

# **Student surveys...the results are in. What next?**

Education Conference

Office of the Vice-Provost | Education and Student Affairs

**Office of the Vice-Provost  
(Education and Student Affairs)**

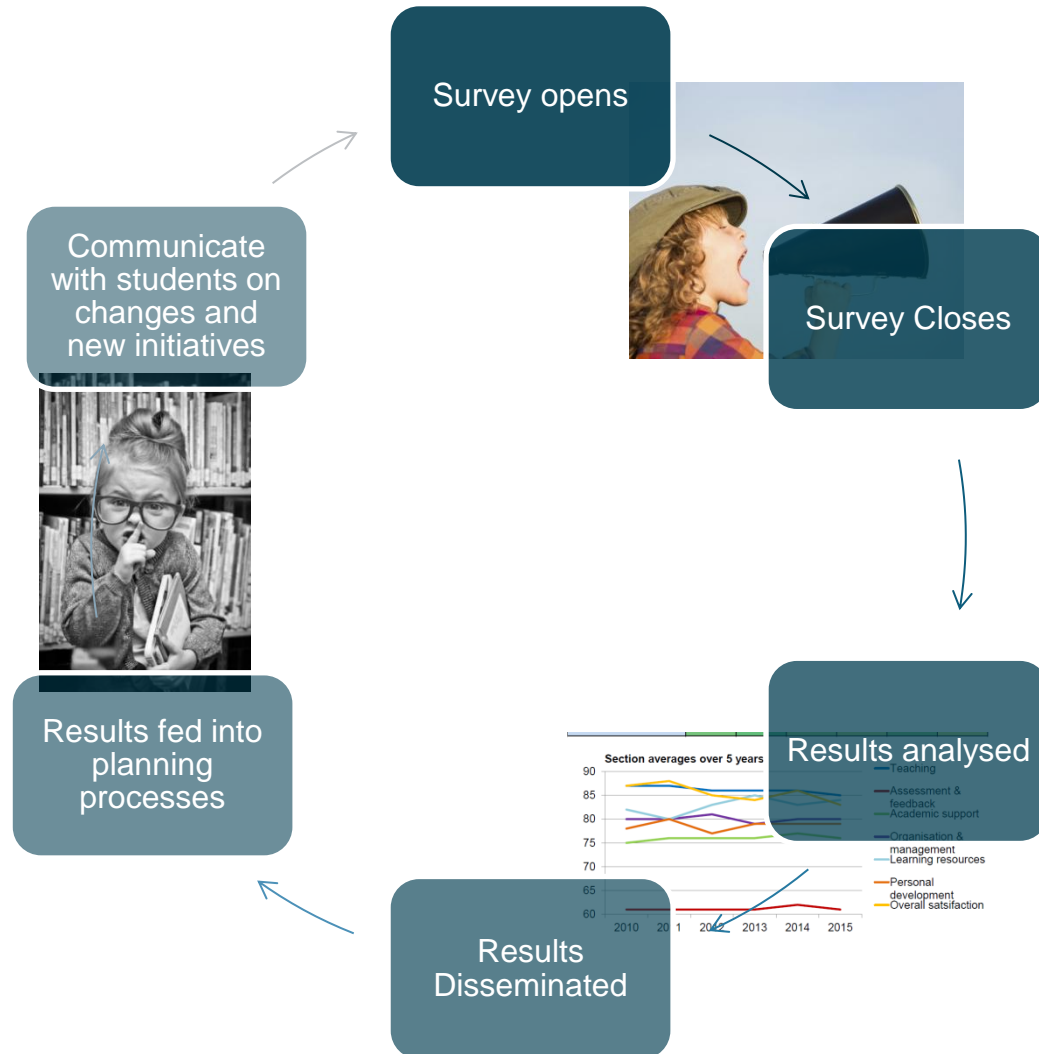
# **Education Strategy 2016-2021**

Teaching and Learning at UCL

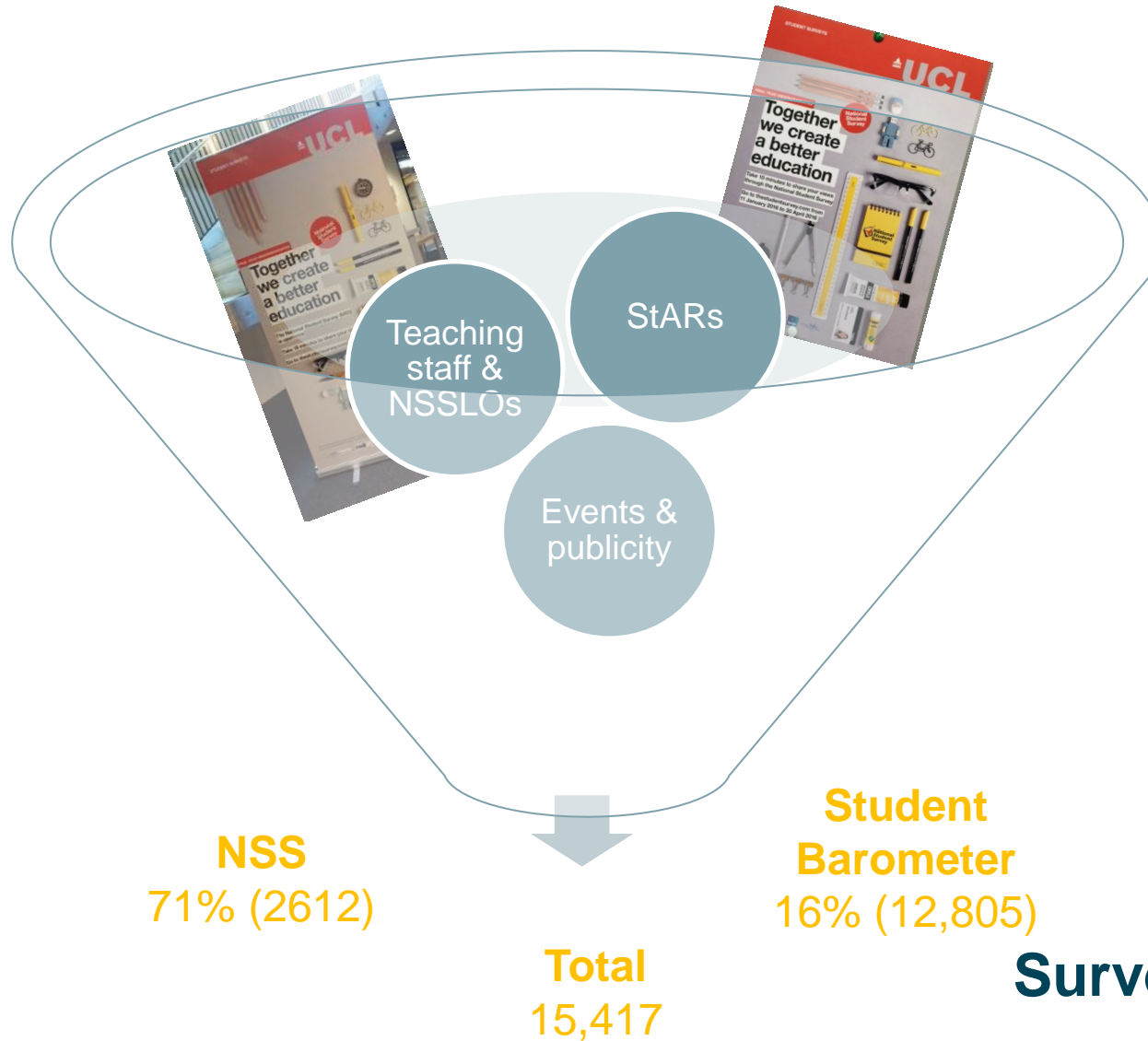
Student  
Engagement  
Activities

Project and  
partnership  
opportunities for  
students

Support and  
projects for  
staff

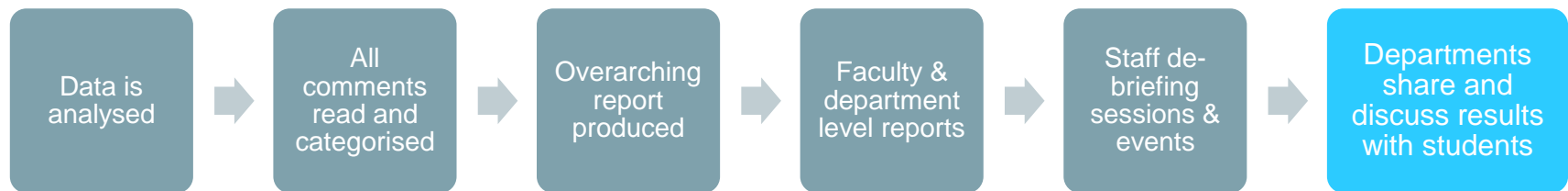


# Survey opens



**So, then what...?**

## Results analysed



## Results disseminated

## **Results are used to inform planning and monitoring processes:**

- Annual Student Experience Review (ASER) process (information available via departments)
- Student Experience Committee (StEC)
- Risk Register – monitoring tool to help us prioritise

The background image shows the grand facade of University College London (UCL) with its iconic white columns. Large, colorful banners are strung across the front, displaying 'Welcome to' and the letters 'U', 'C', and 'L'. Below the columns, a wide set of stone steps is filled with students sitting and walking. A semi-transparent grey box is overlaid in the center, containing the title and subtitle text.

Welcome to

U

C

L

# Communicating with students

Recent changes and plans for the future...



# What's new...

- New campaigns on campus – making connections
- A surveys policy address the issue of students being bombarded with surveys
- Postgraduate Taught Experience Survey (PTES)

As a final year student, you are invited to participate in the National Student Survey (NSS) and tell us about your experience at UCL.

## The NSS is making a difference at UCL

### You benefit from previous feedback

As a result of NSS feedback, we will be publishing your exam timetable earlier this year, extending library opening hours to include weekends and scrapping ticket fees for graduating students.

### Your opportunity to shape education

Involving students in decision-making is a key aim for UCL but to succeed, staff and students must work together to drive change. The NSS is crucial in this and allows us to find out what is important to you.

### You help future students make an informed choice

The results of the NSS are published on the official government website 'UniStats', which helps future students make an informed choice about university and whether UCL is right for them.

The online survey takes 5-10 minutes to complete and if 75% of your department fills it in, the department receives a reward to spend entirely on you and your fellow final year students.

Go to [www.thestudentsurvey.com](http://www.thestudentsurvey.com) or search National Student Survey. For more information about the NSS at UCL, email the team at [student.surveys@ucl.ac.uk](mailto:student.surveys@ucl.ac.uk).

# And what's in the pipeline...

- End of the year 'round up' campaign and outline of how surveys throughout the year have led to change at UCL
- New webpages telling students how survey results have been used and giving details on opportunities for feedback and engagement – what would be useful?
- New materials at welcome events and inductions (based on new 'look' for surveys) to introduce feedback opportunities, plus on-going promotional ideas

**How can we work together more effectively to ensure students at UCL know that their feedback is valued and that we are acting on it?**

