

**To: Heads of higher education institutions  
in Wales**

Reference: W04/21HE  
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Response By: 7 May 2004  
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**NATIONAL STUDENT SURVEY AND TEACHING QUALITY INFORMATION DEVELOPMENTS  
IN WALES**

I am writing to draw your attention to recent developments on these two subjects.

**NATIONAL STUDENT SURVEY (NSS)**

UWIC participated in the HEFCE NSS pilot in 2003, alongside twenty-three other institutions from across England, Wales and Northern Ireland. An interim HEFCE report on the 2003 NSS Pilot has been published, and is available on the NSS web-site (<http://iet.open.ac.uk/nss>) alongside a number of reports and further information, including:

- an interim report on the 2003 pilot, detailing the operation of the pilot and issues for further development (November 2003)  
[http://iet.open.ac.uk/nss/download/interim\\_report.pdf](http://iet.open.ac.uk/nss/download/interim_report.pdf)
- interim results of student feedback from the pilot (January 2004)  
<http://iet.open.ac.uk/nss/download/interim2.doc>

A second NSS pilot is currently underway, due to report by summer 2004, using a refined questionnaire and testing methodologies appropriate for a term-time survey. One Welsh HEI, UW Bangor is included in this work, and is piloting a bilingual version of the survey. Further work is also planned to develop methods for reporting results and to test these with user groups being established by HERO, to include a group in Wales.

Council Officers are working alongside colleagues in HEFCE to tender for a centrally commissioned agency to undertake the majority of the administration of the NSS. The tender specification will include a paragraph confirming that tenderers would need to take account of any

Wales specific criteria, in particular, compliance with the Welsh Language Act. HEFCW and HEFCE consultation documents on the implementation of the full survey will be published at the start of May 2004.

The first full NSS will take place in early 2005, and will provide information on teaching quality for prospective students by summer 2005. The results of the survey will be published on HERO alongside other teaching quality information as outlined in Circular W04/05HE, 'Teaching Quality Information for Higher Education in Wales', published January 2004.

### **COLLECTING AND USING STUDENT FEEDBACK ON QUALITY AND STANDARDS OF LEARNING AND TEACHING IN HE**

The Council would like to draw attention to HEFCE commissioned research undertaken by the Centre for Higher Education Research and Information (CHERI), SQW Ltd and NOP Research Group to review student feedback mechanisms within higher education institutions and develop proposals for a NSS. The final report of the consultants recommendations is available on the HEFCE website at: [http://www.hefce.ac.uk/Pubs/rdreports/2003/rd08\\_03/](http://www.hefce.ac.uk/Pubs/rdreports/2003/rd08_03/)

### **LEARNING AND TEACHING STRATEGIES**

Circular W04/05HE reported that HEIs in Wales should provide a summary of the institution's learning and teaching strategy through the medium of English and Welsh, where possible, for publication on the HERO TQI website. A template was provided at Annex B to the circular. Additionally, it confirmed that the summary should be updated when the strategy itself is updated.

Circular W04/06HE, 'Mechanisms for Supporting Excellent teaching in Higher Education', published February 2004, confirmed that Institutions will be asked to submit a new three year learning and teaching strategy in 2004/05. A circular inviting institutions to submit updated learning and teaching strategies will be published at the end of April 2004. It will set out allocations to be made available to institutions in 2004/05 to support the implementation of their strategies. It will also confirm the timescale for submission and, subject to the outcome of a separate consultation (Circular W04/07), report whether the new three year learning and teaching strategy will be monitored by means of an annual monitoring statement.

Institutions will be asked to begin loading qualitative information (learning and teaching strategies & summaries of employer links) from 31 May 2004 onwards, to enable the site to go live (with partial datasets) in July 2004. Institutions should therefore produce summaries of their existing learning and teaching strategies for this purpose.

### **HERO TQI DISSEMINATION & TRAINING EVENT - WALES**

A HERO TQI dissemination/training event will be held on **Friday 21 May 2004**, at the Marriott Hotel, Cardiff. The purpose of the event will be:

- a. to enable HEIs across Wales to engage with the operational aspects of the HERO TQI website;
- b. to enable HERO TQI technical contacts from HEIs across Wales to undertake technical training, and:

- c. to assist HEIs prepare for the first full-scale NSS which is due to be conducted in January 2005, with the results being published on the HERO TQI Web-site in Summer 2005.

The proposed Agenda for the event is attached as **Annex A**. Up to four representatives are invited to attend per HEI in Wales, to include the main institutional HERO TQI contact, alongside the HERO Technical contact, as submitted to HERO in March 2004. The proforma, attached as **Annex B**, should be completed and returned to Karen Jones, here at the Council's offices by **7 May 2004**. The event will form the main HERO TQI/NSS training seminar for Wales.

I hope this update on developments is helpful, but if you require further information, please contact Karen Jones (02920 682283) [karen.jones@hefcw.ac.uk](mailto:karen.jones@hefcw.ac.uk).

Yours sincerely

**PROFESSOR PHILIP GUMMETT**  
**INTERIM CHIEF EXECUTIVE**

**HERO TQI DISCUSSION/TRAINING EVENT**  
**Cardiff, Friday 21 May 2004**

**DRAFT AGENDA**

10.00 – 10.30	Arrival and coffee
10.30 – 10.45	Welcome and introduction to HERO from the Chair
10.45 – 11.15	HEFCW Circular W04/05HE <i>‘Teaching Quality Information (TQI Requirements for Higher Education in Wales)’</i>
11.15 – 11.45	What HEIs in Wales have to do & how the QAA will use TQI information
11.45 – 12.30	Demonstration of Prototype TQI input Website
12.30 – 13.00	What happens next?
13.00 – 13.15	Question and Answer session
13.15 - 14.00	LUNCH

<b>Group 1 - HERO TQI Technical Contact training (limited to 20 places)</b>		<b>Group 2 – National Student Survey</b>	
14.00 – 14.30	Content to be confirmed by HERO	14.00 – 14.30	Presentation of pilot findings and preliminary analysis
14.30 – 15.00		14.30 – 15.00	Experiences of pilot institutions UWIC & UW Bangor
15.00 – 15.30		15.00 – 15.30	HEFCW presentation on Consultation issues (including questions and feedback)
15.30 – 16.00		15.30 – 16.00	HEFCW presentation on future participation in the NSS
16.00	Close	16.00	Close