

University of the Highlands and Islands

National Student Survey Results 2024 - Summary

1 About the survey

The National Student Survey (NSS) is a UK-wide survey of final year undergraduate students, conducted annually by Ipsos MORI. The core survey consists of 27 multiple-choice items covering nine themes on appropriate scales covering positive to negative feeling plus an open text question. Each university has the opportunity to select additional questions from a number of optional banks. Responses to these are not compulsory and results are not published externally. The survey questions and response scales remain the same as NSS 2023.

2 Headlines

- This is a **very positive set of results** relative to both the sector and our benchmarks.
- **Overall satisfaction** for UHI was **81.2%** (+0.36%). This is above our benchmark of 80.7% for this question and above the Scottish sector average of 78.1%.
- This again places us **6th in the ranking for overall satisfaction** in Scotland and still well above our historic ranking.
- We are **above or significantly above our benchmarks** in all but 2 questions (*libraries and the balance of direct and independent study*).
- We **improved our NSS 2023 results** in all question themes apart from *Organisation and Management*, which was only 0.01% down. Notable improvements include the *Students' Association* (+9%), *Academic Support* (+1.6%) and *Teaching on my Course* (+1.05%).
- We performed **above the Scottish sector** in all question themes, bar *Learning Resources* where we were only 0.7% below.
- Two programmes and two Academic Partners **received 100% overall satisfaction**, with strong performances by several others.
- The 64% **response rate was lower** than 2023 (67%) and is lower than the Scottish response rate of 73%.

3 Scottish Ranking

Institution	2024	2023	2022	2021
University of St Andrews	88	90	89	93
University of Aberdeen	85	85	86	85
University of Strathclyde	84	82	82	85
University of Dundee	82	74	77	79
Abertay University	81	84	81	79
University of the Highlands and Islands	81	81	82	78
Robert Gordon University	81	82	83	84
Glasgow Caledonian University	79	77	79	78
Scottish HEI average	78	77	79	80
Edinburgh Napier University	78	79	80	81
University of West of Scotland	77	75	74	74
University of Stirling	77	71	80	81
University of Glasgow	76	78	80	84
SRUC	76	77	72	76
Heriot-Watt University	75	68	70	79
Royal Conservatoire of Scotland	75	73	63	79
Queen Margaret University	73	74	76	79
University of Edinburgh	70	71	73	71
Glasgow School of Art	58	73	65	53

Table 1: NSS 2024 results by Scottish Higher Education Institution: % agree for question 28: overall satisfaction.

4 Results for Overall Satisfaction

4 By academic partner - Q.28 Overall Satisfaction

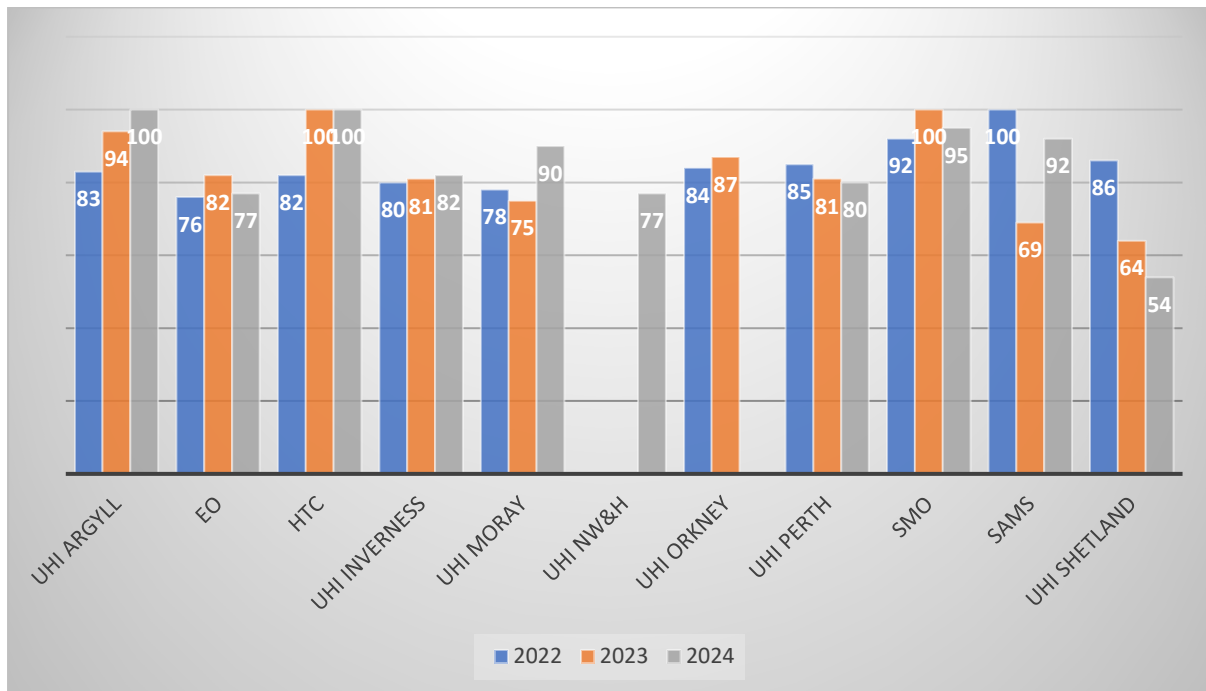


Figure 1: NSS 2024 results by academic partner: % agree for question 28: overall satisfaction. Data only available for partners meeting the reporting threshold (10).

4 By cognate subject area - Q.28 Overall Satisfaction

Please note that due to the change to cognate subject areas, data for previous years is not available.

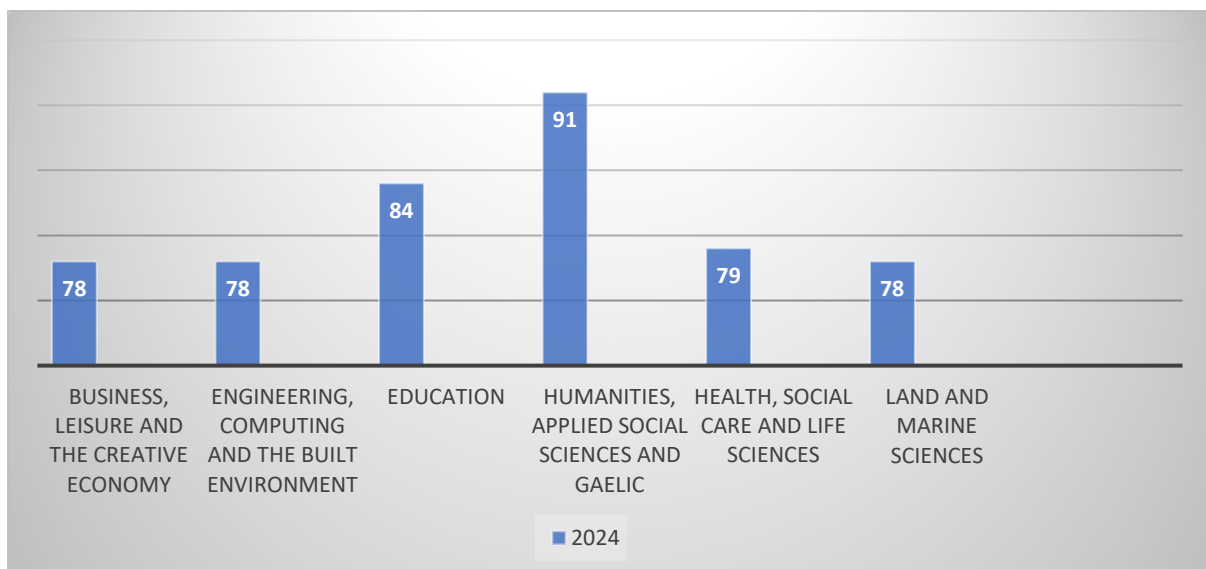


Figure 2: NSS 2024 results by cognate subject area: % agree for question 28: overall satisfaction.

5.1 By Programme – Q.32 Overall Satisfaction

	2024	2023	2022	2021
Audio Engineering BSH	100	81	86	67
History BAH	100	n/a	n/a	n/a
Food, Nutrition and Textiles BAH	94	62	85	n/a
Integrative Healthcare BSH	93	73	n/a	n/a
Sport and Fitness BSH	93	67	85	95
Marine Science BSH	92	69	100	100
Psychology BSH	91	100	80	82
Childhood Practice BAH	91	88	85	91
Architectural Technology BSH	90	n/a	n/a	n/a
Gaelic and Related Studies BAH	90	n/a	n/a	n/a
Business and Management BAH	87	100	72	88
Mental Health Nursing BSH	85	68	31	57
Adventure Education BAH	80	n/a	n/a	n/a
Popular Music BAH	78	90	77	80
Adult Nursing BSH	75	85	85	72
Child and Youth Studies BAH	74	76	78	69
Fine Art BAH	69	64	93	80
Forestry HND	55	45	73	70
Visual Communication and Design BAH	40	n/a	n/a	n/a

Table 2: NSS 2024 results by programme: % agree for question 28: overall satisfaction. Results are only available for programmes with > 10 respondents.

6 Results for all items

6.1 Results for all questions

NSS Item	UHI 2024	Scotland 2024	UK 2024
The teaching on my course	90.0	86.2	85.4
1. How good are staff at explaining things?	93.3	91.8	91.1
2. How often do teaching staff make the subject engaging?	87.7	81.5	80.9
3. How often is the course intellectually stimulating?	88.8	86.0	84.6
4. How often does your course challenge you to achieve your best work?	90.1	85.5	85.2
Learning opportunities	84.6	81.3	82.4
5. To what extent have you had the chance to explore ideas and concepts in depth?	86.7	83.8	83.5
6. How well does your course introduce subjects and skills in a way that builds on what you have already learned?	86.9	83.2	84.7
7. To what extent have you had the chance to bring together information and ideas from different topics?	87.4	83.7	83.6
8. To what extent does your course have the right balance of directed and independent study?	76.2	75.1	77.4
9. How well has your course developed your knowledge and skills that you think you will need for your future?	85.8	81.0	82.9
Assessment and Feedback	84.3	74.3	78.3
10. How clear were the marking criteria used to assess your work?	81.7	73.5	76.0
11. How fair has the marking and assessment been on your course?	85.4	80.0	81.2
12. How well have assessments allowed you to demonstrate what you have learned?	86.5	79.4	81.8
13. How often have you received assessment feedback on time?	86.5	71.3	79.9
14. How often does feedback help you to improve your work?	81.2	67.1	72.7
Academic support	87.9	85.8	85.5
15. How easy was it to contact teaching staff when you needed to?	88.0	86.4	85.5
16. How well have teaching staff supported your learning?	87.9	85.3	85.7
Organisation and management	74.4	72.7	75.3
17. How well organised is your course?	73.3	71.0	74.2
18. How well were any changes to teaching on your course communicated?	75.7	74.5	76.4
Learning resources	86.8	87.5	86.9
19. How well have the IT resources and facilities supported your learning?	87.9	85.3	84.8
20. How well have the library resources (e.g. books, online services and learning spaces) supported your learning?	87.1	90.7	89.8
21. How easy is it to access subject specific resources (e.g. equipment, facilities, software) when you need them?	85.6	86.8	86.3
Student voice	76.9	72.9	74.0
22. To what extent do you get the right opportunities to give feedback on your course?	83.9	84.7	82.3
23. To what extent are students' opinions about the course valued by staff?	81.4	75.3	76.5
24. How clear is it that students' feedback on the course is acted on?	65.1	58.5	63.3
25. How well does the students' union (association or guild) represent students' academic interests?	75.9	69.6	72.9
Mental wellbeing services	82.1	75.0	78.6
26. How well communicated was information about your university/college's mental wellbeing support services?	82.1	75.0	78.6
Overall satisfaction	81.2	78.1	n/a
28. Overall, I am satisfied with the quality of the course.	81.2	78.1	n/a

Table 3: NSS 2024 results. % agree by individual item

6.2 Results by question scale

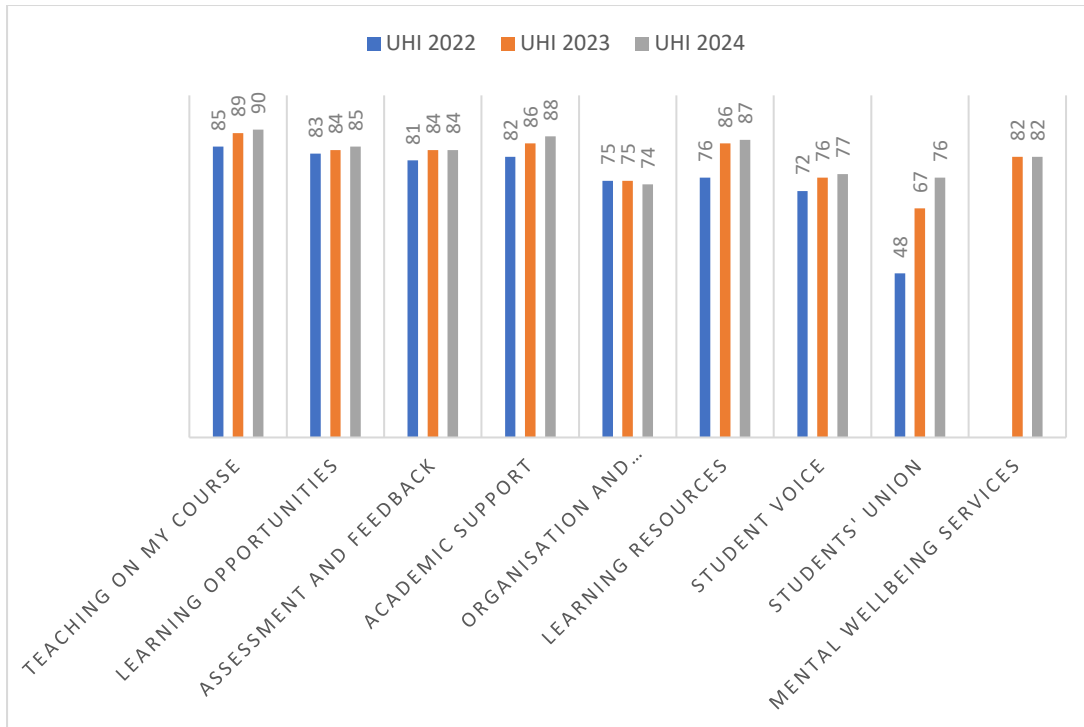


Figure 3: NSS 2024 results by question set: % agree for question set.

7 Response Rates

Academic Partner	no. of response	NSS sample	Response rate
Executive Office	121	138	88%
Highland Theological College UHI	10	13	77%
Sabhal Mòr Ostaig UHI	20	26	77%
Scottish Association for Marine Science UHI	13	17	76%
UHI Argyll	15	26	58%
UHI Inverness	126	192	66%
UHI Moray	52	91	57%
UHI North, West and Hebrides	91	160	57%
UHI Orkney	9	13	69%
UHI Perth	192	332	58%
UHI Shetland	13	21	62%
Total	662	1029	64%

Table 4: NSS 2024 response rates by Academic Partner.