**Dept of Physics NSS Analysis**

The Department’s performance in this year’s NSS was somewhat disappointing with the average score overall questions dropping from 88 % in 2017 to 84 % in 2018. Student Satisfaction changed from 88.9 % in 2017 to 88.1 % which can be attributed to a change in the sample size. In 2017 39 students out of 63 (61 %) and in 2018 32 students out of 54 (59 %) completed the survey. Changes in some of the values in the NSS must be understood with a reference to the fact that in 2017 a single student corresponds to 2.6 % whilst in 2018 a single student corresponds to 3.1 %.

Of the scores achieved by the department on the individual questions 10 were in the top quartile, 11 in the second quartile, 3 in the third quartile and disappointingly 3 in the bottom quartile. These should be compared with 2017 where 12 were in the top quartile, 9 in the second quartile, 5 in the third quartile and only 1 in the bottom quartile.

This year, based on the average of all question scores, the department ranks first in the Faculty, third in the University, Disappointingly our rankings in the UK and Scotland have slipped from 8th to 14th in UK and 2nd to 4th in Scotland.

**Question 27 Overall Satisfaction.**

The Department’s performance on this question is essentially the same as last year. Analysis of the actual student responses to the question (data obtained from the Office for Students) shows that whilst the percentage of students who were either happy remained the same the number of students who were unhappy decreased from 6 % in 2017 to 3 % in 2018 and this shift was accompanied by an increase in the number of students who were neutral 6% (2017) to 8 % (2018).

**Questions 1 – 4 The Teaching on My Course**

Table 1 shows the percentage change in student satisfaction for the TEF group of questions “The Teaching on My Course”. Aside from Q4, “My course has challenged me to achieve my best work” most of the changes are small and indicate that the staff are teaching well.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Ave | Q1 | Q2 | Q3 | Q4 |
| 2017 | 92 | 93 | 90 | 97 | 86 |
| 2018 | 90 | 95 | 88 | 95 | 82 |
| 2017 | Qr1 | Qr2 | Qr1 | Qr1 | Qr2 |
| 2018 | Qr2 | Qr1 | Qr1 | Qr2 | Qr3 |

*Table 1 The percentage values, top two rows and quartile rankings for years 2017 and 2018 for the TEF group of questions “The Teaching on My Course”*

**Questions 5 – 7 Learning opportunities**

Table 2 shows the responses for the NSS questions related to Learning Opportunities. Questions 5 and 6 for 2018 show significant drops compared with the values obtained in 2017 whilst Q7 shows an improvement. It is the effect of these two questions that has seen the overall drop in our average over all questions. For Q5 and Q6 analysis of the individual responses shows an increase in both those who were neutral in their response and those who were dissatisfied (Q5 10 % were dissatisfied and 12 % neutral whilst for Q6 25 % were neutral).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Ave | Q5 | Q6 | Q7 |
| 2017 | 90 | 96 | 92 | 82 |
| 2018 | 79 | 78 | 72 | 88 |
| 2017 | Qr1 | Qr1 | Qr1 | Qr2 |
| 2018 | Qr3 | Qr4 | Qr4 | Qr1 |

*Table 2 The percentage values, top two rows and quartile rankings for years 2017 and 2018 for the TEF group of questions “Learning Opportunities”*

**Questions 8 – 11 Assessment and Feedback**

The results for this section, see Table 3, are slightly disappointing and again given the 2017 scores we did the same in 2018 as we did in 2017. The changes, however, are consistent with the fluctuations we see in these scores over the years.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Ave | Q8 | Q9 | Q10 | Q11 |
| 2017 | 85 | 90 | 94 | 81 | 76 |
| 2018 | 78 | 77 | 85 | 73 | 75 |
| 2017 | Qr1 | Qr1 | Qr1 | Qr2 | Qr2 |
| 2018 | Qr2 | Qr2 | Qr2 | Qr2 | Qr2 |

*Table 3 The percentage values, top two rows and quartile rankings for years 2017 and 2018 for the TEF group of questions “Assessment and Feedback”*

**Questions 12 – 14 Academic Support**

As can be seen from Table 4 there has been slight improvement in Q12 and Q13 and a drop in Q14, which is a result of an increase in the number of students responding as neutral.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Ave | Q12 | Q13 | Q14 |
| 2017 | 88 | 94 | 82 | 85 |
| 2018 | 88 | 100 | 88 | 74 |
| 2017 | Qr2 | Qr3 | Qr2 | Qr3 |
| 2018 | Qr1 | Qr1 | Qr1 | Qr3 |

*Table 4 The percentage values, top two rows and quartile rankings for years 2017 and 2018 for the TEF group of questions “Academic Support”*

**Questions 15 – 17 Organisation and Management**

Table 5 shows the student responses for the question grouping relating to Organisation and Management. Again there seems to be a consistent level of performance in this group.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Ave | Q15 | Q16 | Q17 |
| 2017 | 91 | 90 | 88 | 92 |
| 2018 | 90 | 93 | 93 | 90 |
| 2017 | Qr1 | Qr1 | Qr1 | Qr2 |
| 2018 | Qr1 | Qr1 | Qr1 | Qr1 |

*Table 5 The percentage values, top two rows and quartile rankings for years 2017 and 2018 for the TEF group of questions “Organisation and Management”*

**Questions 18 – 20 Learning Resources**

The student responses for the grouping Learning Resources are shown in Table 6.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Ave | Q18 | Q19 | Q20 |
| 2017 | 98 | 99 | 99 | 96 |
| 2018 | 95 | 100 | 92 | 93 |
| 2017 | Qr1 | Qr1 | Qr1 | Qr2 |
| 2018 | Qr1 | Qr1 | Qr1 | Qr2 |

*Table 6 The percentage values, top two rows and quartile rankings for years 2017 and 2018 for the TEF group of questions “Learning Resources”*

**Questions 21 – 22 Learning Community**

Table 7 shows the responses for the grouping Learning Community. The response to Q22 is somewhat puzzling as the students have had the same opportunities to work together in all years of the course.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Ave | Q21 | Q22 |
| 2017 | 81 | 74 | 88 |
| 2018 | 75 | 75 | 76 |
| 2017 | Qr3 | Qr3 | Qr3 |
| 2018 | Qr3 | Qr2 | Qr4 |

*Table 7 The percentage values, top two rows and quartile rankings for years 2017 and 2018 for the TEF group of questions “Learning Community”*

**Questions 23 – 26 Student Voice**

The students’ responses to the grouping Student Voice are shown in Table 8. The steps taken last year to improve the responses to these questions have worked in part aside from a substantial drop in the students’ satisfaction with the Students’ Union.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Ave | Q23 | Q24 | Q25 | Q26 |
| 2017 | 83 | 83 | 83 | 85 | 82 |
| 2018 | 74 | 93 | 87 | 72 | 42 |
| 2017 | Qr1 | Qr4 | Qr2 | Qr1 | Qr1 |
| 2018 | Qr2 | Qr1 | Qr1 | Qr2 | Qr3 |

Table 8 The percentage values, top two rows and quartile rankings for years 2017 and 2018 for the TEF group of questions “Student Voice”

**NSS Questions**

|  |
| --- |
| **The teaching on my course** |
| 1. Staff are good at explaining things. |
| 2. Staff have made the subject interesting. |
| 3. The course is intellectually stimulating. |
| 4. My course has challenged me to achieve my best work. |
| **Learning opportunities** |
| 5. My course has provided me with opportunities to explore ideas or concepts in depth. |
| 6. My course has provided me with opportunities to bring information and ideas together from different topics. |
| 7. My course has provided me with opportunities to apply what I have learnt. |
| **Assessment and feedback** |
| 8. The criteria used in marking have been clear in advance. |
| 9. Marking and assessment has been fair. |
| 10. Feedback on my work has been timely. |
| 11. I have received helpful comments on my work. |
| **Academic support** |
| 12. I have been able to contact staff when I needed to. |
| 13. I have received sufficient advice and guidance in relation to my course. |
| 14. Good advice was available when I needed to make study choices on my course. |
| **Organisation and management** |
| 15. The course is well organised and running smoothly. |
| 16. The timetable works efficiently for me. |
| 17. Any changes in the course or teaching have been communicated effectively. |
| **Learning resources** |
| 18. The IT resources and facilities provided have supported my learning well. |
| 19. The library resources (e.g. books, online services and learning spaces) have supported my learning well. |
| 20. I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to. |
| **Learning community** |
| 21. I feel part of a community of staff and students. |
| 22. I have had the right opportunities to work with other students as part of my course. |
| **Student Voice** |
| 23. I have had the right opportunities to provide feedback on my course. |
| 24. Staff value students’ views and opinions about the course. |
| 25. It is clear how students’ feedback on the course has been acted on. |
| 26. The students’ union (association or guild) effectively represents students’ academic interests. |
| Q27 Overall satisfaction |