

# The Impact of Student Surveys

QQI conference  
17<sup>th</sup> October 2023

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National  
College *of*  
Ireland

# *Mission and Values - underpin Strategy*

**Mission**  
To Change Lives  
Through  
Education

**Values**  
Learner-  
Centered

Strategic Plan 2022-27: Priority 1 “**Students**”:

*We will foster a distinctive NCI graduate and a well-balanced graduate body that aligns to our mission in terms of distinctive and flexible modes of learning (access) and internationalisation.*

*Objective 1.4:*

To achieve an optimal mix in the student body, ensuring that the **student voice is integral** to our planning, resourcing and innovations

# The Student Voice

- NCI-NCISU Partnership Agreement (2022)



## Partnership Principle 6: Student Voice

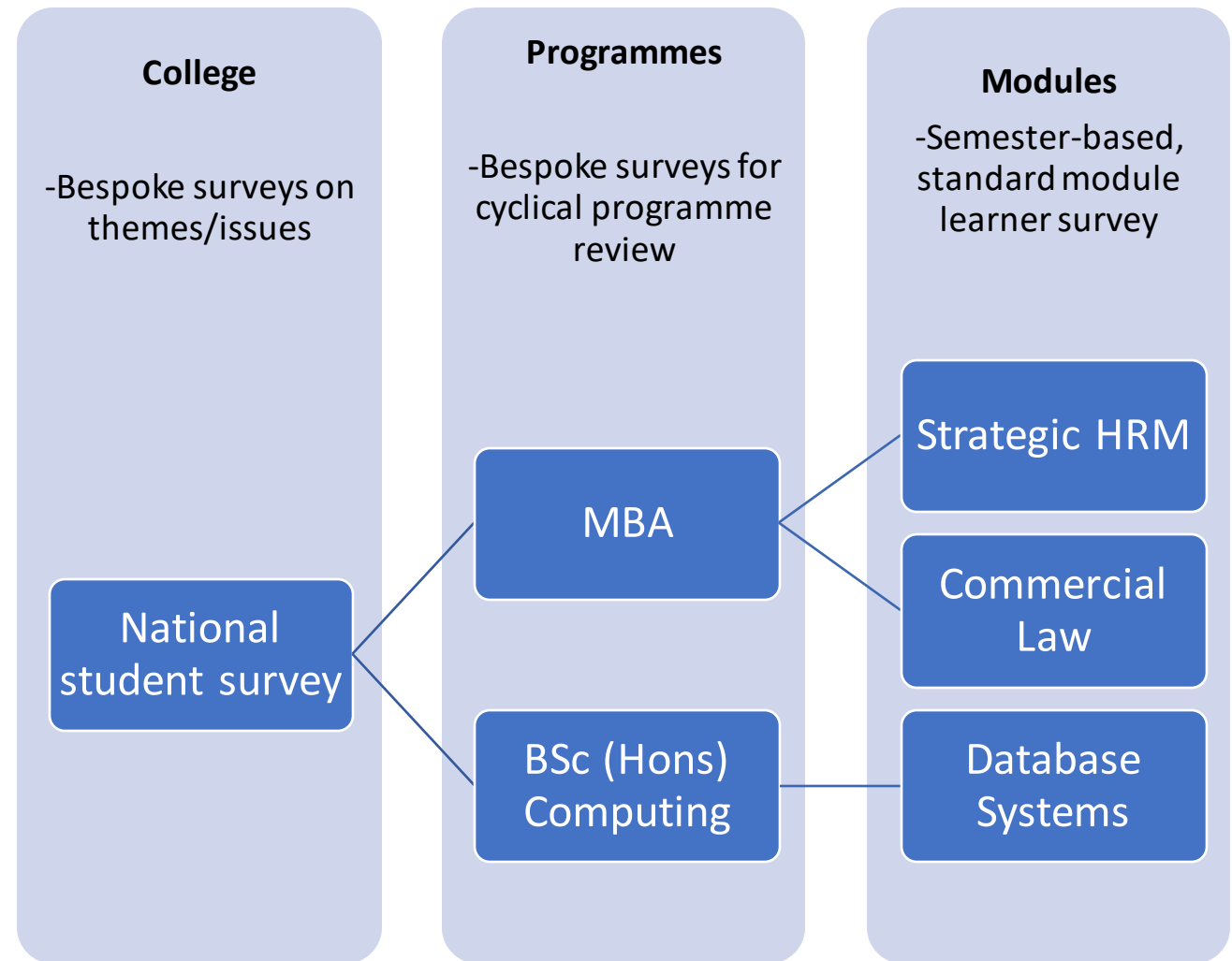
*“The College and Union will work together to maximise student participation and engagement in internal and external feedback structures and surveys, including the national student survey – [student.survey.ie](http://student.survey.ie).”*

*The College will also commit to ensuring the outcomes and impact of the student voice is captured and demonstrably communicated back to students, to close feedback loops and document how the student voice informs decision making to improve short and longer-term activities and goals”*

# Triangulate student Survey data to create meaningful insights

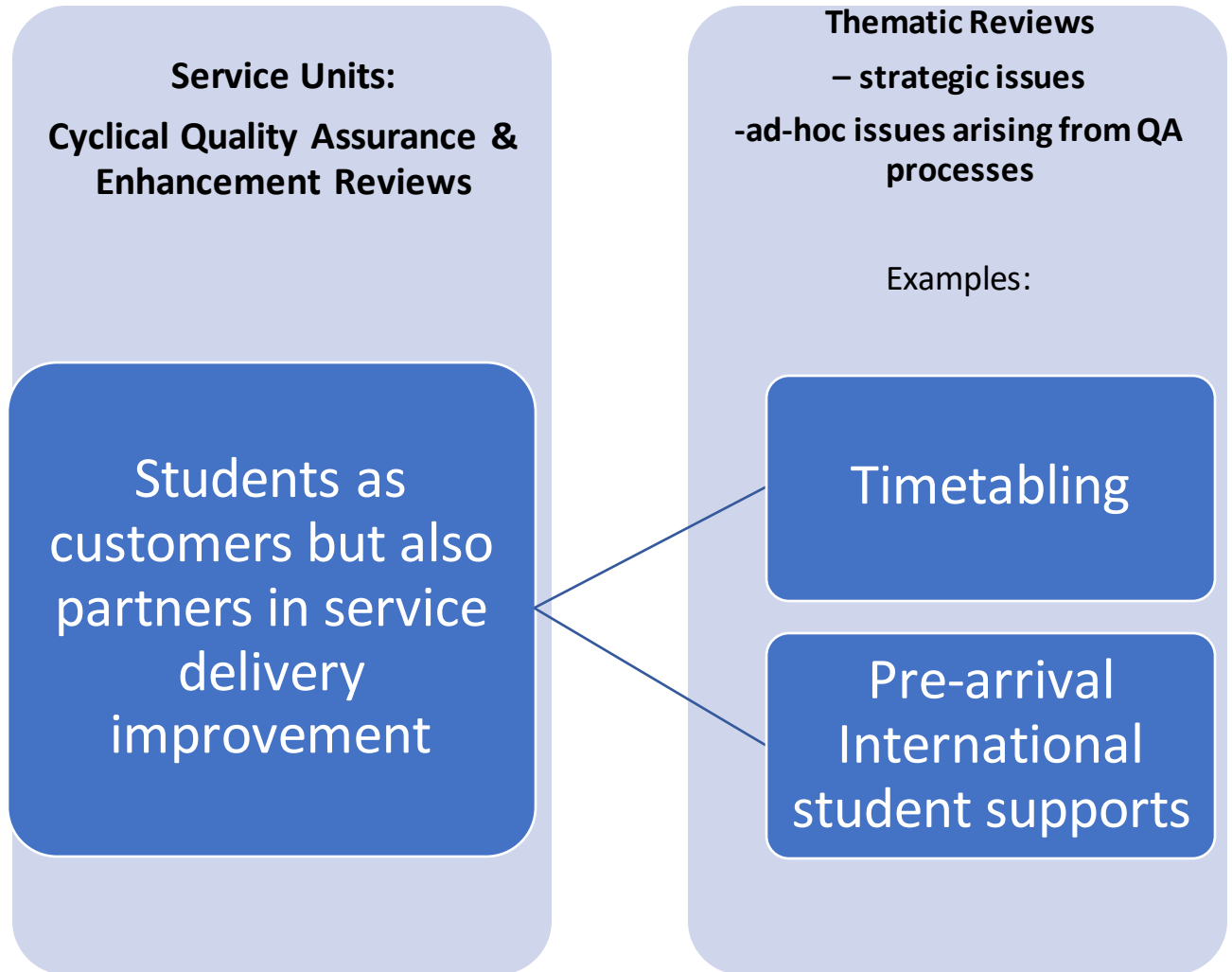
## Student Engagement, Learning, Teaching & Assessment

- ❑ College level – all Schools
- ❑ Programme level – e.g. MBA; BSc(Hons) Computing
- ❑ Module level

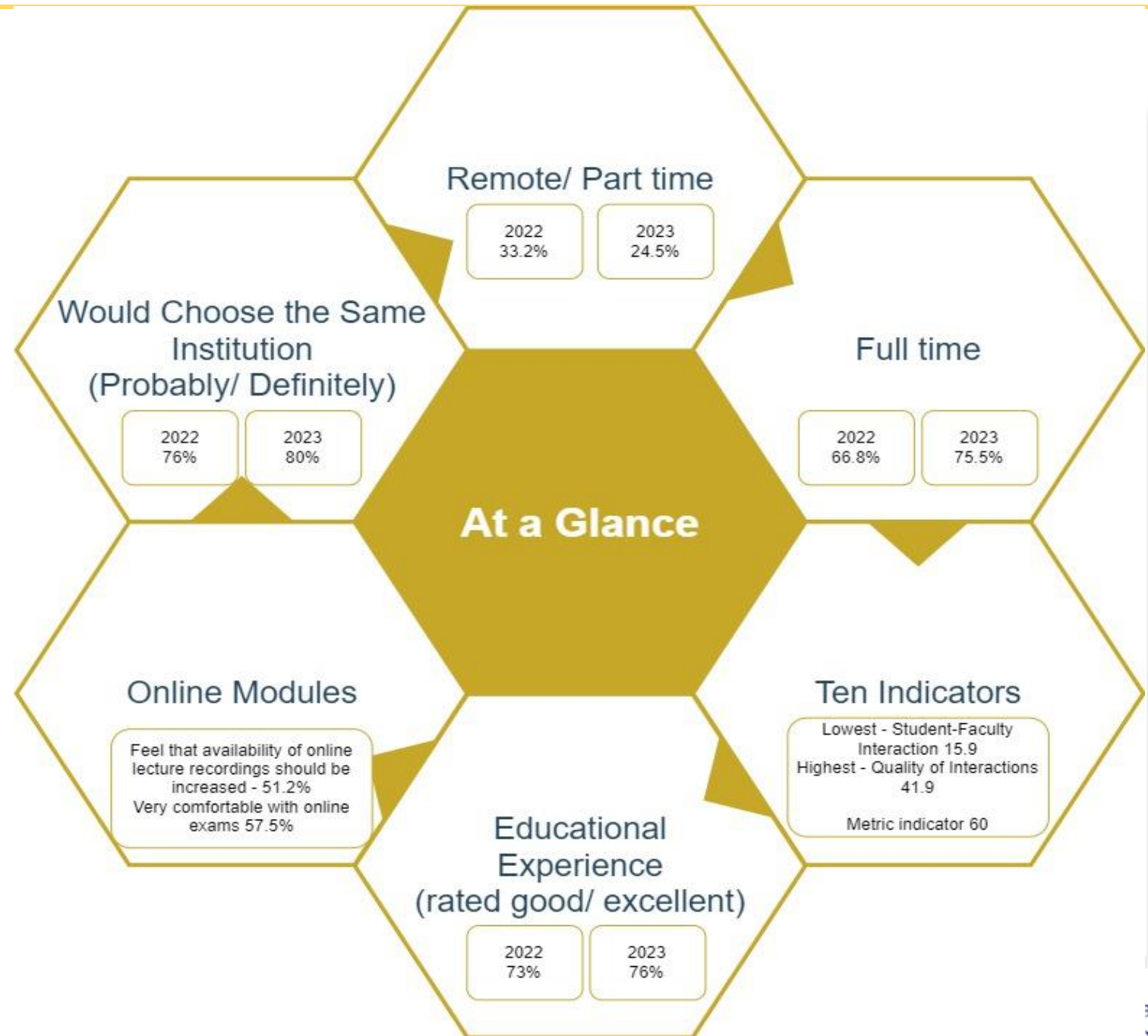


# Triangulate student survey data to create meaningful insights

- ❑ Service Unit Reviews e.g. NCI Admissions office
- ❑ Themes e.g. student experience of NCI International Student Supports

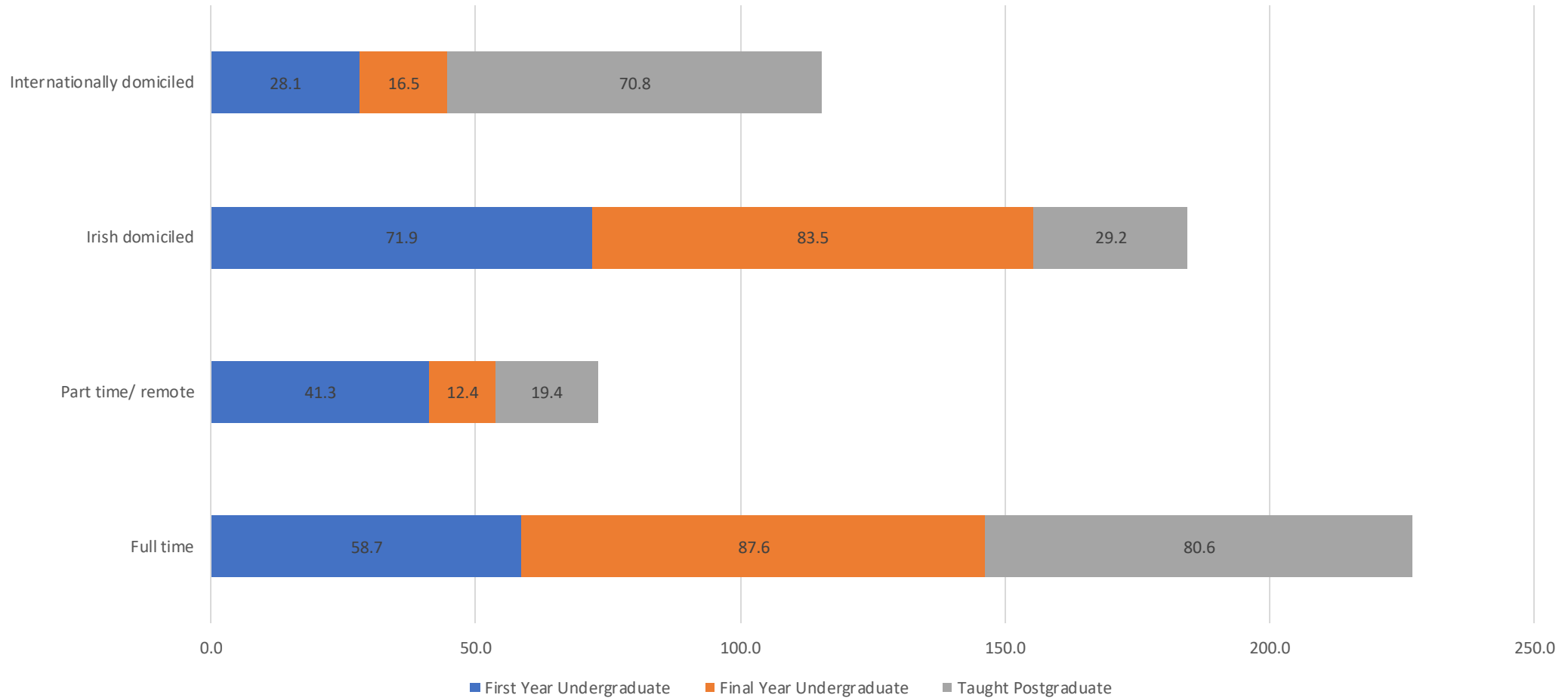


# studentsurvey.ie 2023 results - At a Glance

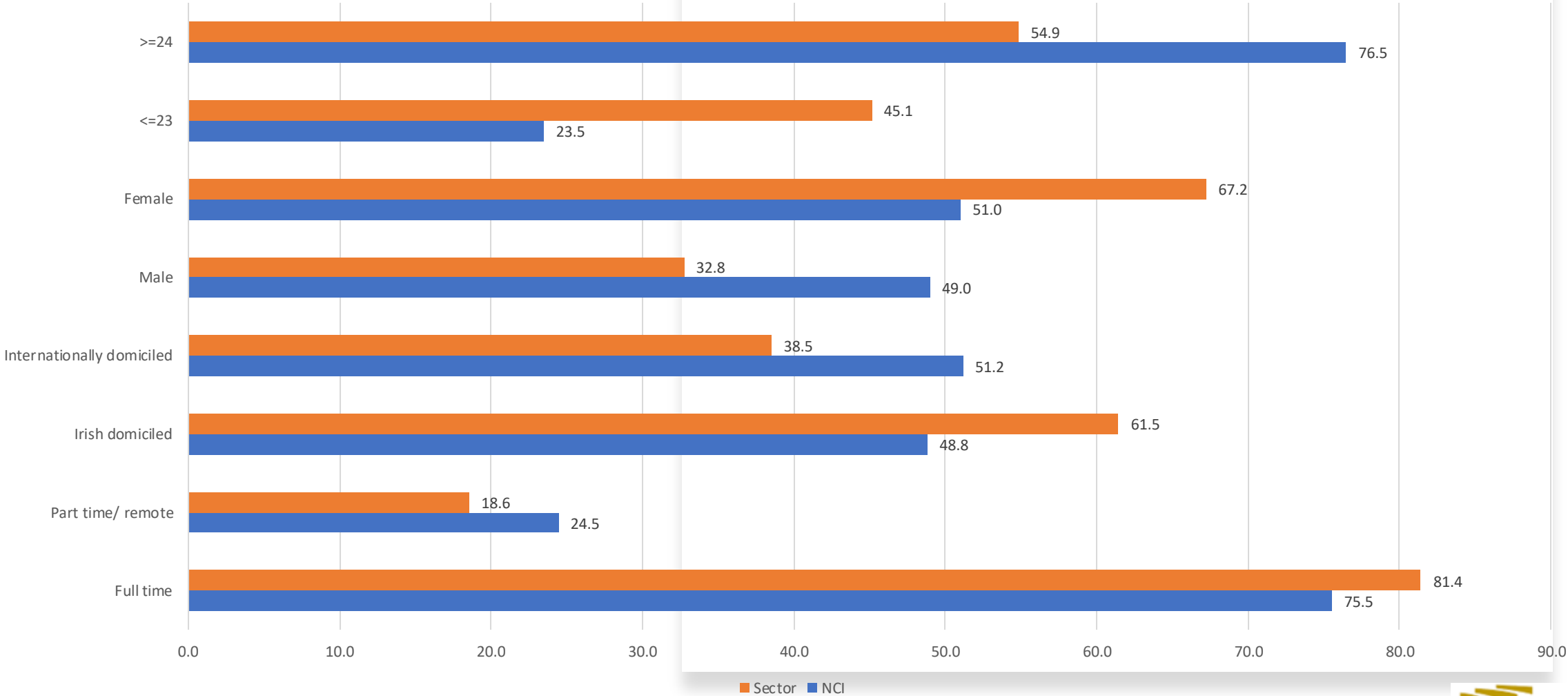


General improvement in comparison with sector on 2021-22 results except for collaborative learning 29.5% (NCI) vs 30.5% (sector)

# NCI 2023 Student Learning Profile



# 2023 Data and Comparison with Sector



Comparison with Sector

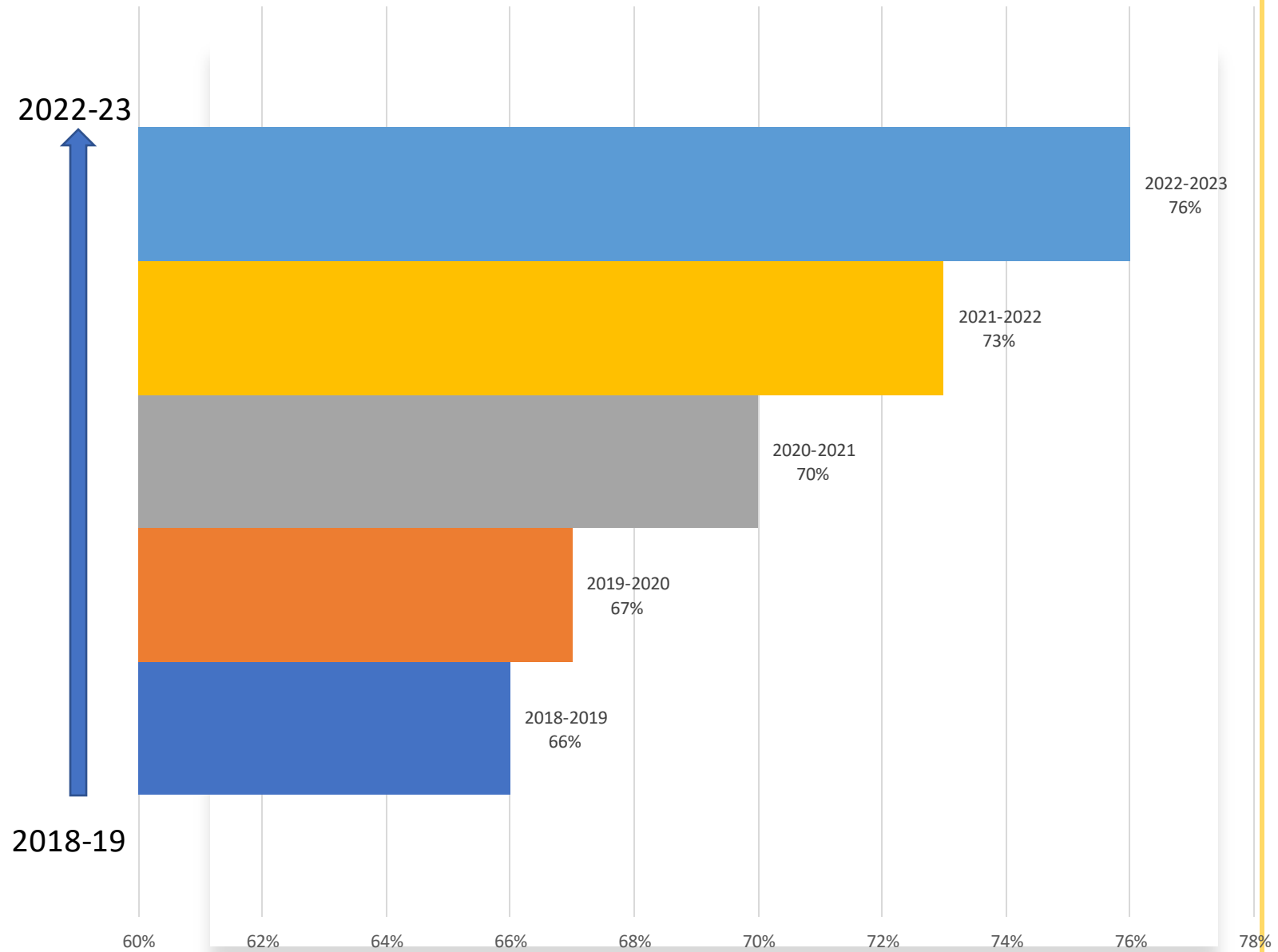


Key Finding:  
NCI's learner profile is distinctive

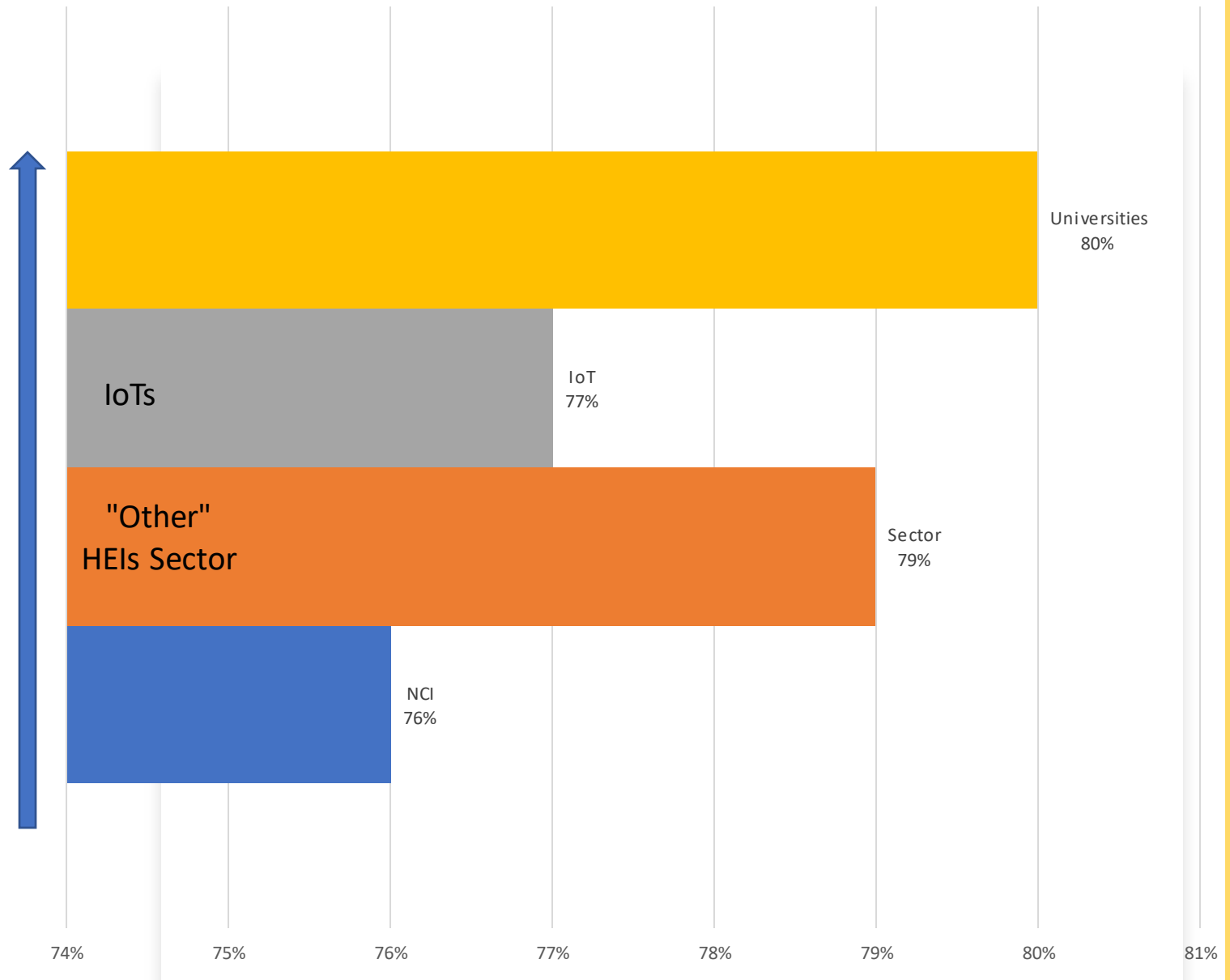
- more part-time
  - more international
  - more mature
  - more male
- ...than the sectoral average.....

How are we supporting this profile?

Overall Educational Experience at NCI – comparison with previous five years (rating = Good or Excellent)



Overall Educational Experience at NCI 2023 - comparison with other institution groups (rating = Good or Excellent)

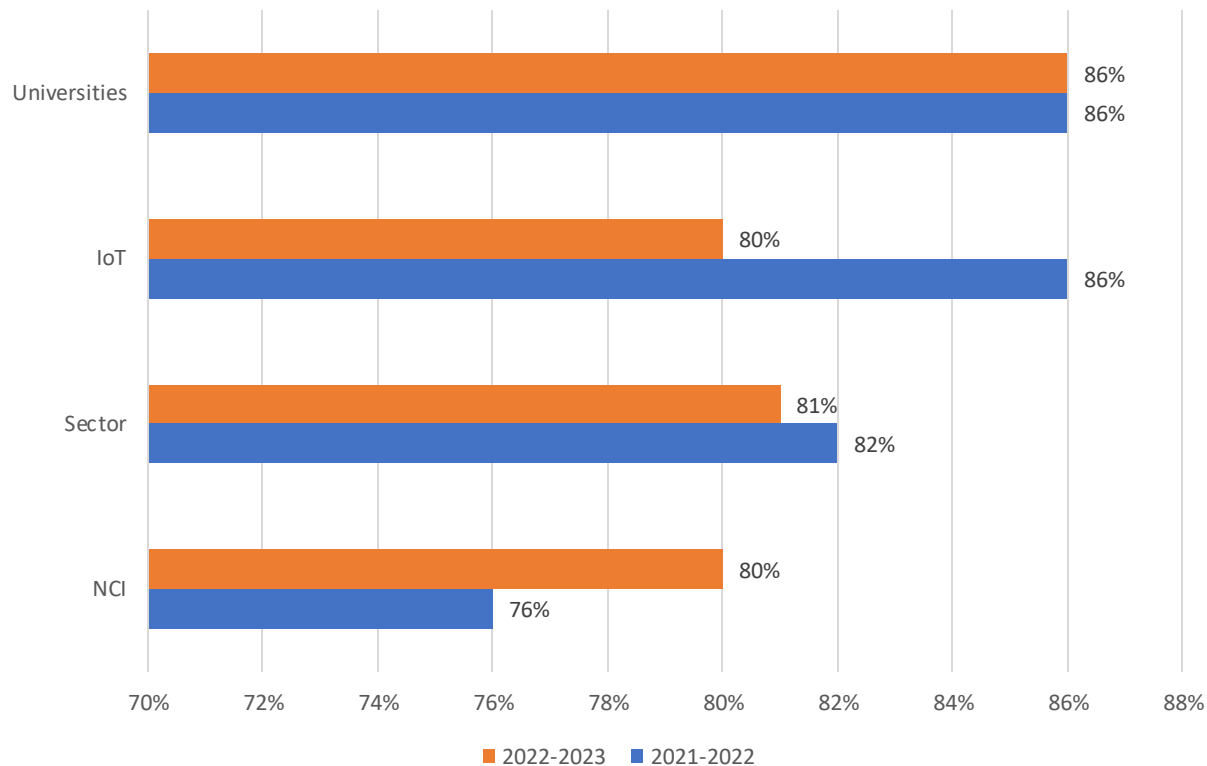


Would choose same institution to begin studies again (response = probably yes/ definitely yes)

Universities

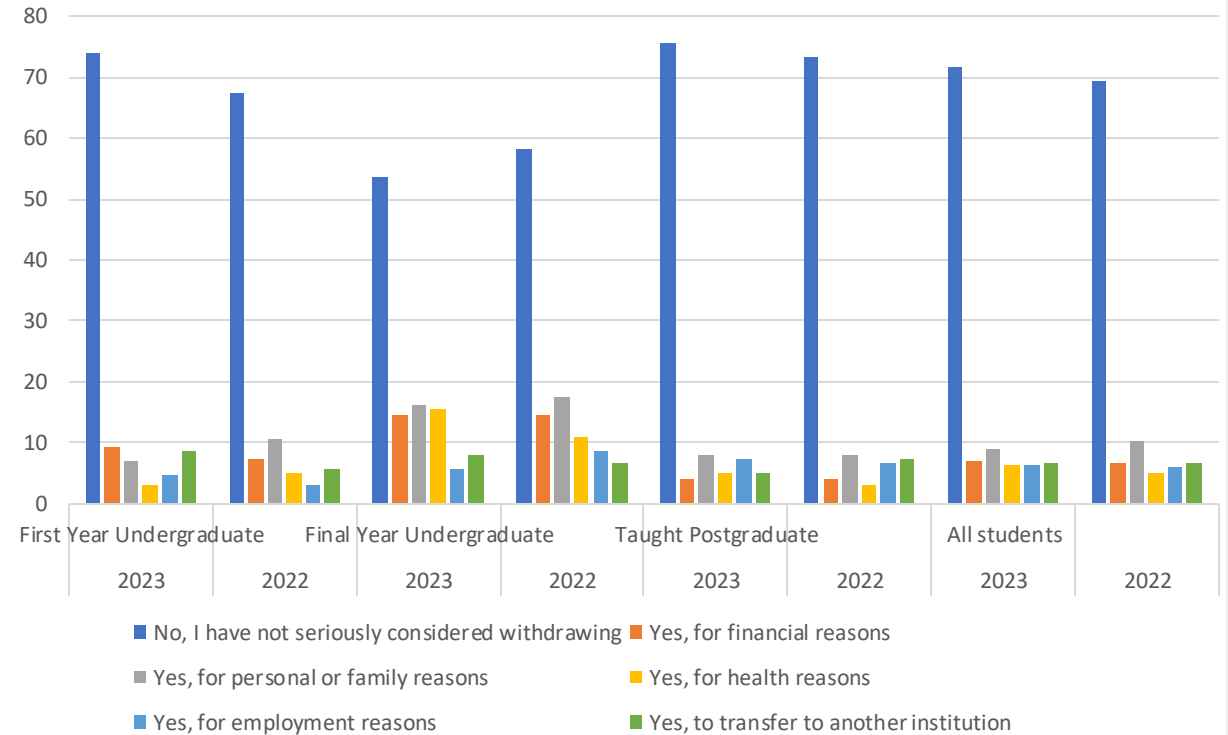


NCI



Have you ever seriously considered withdrawing from your degree programme?

2023 v 2022: have you ever seriously considered withdrawal?



Key Finding:

Final Year UGs were consistently more likely to answer “Yes” over past three years

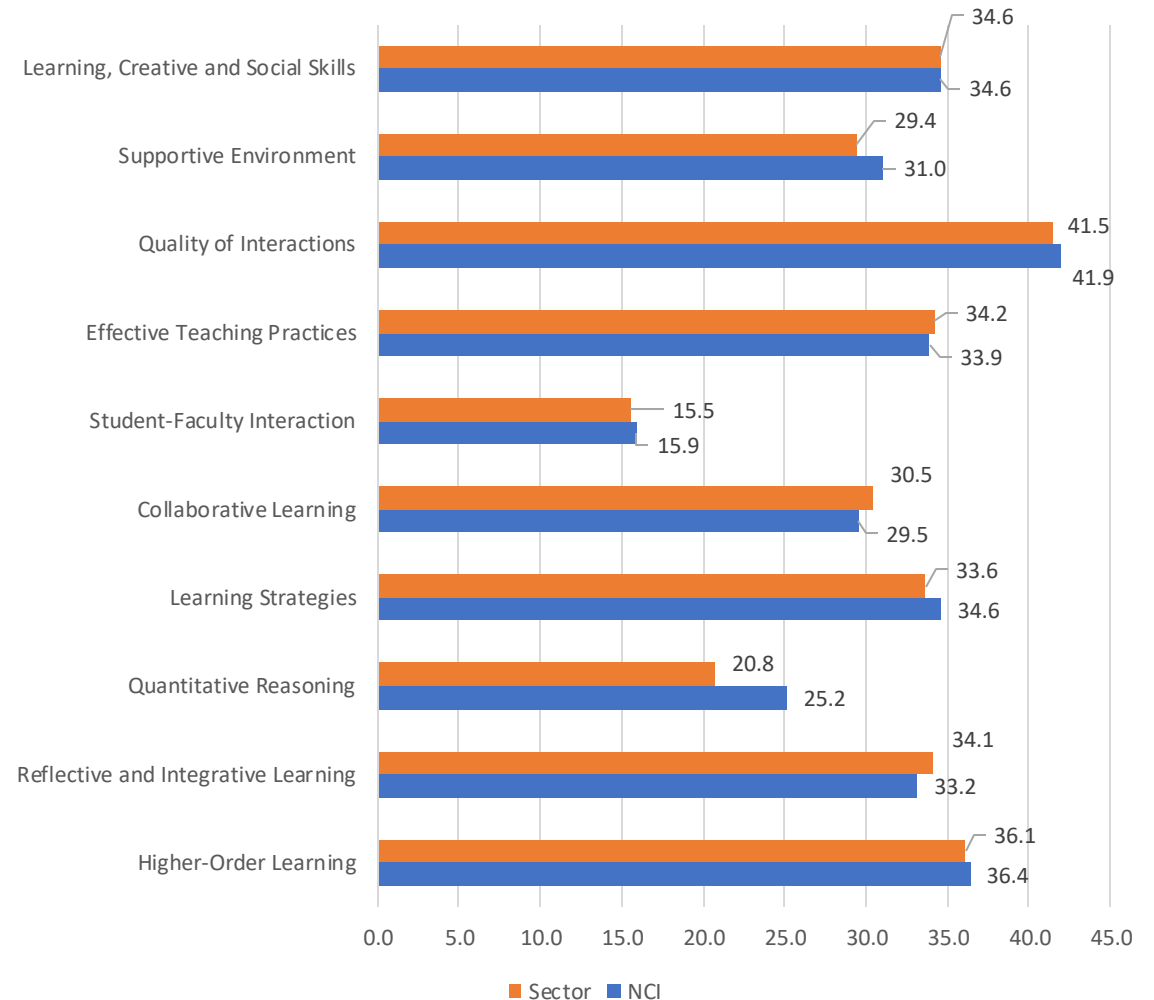
Action:

- SU discuss with Final Year Class Reps
- Quality Office organise facilitated Focus Group with willing final year students
- Identify what additional supports are needed

## Ten indicators – comparison with sector (metric/60) (2023)

-meaningful data at programme level


-use during programme monitoring and review



# Conclusions about Impact

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1. Understanding Impact of student surveys takes investment of time, technology, people and patience!
    - a) Get to know your learner profile
    - b) Regular monitoring of agreed indicators of Quality
    - c) Triangulation of data
    - d) Analytical competence and report-writing to convince others
    - e) SU can help
    - f) Who “Owns” the issues arising?
    - g) Governance structures must work
    - h) In-depth reviews where necessary

2. Impact can be tacit – influencing behaviour positively over time will eventually change practice

3. Policies and procedures must keep up!