



## Press Release

**Date:** Thursday, 6 August 2009

**Title:** Students in Wales show satisfaction with student experience

An annual survey has shown that the overall satisfaction for students studying in Wales remains just above the figure achieved for the UK as a whole.

Results from the fifth annual National Student Survey (NSS) show that 83% of respondents in Wales were satisfied with their course.

The results from the 2009 NSS, which took account of the views of more than 12,000 students studying at Welsh universities, also saw improved outcomes for academic support and personal development.

Students on NHS sponsored courses were particularly satisfied, with 87% satisfied with the quality of their course, and 85% of them were satisfied with their practice placements, compared to 83% for the UK as a whole.

Questions		2008 Wales	2009 UK	2009 Wales
		% agree		
1-4	The teaching on my course	83	83	83
5-9	Assessment and feedback	63	64	65
10-12	Academic support	75	74	76
13-15	Organisation and management	74	72	73
16-18	Learning resources	81	81	80
19-21	Personal development	78	78	79
22	Overall satisfaction	83	82	83

The results for assessment and feedback, while the lowest, have increased by three percentage points since the survey's inception in 2005, while learning resources and academic support have also increased over the five years by a percentage point.

Professor Philip Gummatt, Chief Executive of HEFCW, said: "Over the past five years, the National Student Survey has been able to confirm, independently, the high level of satisfaction with higher education in Wales.

"Universities understand the importance of providing a rounded student experience, from providing excellent teaching to practical learning resources. We will look at how our work with HE institutions in Wales - through, for example, funding to encourage learning using technologies – can build on these creditable results to make the experience for students in Wales even better."

Greg Walker, Acting Director of Higher Education Wales, said: "These results once more confirm the ongoing commitment of our universities to providing the highest quality student experience. They provide further evidence of the substantial return universities make on the Assembly's investment in the HE sector".

Katie Dalton, NUS Wales President said: "NUS Wales welcomes this year's NSS results, in particular the marked improvement in assessment and feedback in Welsh institutions, although much progress is still required in this area.

"NUS Wales will continue to work closely with students and the Quality Assurance Agency to ensure quality and standards are further enhanced. Institutions also need to adapt to the increasing diversity of the student body and to ensure that academic issues, such as reliable timetables set early in the year, are recognised as essential tools when making education accessible for all."

The NSS data will be available on Unistats.com, which helps students researching entry to higher education compare information about different subjects and institutions.

The survey covered higher education students in England, Wales, Northern Ireland, and 12 Scottish institutions.

## **Notes**

### **Contact for further information**

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### **The National Student Survey (NSS) - background**

1. The percentages used in this press release relate to students registered with Welsh higher education institutions.
2. NSS data are available on the HEFCE web-site under Learning & teaching/Quality assurance/National Student Survey/TQI data.
3. The Unistats web-site ([www.unistats.com](http://www.unistats.com)) gives data on all students in the survey, and will be available at the end of September 2009.
4. The NSS covers higher education students in England, Wales and Northern Ireland, and 12 Scottish institutions, and the independent University of Buckingham.

5. The survey shows that the overall satisfaction rate (Question 22 in the survey) for students studying higher education in Wales remains at 83 per cent saying that they are satisfied with their course. Students of NHS subjects were particularly satisfied (87%).

6. The total number of students who responded to the fifth annual National Student Survey increased this year by over 3,000 to 223,363 students, of which 12,100 were from Wales; this gives an overall response rate for the UK of 62 per cent (60% for Wales). A total of 155 higher education institutions (HEIs) and 117 further education colleges (FECs) in England also took part.

7. In Wales students studying HE in further education colleges will be included separately from next year. Franchise students will be presented separately next year, and directly funded students the year after. Responses from students on initial teacher training courses and NHS courses will also be available.

8. Eighty-seven percent of students studying NHS subjects in Wales were satisfied with the quality of their course (83% for all respondents in Wales) and 72% were satisfied with their assessment and feedback (65% for all respondents in Wales). Additionally, 85% were satisfied with their practice placements, compared to 83% students of these subjects in the UK as a whole. Once more the lowest satisfaction was expressed with assessment and feedback, although there was an increase from the 63% satisfaction of students in Welsh HEIs in 2008.

9. The threshold for publication of NSS results is 50 percent for institutions and at least 23 students for subjects.

10. The NSS was carried out by Ipsos MORI. Unistats is developed and maintained by UCAS and Hotcourses, [www.unistats.com](http://www.unistats.com).

**The Higher Education Funding Council for Wales** (HEFCW) is an Assembly Government Sponsored Body responsible for administering funds made available by the Welsh Assembly Government for:

- education in higher education institutions (HEIs);
- research by HEIs; and
- certain higher education courses at further education institutions.

HEFCW is also responsible for accrediting providers of **initial teaching training** for school teachers and commissioning research to improve the standards of teachers and teacher training.

In addition to its funding responsibilities, HEFCW provides advice to the Welsh Assembly Government on the funding needs, aspirations and concerns of the higher education sector in Wales.