

News release

Date: Wednesday, 9 August 2017

Title: Student satisfaction in Wales in 2017

Overall student satisfaction at universities and colleges in Wales remains high with 84% of students saying they are satisfied with their course, equalling the performance for the rest of the UK.

The 2017 National Student Survey saw almost three quarters of final year undergraduate students at Welsh higher education providers respond to the annual poll. This year's survey featured new questions and the inclusion of three new areas: learning opportunities, learning community and student voice.

Dr David Blaney, Chief Executive of HEFCW, said: "It is pleasing that overall satisfaction levels in Wales remain high. The majority of Welsh universities have performed at or above their benchmarks. Wales has performed above the UK average in six of the eleven main thematic areas - including in one of the new areas of the survey, the 'Student Voice' - and equalled the UK average in two further areas.

The recent QAA report, [*Reviews of Higher Education in Wales: Key Findings 2010-16*](#), highlights the excellent education and outstanding student experiences across the Welsh HE sector. This is testament to the value placed by our providers on teaching excellence, continuous improvement to the quality and enhancement of their learning environments, and communicating and engaging closely with their students. Students should continue to have confidence in the ability of Welsh HE providers to deliver quality education in line with their expectations."

Universities Wales Director, Amanda Wilkinson, said: “The NSS results are testament to the hard work Wales’ universities continue to put in to delivering the best possible student learning experience.

These results reflect the positive interaction between staff and students, and we are particularly pleased to see the student voice included in the survey this year. Wales’ universities genuinely see students as active partners in their education and are proud to be leading the way on truly embedding student voice structures, as recognised by today’s results.

Welsh universities will also continue to welcome students from across the world. International and EU students at our universities create a diverse, outward looking culture within our universities that enriches the university experience for all our students. Universities in Wales are committed to building on these results, delivering excellent learning and teaching for all Wales’ students, no matter their mode, place or pace of study and we look forward to continuing to work with our students in making the coming years even more positive.”

2017 National Student Survey results: Comparative data for each category covered by the survey (HE and FE combined)

Questions		2017 UK % Satisfied	2017 Wales % Satisfied
1-4	The teaching on my course	85	84
5-7	Learning opportunities**	84	83
8-11	Assessment and feedback	73	74
12-14	Academic support	80	81

Questions		2017 UK % Satisfied	2017 Wales % Satisfied
15-17	Organisation and management	75	76
18-20	Learning resources	85	85
21-22	Learning community**	77	78
23-25	Student voice**	73	75
26	Students' union	57	59
27	Overall satisfaction	84	84
28-33	NHS Practice Placements	87	86

* The percentage satisfied is calculated by combining 'strongly agree' and 'mostly agree' responses.

** New sections in the 2017 survey.

Ends

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Notes:

1. The 2017 NSS included questions in three new thematic areas: learning opportunities, the learning community and the student voice. As a result of the

changes to the survey, it is not valid to compare the 2017 responses with those in previous years.

2. The NSS covers nearly all final-year undergraduates studying for higher education qualifications at HE institutions, FE colleges and alternative providers in England, HE providers and FE colleges in Wales, and HE institutions in Northern Ireland and Scotland. The threshold for publication at course level is at least 10 students, and that these represent at least half the students eligible to participate.
3. Student satisfaction data for the Open University in Wales are included in the figures for the Open University (though UK-wide, listed as 'England HEI').
4. More on the HEFCE website: www.hefce.ac.uk/it/nss/

About HEFCW

The Higher Education Funding Council for Wales (HEFCW) is the public body that sits between universities and the Welsh Government.

We regulate fee levels at higher education (HE) providers, ensure a framework is in place for assessing the quality of higher education and scrutinise the performance of universities.

We distribute resources for higher education teaching and research, and help to deliver Welsh Government priorities for higher education for the wider benefit of society and the economy. You can find out more about our work at www.hefcw.ac.uk.