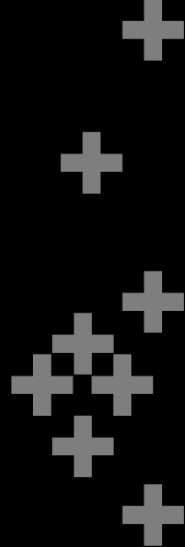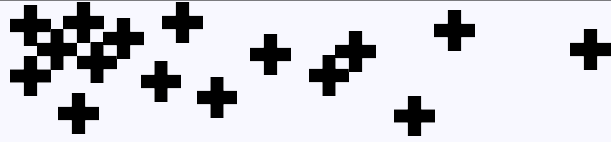# NSS and PTES 2025 Results

Kevin Sinclair, Student Engagement Manager
Professor Keith Smyth, Dean of Learning, Teaching and Students

UHI

Introduction

- Setting the context

- NSS results

- PTES results

- Looking to the future

- Questions

Survey questions

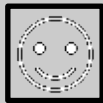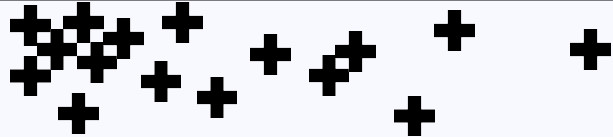| |
| --- |
| The teaching on my course |
| Learning opportunities |
| Assessment and feedback |
| Academic support |
| Organisation and management |
| Learning resources |
| Student voice |
| Overall, I am satisfied with the quality of the course |
| Optional banks |

Key messages from NSS 2025

Results are similar to 2024, but with significant areas of improvement. **Students are satisfied with their UHI experience.**

4th in the ranking for overall satisfaction in Scotland. **Up by 5% since last year.**

We performed **above the Scottish sector in all question themes** for the first time.

Comment themes reveal what matters most to students- we should act on this intelligence.

Headlines

This is a **very positive set of results** relative to our historic performance and the sector.

Overall satisfaction for UHI was **86%.**

This is an **increase on last year** which was **81%** (+5%).

This is above the Scottish sector average which is 81%.

This places us **4th in the ranking for overall satisfaction** among HEI's in the Scotland category of the NSS and well above our historic ranking.

This is an **increase from 2024** when we were ranked **6th** among HEI's in the Scotland category for overall satisfaction.

We are **above or significantly above our benchmarks** in all question sets.

We **improved** our NSS 2024 results **in all question themes**.

We performed **above the Scottish sector in all question themes,** an increase on least year which featured one question set in which we were below**:** *Learning Resources.*
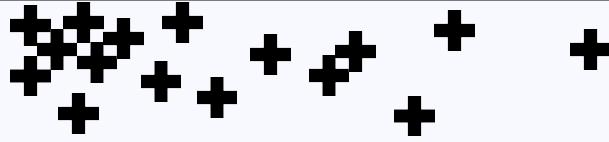
Four programmes received 100% overall satisfaction (Audio Engineering BScH Criminology BAH, Food, Nutrition and Textiles Education BAH, Theatre Industry Practice BAH).

The response rate was the same as 2024 at **64% and is lower than the Scottish** response rate of 71%.
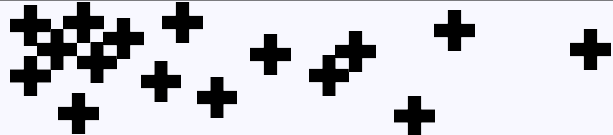
UHI vs Scotland: Overall satisfaction

Institution	2025	2024	2023	2022
University of St Andrews	90	88	90	89
University of Strathclyde	87	84	82	82
University of Aberdeen	87	85	85	86
University of the Highlands and Islands	**86**	**81**	**81**	**82**
University of Dundee	85	82	74	77
Abertay University	83	81	84	81
Glasgow Caledonian University	82	79	77	79
Queen Margaret University	81	73	74	76
University of West of Scotland	81	77	75	74
Scottish HEI average	**80**	**78**	**77**	**79**
Robert Gordon University	80	81	82	83
Edinburgh Napier University	80	78	79	80
University of Stirling	78	77	71	80
University of Glasgow	78	76	78	80
SRUC	78	76	77	72
Heriot-Watt University	77	75	68	70
University of Edinburgh	74	70	71	73
Royal Conservatoire of Scotland	74	75	73	63
Glasgow School of Art	66	58	73	65

Results Spreadsheet

Please scroll down for a list of NSS questions for 2025.

NSS 2025
01 **UHI combined satisfaction rates - all academic partners, with Scotland and UK comparisons.**

Results by:
03 Academic Partner
08 Aggregated Subject Area (Level 3)
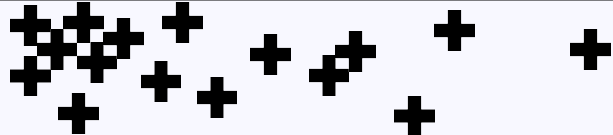10 UHI Course title

Last updated: 14 July 2025

Source: nssdataportal.co.uk

Notes on the 2025 data:

There is a known issue for some providers that complete the ILR data return causing differences between metrics published on the NSS data portal and the version published on the OfS website when split by mode of study. This is due to enhancements made to the derived field for mode of study in the version on the OfS website. Please refer to OfS publication figures in these cases.

Contents | UHI Combined Satisfaction Rates | UHI Academic Partner | Subject Area A ...

Select destination and press ENTER or choose Paste

Results spreadsheet

Campus	NSS National Student Survey	Source: nssdataportal.co.uk INTERNAL USE ONLY – Not for distribution outside of UHI. Please see our guidelines for more information. Results not published for cohorts with fewer than 10 respondents.										
Back to Contents		Questions/Themes											
Category	Metric	Teaching on my course	1. How good are teaching staff at	2. How often do teaching staff make the	3. How often is the course intellectually	4. How often does your course	Learning opportunities	5. To what extent have you had the chance	6. How well does your course	7. To what extent have you had the chance	8. To what extent does your course	9. How well has your course developed your	Assessment feedback
Executive Office	Satisfaction rate	93.0	100.0	93.8	82.8	95.3	90.0	89.1	96.9	90.6	76.6	96.9	
Executive Office	Satisfaction rate 2024	84.9	88.4	80.2	85.1	86.0	80.2	75.8	86.0	85.8	66.9	86.0	
Executive Office	Number of Respondents (headcount)	64	64	64	64	64	64	64	64	64	64	64	
Executive Office	Response Rate	76	76	76	76	76	76	76	76	76	76	76	
Highland Theological College	Satisfaction rate	95.0	100.0	90.0	90.0	100.0	84.0	80.0	90.0	80.0	90.0	80.0	
Highland Theological College	Satisfaction rate 2024	100.0	100.0	100.0	100.0	100.0	98.0	100.0	90.0	100.0	100.0	100.0	
Highland Theological College	Number of Respondents (headcount)	10	10	10	10	10	10	10	10	10	10	10	
Highland Theological College	Response Rate	83	83	83	83	83	83	83	83	83	83	83	
UHI Inverness	Satisfaction rate	86.6	90.8	82.4	85.2	88.1	87.9	85.2	88.1	91.7	82.6	91.7	
UHI Inverness	Satisfaction rate 2024	90.5	92.8	87.2	92.9	89.7	83.8	87.3	88.1	84.9	74.6	84.0	
UHI Inverness	Number of Respondents (headcount)	109	109	109	109	109	109	109	109	109	109	109	
UHI Inverness	Response Rate	65	65	65	65	65	65	65	65	65	65	65	
UHI Moray	Satisfaction rate	93.2	94.6	91.7	94.6	91.9	90.8	94.6	94.6	88.9	83.8	91.7	
UHI Moray	Satisfaction rate 2024	96.1	98.0	96.0	96.1	94.1	90.6	90.2	94.1	92.2	88.2	88.2	
UHI Moray	Number of Respondents (headcount)	37	37	37	37	37	37	37	37	37	37	37	
UHI Moray	Response Rate	61	61	61	61	61	61	61	61	61	61	61	
UHI Perth	Satisfaction rate	92.4	93.9	92.0	91.4	92.7	91.2	91.4	95.1	91.3	87.1	92.0	
UHI Perth	Satisfaction rate 2024	90.5	94.2	90.6	84.9	92.1	83.6	88.5	82.1	86.5	75.9	84.8	
UHI Perth	Number of Respondents (headcount)	164	164	164	164	164	164	164	164	164	164	164	
UHI Perth	Response Rate	63	63	63	63	63	63	63	63	63	63	63	
SAMS	Satisfaction rate	92.2	93.8	93.8	100.0	81.2	93.8	100.0	100.0	93.8	87.5	87.5	
SAMS	Satisfaction rate 2024	98.1	100.0	100.0	100.0	92.3	98.5	100.0	92.3	100.0	100.0	100.0	

Contents | UHI Combined Satisfaction Rates | **UHI Academic Partner** | Subject Area A

Ready | Accessibility: Investigate | Count: 4 | 100%
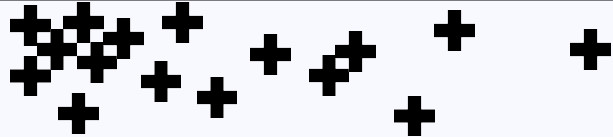
Student comments

Postgraduate Taught Experience Survey

Understanding our students

- Only taught postgraduate students

- Most study part time and in employment

- Many work in senior positions

- They are generally time – poor

- They are more likely to question the value of providing feedback than undergraduates

- They expect a high level of 'customer service'
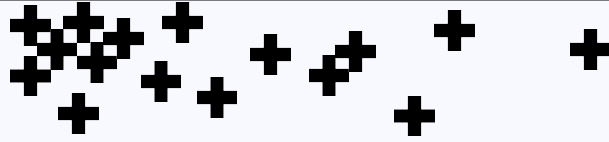
Question sets

The experience of learning and teaching

Engagement and course challenge

Student community

Assessment and feedback

Organisation and Management

Overall Satisfaction

Headlines

Results are better than 2024 and students are happy

1st in the ranking for overall satisfaction in Scotland, and 7th in United Kingdom

We were placed in the top 25 % for three question sets: Teaching (90%), Assessment (90%) and Engagement

Comment themes reveal what matters most to students- we should act on this intelligence .
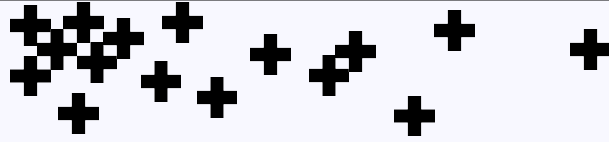
Results

UHI achieved **the highest overall satisfaction rate of any Scottish institution for the forth consecutive year.**

The **overall satisfaction rate for the university was 91%.** This is higher than last year when our rate was 88%.

UHI was **ranked 7th in the UK for overall satisfaction out of 102 participating institutions**. In 2024 we were ranked 15th.

In one question set we were in the bottom 25% in the UK - Community.

Our overall satisfaction rate of 91% is 7 percentage points above the Scottish mean (84%) and 5 percentage points above the UK mean (86%) (not for external dissemination at this time).

Programmes with 100% satisfaction: MSc Advanced Nurse Practitioner, MA Contemporary Art and Archaeology, MA Health and Wellbeing, MLitt History, MSc Psychology Conversion, MSc Sustainable Mountain Development, PGCert Teaching qualification further education
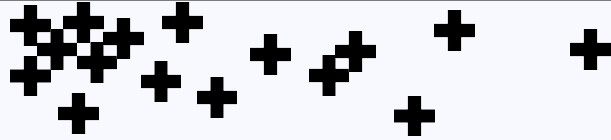
Overall Satisfaction Comparisons

	UHI	Sector (UK)	Scottish sector
2025	91%	86%	84%
2024	88%	84%	81%
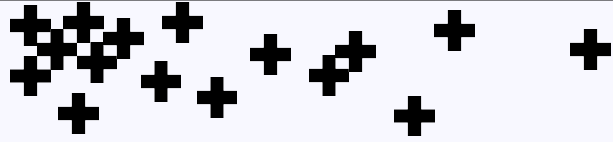
	UHI 2025	UHI 2024	UK 2025	UK 2024	Scottish sector 2025	Scottish sector 2024
Overall Satisfaction	91%	88%	86%	84%	84%	81%
Teaching	90%	88%	87%	86%	85%	83%
Engagement	87%	83%	84%	83%	81%	80%
Community	57%	44%	68%	68%	61%	59%
Assessment	90%	87%	82%	79%	77%	75%
Organisation	82%	78%	80%	78%	78%	75%

Detailed **results**

Photo by Vincentas Liskauskas on Unsplash
https://unsplash.com/photos/5pIp6y3w9Kc

Looking ahead

- Sharing, learning from and further mainstreaming excellent practice

- Even closer alignment between NSS/PTES/student feedback and strategic enhancement activity

- Continued refinement of the curriculum offering (focus of several workstreams and initiatives at the moment)

- Collaborating to address the 'community' dimension of student experience

On the community dimension

- We know what matters to students, and what would be 'ideal' provision, but there is also scope to innovate, e.g.

- HISA exploring clubs, societies, representation, outreach for TPG students

- Establishing digital social spaces

- Step change in the use of the VLE for programme spaces for programme cohorts

Image by MetsikGarden from Pixabay

Photo by JJ Ying on Unsplash. Openly licensed.
https://unsplash.com/photos/7JX0-bfiuxQ
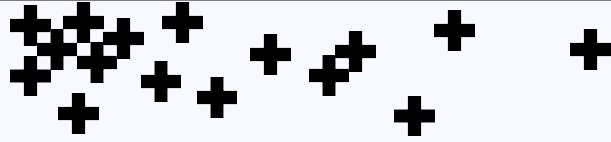
Maintaining the shared environment for enhancing learning and teaching

- Development support within APs

- Central provision that supports professional development and recognition, including to external standards of excellence

- Enhancement focused and led quality assurance and annual review processes, that then feed directly into sharing of good practice and development of practice

- Future focused with respect to what may challenge/disrupt/present opportunities (e.g. effective use of GAI by staff and students)

UHI

In 2026 are due run NSS, PTES and PRES.

Resources for 2026 and results for 2025 are provided on our

Sharepoint site.

Thank you.