**Feedback and the NSS 2017 question set**

See <http://www.hefce.ac.uk/pubs/year/2016/CL,302016/> for further information.

It is clear from the published documentation about the Teaching Excellence Framework, that NSS will be very important among the metrics planned to be used for ranking institutions into ‘gold, silver and bronze’ categories. Feedback has increased prominence in the 2017 NSS, with questions 8-11 having been tightened from their original versions, and with Questions 12 and 13 having distinct implications for feedback processes. Additionally, the new Questions 23-25 bring in feedback from students, and how this is handled. The table below presents the 2017 NSS statements for reference.

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| **Revised NSS Questionnaire 2017** |
| *Numbering refers to the new question numbers* |
| **The teaching on my course [four questions reduced to three]** |
| 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 [New section]** |
| 1. My course has provided me with opportunities to explore ideas or concepts in depth |
| 1. My course has provided me with opportunities to bring information and ideas together from different topics |
| 1. My course has provided me with opportunities to apply what I have learnt |
| **Assessment and feedback [five questions reduced to four]** |
| 8. The criteria used in marking have been clear in advance |
| 9. Marking and assessment have 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 ~~is~~ running smoothly |
| 16. The timetable works efficiently for me ~~as far as my activities are concerned~~ |
| 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 [new section]** |
| 1. I feel part of a community of staff and students |
| 1. I have had the right opportunities to work with other students as part of my course |
| **Student voice** [new section, including a ‘students’ union’ question, to be reported separately to the other NSS questions] |
| 1. I have had the right opportunities to provide feedback on my course |
| 1. Staff value students’ views and opinions about the course |
| 1. It is clear how students’ feedback on the course has been acted on |
| 1. The students’ union (association or guild) effectively represents students’ academic interests |
| **Overall satisfaction** |
| 27. Overall, I am satisfied with the quality of the course |

(Please note that I wasn’t involved in drafting any of the NSS statements, but the survey has become important not least because of the way the statistics it gives are being used).