

## News release

**Date:** 27 July 2018

**Title:** Student satisfaction in Wales in 2018

Overall undergraduate student satisfaction at universities and colleges in Wales remains high, with 85% of students saying they are satisfied with their course, an improvement on last year's outcome and slightly ahead of the UK as a whole.

73% of final year undergraduate students at Welsh higher education providers responded to the annual National Student Survey in 2018.

Dr David Blaney, Chief Executive of HEFCW, said: "Satisfaction levels at Welsh higher education providers remain strong, with the sector demonstrating particular success in relation to Assessment and Feedback, Academic Support and the 'student voice'. While the survey gives institutions a chance to take stock of the areas that may need further attention, the overall picture shows that institutions are continuing to make positive progress in ensuring that the student experience in Wales is as rewarding as possible.

"We often talk of the emphasis placed by providers on continuous improvement and enhancing learning environments, and we have reported recently that Welsh universities have signed up to the Jisc Learning Analytics Cymru project. This will analyse student data to help improve support, so that students understand their own learning needs and identify areas for improvement, in turn experiencing better learning outcomes.

“We hope that providers celebrate their many successes, while continuing to tackle areas that need further strengthening.”

Universities Wales Director, Amanda Wilkinson, said: “This year’s NSS results are testament to the hard work Wales’s universities continue to put in to delivering the best possible student learning experience. Wales’s universities genuinely see students as active partners in their education and we believe this is reflected in this year’s results, with improved overall satisfaction levels.

“Universities in Wales are committed to building on these results, delivering excellent learning and teaching for all of Wales’s students in partnership with them, no matter their mode, place or pace of study.”

**2018 National Student Survey results: Comparative data for each category covered by the survey (HE and FE combined)**

Questions		2017 UK % Satisfied	2017 Wales % Satisfied	2018 UK % Satisfied	2018 Wales % Satisfied
1-4	The teaching on my course	85	84	84	85
5-7	Learning opportunities	84	83	83	83
8-11	Assessment and feedback	73	74	73	75
12-14	Academic support	80	81	80	82
15-17	Organisation and management	75	76	75	75
18-20	Learning resources	85	85	85	86
21-22	Learning community	77	78	77	78

Questions		2017	2017	2018	2018
		UK % Satisfied	Wales % Satisfied	UK % Satisfied	Wales % Satisfied
23-25	Student voice	73	75	73	76
26	Students' union	57	59	56	58
<b>27</b>	<b>Overall satisfaction</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>85</b>
28-33	NHS Practice Placements	87	86	87	86

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

The results of the NSS come two months after the publication of the outcomes of a revamped Intentions After Graduation Survey (IAGS), which asks final-year undergraduates about their plans for what they will do after graduation, including plans for postgraduate study. This optional online survey was attached to the end of the National Student Survey.

## Ends

### Notes:

1. NSS covers the majority of final-year undergraduates studying for higher education qualifications at UK higher education institutions, and at further education colleges in Wales, England and Northern Ireland. The survey, carried out by IPSOS Mori, is funded by the four UK higher education funding/regulatory bodies (HEFCW, the Office for Students, the Scottish Funding Council, and the Department for Economy Northern Ireland), and Health Education England.

2. Results are available on the Office for Students website at [www.officeforstudents.org.uk/](http://www.officeforstudents.org.uk/)
3. The threshold for publication at institution level is that at least 10 students must have responded, and that these should represent at least half the students eligible to participate.
4. For the first time, institution level responses for all 27 questions have been benchmarked. Benchmarked data is published for both 2017 and 2018 results.
5. The Unistats website will be updated with the 2018 NSS results on 30 August. Unistats is the official site to search for and compare data and information on university and college courses from across the UK. The site draws together comparable information on those areas that students have identified as important in making decisions about what and where to study.
6. Student satisfaction data for the Open University in Wales is included in the figures for the Open University (though UK-wide, listed as 'England HEI').

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## 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 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.