

National Student Survey (NSS) action planning

NSS action plans are required from all University of Suffolk Schools, each partner included in the NSS, and both the Learning Services and Student Services departments. These notes provide guidance on their creation and reporting.

NSS action plans are created in response to the publication of the NSS results in the summer. They are presented to the Quality Committee, reporting progress on the previous year's actions and the actions planned in response to the latest NSS results. This process will be informed by course committee consideration of course specific results.

Considering the results

The aim of producing NSS action plans is to ensure that any issues or significant trends highlighted by the results of the NSS are explicitly addressed. While the annual RiME reports address issues emerging throughout the previous academic year, NSS action plans should be solely focussed on the NSS results.

The results are made available at institutional, partner, and School level as well as by course where possible, and the numerical results for the current and previous year are reported together to allow comparison. In exploring the results to identify areas to address through action planning, the following should be considered:

- Discrepancies between School / partner results and institutional or national averages. Such consideration may be further informed by exploring national subject based NSS result averages (available on request from the Quality Assurance and Enhancement team).
- Significant differences between successive years' results.
- Discrepancies between different equality and diversity groups' numerical results.
- Repeated themes within student qualitative comments.

Forming an action plan

The action plan should be reported through the institutional template and provided to Registry by the end of the November following the publication of the results. In forming the action plan, teams should:

- Include significant actions planned by course committees in response to their NSS results.
- Include actions that will have a direct impact on the student experience.
- Ensure that the intended benefits for students of planned actions are made explicit through the identification of appropriate performance indicators that can be monitored for success.

The NSS quantitative questions explore six areas of course operation. In the past, action plans have mainly focussed on the areas of 'assessment and feedback', 'organisation and management', and 'learning resources', whilst actions relating to the other three areas have been less frequent. Consequently, teams are encouraged to give particular consideration to planning actions relevant to 'teaching', 'academic support' and 'personal development'.