

- Ensure the correct students from the department are included in the National Student Survey (NSS) sample and advise the Student Engagement & Experience team if any additions or removals are required;
- Encourage student participation in the NSS within departments or other academic units (e.g. divisions, schools, inter-departmental programmes etc.);
- Build staff awareness of NSS and where appropriate coordinate promotional activity;
- Liaise with Student Engagement & Experience team in coordinating NSS promotional activity;
- Monitor the departmental response rate updates from the Student Engagement & Experience team and consider potential measures for boosting local completion rates;
- Share any examples of promotional good practice for further transmission across UCL;
- Provide useful feedback at the end of the survey to the Student Engagement & Experience team.

Key

- Academic support
- Organisation and management
- Learning resources
- Student voice
- Mental wellbeing services
- Freedom of Expression

You can find UCL's [full NSS 2024 questionnaire here](#).

In addition to the core NSS questionnaire, UCL also asks students two UCL specific questions, which appear after completing the core questionnaire:

- *I would recommend UCL to others thinking of studying here*
- *I feel prepared for my next steps after UCL (i.e. I have a job, further study place or other activity confirmed)*

This year, UCL will also be including two extra, optional question banks from the Office for Students (OFS) in the survey:

- Students' Union (Association or Guild)
- Social Opportunities

Results for optional questions are not publicly available and are for UCL's internal use only.

Response rate updates

You will be emailed weekly on Tuesdays from 17 January 2024 and the NSS [Response Rates Dashboard](#) will be updated with your faculty, departmental and programme response rates. **Please note that Ipsos MORI cannot tell us who has or has not taken the survey.**

Student eligibility for the NSS

There are strict criteria governing inclusion or removal from the NSS sample. The list of students that the Office for Students (OFS) considers eligible for inclusion in the NSS was sent to Liaison Officers for checking on Monday 11th December, with a deadline for returns of Thursday 21st December 2023

Eligibility

All students studying on **courses leading to undergraduate credits or qualifications** (such as Bachelor's Degrees, Foundation Degrees, Higher Education Certificates and Diplomas) will be surveyed in their **expected final year of study**. The expected end date is determined using a combination of [HESA](#) fields that include the date of commencement, expected length of study and

- Student has serious health difficulties (including mental health difficulties) where seeking a response may be distressing for the student.
- Student has 'opted out', i.e. asked that their contact details not be passed on (the Student Partnership team will notify all students that their details will be passed on for the purposes of NSS only, and will inform you if any of your students choose to opt-out). Students not wishing to participate can inform Ipsos MORI through the NSS website: www.thestudentsurvey.com.
- Student is repeating a year and will now graduate in 2025 (the student could take the survey in 2024, but if you'd like them to take it in their actual final year, please ask for the student to be removed).
- Student has deferred their studies and now finishes next year.

- Ask Heads of Departments, programme directors etc. to send an email message to students (suggested text below).
- Help ensure student awareness about changes that have been made in response to student feedback. You can find examples at a [UCL-wide level here](#), but students may be particularly impressed by changes at departmental level.
- It may also be worth mentioning to students that Ipsos MORI's reminder communications only go to students who have not yet completed the survey. Consequently, the sooner they complete their questionnaire, the fewer reminders they will receive.

Build understanding of appropriate / inappropriate influence:

NSSLOs should ensure that staff understand that promotion of the NSS is solely focussed on encouraging completions of the survey, to maximise the response rate and the amount of valuable feedback UCL receives.

Students must not be coerced or influenced to answer questions in a certain way, nor should staff advise students on how to interpret the survey questions and / or response scales. It is important that no link be made between the NSS and league tables, or the perceived value of their degrees.

Comprehensive

2) **Electronic publicity material**

The following will be available on the [Teaching & Learning Portal](#):

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Contact us

If you have questions on anything in this document,

If you have specific questions about a student's eligibility not answered by the above FAQs, please contact student.engagement@ucl.ac.uk and we will be happy to help.

Appendix B

Suggested email text

Dear [student]

I am writing to ask you to participate in the National Student Survey (NSS) this year, which is open now to all undergraduate students in their final year across all programmes.

This is your opportunity to give honest feedback about your course and your time here at UCL. The survey covers many facets of your academic experience and typically takes around 10 minutes to complete. Go to www.thestudentsurvey.com to take part.

As a thank you for taking part, UCL will award the department [£xxx] for you to spend however you choose (within certain limits) if more than 70% of the students take the survey. Students in previous years have spent the money on [examples]...

The NSS is a powerful tool for improvements in higher education, as feedback from the survey is used to help UCL make changes to the education and experience of our students. You can see changes that UCL has made in response to student feedback [here](#).

In this department, we have [insert details of local improvements here]

Best wishes, etc.

Appendix C - Key messages for lecturers

- The NSS opens on 22nd January 2024 to all final year undergraduates in the UK. Ipsos MORI will contact them by email on 26th January 2024.
- This is an opportunity for students to give their honest feedback.
- The survey covers teaching, academic support, assessment and feedback, course organisation and management, learning resources such as the library and IT, and gives students the opportunity to leave written feedback.
- The survey is conducted externally and responses are completely anonymous.
- We read all the anonymised open text comments and use these to shape future policy.
- It usually takes around 10 minutes to complete, and can be completed at www.thestudentsurvey.com
- Once 70% of the students in this department have taken the survey, we will be awarded [£xx*] to spend on whichever student activities you choose.

- Things that have changed in this department as a result of previous years' feedback are: [list any concrete examples of improvements at departmental level, or UCL-wide examples such as [those displayed here](#)].

* See response rate reward scheme p.7

Suggested social media message