

NSS

As an Academic Rep it is important that you gather as much evidence as possible. The National Student Survey (NSS) can be a great asset, and one that is respected and widely understood.

What is the NSS?



The NSS is an annual survey of all final year undergraduate degree students at institutions in England, Wales and Northern Ireland. The questions canvass for opinion on the student experience throughout their time on their course.

Focusing on a range of issues from teaching quality to assessment and feedback, this is an attempt to collect student opinion on every programme offered across the country.

Providing a unique insight into the thoughts and opinions of graduating students, the results not only inform prospective students and can also be a valuable resource for unions, aiding campaigns and representation work.

Promoting the Survey



In order for the results to be made public each course needs at least 10 respondents and a 50% response rate. Also, the higher your response rate, the more valid your results. If you're a final year rep, there's a lot you can do to encourage students to fill out the NSS.

- Ask your lecturer if you can quickly talk about the importance of filling in the survey at the start of a lecture.
- Share the link on social media with reasons why the survey is important and why students should fill it out.
- Contact YUSU and ask how you can help with our promotional efforts.

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How Can I Use the Results?



- Use the data to start conversations with fellow students. Ask them about areas that score poorly in the NSS to gather feedback.
- Talk to your YUSU about running a campaign on a specific issue.
- Ensure that the results are discussed at your Staff Student Forums. Try to find solutions to issues raised in the NSS.
- Find out if the issues you are raising have been discussed in recent years and how they were dealt with.
- Look at data from previous years for long-term trends, to account for the margin-of error in the data.
- Be open to long-term solutions rather than quick fixes and discuss these with your students.
- Tell your classmates when improvements are made or why certain things can't be changed.

What Happens After?



YUSU provides summaries of departmental scores to Department Reps and public data is accessible either on [HEFCE's](https://www.hefce.ac.uk/unistats) website or through unistats.direct.gov.uk

The survey responses are shared with academic departments at the University of York and is one of many metrics used to develop an annual action plan to improve student experience. The data is also used in the national league tables that rank higher education institutions in the UK.

The [National Union of Students](https://www.nus.org.uk) offers online support and guidance for Course Reps on using the NSS and data.