

National Student Survey 2020

1. EXECUTIVE SUMMARY

BU's overall satisfaction score has improved by 1.88%, from 78.31% to **80.19%** with the sector average declining by 1%, from 83.65% to 82.65%; BU is now 2.46% below the sector average compared to 5.34% in the previous year. In addition, BU's benchmark for overall satisfaction has decreased by 1% from 82.54% to 81.56%; BU now 1.37% from the benchmark compared to 4.22% in the previous year. As a result, BU is no longer statistically different to the benchmark.

This movement ranks BU 115th from 151 institutions this year compared to 136th from 154 in 2019 but BU remaining in the lower quartile. Approximately one third of the institutions (54) improved their scores since 2019 with an average increase in score of 2.3% and average increase in rank of 31 places. The average change for those institutions which decreased was 2.9% resulting in an average drop in ranking of 15 places. Institutions ranked in the lower quartile in 2019 showed greater movement in 2020: those institutions where scores improved indicate a median increase in Overall satisfaction of 3.2%, resulting in a median rank increase of 29 places compared to BUs 1.88% increase and 21 place rank improvement.

In terms of question areas our relative position to the sector has improved in all areas except for *Students Union* (a drop in rank from 34th to 51st) and *Learning resources* (dropped from 86th to 91st). *The teaching on my course* and *Learning opportunities* are the two areas with the biggest increase in ranking position improving 28 places to 108th and 32 places to 81st respectively.

The response rate has decreased by 1% to 76% this year compared with a 4% decrease for institutions in England, falling from 72% to 68%, likely affected by COVID-19 with the survey period running from 6 January to 30 April 2020.

As in previous years, in order to prevent masking underlying performance at Faculty level, this report will focus primarily on performance at Department and programme level in order to provide more useful insight. NSS20 sees the introduction of the new Department structure and therefore trend data is limited at Department level with previous years reporting on the old structure.

Two Faculties have seen an improvement in the aggregate overall satisfaction across their Departments this year; the Faculty of Management (up 5.07% to 85.25%) and the Faculty of Science and Technology (up 5.85% to 84.94%). The Faculty of Media and Communication has remained relatively static with a small decline of 0.3% to 78.58% and the aggregate of the Faculty of Health and Social Sciences Departments have shown a drop of 4.76% to 69%.

At programme level, 17 programmes have improved their overall satisfaction by at least 10% with three showing improvement of 30% or more, These are BSc (Hons) Clinical Exercise Science (up 55.56% to 100%), BSc (Hons) Business Information Technology (up 32.86% to 92.86%) and BSc (Hons) Forensic Biology (up 41.35% to 87.5%).

23 programmes received an overall satisfaction of 90% or more, two of which achieved the maximum 100%; (BSc (Hons) Nutrition, maintaining its maximum score from 2019, and BSc (Hons) Clinical Exercise Science (up 55.56% since 2019).

Of the 10 programmes to see their overall satisfaction decline by at least 10% since 2019, BSc (Hons) Children's and Young People's Nursing has seen the largest decrease, falling 42.11% to 0% this year, although this relates to only 11 respondents. This follows a 52.63% decrease the previous year, falling from 94.74% in 2018. BSc (Hons) Children's and Young People's Nursing is one of three programmes to see a decrease in overall satisfaction of at least 20%, the others being BSc (Hons) Social Work (down 24.12% to 70%) and BA (Hons) Advertising (down 21.39% to 59.38%).

A total of five programmes received overall satisfaction results of less than 60%, BSc (Hons) Adult Nursing (52.28%), BSc (Hons) Children's and Young People's Nursing (0%), BA (Hons) Advertising (59.38%), BA (Hons) Computer Animation Technical Arts (52.17%) and BA (Hons) Computer Animation Art and Design (44.12%). Removing these five programmes would improve BU's overall satisfaction score from 80.19% to a better than sector average position of 84.09%.

The percentage of students who definitely agree has increased this year from 32.6% to 33.4%; 4.4% lower than the average for English institutions which has decreased by 2.2% to 37.8%.

BU has 9% of students falling into the middle category (neither agree nor disagree) down 1% from last year and now only 0.1% different to the 8.9% (up 0.4%) for institutions in England.

The percentage of actively dissatisfied students (mostly disagree and definitely disagree) has decreased by 1% to 10.8% compared to an average of 8.8% for institutions in England, up from 8.1%.

Further breakdowns of the NSS2020 data can be found in the [NSS Dashboard](#), the user guide for which can be found [here](#).

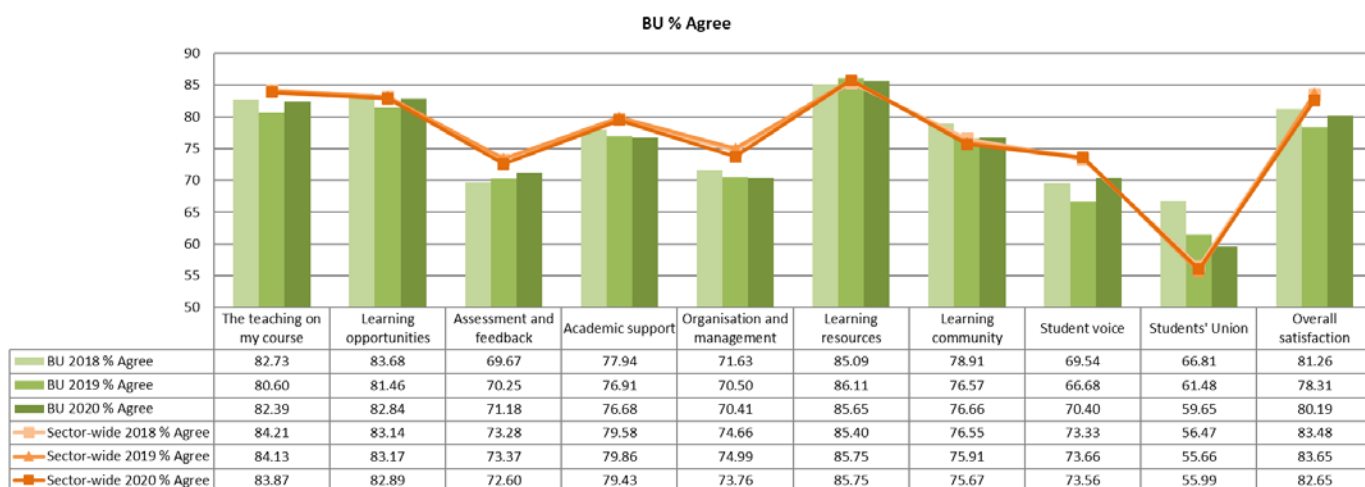
2. BOURNEMOUTH UNIVERSITY

Six of the ten areas have seen an improvement since 2019. Along with *Overall satisfaction*, three further areas have improved by more than 1%; *The teaching on my course* (up 1.79% to 82.39%), *Learning opportunities* (up 1.38% to 82.84%) and *Student Voice* (up 3.72% to 70.4%).

Student Voice has seen improvement in all three questions. Q23 'I have had the right opportunities to provide feedback on my course' has improved again this year, by 1.39% to 83.46%, 1.1% behind the sector, with 39% definitely agreeing and only 1.5% responding with 'definitely disagree'. Q24 'Staff value students' views and opinions about the course' has improved by 3.79% to 72.8% and is now 2.76% behind the sector average of 75.56%. Despite seeing an improvement of 6.1% this year, BU's worst performing question remains Q25 'It is clear how students' feedback on the course has been acted on' with only 54.91% of students responding positively, and is now 5.65% below the sector average of 60.56% although this has improved from a gap of 11.93% in 2019.

Of the 4 areas to see a decline this year, only *Students' Union* has decreased by 1% or more, falling 1.83% to 59.65%, although this remains 3.66% above the sector average which has increased by 0.33% to 55.99%.

Along with the *Students' Union* question, BU is ahead of the sector average in one further area, *Learning community* (0.99% above the sector average). Following its decline of 0.46% to 85.65%, BU is no longer ahead of the sector in *Learning resources* with the sector maintaining its score of 85.75% this year. Other than both *Learning resources* and *Students' Union*, BU has closed the gap to the sector in all other areas since 2019, the most notable being *The teaching on my course*, now only 1.48% behind the sector compared to 3.53% in 2019, and *Student voice* from 6.98% behind the sector to 3.16% this year.



Assessment and feedback satisfaction has improved in each of the previous three surveys and is now 1.42% behind the sector (3.12% in 2019).

Within *Organisation and management* Q15 'The course is well organised and running smoothly' continues to score poorly with only 63.5% of students responding positively to this question this year, although this question has seen an improvement of 1.18% since 2019, closing the gap to the sector average from 7.85% in 2019 to 4.5% this year. The remaining two questions have declined in the last year, Q16 'The timetable works efficiently for me' down 0.43% to 75.51% (1.85% below sector) and Q17 'Any changes in the course or teaching have been communicated effectively' down 1.01% to 72.32% (3.66% below sector).

In total, 17 questions have seen an improvement this year whilst 10 have declined. Q1 'Staff are good at explaining things' is BU's strongest question this year, improving by 1.18% since 2019 to 87.99% (0.66% behind the sector average), and replacing Q19 'The library resources (e.g. books, online services and learning spaces) have supported my learning well' which has seen a slight decline of 0.07% to 87.82%. As stated Q25 'It is clear how students' feedback on the course has been acted on' remains BU's worst performing question with 54.91%.

At a question level BU is now ahead of the sector in 4 questions (up from 3 in 2019) Q5 'My course has provided me with opportunities to explore ideas or concepts in depth' has improved by 1.97% to 84.07% (0.55% better than sector). Q18. 'The IT resources and facilities provided have supported my learning well' and Q19 'The library resources (e.g. books, online services and learning spaces) have supported my learning well' have both remained relatively static at 83.33% and 87.82% respectively and continue to be just above the sector average of 83.13% and 87.32%. Finally, Q22 'I have had the right opportunities to work with other students as part of my course', despite a 0.5% drop to 86.47%, is above the sector average by 2.9%.

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. As a result of the departmental changes trend information is not available for all Departments.

	2018	2019	2020
FHSS			
Midwifery & Health Sciences	-	-	76.00
Nursing Science	85.66	68.35	52.12
Rehabilitation & Sport Sciences	-	-	91.07
Social Sciences & Social Work	81.48	72.62	77.66
FoM			
Accounting, Finance & Economics	75.00	77.93	84.06
Marketing, Strategy & Innovation	-	-	90.16
People & Organisations	-	-	83.54
Sport & Event Management	-	-	83.27
FMC			
Communication & Journalism	-	-	84.39
Computer Animation	55.70	61.45	46.77
Humanities & Law	-	-	84.33
Media Production	78.65	80.87	77.59
FST			
Archaeology & Anthropology	83.02	79.61	92.11
Computing & Informatics	82.78	77.01	76.32
Creative Technology	82.72	71.91	85.87
Design & Engineering	87.50	76.56	89.09
Life & Environmental Sciences	72.60	79.13	84.78
Psychology	85.71	86.81	89.57

The **Faculty of Health and Social Sciences** aggregate *Overall satisfaction* across all Departments has seen the biggest decline again this year, falling a further 4.76% to **69%**, and remains the lowest scoring Faculty for the second successive year having previously received the most satisfied students in both 2017 and 2018. Despite this, satisfaction levels across Departments vary significantly.

Rehabilitation & Sport Sciences has received the highest overall satisfaction results within the Faculty this year with **91.07%**, BU's second highest scoring Department behind Archaeology & Anthropology. Performance within the Department is strong across all areas, with 90% satisfaction or more in 7 of the 10 areas and ranking in the top 2 in all areas when ranked against all Departments within BU.

Nursing Science achieved an overall satisfaction of just **52.12%**, the lowest within the Faculty and second lowest across BU. All questions have dropped since 2019 with Q17 'Any changes in the course or teaching have been communicated effectively' showing the biggest decline of 23.34% to 32.22%. Of the 239 respondents from the Department, 199 relate to BSc (Hons) Adult Nursing which achieved an overall satisfaction of 52.28%, a fall of 18.57% since 2019. The small number of respondents (11) limits any potential impact from BSc (Hons) Children's and Young People's Nursing's decline to 0% this year. BSc (Hons) Mental Health Nursing has made a slight improvement since its 24.85% fall between 2018 and 2019, climbing by 2.72% to 70.37% this year.

The **Faculty of Management** continues to have the most satisfied students in 2020 with an aggregate Overall satisfaction of **85.25%**, an increase of 5.07% since 2019.

All four Departments achieved an overall satisfaction result greater than the BU overall result of 80.19%, with **Marketing, Strategy & Innovation** achieving the greatest of these with **90.16%**. Performance across the question areas is strong with all ten above the respective overall BU average results. At programme level, BA (Hons) Global Business Management has seen an improvement of 14.77% to 76.67% although this remains the lowest performer within the Department. BSc (Hons) Marketing is the only other programme to receive an overall satisfaction of less than 90%, falling 8.25% since 2019 to 86.67%.

Although achieving an overall satisfaction of **83.27%**, students within the Department of **Sport & Event Management** are the least satisfied within the Faculty with both *Assessment and feedback* and *Student voice* 9% below the overall BU score on 62.25% and 61.82% respectively. Question 10 '*Feedback on my work has been timely*' received the lowest satisfaction levels within *Assessment and feedback* with just 59.76%, with all four questions in this area below 65%. Within *Student voice*, students were most satisfied with Question 23 '*I have had the right opportunities to provide feedback on my course*', with a score of 77.29%, however this is 6.17% below the BU average score. Question 25 '*It is clear how students' feedback on the course has been acted on*' received the lowest score with just 45.38%, 9.53% below that of the BU average.

The aggregate of Departments within the **Faculty of Media & Communication** has seen a slight decrease since 2019, falling 0.3% to **78.58%**.

Computer Animation recorded the lowest satisfaction results across BU again this year with **46.77%**, a decrease of 14.68% since 2019. Six of the ten question areas scores improved since 2019, however six question areas remain below 60% satisfaction. At a question level 12 questions improved since 2019 and 13 declined, in particular, Q9 '*Marking and assessment has been fair*' improved by 14.3% to 61.29% and Q12 '*I have been able to contact staff when I needed to*' increased from 67.47% to 79.03%. However, Q21 '*I feel part of a community of staff and students*' dropped 12.18% to 66.13% and Q20 '*I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to*' dropped from 89.03% to 79.03%.

Although **Media Production** received an *Overall satisfaction* result of **77.59%** in 2020, a fall of 3.28% since 2019, performance in all other question areas are better than BU average scores, except for *Students' Union* (58.82%, 0.83% below BU). Three questions received satisfaction levels above 90%; Q1 '*Staff are good at explaining things*', (91.95%), Q20 '*I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to*' (92.53%) and Q22 '*I have had the right opportunities to work with other students as part of my course*' (91.95%). Only two questions received less than 70% satisfaction; Q15 '*The course is well organised and running smoothly*' (58.05%) and Q25 '*It is clear how students' feedback on the course has been acted on*' (69.54%).

The aggregate of Departments within the **Faculty of Science & Technology** has seen the biggest improvement this year, increasing 5.85% to **84.94%**.

Both **Design & Engineering** and **Creative Technology** have shown significant improvements since 2019, climbing 12.53% to **89.09%** and 13.96% to **85.87%** respectively. Both programmes within Design & Engineering have achieved an overall satisfaction of more than 90%; BSc (Hons) Design Engineering (up 7.74% to 95.24%) and BA (Hons) Industrial Design (up 24.52% to 93.75%). Creative Technology has made improvements in all ten areas this year, including *Organisation and management* which has increased by 10.13% to 77.17%. The biggest improvement for Design & Engineering comes in *Student voice*, improving 13.28% to 83.33%.

Computing & Informatics is the only Department within FST to see a small decline in overall satisfaction since 2019, falling 0.69% to **76.32%**. *Assessment and feedback* is the only area to improve, rising 2.95% to 71.73%. Comparing to the average BU scores, students within Computing & Informatics are less satisfied with *The teaching on my course* (down 1.15% since 2019 to 76.36%, 6.03% below BU), *Learning opportunities* (down 2.8% since 2019 to 77.45%, 5.39% below BU) and *Students Union* (down 6.78% to 53.33%, 6.32% below BU).

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 0.43% to **75.51%** with BU now 1.85% behind the sector.

Within the programmes, 24 have improved, 4 of which by 15% or more; BSc (Hons) Midwifery (Portsmouth) (up 31.1% to 88.24%), BSc (Hons) Clinical Exercise Science (up 20.64% to 92.86%), BSc (Hons) Sports Management (up 16.85% to 88%) and BA (Hons) Archaeology and Anthropology (up 18.18% to 100%). From the 34 programmes to see a decline this year, 4 have fallen at least 20%, DipHE in Operating Department Science (down 34.31% to 57.69%), BSc (Hons) Computer Networks (down 23.33% to 60%), BSc (Hons) Cyber Security Management (down 20.82% to 59.18%) and BSc (Hons) Biological Sciences (down 23.42% to 53.66%).

Thirty-six out of the sixty-five programmes achieved satisfaction levels above the sector-wide average of 77.36%, eleven of which with results of 90% or higher. Both BA (Hons) Archaeology and Anthropology and BSc (Hons) Business Information Technology achieved the maximum 100%, up from 81.82% and 90% since 2019 respectively. Students studying BSc (Hons) Adult Nursing were

the least satisfied with the timetable with only 48.48% responding positively to this question, a fall of 10.63% since 2019, and marginally behind BA (Hons) Finance and Business who climbed 4.17% this year to 50%.

Question 18 *'The IT resources and facilities provided have supported my learning well'* has seen a marginal decrease of 0.08% since 2019 to **83.33%** but has climbed above the sector average following its 0.32% decline to 83.13%, BU now 0.2% above the sector.

Twenty-four programmes have improved this year, nine by 15% or more and two by at least 20%; BA (Sociology and Anthropology (up 26.67% to 100%) and BA (Hons) Finance and Business (up 21.09% to 95%). Thirty-four programmes have shown a decline since 2019 with BA (Hons) Retail Management (down 17.73% to 77.27%), BA (Hons) Events and Leisure Marketing (down 21.09% to 69.23%) and BA (Hons) Archaeology and Anthropology (down 15.15% to 66.67%) all falling by more than 15%.

Thirty-six programmes have achieved satisfaction above the sector-wide average of 83.13%, Eighteen of which reaching satisfaction of 90% or more and three achieving the maximum 100%; BSc (Hons) Clinical Exercise Science (up from 88.89%), BA (Hons) Sociology and Anthropology (up from 73.33%) and BSc (Hons) Business Information Technology (maintaining its maximum 100%).

Students studying BA (Hons) Computer Animation Art and Design were the least satisfied this year with only 58.82% satisfied with IT resources and facilities, one of six programmes to achieve satisfaction levels of less than 70% for this question, the others being BSc (Hons) Adult Nursing (down 11.9% to 69.35%), BA (Hons) Sociology and Criminology (down 5.87% to 68.42%), BA (Hons) Events and Leisure Marketing (down 21.09% to 69.23%), BA (Hons) Archaeology and Anthropology (down 15.15% to 66.67%) and BA (Hons) Industrial Design (up 7.21% to 68.75%).

Question 19 *'The library resources (e.g. books, online services and learning spaces) have supported my learning well'* has decreased by 0.07% to **87.82%** but remains above the sector average of 87.32%.

Twenty-seven programmes have seen improvements in this question since 2019, five of which by 15% or more; BSc (Hons) Children's and Young People's Nursing (up 15.79% to 100%), BA (Hons) Sociology and Anthropology (up 25.64% to 92.31%), BSc (Hons) Design Engineering (up 16.07% to 95.24%), BSc (Hons) Ecology and Wildlife Conservation (up 15.48% to 90.48%) and BSc (Hons) Biological Sciences (up 20.79% to 85.37%).

From the thirty programmes to see a decline this year, two have fallen by at least 20%; BA (Hons) Multimedia Journalism (down 31.17% to 62.16%) and BSc (Hons) Forensic Investigation (down 21.43% to 78.57% from the maximum 100% in 2019).

Thirty-three have performed above the sector-wide average of 87.32%, with six reaching the maximum 100%; BSc (Hons) Midwifery (Bournemouth Lansdowne) (up from 93.55%), BSc (Hons) Children's and Young People's Nursing (up from 84.21%), BSc (Hons) Clinical Exercise Science (maintaining its maximum result from 2019), BA (Hons) Politics (this programme did not meet the publication threshold in 2019), BSc (Hons) Computer Networks (up from 90.91%) and BA (Hons) Industrial Design (up from 92.31%).

Two programmes have received fewer than 70% positive responses to this question: BA (Hons) Multimedia Journalism (down 31.17% to 62.16%) and BSc (Hons) Forensic Computing and Security (down 3.92% to 66.67%).

Question 20 *'I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to'* has declined by 1.06% to **86.06%**, falling below the sector average of 87.04%.

At programme level, this question is the most improved out of the four service questions again this year with 29 achieving a higher satisfaction level than in 2019, five of which improving by at least 15%; BSc (Hons) Midwifery (Portsmouth) (up 16.81% to 88.24%), BA (Hons) Sociology and Anthropology (up 21.43% to 100%), BA (Hons) Social Work (up 15% to 90%), BA (Hons) International Hospitality Management (up 16.33% to 97.73%) and BSc (Hons) Design Engineering (up 16.67% to 100%).

Twenty-nine programmes have declined this year, four of which by at least 15%; BSc (Hons) Midwifery (Bournemouth Lansdowne) (down 26.39% to 60.71%), BSc (Hons) Clinical Exercise Science (down 15.87% to 78.57%), BA (Hons) Industrial Design (down 15.87% to 68.75%) and BA (Hons) Finance and Economics (down 18.52% to 81.48%), the latter having achieved the maximum 100% for the previous two years.

Compared to the sector, thirty-five programmes have scored higher than the sector-wide average of 87.04%, six of which have achieved the maximum 100%; BA (Hons) Sociology and Anthropology (up from 78.57%), BA (Hons) Events and Leisure Marketing (up from 93.55%), BSc (Hons) Business Information Technology (maintaining its maximum result), BA (Hons) Computer Networks (up from 91.67%), BSc (Hons) Games Design (new for 2020) and BSc (Hons) Design Engineering (up from 83.33%).

Two programmes received less than 70% of positive responses to this question, BSc (Hons) Midwifery (Bournemouth Lansdowne) (down 26.39% to 60.71%) and BA (Hons) Industrial Design (down 15.87% to 68.75%).

The table below highlights these question scores at a Department level (and a trend where available).

NSS % Agree by Department	Q16			Q18			Q19			Q20		
	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020
FHSS	73.36	70	69.41	81.86	80.77	79.45	89.53	89.23	88.24	88.54	84.87	82.62
Midwifery & Health Sciences			76.24			84.16			91.84			79.21
Nursing Science	62.7	61.57	52.1	77.37	80	71.55	88.93	87.81	84.1	89.17	84.84	79.75
Rehabilitation & Sport Sciences			89.29			91.96			94.64			90.18
Social Sciences & Social Work	88.89	77.91	82.11	87.04	75.9	79.57	92.59	84.88	87.37	90.2	75.9	84.71
FoM	80.92	73.78	76.24	85.69	87.45	84.17	87.46	89.56	88.44	84.3	85.95	84.51
Accounting, Finance & Economics	73.64	66.9	65.47	84.38	84.62	86.23	88.37	85.52	84.67	84.43	86.01	83.7
Marketing, Strategy & Innovation			79.58			85.34			91.15			89.84
People & Organisations			74.39			82.32			85.98			79.25
Sport & Event Management			80.88			83.33			90.04			84.3
FMC	78.48	79.53	81.73	80.32	82.12	81.15	86.44	88.16	87.5	82.11	87.32	87.89
Communication & Journalism			83.06			82.85			87.97			85.84
Computer Animation	71.05	67.9	77.42	88.46	76.83	70.97	84.72	77.22	75.86	89.74	89.02	79.03
Humanities & Law			81.48			83.7			89.71			89.55
Media Production	81.46	81.9	81.61	78.09	82.76	80.46	88.7	88.74	89.02	77.27	87.93	92.53
FST	75.9	79.21	74.01	85.78	82.46	87.48	85.33	84.89	87.07	85.19	89.8	88.81
Archaeology & Anthropology	66.36	77.63	86.84	83.18	82	86.84	90.65	96.05	94.74	83.5	88.67	86.84
Computing & Informatics	84.11	79.37	71.24	93.38	87.03	82.67	89.51	81.56	82.43	94.63	90.27	88.74
Creative Technology	81.48	75.28	77.17	87.65	74.16	91.3	89.74	77.01	77.53	85.19	92.13	88.04
Design & Engineering	81.25	82.81	81.82	77.42	68.75	81.82	84.38	81.25	94.34	78.13	85.94	85.45
Life & Environmental Sciences	68.49	69.83	65.22	76.39	81.9	86.81	76.06	75.86	85.71	82.86	85.96	88.52
Psychology	74.12	88.97	79.14	85.29	88.81	92.59	80.47	90.91	93.87	80.12	93.71	91.25

5. PROGRAMME LEVEL ANALYSIS

23 (35%) of programmes received an overall satisfaction of 90% or more and 36 (55%) were above the sector average of 82.65%.

Within the Faculty of Health and Social Sciences 2 programmes achieved 100%, BSc (Hons) Nutrition and BSc (Hons) Clinical Exercise Science. In addition, BSc (Hons) Physiotherapy has improved from 75% to 96.77%, having returned to similar satisfaction levels from previous years, with *Student Voice* improving 25.7% to 95.7%.

Of more concern, alongside the drop in BSc (Hons) Adult Nursing already noted, is BSc (Hons) Occupational Therapy which has now dropped for a second successive year to 73.08%. *Organisation and Management* appears to be student's area of most concern falling from 76.81% to 73.08% with Q15 'The course is well organised and running smoothly' falling by 11.88% to 57.69%.

Within the Faculty of Management BA (Hons) Economics has seen a further increase of 13.5% to 95%, following a 9% increase the previous year. *Learning community* has increased 31.39% to 92.50% with improvement in Q21 'I feel part of a community of staff and students' rising 49.26% to 90%.

BA (Hons) Business Studies has also seen an 8.1% improvement to 83.54%, its highest score in the last 5 years. Contributing to this, appears to be significant improvements in Q12 'I have been able to contact staff when I needed to' (up 10.57% to 86.59%), Q15 'The course is well organised and running smoothly' (up 20.26% to 73.17%) and Q25 'It is clear how students' feedback on the course has been acted on' (up 26.18% to 68.29%).

Of more concern is BSc (Hons) Sports Psychology and Coaching Sciences and BSc (Hons) Sports Development and Coaching Sciences which have dropped 5.71% and 9.09% to 79.07% and 78.79% respectively. *Assessment and Feedback* appears to be an area of concern for students with drops in both programmes (4.41% in Sports Psychology and Coaching Sciences and 6.06% in Sports Development and Coaching Sciences).

BA (Hons) Multimedia Journalism within the Faculty of Media and Communication has seen a second successive year of improvement with the latest result up 5.85% to 94.74%. Improvements in 8 of the 10 questions areas is evident with *Academic Support* up 10.12% to 91.23% and *Student Voice* up 13.76% to 78.95%.

BA (Hons) Advertising has seen declining *Overall satisfaction* since 2017 when it achieved 89.19% to the current score of 59.38%, a drop on 21.39% since 2019. 23 of the 27 questions have decreased since 2019 including a 41.38% to 39.39% for Q10 '*feedback on my work has been timely*' and a 43.01% drop to 45.45% in Q21 '*I feel part of a community of staff and students*'.

Finally, within the Faculty of Science and Technology BSc (Hons) Psychology has improved from 86.81% to 89.57% and has been consistently above 85% over the last 5 years. Scores in all question areas are above the BU average except for *Learning Community* which is 2.73% below at 73.93%.

BSc (Hons) Forensic Investigation has dropped from 84.62% to 79.31% with Q9 '*Marking and assessment has been fair*' and Q17 '*Any changes in the course or teaching have been communicated effectively*' showing significant drops of 30.41% to 41.38% and 32.28% to 48.28% respectively.

The two new programmes in Creative Technology: BSc (Hons) Games Design, and BSc (Hons) Games Software Engineering have both achieved scores of over 90% with 93.55% and 92.31% respectively.

The following table illustrates programme performance in *Overall satisfaction* rates over the last five years, where data is available. Further data for all 2020 programme results is available in the [NSS Dashboard](#).

NSS Programme Results - Overall Satisfaction	2016	2017	2018	2019	2020	Trend
Faculty of Health and Social Sciences						
BSc (Hons) Paramedic Science	-	-	75.00	91.30	84.62	
BSc (Hons) Midwifery (Portsmouth)	-	-	80.00	71.43	82.35	
Diphe In Operating Department Practice	96.00	100.00	96.67	92.00	73.08	
BSc (Hons) Midwifery (Bournemouth Lansdowne)	-	-	86.96	90.32	71.43	
BSc (Hons) Mental Health Nursing	68.00	86.11	92.50	67.65	70.37	
BSc (Hons) Adult Nursing	81.00	83.89	83.24	70.85	52.28	
BSc (Hons) Children's and Young People's Nursing	100.00	95.24	94.74	42.11	0.00	
BSc (Hons) Nutrition	85.00	71.43	96.00	100.00	100.00	
BSc (Hons) Clinical Exercise Science	71.00	27.27	52.38	44.44	100.00	
BSc (Hons) Physiotherapy	95.00	95.65	100.00	75.00	96.77	
BSc (Hons) Sports Therapy	-	-	-	-	92.31	
BSc (Hons) Occupational Therapy	100.00	89.47	96.15	78.26	73.08	
BA (Hons) Sociology	-	-	-	85.71	95.24	
BA (Hons) Sociology and Anthropology	-	75.00	100.00	86.67	76.92	
BA (Hons) Sociology and Criminology	-	-	-	48.57	72.50	
BA (Hons) Social Work	67.00	100.00	84.00	94.12	70.00	

NSS Programme Results - Overall Satisfaction	2016	2017	2018	2019	2020	Trend
Faculty of Management						
BA (Hons) Economics	-	-	72.73	81.48	95.00	
BA (Hons) Accounting & Finance	-	-	76.27	78.69	83.64	
BA (Hons) Finance and Business	-	-	87.50	58.33	75.00	
BA (Hons) Finance and Economics	-	-	50.00	93.33	74.07	
BA (Hons) Tourism Management	82.00	87.50	86.27	80.00	96.15	
BA (Hons) Retail Management	88.00	86.96	81.48	100.00	95.45	
BA (Hons) International Hospitality Management	82.00	66.67	88.89	81.40	93.18	
BSc (Hons) Marketing	-	72.22	95.56	94.92	86.67	
BA (Hons) Global Business Management	-	-	-	61.90	76.67	
BA (Hons) Business Studies	81.00	71.07	76.92	75.44	83.54	
BSc (Hons) Sports Management	86.00	92.11	80.65	78.85	88.00	
BA (Hons) Events and Leisure Marketing	100.00	94.12	74.19	77.42	84.62	
BA (Hons) Events Management	72.00	87.91	80.23	76.92	81.71	
BSc (Hons) Sports Psychology and Coaching Sciences	87.00	84.62	90.00	84.78	79.07	
BSc (Hons) Sports Development and Coaching Sciences	83.00	95.45	75.00	87.88	78.79	

NSS Programme Results - Overall Satisfaction	2016	2017	2018	2019	2020	Trend
Faculty of Media and Communication						
BA (Hons) Multimedia Journalism	73.00	63.46	58.93	88.89	94.74	
BA (Hons) Public Relations	88.00	81.25	77.42	90.00	90.00	
BA (Hons) Marketing Communications	90.00	95.45	95.16	89.47	90.00	
BA (Hons) Communication & Media	90.00	77.19	80.77	73.42	83.72	
BA (Hons) Advertising	89.00	89.19	87.50	80.77	59.38	
BA (Hons) Computer Animation Technical Arts	-	-	-	-	52.17	
BA (Hons) Computer Animation Art and Design	-	-	-	-	44.12	
BA (Hons) English	80.00	92.59	84.85	92.86	96.88	
BA (Hons) History	-	-	84.62	84.62	94.74	
Llb (Hons) Law	85.00	83.67	73.81	77.78	76.56	
BA (Hons) Politics	-	-	-	-	69.23	
BA (Hons) Scriptwriting For Film & Television	95.00	58.62	57.58	62.50	90.91	
BA (Hons) Film	-	-	-	91.67	77.36	
BA (Hons) Television Production	82.00	85.00	91.67	87.93	74.36	
BA (Hons) Media Production	85.00	74.63	74.07	74.07	73.21	

NSS Programme Results - Overall Satisfaction	2016	2017	2018	2019	2020	Trend
Faculty of Science and Technology						
BA (Hons) Archaeology and Anthropology	-	-	80.00	90.91	83.33	
BSc (Hons) Business Information Technology	-	-	-	60.00	92.86	
BSc (Hons) Computer Networks	-	-	-	90.91	90.00	
BSc (Hons) Software Engineering	-	-	92.31	85.00	90.00	
BSc (Hons) Computing	-	-	93.75	90.00	75.00	
BSc (Hons) Forensic Computing and Security	-	-	87.10	72.22	71.88	
BSc (Hons) Cyber Security Management	-	-	-	45.00	65.31	
BSc (Hons) Games Design	-	-	-	-	93.55	
BSc (Hons) Games Software Engineering	-	-	-	-	92.31	
BSc (Hons) Music and Sound Production Technology	-	64.71	70.00	72.22	64.71	
BSc (Hons) Design Engineering	91.00	85.71	80.00	87.50	95.24	
BA (Hons) Industrial Design	80.00	78.57	-	69.23	93.75	
BSc (Hons) Geography	-	-	81.82	92.59	92.86	
BSc (Hons) Forensic Biology	-	-	-	46.15	87.50	
BSc (Hons) Ecology and Wildlife Conservation	93.00	85.71	77.27	80.00	86.36	
BSc (Hons) Forensic Science	92.00	94.59	85.29	80.00	85.71	
BSc (Hons) Biological Sciences	71.00	77.42	48.00	64.58	82.93	
BSc (Hons) Forensic Investigation	90.00	82.35	77.27	84.62	79.31	
BSc (Hons) Psychology	86.00	88.24	85.71	86.81	89.57	