

National Student Survey 2019

1. EXECUTIVE SUMMARY

BU's overall satisfaction score has decreased from 81.26% to **78.31%** with the sector average improving slightly from 83.48% to 83.65%; BU is now 5% (5.34%) below the sector average compared to 2% (2.22%) in the previous year. In addition, BU's benchmark for overall satisfaction has increased marginally from 82.45% to 82.53%; BU now 4.22% from the benchmark.

This movement ranks BU 136th from 154 institutions this year compared to 113th from 153 in 2018 and moves BU back into the lower quartile from the lower inter-quartile range.

The response rate has increased by 2% to 77% this year which is in line with the 2% increase for institutions in England, rising from 70% to 72%.

As in previous years, in order to prevent masking underlying performance at Faculty level, this report will focus on performance at Department and programme level in order to provide more useful insight.

At programme level, 12 programmes have improved their overall satisfaction by at least 10% with three showing improvement of 20% or more. These are BA (Hons) Finance and Economics, which has increased by 43.33% to 93.33%, BA (Hons) Multi-media Journalism (up 29.96% to 88.89%) and BA (Hons) Computer Visualisation and Animation (up 23.36% to 81.25%).

18 programmes received an overall satisfaction of 90% or more, two of which achieved the maximum 100% (BSc (Hons) Nutrition (up 4% since 2018) and BA (Hons) Retail Management (up 18.52% since 2018)).

Of the 9 programmes to see their overall satisfaction decline by at least 10% since 2018, BSc (Hons) Children's and Young People's Nursing had the largest decrease of 52.63%, falling from 94.74% in 2018 to 42.11% this year, BU's worst performing programme in 2019. BSc (Hons) Children's and Young People's Nursing is one of five programmes to see a decrease in overall satisfaction of at least 20%, the others being BSc (Hons) Games Technology (down 30.93% to 64.52%), BA (Hons) Finance and Business (down 29.17% to 58.33%), BSc (Hons) Physiotherapy (down 25% to 75%) and BSc (Hons) Mental Health Nursing (down 24.85% to 67.65%).

A total of six programmes received overall satisfaction results of less than 50%, 3 of which are within FHSS. BSc (Hons) Children's and Young People's Nursing, as already noted, BSc (Hons) Clinical Exercise Science (7.94% decrease since 2018 to 44.44%) and BA (Hons) Sociology and Criminology which is the only programme within the Department of Social Sciences & Social Work with overall satisfaction less than the BU score of 78.31% with 48.57%, the three remaining programmes within the Department all score above 85%.

BA (Hons) Computer Animation Arts continues to struggle to achieve overall satisfaction results of more than 50% with 48.94% in 2019, 1.06% less than last year albeit 6.83% higher than their 2017 result of 42.11%.

The remaining two programmes sit within FST; BSc (Hons) Forensic Biology (46.15%) and BSc (Hons) Cyber Security Management (45%).

Removing these six programmes would improve BU's overall satisfaction score from 78.31% to 80.2%.

The percentage of students who definitely agree has increased slightly this year from 32.5% to 32.6%; 7.5% lower than the average for English institutions which has increased by 0.2% to 40.1%.

BU continues to have more students falling into the middle category (neither agree nor disagree) with 10.0% (up 0.8% since 2018) compared to 8.4% (up 0.1%) for institutions in England.

The percentage of actively dissatisfied students (mostly disagree and definitely disagree) has increased by 2.2% to 11.7% compared to an average of 8.1% for institutions in England, down from 8.3%

Analysis of actively dissatisfied students at question level reveals further interesting observations:

- BU has a higher percentage of dissatisfied students than the average for England institutions for every question other than those within *Learning resources* (Q18, Q19 and Q20), Q22 '*I have had the right opportunities to work with other*

students as part of my course' (4.4% dissatisfied at BU compared to 6.6% in England) and the Students' Union question (Q26).

- Two questions saw more than 20% dissatisfied students; Q25 'It is clear how students' feedback on the course has been acted on' with 24.8% and Q15 'The course is well organised and running smoothly' with 20.9%. These questions also received the most dissatisfied responses from institutions in England with 16.3% and 15.0% respectively.
- Learning resources received the least amount of negative responses again this year with only 5.2% either mostly disagreeing or definitely disagreeing, down from 6.1% in 2018, compared to an average of 5.3% for institutions in England. Q20 'I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to' had the lowest percentage of dissatisfied students with only 4.6% (4.7% in England).
- Nine programmes in total received at least 25% dissatisfied students in the overall satisfaction question, five more than in 2018 [BSc (Hons) Children's and Young People's Nursing (42.1%); BA (Hons) Sociology and Criminology (37.1%); BSc (Hons) Clinical Exercise Science (33.3%); BSc (Hons) Cyber Security Management (30%); BA (Hons) Computer Animation Arts (29.8%); BA (Hons) Global Business Management (28.6%); BSc (Hons) Forensic Computing and Security (27.8%); BSc (Hons) Mental Health Nursing (26.5%) and BSc (Hons) Games Technology (25.8%)].

Further breakdowns of the NSS2019 data can be found in the [NSS Dashboard](#), the user guide for which can be found [here](#).

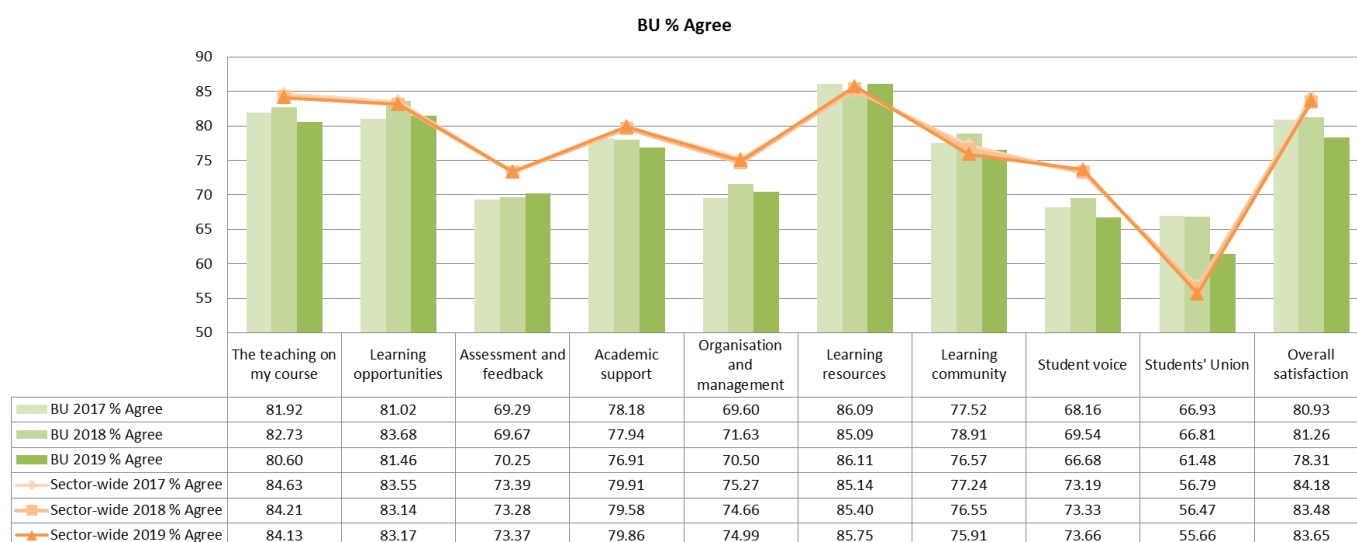
2. BOURNEMOUTH UNIVERSITY

Only two areas have improved since 2018: *Assessment and feedback* increasing 0.58% to 70.25%, and *Learning resources* improving 1.02% to 86.11%.

Of the 8 areas to see a decline this year, 6 have fallen by more than 2% with the Students' Union question decreasing by 5.33% to 61.48%, although this remains 5.82% above the sector average which has fallen 0.81% to 55.66%.

Along with the Students' Union question, BU is now ahead of the sector average in two further areas, *Learning resources* (0.36% above the sector average), which remains BU's strongest area, and *Learning community* (0.66% above the sector).

In total, 8 questions have seen an improvement this year whilst 19 have declined, the largest of which is Q25 'It is clear how students' feedback on the course has been acted on' which has fallen 7.56% to 48.81% and remains BU's worst performing question.



In addition to the decrease in the Students' Union question, BU continues to perform poorly in 3 areas;

Assessment and feedback - Although satisfaction levels have improved in each of the previous two surveys, BU continues to receive lower numbers of satisfied students in this area. There are no stand out questions within this area that appear to be impacting heavily on the overall score for this area, with all 4 questions receiving a % Agree of between 69.83% and 71.41%, with little movement since NSS2018.

Organisation and management - Q15 'The course is well organised and running smoothly' continues to score poorly with only 62.32% of students responding positively to this question this year, 0.56% less than in 2018, now 7.85% lower than the sector average. The remaining two questions have also declined in the last year (Q16 'The timetable works efficiently for me' down

1.55% to 75.94% [2.04% below sector] and Q17 'Any changes in the course or teaching have been communicated effectively' down 1.46% to 73.33% [3.56% below sector]).

Student Voice – This area is made up of three questions with contrasting results. Q23 'I have had the right opportunities to provide feedback on my course' has improved by 1.21% this year to 82.07%, 2.66% behind the sector, with 37.1% definitely agreeing and only 2% responding with 'definitely disagree'. Q24 'Staff value students' views and opinions about the course' has fallen 2.48% to 69.01% and is now 6.54% behind the sector average of 75.55%. BU's worst performing question remains Q25 'It is clear how students' feedback on the course has been acted on' which has fallen 7.56% this year to just 48.81%, 13.51% behind BU's next lowest scoring question (Q15 with 62.32%), and is now 11.93% below the sector average of 60.74%. 8% of students felt strongly enough to respond with definitely disagree for this question, equalled only by Q15 'The course is well organised and running smoothly'.

3. DEPARTMENT ANALYSIS

The following section focuses on results at Department level. Faculty scores can often mask underlying performance, whereas by looking at the results by Department and then programme it is possible to more easily identify areas of strength and weakness.

	2017	2018	2019	Trend
FHSS				
Human Sciences & Public Health	80.16	86.32	82.51	
Nursing & Clinical Sciences	85.44	85.66	68.35	
Social Sciences & Social Work	85.71	81.48	72.62	
FoM				
Accounting, Finance & Economics	77.14	75.00	77.93	
Events & Leisure	88.89	78.63	77.06	
Leadership, Strategy & Organisations	73.03	84.38	74.23	
Marketing	80.49	90.28	96.20	
Sport & Physical Activity	88.55	80.46	83.80	
Tourism & Hospitality	77.27	87.50	80.68	
FMC				
Computer Animation	49.32	55.70	61.45	
Corporate & Marketing Communications	88.43	86.54	83.50	
Journalism, English & Communication	75.00	73.96	82.74	
Law	83.67	67.35	76.67	
Media Production	79.33	78.65	80.87	
FST				
Archaeology, Anthropology & Forensic Science	90.10	83.02	79.61	
Computing & Informatics	81.32	82.78	77.01	
Creative Technology	69.33	82.72	71.91	
Design & Engineering	85.51	87.50	76.56	
Life & Environmental Sciences	82.89	72.60	79.13	
Psychology	88.24	85.71	86.81	

The **Faculty of Health and Social Sciences** aggregate *Overall satisfaction* across all Departments has seen the biggest decline since 2018, falling 11.69% to **73.76%**, now the lowest scoring Faculty having previously received the most satisfied students in both 2017 and 2018. The Department headlines are:

- **Nursing & Clinical Sciences** has previously been a strong performer for BU with overall satisfaction results above 85% in both 2017 and 2018 but has seen a 17.31% reduction this year to just **68.35%**, now BU's 2nd lowest scoring Department behind Computer Animation with 61.45%. Two questions have scored below 50% this year; Q15 'The course is well organised and running smoothly' (down 9.15% to 34.88%) and Q25 'It is clear how students' feedback on the course has been acted on' (down 15.82% to 37.05%). All 3 programmes within the Department have seen satisfaction decline by more than 10%, with the 12.39% decline in BSc (Hons) Adult Nursing to 70.85% having an increased impact due to having the largest population size of 291, making up 42% of the faculties population and 8.2% of BU in total. Had this programme achieved its 2018 results, BU would have achieved an overall satisfaction of 79.28%, an increase of 1%.

BSc (Hons) Children's and Young People's Nursing has seen the largest decline at programme level this year, falling 53.63% from 94.74% to just 42.11%.

- **Social Sciences & Social Work** has continued its decline since 2017, falling a further 8.86% to **72.62%**. Six questions have fallen by more than 20% since 2018; Q7 '*My course has provided me with opportunities to apply what I have learnt*' (down 21.24% to 63.95%), Q8 '*The criteria used in marking have been clear in advance*' (down 22.4% to 62.79%), Q14 '*Good advice was available when I needed to make study choices on my course*' (down 21.11% to 57.32%), Q15 '*The course is well organised and running smoothly*' (down 26.14% to 53.49%), Q21 '*I feel part of a community of staff and students*' (down 22.99% to 52.94%) and Q25 '*It is clear how students' feedback on the course has been acted on*' (down 25.01% to 56.47%).
- **Human Sciences and Public Health** is the only Department within FHSS to maintain an Overall satisfaction of at least 80%, withstanding a 3.81% fall to **82.51%**. BSc (Hons) Occupational Therapy (down 17.89% to 78.26%) and BSc (Hons) Physiotherapy (down 25% to 75%) have both fallen by more than 15% in the last year whilst BSc (Hons) Paramedic Science has improved 16.3% to 91.3%. BSc (Hons) Nutrition has continued its year on year improvements and has now reached the maximum 100% following a 4% increase since 2018.

The **Faculty of Management** now have the most satisfied students in 2019 with an aggregate Overall satisfaction of **80.18%**, although this is 2.05% lower than in 2018. Headlines at Department level include:

- **Marketing** remains the strongest performing Department following a 5.92% increase to **96.20%**, now 9.39% ahead of the next strongest, Psychology, which also saw an improvement this year of 1.1% to 86.81%. Although Marketing students were less satisfied with the time table this year; 79.75% of students satisfied in 2019 with Q16 '*The timetable works efficiently for me*' compared to 94.44% in 2018 (down 14.69%), improvements in teaching (up 7.18% to 90.51%) and *Assessment and feedback* (up 13.37% to 83.86%) appear to have helped to improve the *Overall satisfaction* score. Q10 '*Feedback on my work has been timely*' and Q8 '*The criteria used in marking have been clear in advance*' have seen the biggest increases, rising 19.41% and 16.39% to 86.08% and 88.61% respectively. BA (Hons) Retail Management has climbed 18.52% this year to 100%, with students most satisfied with *The teaching on my course* (up 19.12%), *Learning opportunities* (up 18.89%), *Assessment and feedback* (up 28.01%), *Academic support* (up 14.2%), *Organisation and management* (up 5.25%) and *Learning resources* (up 26.66%), all of which scored more than 90% in 2019.
- **Leadership, Strategy & Organisations** has seen the biggest fall within FoM this year, dropping 10.15% to **74.23%**. Students appear much less satisfied with both *Organisation and management* (down 17.59% to 64.62%) and *Student voice* (down 14.71% to 60.68%) with questions Q15 '*The course is well organised and running smoothly*' (down 24.91% to 53.85%) and Q25 '*It is clear how students' feedback on the course has been acted on*' (down 25.56% to 40.41%) both falling by more than 20% in the last year.

The aggregate of Departments within the **Faculty of Media & Communication** has improved its *Overall satisfaction* results since 2018, rising 3.29% to **78.88%**. Department headlines are:

- Although **Computer Animation** recorded the lowest satisfaction result in 2019 with **61.45%**, it has registered its strongest results since 2017 this year and continues its year on year improvements, rising from 49.32% in 2017. This increase is largely due to the 23.36% improvement for BA (Hons) Computer Visualisation and Animation this year to 81.25%.
- Overall satisfaction within **Corporate and Marketing Communications** has fallen slightly this year to **83.50%**. All three programmes have achieved overall satisfaction above 80% with BA (Hons) Public Relations improving 12.58% to 90%. Students are much more satisfied with *Academic support* (up 11.08% to 76.67%), and *Learning resources* (up 12.92% to 83.89%), both of which have improved by more than 10% since 2018. Students on this programme are still unclear how feedback on the course has been acted upon however, with only 36.67% responding positively, although this is 1.19% higher than in 2018.
- Of the five departments within FMC, **Law** has seen the biggest improvement in 2019, increasing 9.32% to **76.67%**. Although *The teaching on my course* has declined this year (down 2.92% to 79.58%) all other areas have seen an improvement, including *Organisation and management* which has climbed 25.72% to 76.39%, all three questions seeing large year on year improvements since 2018 (Q15 '*The course is well organised and running smoothly*' up 27.67% to

71.67%, Q16 'The timetable works efficiently for me' up 18.33% to 78.33% and Q17 'Any changes in the course or teaching have been communicated effectively' up 32.37% to 79.31%.

The aggregate of Departments within the **Faculty of Science & Technology** has fallen below 80% this year following a 3.56% fall to **79.09%**. Headlines at Department level include:

- **Psychology** is the only Department within FST with an overall satisfaction above the sector average following a 1.1% improvement to **86.81%**, maintaining its record of achieving satisfaction levels above 85% since 2017. Students are more satisfied in all 10 question areas this year with *Organisation and management* improving by 9.49% to 87.24% and *Learning resources* climbing 9.4% to 91.26%. Although improvements have been made since 2018, four areas remain below 75%; *Assessment and feedback* (up 5.88% to 73.97%), *Learning community* (up 0.95% to 74.48%), *Student voice* (up 3.48% to 70.34%) and the students' union question (up 0.46% to 70.34%).
- Following a decline of 10.81% in the last year, **Creative Technology** is now the lowest performing Department in 2019 for *Overall satisfaction* with **71.91%**. This reduction appears to be largely attributed to a 30.93% fall in BSc (Hons) Games Technology, which also has the largest number of respondents this year with 49, to 64.52%. Every question area has fallen by at least 10% for this programme with the exception of Academic support which has dropped 9.62% to 82.8%. Students seem particularly concerned with how feedback has been acted upon (Q25 falling 34.75% to 51.61%) and the organisation of the course (Q15 falling 27.57% to 45.16%).
- **Design & Engineering** has seen the biggest decline within FST this year, falling 10.94% to **76.56%**. Looking at the question areas shows mixed results however, the final two areas; *Learning community* (down 14.06% to 78.13%) and *Student voice* (down 18.49% to 70.05%) have seen the largest decline with questions Q24 'Staff value students' views and opinions about the course' and Q25 'It is clear how students' feedback on the course has been acted on' falling 23.65% and 27.42% to 66.67% and 53.23% respectively.

4. SERVICES QUESTION ANALYSIS

Potentially of more relevance to Professional Services are the following four questions:

Question 16 'The timetable works efficiently for me' has fallen 1.55% to **75.94%** with BU now 2.04% behind the sector.

Within the programmes, 21 have improved, 3 of which by more than 15%; BA (Hons) Archaeology and Anthropology (up 21.82% to 81.82%), BSc (Hons) Forensic Investigation (22.37% to 76.92%) and BSc (Hons) Paramedic Science (up 17.61% to 82.61%) since 2018 whilst 29 have declined. Nine of the 29 have declined by at least 15% and three by more than 25%; BA (Hons) Finance and Economics (down 26.67% to 73.33%), BSc (Hons) Midwifery (Portsmouth) (down 36.19% to 57.14%) and BSc (Hons) Sports Development and Coaching Sciences (down 26.13% to 69.7%).

Thirty five out of the sixty eight programmes achieved satisfaction levels above the sector-wide average of 77.98%, eight of which with results of 90% or higher. Students studying BA (Hons) Retail Management were the most satisfied with the timetable, 95% responding positively to this question, marginally ahead of those from BA (Hons) Film with 94.44%. The least satisfied students were those studying BA (Hons) Finance and Business with only 45.83% providing a positive response, although this is 2.08% more than in 2018.

At Department level, 12 have seen a decline since 2018, 3 of which have fallen by more than 10%; *Marketing* (down 14.69% to 79.75%), *Sport & Physical Activity* (down 12.27% to 73.94%) and *Social Sciences & Social Work* (down 10.98% to 77.91%). *Law* has moved from being the worst performing Department for this question following an 18.33% increase from 60% to 78.33%. Two further Departments have improved by more than 10% since 2018; *Psychology* (up 14.85% to 88.97%) and *Archaeology, Anthropology & Forensic Science* (up 11.27% to 77.63%).

Question 18 'The IT resources and facilities provided have supported my learning well' has seen a marginal decrease since 2018 but has fallen below the sector average following a 0.14% decrease to **83.41%**, now 0.04% below the sector.

Twenty three programmes have improved this year, four of which by more than 20%; BA (Hons) Events and Leisure Marketing (up 29.03% to 90.32%), BA (Hons) Retail Management (up 24.63% to 95%), BSc (Hons) Geography (up 20.13% to 92.86%) and

BSc (Hons) Midwifery (Portsmouth) (up 25.24% to 78.57%). Twenty six programmes have shown a decline since 2018 with BA (Hons) Sociology and Anthropology (down 26.67% from 100% to 73.33%), BSc (Hons) Children's and Young People's Nursing (down 26.31% to 63.16%) and BSc (Hons) Games Programming (down 28.93% to 67.74%) all falling by more than 25%.

Thirty four programmes have achieved satisfaction above the sector-wide average of 83.45%, four of which achieving the maximum 100%; BSc (Hons) Finance and Economics, BSc (Hons) Business Information Technology, BSc (Hons) Computer Networks and BSc (Hons) Sports Management (Golf).

Students studying both BA (Hons) Industrial Design (61.54%) and BSc (Hons) Children's and Young People's Nursing (63.16%) are the least satisfied with IT resources and facilities and are amongst 7 programmes to achieve satisfaction levels of less than 70% for this question.

Ten Departments have shown improvement in the last year whilst ten have seen a decline. Three Departments have fallen by at least 10%; Creative Technology (down 13.49% to 74.16%), Computer Animation (down 11.63% to 76.83%) and Social Sciences & Social Work (down 11.14% to 75.90%).

Question 19 *'The library resources (e.g. books, online services and learning spaces) have supported my learning well'* has increased by 0.81% to **87.89%** and remains above the sector average of 86.98%.

Twenty one programmes have seen improvements in this question since 2018, four of which by 20% or more; BA (Hons) Retail Management (up 28.33% to 95%), BSc (Hons) Forensic Investigation (up 27.27% to 100%), BSc (Hons) Midwifery (Portsmouth) (up 35.72% to 92.86%) and BSc (Hons) Nutrition (up 20% to 100%).

From the twenty seven programmes to see a decline this year, four have fallen by at least 20%; BA (Hons) Sociology and Anthropology (down 33.33% from 100% to 66.67%), BSc (Hons) Forensic Computing and Security (down 22.51% to 70.59), BSc (Hons) Games Programming (down 27.58% to 68.97%) and BSc (Hons) Games Technology (down 24.03% to 70.97%).

Forty four programmes have performed above the sector-wide average of 86.98%, with seven reaching the maximum 100%; BA (Hons) Archaeology and Anthropology, BA (Hons) Finance and Economics, BSc (Hons) Archaeological and Forensic Sciences, BSc (Hons) Clinical Exercise Science, BSc (Hons) Forensic Investigation, BSc (Hons) Nutrition and BSc (Hons) Sports Management (Golf).

Four programmes have received fewer than 70% positive responses to this question; BA (Hons) Computer Visualisation and Animation (down 16.19% to 66.67%), BA (Hons) Sociology and Anthropology (down 33.33% to 66.67%), BSc (Hons) Biological Sciences (64.58%) and BSc (Hons) Games Programming (down 27.58% to 68.97%).

Creative Technology is one of 10 Departments to see a decline in the last year but is the only Department to drop by more than 10%, falling 12.73% to 77.01%, now the 2nd worst performer for this question behind only Life & Environmental Sciences on 75.86%.

Two Departments have improved by more than 10% this year; *Law* (up 14% to 90%) and *Psychology* (up 10.44% to 90.91%).

Question 20 *'I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to'* has improved by 2.31% to **87.12%** and is now above the sector average of 87.06%.

At programme level, this question is the most improved out of the four service questions with 27 achieving a higher satisfaction level than in 2018, five of which improving by more than 20%; BA (Hons) Public Relations (up 24.77% to 89.29%), BA (Hons) Retail Management (up 24.09% to 89.47%), BA (Hons) Scriptwriting for Film & Television (up 21.87% to 87.5%), BSc (Hons) Design Engineering (up 23.33% to 83.33%) and BSc (Hons) Music and Sound Production Technology (up 28.33% to 83.33%).

Twenty two programmes have declined this year, none more so than BA (Hons) Sociology and Anthropology which has fallen 21.43% from 100% in 2018 to 78.57% this year.

Compared to the sector, 39 programmes have scored higher than the sector-wide average of 87.06%, nine of which have achieved the maximum 100%; BA (Hons) Archaeology and Anthropology, BA (Hons) Film, BA (Hons) Finance and Economics, BSc

(Hons) Archaeological and Forensic Sciences, BSc (Hons) Business Information Technology, BSc (Hons) Computing, BSc (Hons) Geography, BSc (Hons) Nutrition and BSc (Hons) Sports Management (Golf).

Two programmes received less than 75% of positive responses to this question, BA (Hons) Sociology and Criminology with 72.97% and BSc (Hons) Midwifery (Portsmouth) with only 71.43% although this is 11.43% higher than in 2018.

At Department level, 15 have seen an improvement since 2018 with *Psychology* (up 13.59% to 93.71%, now the best performing Department for this question) and *Media Production* (up 10.66% to 87.93%) increasing by more than 10%.

Only *Social Sciences & Social Work* has declined by more than 10%, falling 14.3% to 75.90%, now the worst performing Department for this question.

The table below highlights these changes.

NSS % Agree by Department	Q16			Q18			Q19			Q20		
	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019
HSS	74	73	70	84	82	81	90	90	89	90	89	85
Department of Human Sciences & Public Health	76	83	79	88	86	84	95	89	93	91	87	89
Department of Nursing & Clinical Sciences	71	63	62	83	77	80	90	89	88	90	89	85
Department of Social Sciences & Social Work	83	89	78	81	87	76	81	93	85	89	90	76
FMC	76	78	80	84	80	82	86	86	88	83	82	87
Department of Corporate & Marketing Communications	83	85	82	80	77	76	92	88	88	88	82	89
School of Journalism, English & Communication	81	78	81	84	83	87	85	86	92	75	85	86
Department of Law	82	60	78	78	76	85	84	76	90	90	80	83
Department of Media Production	76	81	82	88	78	83	90	89	89	88	77	88
National Centre for Computer Animation	51	71	68	84	88	77	69	85	77	75	90	89
FoM	80	81	74	86	86	87	89	87	90	87	84	86
Department of Accounting, Finance & Economics	81	74	67	87	84	85	83	88	86	85	84	86
Department of Events & Leisure	90	74	75	92	78	86	95	85	94	92	84	89
Department of Leadership, Strategy & Organisations	67	82	73	81	89	91	88	87	89	79	82	82
Department of Marketing	88	94	80	93	83	87	98	85	94	95	86	89
Department of Sport & Physical Activity	91	86	74	90	91	88	92	95	90	95	90	87
Department of Tourism & Hospitality	75	82	81	79	88	85	85	86	88	82	84	86
FST	75	76	79	86	86	82	83	85	85	87	85	90
Department of Archaeology, Anthropology & Forensic Science	87	66	78	83	83	82	89	91	96	87	84	89
Department of Computing & Informatics	77	84	79	80	93	87	77	90	82	89	95	90
Department of Creative Technology	61	81	75	81	88	74	71	90	77	89	85	92
Department of Design & Engineering	80	81	83	91	77	69	90	84	81	84	78	86
Department of Life & Environmental Sciences	76	68	70	87	76	82	86	76	76	91	83	86
Department of Psychology	69	74	89	90	85	89	83	80	91	86	80	94

5. PROGRAMME LEVEL ANALYSIS

The following charts illustrate programme performance in *Overall satisfaction* rates over the last five years, where data is available, and grouped together to show similar types of trend. Further data for all 2019 programme results is available in the [NSS Dashboard](#).

Programmes have been grouped into the following 4 clusters with similar performance trends:

1. Programmes where satisfaction levels appear to be less stable such as BA (Hons) Social Work and BA (Hons) International Hospitality Management. These have then been broken down further into those showing signs of improvement and those showing signs of decline.
2. Programmes that have satisfaction levels below the BU average and are showing signs of concern such as BA (Hons) Computer Animation Arts and BSc (Hons) Clinical Exercise Science.
3. Programmes where satisfaction is generally above BU average and/or shown successive years of improvement and do not appear to be of concern such as BA (Hons) Television Production and DipHE in Operating Department Practice.
4. Programmes with satisfaction levels above BU but are showing signs of decline such as BA (Hons) Advertising and BSc (Hons) Forensic Science.



The first two clusters are those of greatest concern with the NSS Dashboard providing additional detail of movement in individual questions.

BA (Hons) Events Management was highlighted as volatile last year but has moved to cluster 4 (satisfaction generally above BU but showing signs of decline) this year with a dip in 2016 now appearing to be an outlier, however satisfaction has dropped again this year to 76.92%.

Three programmes, BA (Hons) Advertising, BA (Hons) Tourism Management and BSc (Hons) Occupational Therapy, were included in group 3 (satisfaction generally above BU and/or showing successive years of improvement) in 2018 but have now moved to group 4 (satisfaction generally above BU but showing signs of decline) following a decline in overall satisfaction this year.

A fall in *Overall satisfaction* from 80.77% to 73.42% has moved BA (Hons) Communication and Media from group 1 (satisfaction levels less stable) to group 2 (satisfaction below BU and showing signs of decline). This programme has now been below the BU average for the past 3 years and is showing a downward trend.

Four programmes, BA (Hons) Computer Visualisation and Animation, BA (Hons) Multimedia Journalism, BA (Hons) Scriptwriting for Film & Television and BSc (Hons) Biological Sciences, were included in group 2 (satisfaction below BU and showing signs of decline) in 2018 but have moved into group 1 (satisfaction levels less stable) in 2019 after showing signs of improvement in NSS2019. Should BA (Hons) Computer Visualisation and Animation and BA (Hons) Multimedia Journalism maintain their position above the BU average next year, these programmes would be of less concern and move into group 3 (satisfaction generally above BU and/or showing successive years of improvement).

Key	
BU Overall Satisfaction	
Programme Overall Satisfaction	

1a. Programmes where satisfaction levels appear to be less stable – showing signs of improvement

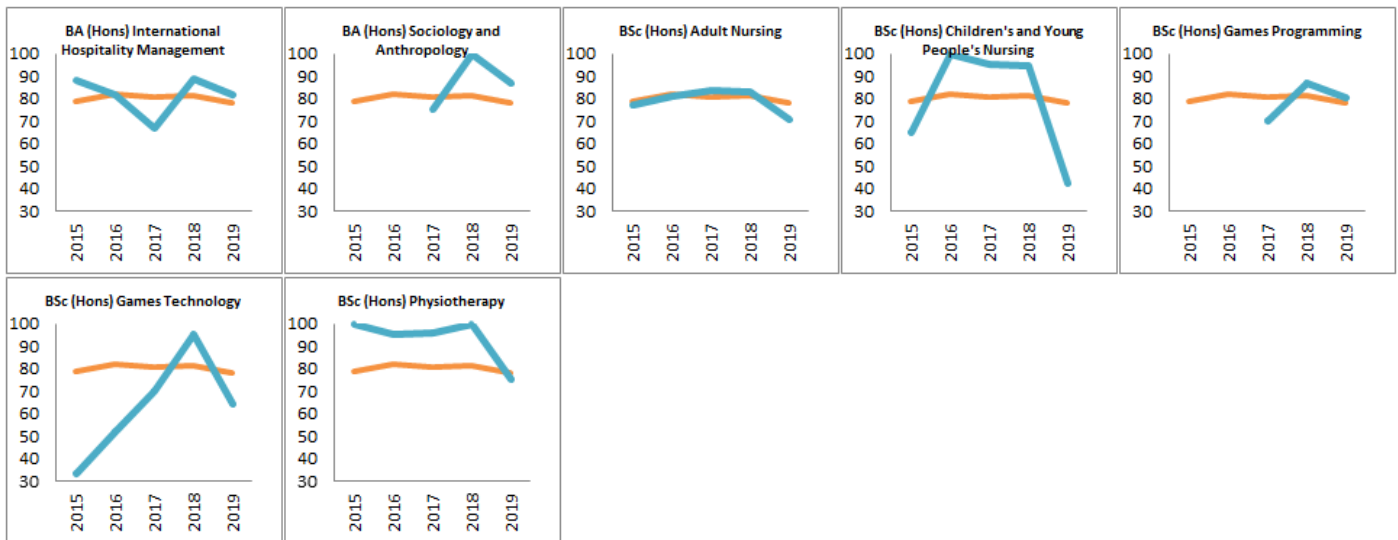


The charts above illustrate programmes where year on year *Overall satisfaction* appears volatile and is showing signs of improvement.

BA (Hons) Social Work has seen an improvement in *Overall satisfaction* of 10.12% this year to 94.12% maintaining its position above the overall BU score but showing volatile results year on year. The relatively small number of respondents for this programme (17 in 2019) is likely to have some impact however there has been some notable changes within the questions such as Q8 'The criteria used in marking have been clear in advance' (down 37.18% to 58.82%) and Q11 'I have received helpful comments on my work' (up 20.24% to 88.24%).

BA (Hons) Multimedia Journalism gained 29.96% in *Overall satisfaction* this year with improvements of more than 20% in 12 of the remaining 26 questions including all three within *Academic Support* as well as a 44.32% rise in Q8 'The criteria used in marking have been clear in advance' to 71.11% and an increase of 51.51% in Q15 'The course is well organised and running smoothly' to 62.22%, previously scoring just 26.79% and 10.71% respectively.

1b. Programmes where satisfaction levels appear to be less stable – showing signs of decline



The charts above illustrate programmes where year on year *Overall satisfaction* appears volatile and is showing signs of decline.

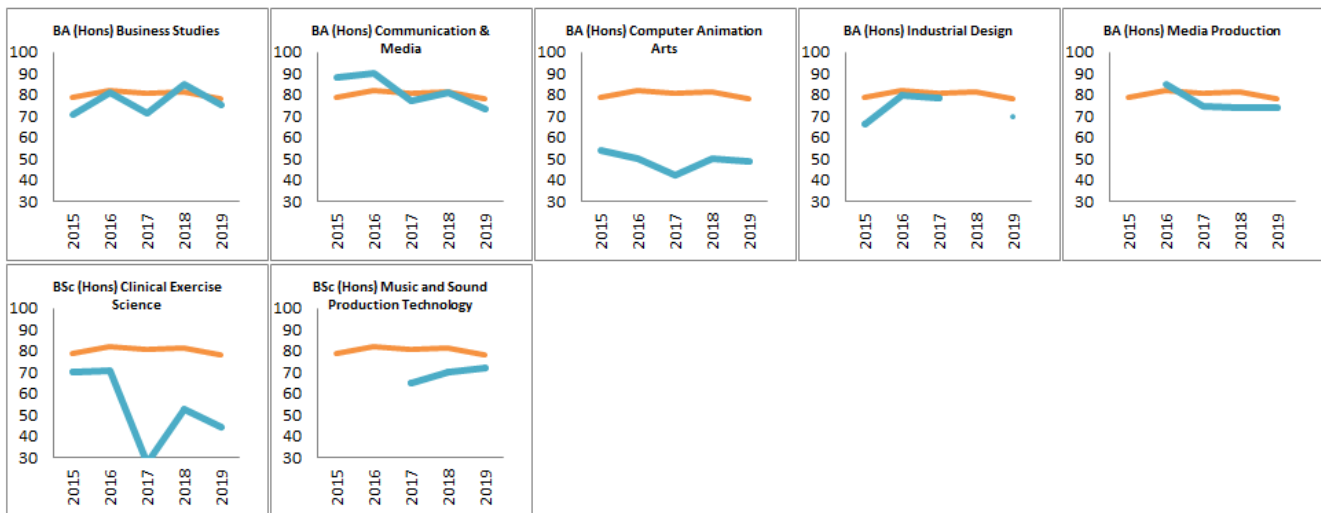
BSc (Hons) Children's and Young People's Nursing received the lowest number of positive responses following a drop of 52.63% from 94.74% to 42.11%. Question 15 'The course is well organised and running smoothly' only received 5.26% positive responses this year, a fall of 73.69% since 2018 which appears to be related to staff shortages. Questions 17 'Any changes in the course or teaching have been communicated effectively' (down 57.89% to 42.11%), 21 'I feel part of a community of staff and students' (down 31.58% to 47.37%) and 25 'It is clear how students' feedback on the course has been acted on' (down 47.37% to 31.58%) also failed to reach 50% satisfaction along with the students' union question (Q26) which fell 50% to 44.44%.

In terms of performance in the question areas, this programme has previously received '% Agree' scores of above 85% in all areas other than *Assessment and feedback* (77.63% in 2018). Although satisfaction levels have dropped in all areas this year, it is *Organisation and management* which has seen the largest decline, falling 49.12% to 40.35%. Performance in the three questions within this area provide an insight into some of the factors that have played a part in the steep decline in overall satisfaction this year; Q16 'The timetable works efficiently for me' has fallen 15.79% to 73.68% whilst Q17 'Any changes in the course or teaching have been communicated effectively' has declined by 57.89% from 100% to 42.11%. It is Q15 'The course is well organised and running smoothly' that stands out however, with a fall of 73.69% in the last year, from 78.95% to just 5.26% in 2019.

The comments from the students on this course suggest two themes, firstly with respect to staff shortages, although students were extremely happy with the staff on the course Secondly there were a number of negative comments around placement locations. This programme had previously been a strong performer for BU between 2016 and 2018 with overall satisfaction between 100% and 94.74%.

BA (Hons) International Hospitality Management remains above the overall BU score but has seen a decline of 7.49% since 2018 to 81.4%, a score of 66.67% in 2017 now appearing to have been an outlier. Performance at question level appears relatively stable with only the students' union question (Q26) falling more than 10%, declining 23.26% to 51.16%.

2. Programmes that have satisfaction levels below BU and are showing signs of concern

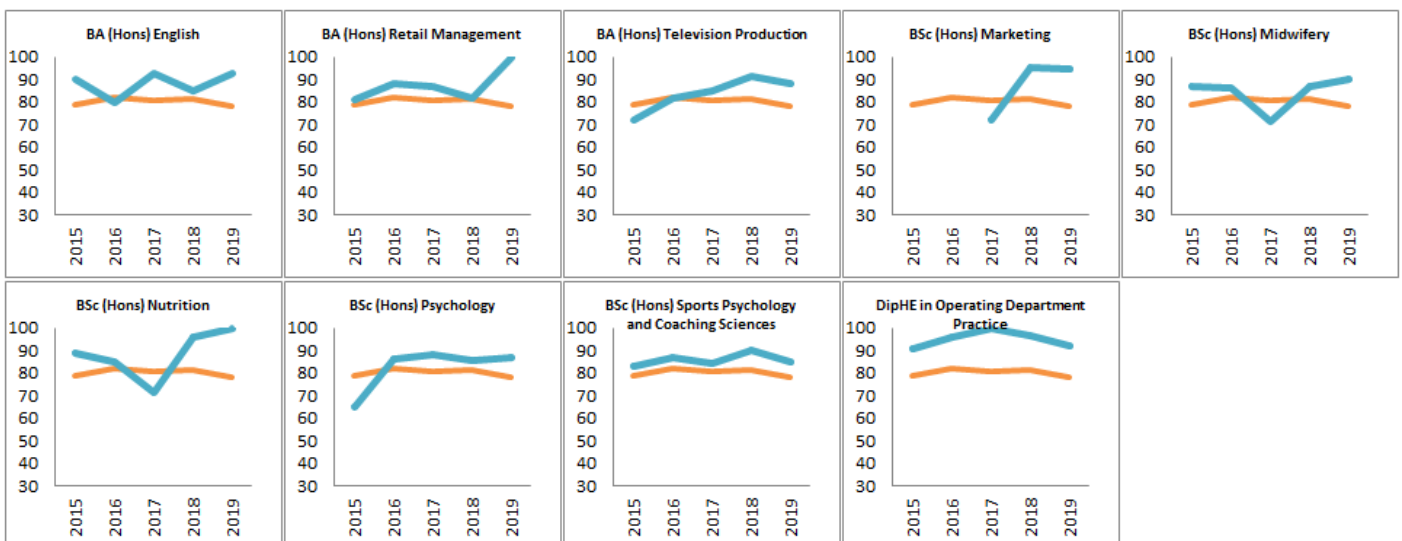


The charts above show programmes where satisfaction is below that of the overall BU average and therefore showing signs of concern.

BA (Hons) Media Production has remained static at 74% in 2019, the third year in which has been below the BU average. Students on this programme appear particularly concerned with the organisation of the course with Q17 'Any changes in the course or teaching have been communicated effectively' falling 10.17% this year to 63.41%. In addition Q8 'The criteria used in marking have been clear in advance' dropped 10.61% to 59.76% this year.

BA (Hons) Business Studies has the second highest population with 233, behind only BSc (Hons) Adult Nursing with 291 resulting in a large impact on the overall BU results. Overall satisfaction on this programme continues to be below that of the overall BU score, with a decline of 9.45% from 84.89% (this is the overall framework score, which last year was split into the individual pathways) to 75.44% in 2019. Students appear to be unclear about how feedback has been acted upon with Q25 'It is clear how students' feedback on the course has been acted on' falling 19.43% to 42.11%, the only questions to receive less than 50% positive responses.

3. Programmes where satisfaction is generally above BU average and/or shown successive years of improvement and do not appear to be of concern

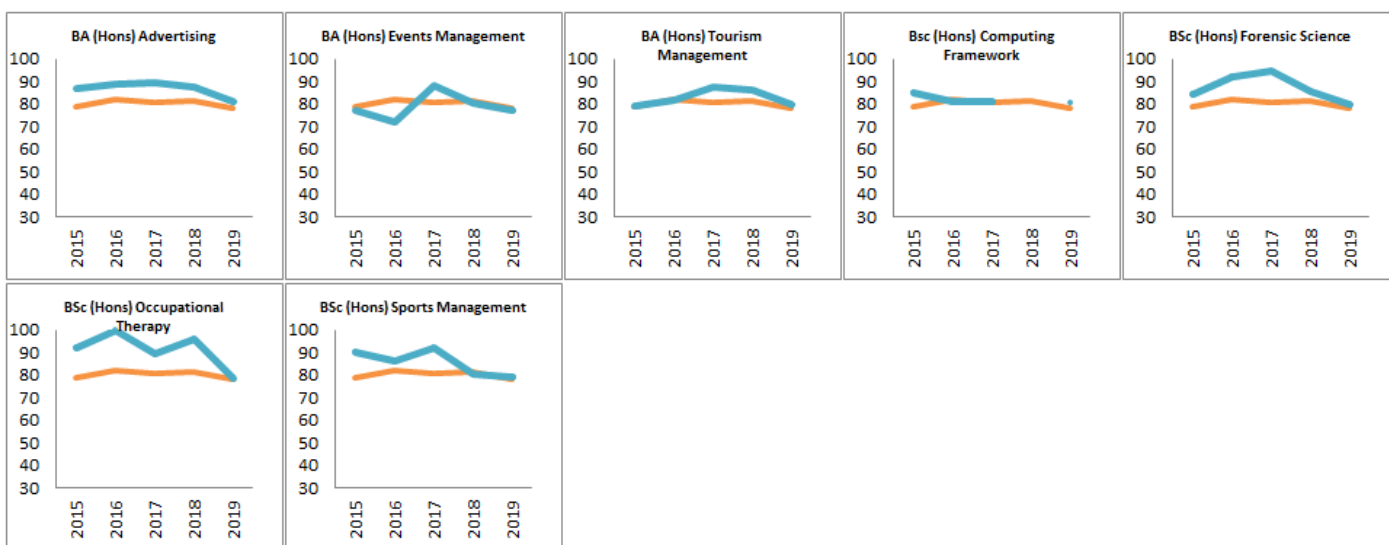


The charts above show programmes that have shown general performance above that of the overall BU score over the past 5 years or have seen year on year improvements and are now above the overall BU satisfaction.

BSc (Hons) Nutrition has improved on its strong performance in 2018 with a further increase in *Overall satisfaction* of 4% to 100% in 2019. Only questions 4 'My course has challenged me to achieve my best work' (down 10.29% to 85.71%) and 8 'The criteria used in marking have been clear in advance' (down 6.29% to 85.71%) scored less than 90%. Of the 26 questions, other than Overall satisfaction, 15 received at least 95% positive responses, 6 of which with the maximum 100%.

Following a low score of 65% in 2015, **BSc (Hons) Psychology** has performed consistently above the overall BU results and has improved by 1.1% since 2018 to 86.81%. Five of the eight question areas, excluding the students' union and overall satisfaction questions (Q26 and Q27), performed above 80% this year with *Learning resources* appearing to be a particular strength with 91.26% of students responding positively to this set of questions. Four questions did however score below 70% this year; Q8 'The criteria used in marking have been clear in advance' (64.14%), Q9 'Marking and assessment has been fair' (66.9%), Q21 'I feel part of a community of staff and students' (62.07%) and Q25 'It is clear how students' feedback on the course has been acted on' (51.39%).

4. Programmes with satisfaction levels generally above BU but are showing signs of decline



The charts above show programmes that have been performing well, with overall satisfaction similar to or above the overall BU score, but have shown a decline in the last year.

BSc (Hons) Forensic Science has seen a further decline in *Overall satisfaction* this year, falling 5.29% to 80% but remains above the overall BU score of 78.31%. Students are less happy with the IT resources and facilities this year, with Q18 'The IT resources and facilities provided have supported my learning well' declining by 13.81% to 78% whilst Q25 'It is clear how students' feedback on the course has been acted on' has dropped by 6.94% to 46%, now the lowest scoring question for this programme. *Assessment and feedback* remains the worst performing area however, with only 61.5% responding positively to this set of questions, although this is 8.56% more than in 2018.

BSc (Hons) Occupational Therapy has consistently been a strong performer for BU but has seen a fall of 17.89% to 78.26% in 2019. Two questions have declined by more than 20% in the last year, both within *Student voice*; Q24 'Staff value students' views and opinions about the course' (down 22.24% to 73.97%) and Q25 'It is clear how students' feedback on the course has been acted on' (down 24.75% to 52.17%). Although performance in some of the questions which appear earlier in the survey has fallen in places, general performance appears relatively positive with satisfaction levels above 80% in 6 of the 7 question areas, *Organisation and management* down 1.4% to 76.81%.