

National Student Survey (NSS) Action Planning 2024/25

Guidance

This guidance is aimed at reporting units completing the NSS Action Planning template and Faculties completing the NSS Action Planning Faculty Summary Report template.

Background

The NSS action planning process for 2024-25 differs from the Enhancement Subject Action Planning (ESAP) Student Experience process undertaken in 2023-24. It focuses solely on the NSS results for UG programmes. Other sources of student feedback for both UG and PGT provision and other data sources will be covered by a separate, revised Annual Subject Action Planning (ASAP) process for 2024-25.

The Process

Once the NSS results are published and the supporting subject level data is available, reporting units need to develop action plans in response to the NSS results and complete the National Student Survey action plan template. The completed templates should be submitted to the Faculty for review and approval; each Faculty will determine the governance for these, e.g. whether the plans should be submitted to the Faculty Academic Quality and Standards Committee or Faculty Education Committee, or both. Faculties should communicate these requirements to the reporting units. The Faculties need to complete the summary report template in relation to the action plans and submit it to the Academic Quality and Standards Committee by **Wednesday 6 November 2024**.

Reporting Unit

Reporting units are determined locally: they can be level 1 Departments (or Schools in the Faculty of Health and Life Sciences (HLS)) or they can be level 2 Schools (or Institutes in HLS).

Faculties are responsible for ensuring that reporting units are informed of the deadline by which they must submit their action plan and where it should be submitted to.

Engagement with the Process

In its summary report, the Faculties are asked to confirm if all reporting units have completed and submitted their action plan. If any action plans are late, partially completed, or have not been approved by the Faculty, the Faculty needs to report this in the summary report. This should be a brief statement from the Faculty to indicate which reports are late, incomplete, or not approved and confirmation that the Faculty is liaising with the reporting unit to ensure a satisfactory action plan is received.

Section One: Evaluation of Impact of Actions for 2023/24

It is important that this is completed to indicate what was achieved through the actions from the last academic year. Did they achieve the original aim? Did they fail to do achieve what

was intended? Were there unintended consequences from the actions? Are there any further actions to be taken?

Section Two: NSS Action Plan for 2024-25

Please ensure this section is clear as to which results and NSS questions are being addressed and how, and how the impact of the actions will be measured; this latter point will inform the completion of Section One above for these actions in next year's action plan report.

Section Three: Actions that need to be escalated to the Faculty of University level

Please complete this for actions that the reporting area cannot progress themselves and, if known, indicate if this is for Faculty or University action.

Section Four: Best or Innovative Practice

Please limit these to three examples, ideally these should be practices that can be shared and disseminated beyond the specific programme or subject area.

Programme Coverage for Reference

Please list all the UG programmes for which the NSS results have been considered in this report.