

National Student Survey 2019
By UPSU Insights Function

Q26. The students' union (association or guild) effectively represents students' academic interests.

This question is the main question used to evaluate Students' Unions.

- UPSU has scored 58% agreement, down from 61% in 2018
- We are ranked 60th out of 150 Unions, a decrease from 47th out of 150 in 2018
- We are 4th out of all 9 Southern Unions, the same as 2018
- We are 5th out of our 11 top UCAS competitors, a increase from 6th in 2018
- We are 8th out of 18 Alliance Group Unions, the same as 2018

Q27. Overall Satisfaction (with University)

This question looks at students' overall satisfaction with their University.

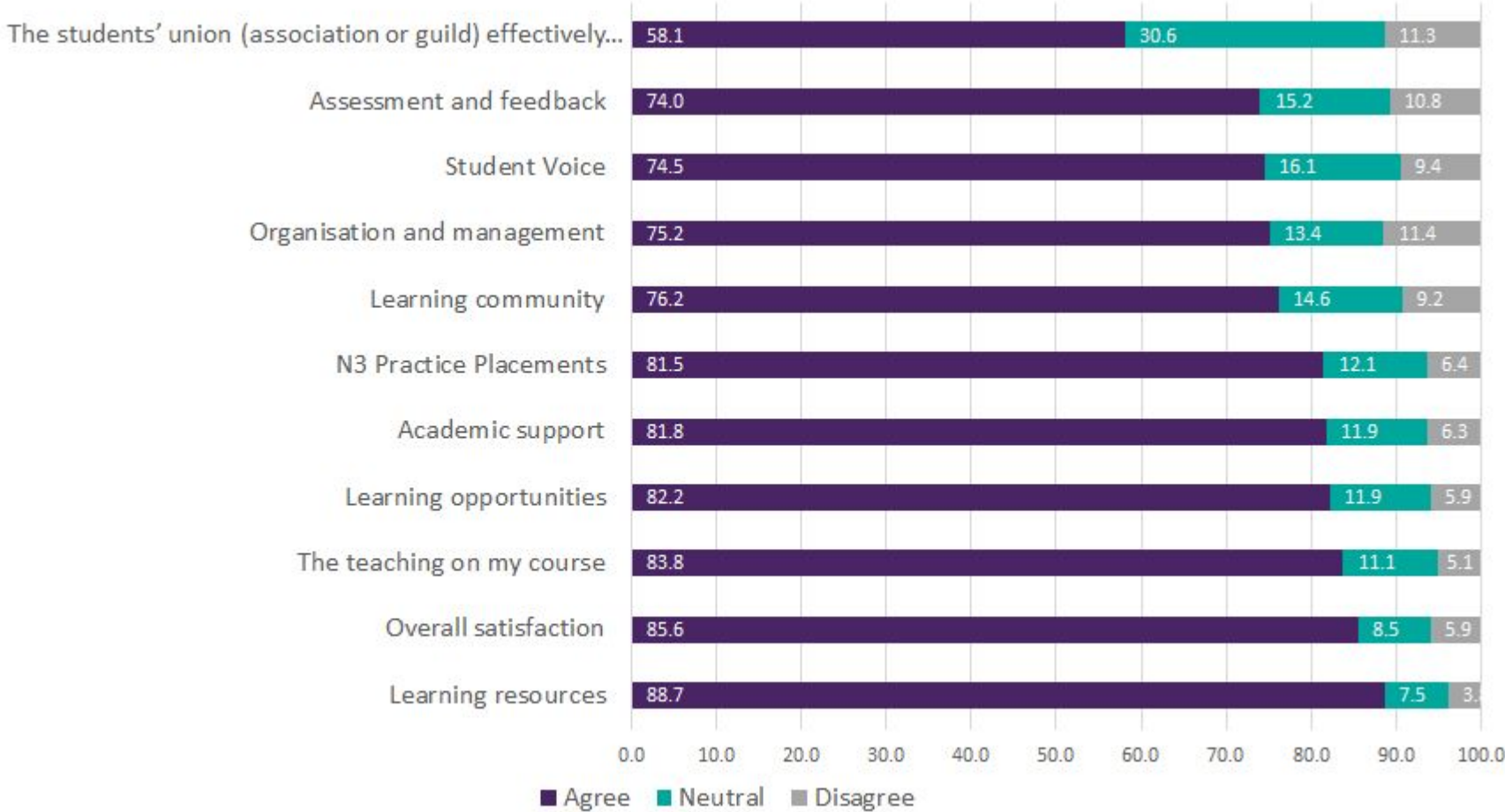
- UoP has scored 86% agreement, a decrease from 88% in 2018
- They are ranked 40th out of 150 Unions, a decrease from 19th 2018
- They are 1st out of all 9 Southern Unions, the same as 2018
- They are 3rd out of our 11 top UCAS competitors, a drop from 2nd in 2018
- They are 5th out of 20 Alliance Group Unions, a drop from 3rd in 2018

Strengths & Weaknesses by Category

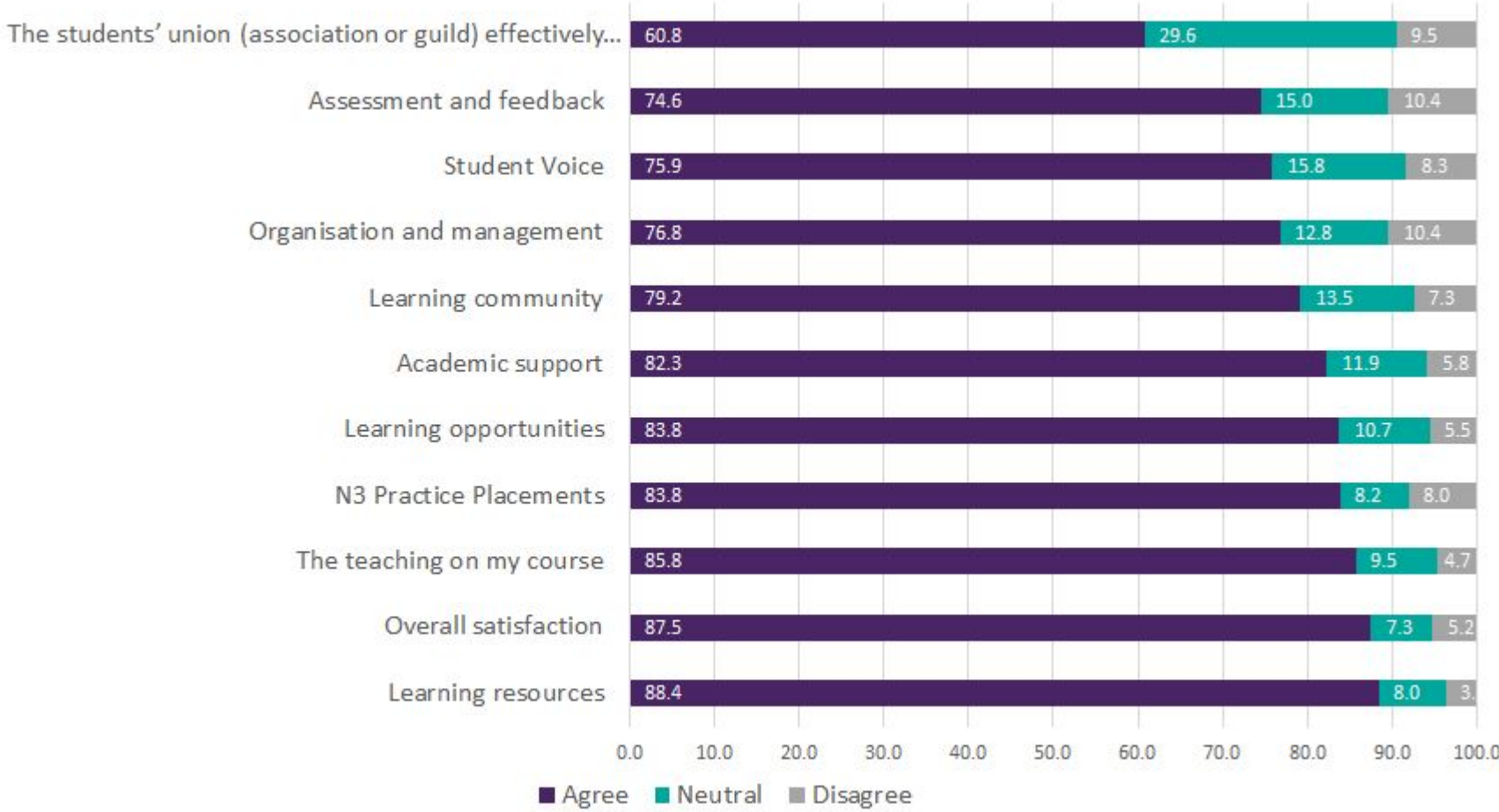
This table show scores by category. This ranking is in the same order as 2018, however two categories (highlighted) are now below sector average.

Category	UoP Average	Sector Average
Learning resources	88.60	85.74
Overall satisfaction	85.58	83.65
The teaching on my course	83.78	84.13
Learning opportunities	82.20	83.17
Academic support	81.74	79.86
Learning community	76.14	75.91
Organisation and management	75.17	74.99
Student Voice	74.45	73.66
Assessment and feedback	73.94	73.37

Agree, Neutral, and Disagree, by Category 2019



Agree, Neutral, and Disagree, by Category 2018



Strongest Courses for Q26

The table below shows the highest scoring courses for question 26, and their Faculty. International Trade & Business Communication was the only course that also featured in the strongest for 2018.

Course title	Q26 Score	Faculty
BSc (Hons) Physical Geography	87.5	Science
BA (Hons) Fashion and Textile Design	86.36	Creative & Cultural Industries
BA (HONS) International Trade & Business Communication	82.14	Business & Law
BA (HONS) Accountancy and Financial Management (top-up)	81.25	Business & Law
BA (HONS) Hospitality Management	78.95	Business & Law
BSc (Hons) Sports Management and Development	78.95	Science
BENG (Hons) Construction Engineering Management	76.92	Technology
BA (HONS) Animation	75	Creative & Cultural Industries
BA (HONS) Childhood and Youth Studies with Psychology	75	Humanities & Social Sciences
BA (HONS) Financial Management for Business	73.68	Business & Law

Strongest Courses for Q27

The table below shows the highest scoring courses for question 27, and their Faculty.

Course title	Q26 Score	Faculty
BSc (Hons) Environmental Science	100	Science
BSc (Hons) Forensic Psychology	100	Science
BSc (Hons) Pharmacology	100	Science
BA (Hons) American Studies	100	Humanities & Social Sciences
Criminology and Forensic Studies	98.25	Humanities & Social Sciences
Graphic Design	97.67	Creative & Cultural Industries
Paramedic Science	97.37	Science
Biochemistry	97.22	Science
Biomedical Science	96.97	Science
Sport and Exercise Science	96.84	Science

Weakest Courses for Q26

The table below shows the lowest scoring courses for question 26, and their Faculty. BA (Hons) Media Studies and Entertainment Technology is of particular concern as it was the second highest scoring course in 2018.

Course title	Q26 Score	Faculty
HND Business	25	Business & Law
BA (Hons) English and Creative Writing	27.27	Humanities & Social Sciences
BSc (Hons) Biology	28.57	Science
BA (Hons) International Relations	31.25	Humanities & Social Sciences
BSc (Hons) Sociology	33.33	Humanities & Social Sciences
BA (Hons) Marketing with Psychology	33.33	Business & Law
LLB (Hons) Law with Business	34.37	Business & Law
BSc (Hons) Operating Department Practice	35	Science
BSc (Hons) Diagnostic Radiography	35.71	Science
BA (Hons) Media Studies and Entertainment Technology	37.5	Creative & Cultural Industries

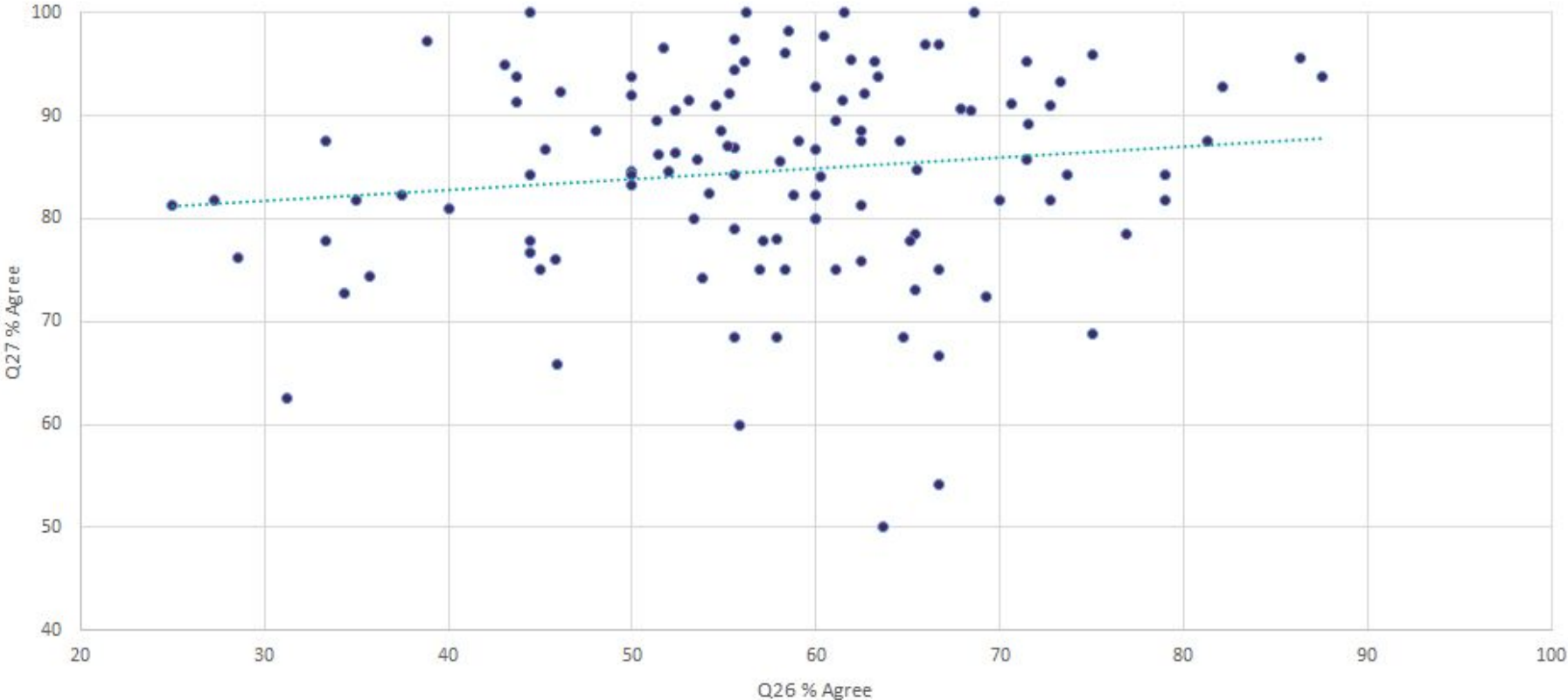
Weakest Courses for Q27

The table below shows the lowest scoring courses for question 27, and their Faculty.

Course title	Q27 Score	Faculty
BA (Hons) Creative and Media Writing	50	Creative & Cultural Industries
BA (Hons) Drama and Performance	54.17	Creative & Cultural Industries
BSc (Hons) Human Physiology	60	Science
BA (Hons) International Relations	62.5	Business & Law
BSc (Hons) Computing	65.79	Technology
BSc (Hons) Software Engineering	66.67	Technology
BSc (Hons) Therapeutic Radiography	68.42	Science
BSc (Econ) (Hons) Business Economics	68.42	Business & Law
BA (Hons) Musical Theatre	68.42	Creative & Cultural Industries
BA (Hons) Childhood and Youth Studies with Psychology	68.75	Humanities & Social Sciences

Comparison of Q26 and Q27

The below graph shows that there is limited correlation between scores for questions 26 and 27.



Demographics

This NSS has the following demographic breakdowns:

- Mature
- Young
- A specific learning disability (e.g. dyslexia, dyspraxia, ADHD)
- Other disability (Excluding Dyslexia, dyspraxia, ADHD)
- No known disability
- EU, excluding the UK
- Others Domicile
- UK
- Non-white
- White
- Collaboration/Franchised
- Institution only
- Female
- Male
- Full-time
- Part-time

Demographics

The following table list the demographics that have a positive or negative percentage difference to the UoP average:

Question	Positive		Negative	
The Teaching on my Course 2. Staff have made the subject interesting.	Collaboration/Franchised	90.38% (+10.75%)	Other Domicile	76.6% (-6.14%)
The Teaching on my Course 4. My course has challenged me to achieve my best work.			EU	75.29% (-6.87%)
Learning Opportunities 7. My course has provided me with opportunities to apply what I have learnt.			EU	75.29% (-6.61%)
Assessment and Feedback 8. The criteria used in marking have been clear in advance.			Specific Disability	69.72% (-5.77%)

Question	Positive		Negative	
Assessment and Feedback 9. Marking and Assessment has been fair.	White	77.3% (+5.18%)	Non-White	69.52% (-5.40%)
	Collaboration / Franchised	78.85% (+7.29)	EU	61.49 (-16.33%)
			Other Domicile	66.46% (-9.57%)
Assessment and Feedback 10. Feedback on my work has been timely	EU	79.77% (+7.43%)	Specific Disability	70.05% (-5.66%)
			Collaboration/ Franchised	67.31% (-9.35%)
Assessment and Feedback 11. I have received helpful comments on my work.	Other Domicile	78.22% (+5.45%)	Specific Disability	69.72% (-6.01%)
Academic Support 12. I have been able to contact staff when I needed to.			Part Time	79.04% (-10.27%)
			Collaboration/ Franchised	75% (-14.86%)

Question	Positive		Negative	
<p align="center">Academic Support</p> <p>13. I have received sufficient advice and guidance in relation to my course.</p>			Part Time	74.25% (-7.95%)
			Collaboration/ Franchised	69.23% (-14.17%)
<p align="center">Academic Support</p> <p>14. Good advice was available when I needed to make study choices on my course.</p>	Specific Disability	82.41% (+7.66%)	Collaboration/ franchised	68.63% (-10.35%)
<p align="center">Organisation and Management</p> <p>15. The course is well organised and running smoothly.</p>			Mature	67.98% (-6.17%)
			Specific Disability	64.68% (-10.72%)
			Other Disability	67.87% (-6.32%)
			Collaboration/ Franchised	51.92% (-28.34%)

Question

Positive

Negative

Question	Positive		Negative	
Organisation and Management 16. The timetable works effectively for me.	EU	80.46% (+5.56%)	Specific Disability	69.27% (-9.12%)
	Collaboration / Franchised	90.38% (+18.58%)		
Organisation and Management 17. Any changes in the course or teaching have been communicated effectively.			Specific Disability	69.72% (-9.38%)
			Other Disability	69.45% (-9.73%)
			Collaboration/ Franchised	61.54% (-20.02%)
Learning Resources 18. The IT resources and facilities provided have supported my learning well.			Part Time	78.05% (-10.84%)
			Collaboration/ Franchised	68.63% (-21.60%)
Learning Resources 19. The library resources have supported my learning well.	EU	94.25% (+5.10%)	Collaboration/ Franchised	78% (-13.02%)

Question	Positive		Negative	
<p align="center">Learning Resources</p> <p>20. I have been able to access course-specific resources when I needed to</p>			Part Time	81.99% (-7.62%)
			Other Disability	83.64% (-5.76%)
			Collaboration/ Franchised	68.75% (-22.54%)
<p align="center">Learning Community</p> <p>21. I feel part of a community of staff and students</p>	Other Domicile	71.78% (+7.46%)	Part Time	57.93% (-13.28%)
<p align="center">Learning Community</p> <p>22. I have had the right opportunities to work with other students as part of my course</p>	Collaboration/ Franchised	90.38% (+5.58%)	Part Time	75.63% (-11.65%)
			Other Disability	80.07% (-6.46%)
<p align="center">Student Voice</p> <p>24. Staff value students views and opinions about the course.</p>	Other Domicile	79.05% (+5.04%)		

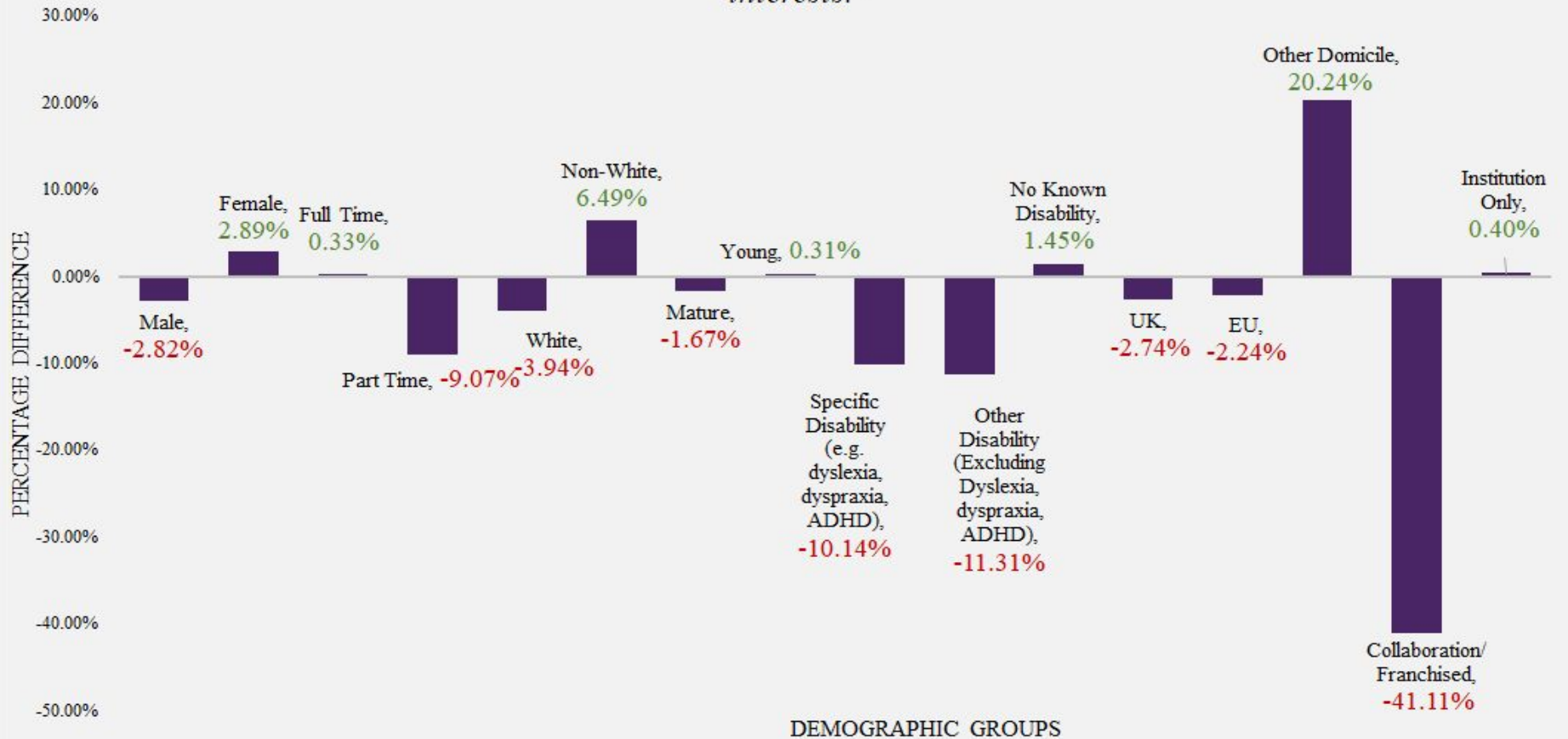
Question	Positive		Negative	
Student Voice 25.It is clear how students' feedback on the course has been acted on.	Non-White	65.26% (+6.13%)	Other Disability	57.66% (-6.23%)
	Mature	65.98% (+7.30%)		
	EU	68.02% (+10.62%)		
	Other Domicile	72.18% (+17.38%)		
N3 Practice Placements 1. I received sufficient preparatory information prior to my placement(s).	Male	82.76% (+10.92%)		
	Non-White	84.44% (+13.18%)		
	Young	80.6% (+8.03%)		
	Other Disability	80% (+7.22%)		
N3 Practice Placements 2.I was allocated placement(s) suitable for my course.			Specific Disability	77.78% (-10.18%)
			Other Disability	80% (-7.62%)

Question	Positive		Negative	
N3 Practice Placements 3.I received appropriate supervision on placement(s).	Male	100% (+22.79%)	Other Disability	73.33% (-9.96%)
	Non-White	93.33% (+14.60%)	White	76.98 (-5.48%)
	Young	88.06% (+8.13%)		
N3 Practice Placement(s) 4.I was given opportunities to meet my required practice learning outcomes/experiences	Male	100% (+17.58%)		
	Young	89.55% (+5.29%)		
	Other Disability	93.33% (+9.74%)		
N3 Practice Placement(s) 5.My contribution during placement(s) as part of the clinical team was valued			Non-White	77.78% (-6.18%)
			Other Disability	66.67% (-19.58%)
N3 Practice Placement(s) 6.My practice supervisor(s) understood how my placement(s) related to the broader requirements of my course	Non-White	86.67% (+10.77%)	Specific Disability	72.22% (-7.69%)
			Other Disability	60% (-23.31%)

Demographics

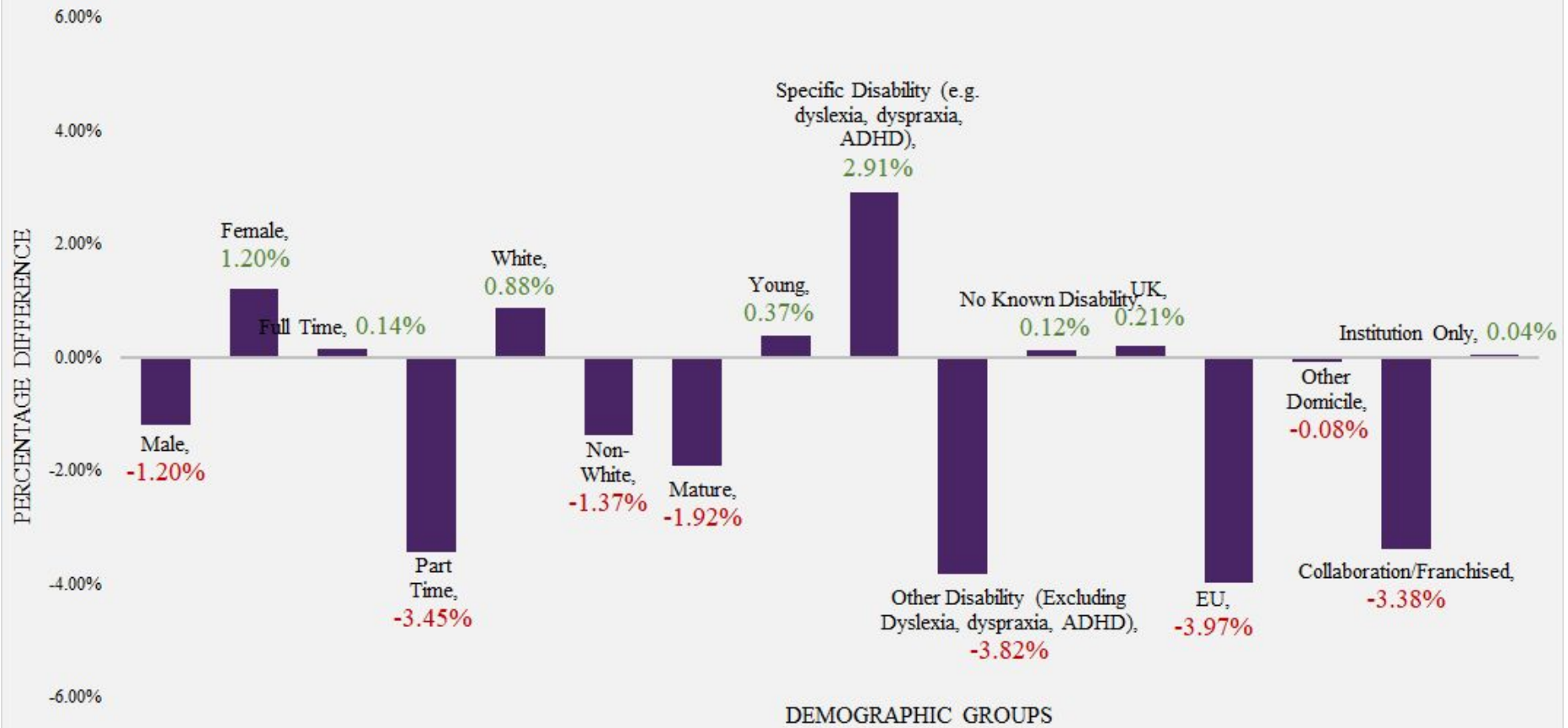
Q26 Percentage Difference between Demographic Groups and UoP Average

"The students' union (association or guild) effectively represents students' academic interests."



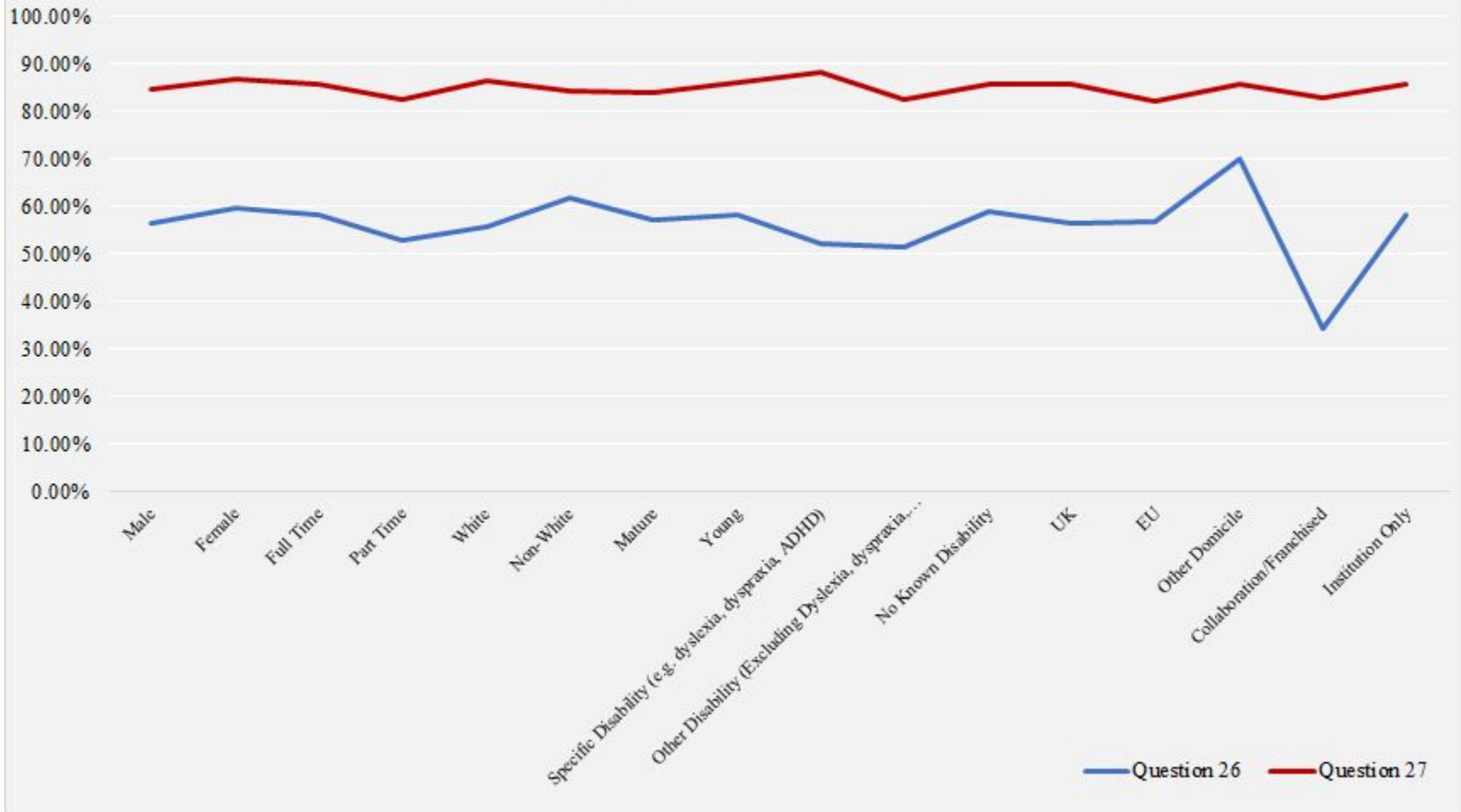
Demographics

Q27 Percentage Difference between Demographic Groups and UoP Average
'Overall Satisfaction'



Demographics

Demographic Comparison between Question 26 & 27



Qualitative Analysis

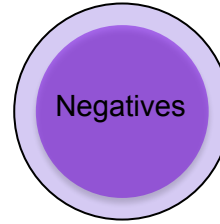
Qualitative analysis has not been carried out in full, however a brief look at key phrases related to the Union show an approximate 2:1 ratio of negative to positive comments. The key phrases searched for included union, students' union, society, club, sabb, sabbatical officer, course rep, grad ball, and grad party.

Qualitative Analysis



Positives

- Clubs and Societies
- Course Reps
- Social Events
- Socialisation Opportunities
- Support



Negatives

- Academic and Career Support
- Alcohol Culture
- Catering
- Clubs and societies
- Commuters
- Course Reps
- Distance Learners
- Elections
- Events
- Freshers' Fayre
- (Lack of) Community
- (Lack of) UPSU Facilities
- (Lack of) Student Voice
- (Lack of) Opportunities
- (Lack of) Support
- Organisation
- Political Inclinations
- Summer Party
- Social Events

Next Steps

Data Analysis report will be considered by:

- Sabbs
- Student Focus Team
- Strategic Leadership Team
- Other student facing operational teams/task-forces

Next steps:

- Sabbs and the Student Focus Team will work with UoP colleagues to identify areas of activity to resolve high level matters of concern raised by students in the 2019 NSS
- Strategic Leadership Team will identify key focus areas for UPSU impact, informing the work of the operational teams and task-forces from Aug 2019