

Briefing: NSS 2021 Headline Results

15 July 2021

The 2021 National Student Survey (NSS) results were published on 15 July 2021. A full breakdown of these results is available on request and publicly available through the Office for Students website¹. This briefing aims to discuss general trends and headline data for UCL.

Headlines

- » Overall satisfaction (Q27) has fallen by almost 5% compared to last year, going from 80.6% to 75.7%. This is just above the sector average of 75.4%.
- » The Students' Union question saw almost an 8% rise on last year with 59% of students agreeing that the SU "effectively represents students' academic interests". This is better than the sector average of 53.2%.
- » When discounting neutral answers, 81.5% of those who expressed an opinion on the Students' Union question responded positively, compared to just 18.5% who responded negatively.
- » The overall response rate for the survey rose within UCL for this year, from 67% in 2020 to 72% in 2021.

26. The students' union effectively represents students' academic interests		
Response	Number of UCL Respondents	% of total responses
Definitely agree	770	21.4
Mostly Agree	1347	37.5
Neither	994	27.7
Mostly Disagree	285	7.9
Definitely Disagree	195	5.4

- » All question areas, except the SU question, saw falls in satisfaction scores. The question areas which saw the smallest falls in score were questions related to Teaching (-1.4%) and Learning Opportunities (-1.6%).
- » The question areas of Learning Resources (-9.9%) and Learning Community (-7.1%) showed the biggest drop in scores compared to 2020. UCL's score on Learning Resources (77.0%) was still above the sector average (73.6%) despite this drop, however the score on Learning Community (63.4%) was below the sector average (66.5%).
- » The area of Student Voice, which is strongly influenced by our activity as a Union, saw a 6.4% fall on last year's results.

¹ <https://officeforstudents.org.uk/advice-and-guidance/student-information-and-data/national-student-survey-nss/nss-data-provider-level/>

Question areas	UCL 2021 % agree	UCL 2020 % agree	Change vs last year
Overall Satisfaction	75.7	80.6	-4.9
Teaching	80.6	82.0	-1.4
Learning Opportunities	78.5	80.1	-1.6
Assessment & Feedback	61.3	65.1	-3.8
Academic Support	70.6	74.5	-3.9
Organisation & Management	69.0	73.3	-4.3
Learning Resources	77.0	86.9	-9.9
Learning Community	63.4	70.5	-7.1
Student Voice	65.8	72.2	-6.4
Students' Union	59.0	51.4	+7.6

Sector Comparisons

Russell Group institutions as well as London institutions tend to perform less favourably in the NSS. Below outlines how we compare across the Russell Group and those in London.

Across the Russell Group, the overall satisfaction score places UCL 14th of 22 Russell Group institutions (not including Oxford and Cambridge as their results were not available), which is down from 12th in 2020 and below the Russell Group average of 76.7%. Of London Russell Group universities, UCL scored below Imperial (84.5%) and LSE (76.9%), but above Queen Mary (75.4%) and Kings (73.4%).

For the score for the Students' Union question, we have risen from 12th place to 4th place in the Russell Group, with us just behind LSE (59.23%), Queen Mary (62%) and Sheffield (68.98%). We have also improved (7.6%) the second most on this score amongst the Russell Group, with just LSE (11%) ahead.