

Learning, teaching, and research Committee



Student experience performance indicators

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Student satisfaction and engagement survey 2024

Introduction

The student satisfaction and engagement survey (SSES) provide a means to evaluate and enhance college provision in Scotland.

The SSES is a national approach to monitoring student satisfaction and engagement that over time will provide a consistent basis for college regions to evidence impact and improvement.

The survey targeted all students who are enrolled on a course of more than 4 credits or 160 hours of delivery studying at SCQF levels 1-10, including senior phase and work-based students. The survey includes 13 core questions set by the Scottish Funding Council (SFC). Students taking part in the National Student Survey and students on postgraduate programmes of study (SCQF levels 11-12) were not included in the sample. The survey was open to students between Monday 18th March until Friday 26th April 2024.

Whilst we have received our NWH data return for academic year 2023/24, SFC have not yet published the sector wide analysis and benchmarking data for 2024 (usually by October of the following academic year). This paper provides Committee members with early sight of NWH results for AY2023/24 for discussion.

Main Survey (all students)

Question	All	Senior phase	WB
Overall, I am satisfied with my college experience	92%	97%	100%
Staff regularly discuss my progress with me	85%	91%	100%
Staff encourage students to take responsibility for their learning	97%	99%	100%
I am able to influence learning on my course	85%	96%	100%
I receive useful feedback which informs my future learning	91%	95%	100%
The way I'm taught helps me learn	85%	93%	93%
My time at college has helped me develop knowledge and skills for the workplace	89%	94%	93%
I believe students suggestions are taken seriously	88%	96%	93%
I believe all students at the college are treated equally and fairly by staff	92%	96%	100%
Any changes in my course or teaching have been communicated well	88%	96%	100%
The online learning materials for my course have helped me learn	86%	91%	93%
I feel that I am part of the college community	82%	85%	93%
Student voice question			
The college student's association influences change for the better	91%	98%	100%

Overall satisfaction rates for legacy colleges AY2022/23*

Legacy college	All	Senior phase	Work based
UHI North Highland	93%	96%	100%
UHI Outer Hebrides	95%	100%	Nil return
UHI West Highland	89%	91%	Nil return
Average for comparison	92%	96%	100%

*Data from UHI SSES 22-23 results dashboard.

SFC further education performance indicators AY2022/23

PI proforma

The SFC publish performance indicators (PIs) for credit funded activity across the college sector annually. We have received our final PIs for academic year 2022-23 relating to each of the three legacy colleges. The full documents, as SFC require, will be published on our website, and are included in appendices 1 – 3, for your information.

At the time of writing, the SFC sector analysis had not been published.

However, AY21-22 sector averages were:

Completed successful: 59% (full-time); 76.3% (part-time)

Partial success: 11.7% (full-time); 13.0% (part-time)

Withdrawal: 29.3% (full-time); 10.7% (part-time)

Each PI proforma include headline figures for completed successful, partial success and withdrawal rates across a six-year period for full-time enrolments, and across a three-year period for part-time enrolments.

For ease of reading, the following tables provide a summary across our three legacy colleges on the headline PIs for AY2022-23.

Outcomes for FE on recognised qualifications (full-time) AY22 – 23 (AY21-22 for comparison)

Measure	North Highland	Outer Hebrides	West Highland
Completed successful	67.6% (68.8%)	76.4% (66.7%)	58.8% (62.9%)
Partial success	12.7% (12.3%)	7.5% (16.2%)	13.5% (14.5%)
Withdrawal	19.7% (18.9%)	16.0% (17.1%)	27.7% (22.6%)

Outcomes for FE on recognised qualifications (part-time) AY22-23 (AY21-22 for comparison)

Measure	North Highland	Outer Hebrides	West Highland
Completed successful	72.4% (65.0%)	86.3% (83.4%)	81.3% (78.2%)
Partial success	16.3% (21.8%)	6.2% (8.6%)	12.2% (16.4%)
Withdrawal	11.4% (13.1%)	7.5% (8.0%)	6.5% (5.4%)

Next steps

Survey results, alongside our other performance indicators and self-evaluation activities will inform our enhancement planning.

Appendices

1. [North Highland PI proforma for publication 2022-23](#)
2. [Outer Hebrides PI proforma for publication 2022-23](#)
3. [West Highland PI proforma for publication 2022-23](#)