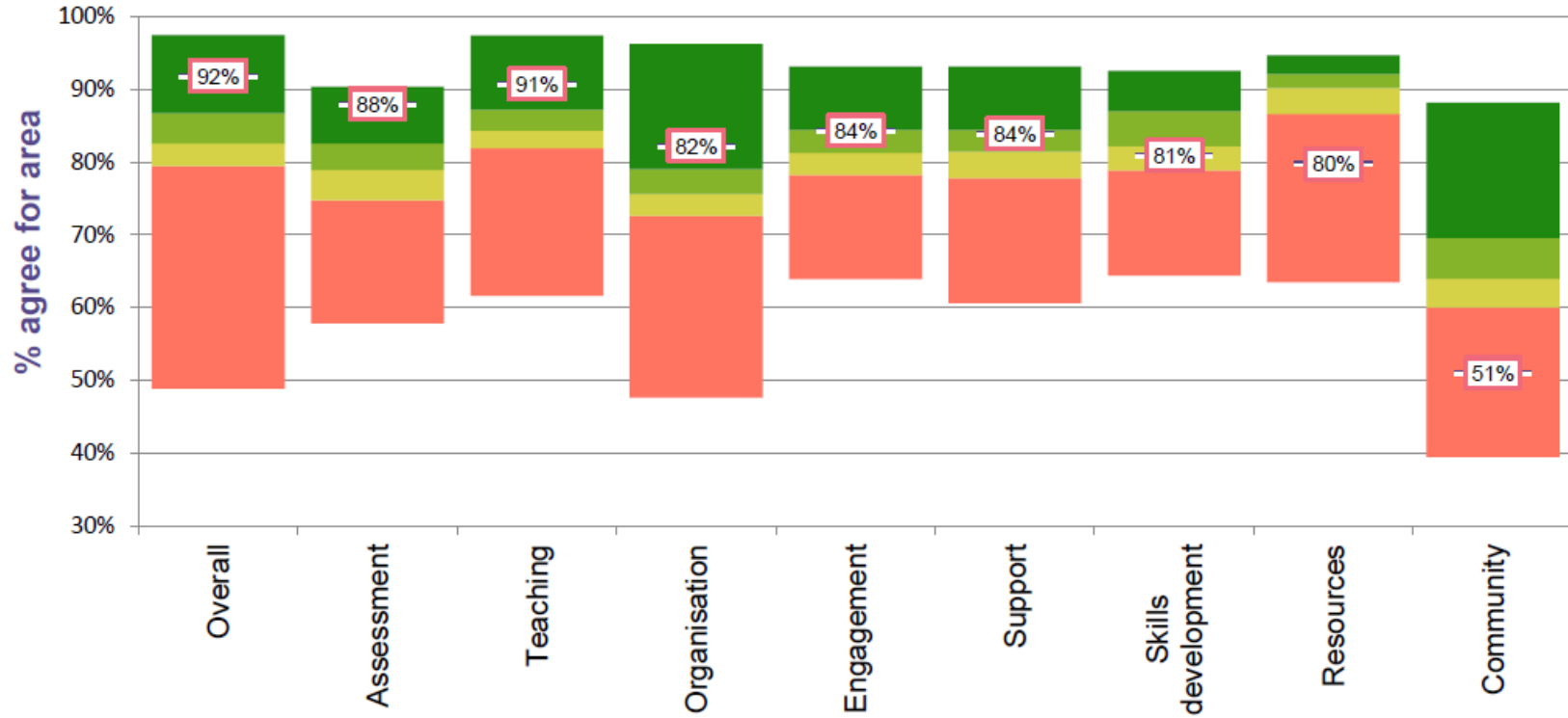
Key:   
UHI

■ Highest quarter: In the top 25% of institutions for this area  
■ Second quarter: Above average, but below the top 25%  
■ Third quarter: Below average, but above the bottom 25%  
■ Lowest quarter: In the bottom 25% of institutions for this area





(only institutions receiving 23 responses or over were included in the calculation of quarters)

3.3 Within the sector / UK, UHI was close to the highest level of overall satisfaction and ranked in the top quarter for many areas of experience.

The graph below shows the position of UHI in relation to institutions in the Sector benchmark. With a score of 92%, overall satisfaction for UHI was in the highest quarter. Across the different aspects measured by PTES, UHI was placed across a range of quarters.



Key:   
UHI

-  Highest quarter: In the top 25% of institutions for this area
-  Second quarter: Above average, but below the top 25%
-  Third quarter: Below average, but above the bottom 25%
-  Lowest quarter: In the bottom 25% of institutions for this area

(only institutions receiving 23 responses or over were included in the calculation of quarters)

3.4 An overall comparison with the sector shows UHI 16 percentage points above the Scottish mean for overall satisfaction, and 13 percentage points above the sector (UK) mean for overall satisfaction \*.

## Overall

### The taught postgraduate experience at UHI

The overall satisfaction of taught postgraduates with their studies was 92%, based on 88 responses. Aspects of best practice (with most agreement relative to the benchmark), were the fairness of assessment and the promptness of feedback. The in-person subject resources and the in-person library resources were areas for improvement.

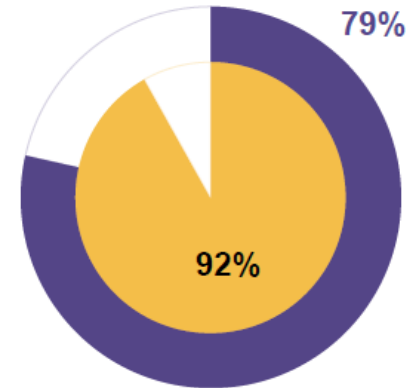


Figure 1: Overall satisfaction

## Overall

### The taught postgraduate experience at UHI

The overall satisfaction of taught postgraduates with their studies was 92%, based on 88 responses. Aspects of best practice (with most agreement relative to the benchmark), were timetabling and the fairness of assessment. The in-person library resources and the in-person subject resources were areas for improvement.

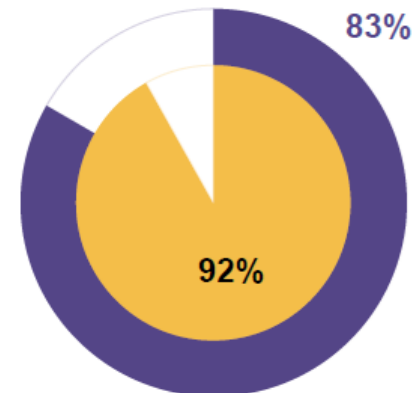


Figure 1: Overall satisfaction

3.5 The university is in third place overall in the UK sector out of 101 institutions that took part.

PTES 2023 sector ranking for UHI

---

<b>3rd</b> out of 101	<b>Overall</b>
<b>8th</b> out of 101	<b>Teaching</b>
<b>29th</b> out of 101	<b>Engagement</b>
<b>88th</b> out of 101	<b>Community</b>
<b>6th</b> out of 101	<b>Assessment</b>
<b>13th</b> out of 101	<b>Organisation</b>
<b>77th</b> out of 84	<b>Resources</b>
<b>26th</b> out of 85	<b>Support</b>
<b>53rd</b> out of 85	<b>Skills development</b>

---

## 4 Table of all responses by category and question

---

4.5 All but one question set have a better score than our results in 2022.

4.6 Detailed results for all questions are available on Sharepoint.

	<b>UHI 2023</b>	<b>UHI 2022</b>	<b>Sector / UK average 2023</b>	<b>Scottish sector average 2023</b>
<b>Overall Satisfaction</b>	92%	95%	83%	79%
Teaching	91%	87%	85%	81%
Engagement	84%	85%	82%	79%
Community (new for 2023)	51%	-	67%	59%
Assessment	88%	88%	79%	73%
Organisation	82%	81%	77%	73%
Resources	80%	79%	90%	89%
Support	84%	83%	82%	78%
Skills Development	81%	79%	83%	79%