

## **Summary Report for Students – NSS and SSS 2014/15 survey**

Considering first the National Student Satisfaction Survey (NSS) for Psychology (third-year students), it is very encouraging that the vast majority of final year students were satisfied with the quality of their degree (98%) and compared to other Psychology Departments in the UK, we are ranked 4<sup>th</sup> on this measure overall. The Department scores particularly well on Organisation and Management (95%), Teaching (90%), Learning Resources (87%) and Academic Support (86%).

Scores on Assessment and Feedback have increased to 74% compared to 70% last year and we were delighted to have received commendation on the timeliness and quality of our feedback from our most recent Periodic Review conducted in 2014. Specifically the Panel praised the timeliness and quality of feedback that was provided to students and commended the Department on its ability to return work within a three week turnaround time.

The Department has also improved on Personal Development (84% compared to 81% last year). We have rolled out a number of new initiatives over the past few years, including employability modules for each year of study alongside psychology degree content, improved opportunities for training to become peer mentors, formally assessing oral presentations and interview skills, to name just a few. We hope these continuing initiatives should further improve Personal Development scores.

Considering next the overall satisfaction recorded in the internal SSS survey, it is encouraging that the majority of first and second year students were satisfied with the quality of their degree (88%), which is a similar percentage to last year. Considering next the answers to individual questions on the SSS, the Department scores particularly well on Learning Resources (88%), Teaching (81%) and Organisation and management (79%).

Academic support scores have generally been improving year-on-year. However, there was a decrease to 67% in the SSS in 2014-15. Conversely the score on the NSS remains high at 86%. We are not sure why this is the case so we will investigate this year with student input to try to ensure scores will improve once again in future years.

Scores on Assessment and Feedback (65%) are the same as last year.

There were no major issues of concern meriting further research in the free text comments which are not already being addressed by the Department.

These issues will be discussed at SSLC meetings, UG committee meetings, Curriculum Review and Departmental staff meetings.