

Early Student Experience Survey 2025

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Summary

Response rates have increased significantly for senior phase from last year; 49% for Senior Phase, but there has been a decrease in the main survey at 38%. These are stronger within some subject areas, creative industries having the highest in the main survey at 59%, Education & Early Years, Supported Learning and Business & Hospitality being the highest at 58% in the Senior Phase Survey. The lowest responses in senior phase, Golf, Land Sciences and Rural Economy which had 14% response rate and Sustainability Sciences, Renewables & Gaelic 14% for the main survey. The main survey has a notable difference in response rates from Further Education at 38% and Higher Education 28%, this is a common occurrence.

Of those students who did respond, **overall satisfaction** is mostly high; 98% for senior phase and 93% for the main survey. There are some standout areas where overall satisfaction is lower, however it must be noted that for some the respondent numbers are low which does impact heavily on percentages.

Senior phase respondents who; identify as British (80% satisfaction), The most dissatisfied group of senior phase respondents in relation to disability are those who have more than one disability category (91% satisfaction)

Main survey respondents who; identify as Welsh least satisfied with (80% satisfaction). The most dissatisfied group of main respondents in relation to disability are those who are A physical impairment or mobility issues (88% satisfaction).

Low overall satisfaction by course can be noted on pages 6, 11 and 12, however the level of dissatisfaction on courses may not be representative of the whole group, if the response rate is low.

Looking to individual questions those which score highest for both senior phase and the main survey are students feeling they are treated fairly and equally, that they are on the right course and overall, they are satisfied with their student experience. Those which score lowest for senior phase and the main survey are awareness of student voice rep, Students Association (HISA), senior phase also had knowing how to access MyDay. Another which scored lowest for the main survey is the information received before the start of the academic year, helped prepare students for their studies.

Academic teams have been given access to results which allow them to filter by course to view satisfaction rates and comments. This is restricted so that staff cannot identify individual students or easily filter by our three legacy campuses to compare and complete. Results for all staff: [Quality Enhancement - survey \(sharepoint.com\)](#).

Senior Phase

Response rates

Department	Total Enrolments	Responses	Responses %
Education and Early Years, Supported Learning	76	44	58%
Humanities, Applied Social Sciences, Gaelic	12	3	25%
Business and Hospitality	158	92	58%
Creative Industries, Hair & Beauty	57	31	54%
Golf, Land Sciences and Rural Economy	22	3	14%
Adventure Studies & Marine Sciences	38	31	82%
Built Environment, Construction, Equine & Vet Nursing	86	33	38%
Engineering	81	53	65%
Health & Social Care, NAT 5/Highers, ESOL, Core Skills & Computing	251	91	36%
	781	381	49%

There are stronger areas above 50%; Adventure Studies & Marine Sciences (82%) Education and Early Years, Engineering (65%) Supported Learning and Business and Hospitality (58%). There are individual courses with higher numbers and high response rates. For example; Foundation Apprenticeship Creative and Digital Media SCQF 6, National 4 Fashion and Textiles Technology SCQF 4, NPA Bakery SCQF 4 and Sfw Maritime Studies SCQF 5.

Overall

All respondents have a satisfaction rate of 98%, which means they have selected either Agree or Strongly Agree in relation to the statement "Overall, I am satisfied with my college experience".

The majority of question have a satisfaction rate of 80% or higher.

I am aware of the role of the Student Voice Rep for my class, I know who the Students' Association are (Highlands & Islands Students' Association [HISA]) and I know how to access MyDay received the lowest satisfaction at 48%, 53% and 64% respectively.

In addition to Overall, I am satisfied with my college experience, I am treated fairly and equally by staff, and I feel I am on the right course received high satisfaction at 98%.

Schools summary

Protected characteristics

The overall satisfaction rate is high (100%) within most categories of protected characteristics. Some are lower, although many are still upwards of 90%, as noted below;

Gender	Responses	Responses satisfied	%
Male including Trans Man	153	152	99%
Prefer not to say	14	12	86%
Female including Trans Women	181	176	97%
In another way	7	7	100%

Caring Responsibilities & Experienced	Responses	Responses satisfied	%
Caring responsibilities	15	13	87%
Care experienced	1	1	100%

Ethnicity	Responses	Responses satisfied	%
Any Mixed Background	3	3	100%
Arab	1	1	100%
Bangladeshi	1	1	100%
British	10	8	80%
Chinese	2	2	100%
English	17	16	94%
Other	2	2	100%
Other Asian Background	1	1	100%
Other Background	1	1	100%
Other White Background	8	8	100%
Pakistani	1	1	100%
Polish	8	8	100%
Prefer not to say	5	4	80%
Scottish	298	284	98%
Welsh	1	1	100%

Disability	Responses	Responses satisfied	%
No disability	289	284	98%
Prefer not to say	14	13	93%
Yes	55	53	96%
I have a specific learning difficulty such as dyslexia, dyspraxia or ADHD	27	26	96%
Mental health condition such as depression, schizophrenia or anxiety	1	1	100%
I have a physical impairment or mobility issue	1	1	100%
A long-standing illness or health condition such as cancer, diabetes, epilepsy, asthma	6	6	100%
A social/communication impairment e.g., Aspergers	8	8	100%
D/deaf or hearing impairment	1	1	100%
I have one or more of these disabilities listed below	1	1	100%

Overall satisfaction by course

The overall satisfaction rate is high (100%) for most courses. Quite a few courses didn't complete any quantitative questions. A smaller number are lower, as listed below.

Course	Responses	Responses satisfied	%
NPA Construction Skills SCQF 5	15	14	93%
NQ Introduction to Construction and Engineering Level 4	1	0	0%
SfW Early Learning and Childcare SCQF 4	27	26	96%
SfW Engineering Skills SCQF 5	28	27	96%

Senior Phase Comments

Students were asked, “tell us what you like about your course and the college”, the overall themes from the question are:

- Course – fun, the content and practical element.
- Prefer college to school
- Tutors are friendly and supportive.
- Learning and Teaching- a lot of students commented on the way staff teach on courses. The instructions are clear and they feel they are learning lots of life skills.

Students were asked, “tell us what you don’t like about your course and the college”, the overall themes from the question are:

- Washinh, cleaning and writing
- Enrolment issues- students found the process complicated
- Toilets are rubbish and not clean
- Nothing

Positive comments

“My lecturer makes the learning fun and understanding”- SfW Engineering Skills SCQF 4

“I really enjoy this course because I find it really fun, It's also a big difference from school every day so that makes the week a bit more exciting knowing I have collage to look forward too. I like how I get to do fun things with my friends/ new friends.”- NPA Beauty Skills SCQF 4

“I think it’s fun and a lot better than school”- SfW Early Learning and Childcare SCQF 4

“It is import for me to help my future and its good i can do it while in school”- Foundation Apprenticeship Social Services Healthcare SCQF 6

Negative Comments

“It took an age to enrol, and i only joined a course a month after it started”- National 5 Computing Science SCQF 5

“I don't have anything I don't like”- NPA Beauty Skills SCQF 4

“It’s hard to ask questions as it is online.”- Higher Business Management SCQF 6

“The toilets aren’t nice and don’t have a good lock”- NPA Construction Craft and Technician SCQF 4

Main Survey

Response rates

	All			Further Education			Higher Education		
Cognate group	Target	Response	%	Target	Response	%	Target	Response	%
Education and Early Years, Supported Learning	208	79	38%	140	71	51%	68	8	12%
Business and Hospitality	167	70	42%	119	50	42%	48	20	42%
Creative Industries, Hair & Beauty	261	154	59%	132	89	67%	129	65	50%
Golf, Land Sciences and Rural Economy	265	54	20%	19	13	68%	246	41	17%
Adventure Studies & Marine Sciences	111	24	22%	39	11	28%	72	13	18%
Sustainability Sciences, Renewables & Gaelic	72	10	14%				72	10	14%
Built Environment, Construction, Equine & Vet Nursing	231	87	38%	186	68	37%	45	19	42%
Engineering	292	94	32%	148	54	36%	144	40	28%
Health & Social Care, NAT 5/Highers, ESOL, Core Skills & Computing	507	139	27%	403	98	24%	104	41	39%
Total	2114	711	34%	1186	454	38%	928	257	28%

There are strong response rates in Creative Industries, Hair & Beauty (59% of 261 students).

There are individual courses with exceptional high response rates. For example, NC Creative Industries Art and Design, NQ Art & Design with Textile Level 5, NQ Employability Programme in Construction Level 5, NQ Hairdressing, NQ Hair and Beauty Level 4, SVQ 1 Professional Cookery Units (SQA) SCQF 4, SVQ Level 1 Professional Cookery Units (SQA) SCQF 4, SVQ Level 3 Hairdressing SCQF 6, EAL SVQ 2 Performing Engineering Operations (Electrical) Level 5, EAL SVQ 2 Performing Engineering Operations (Mechanical) Level 5 and HNC Sound Production, all with (100%)

Overall

All respondents have a satisfaction rate of 93%, which means they have selected either Agree or Strongly Agree in relation to the statement "Overall, I am satisfied with my college experience".

Satisfaction is high almost all the questions, being above 80% in 13 out of 15 main questions, with only the student association questions falling below 80%.

In addition to Overall, I am satisfied with my college experience, *I am treated fairly and equally by staff* and *I feel I'm on the right course* received high satisfaction at 98% and 97% respectively.

Protected characteristics

The overall satisfaction rate is high (100%) within most categories of protected characteristics. Some are lower, although many are still upwards of 90%, as noted below;

Age	Responses	Responses satisfied	%
Prefer not to say	7	6	86%
Under 16	26	26	100%
16-17	211	201	95%
18-19	156	147	94%
20-24	99	91	92%
25 and Over	205	181	88%
Blank	28	28	100%

Gender	Responses	Responses satisfied	%
Prefer not to say	37	35	95%
In another way	18	17	94%
Male including Trans Man	303	285	94%
Female including Trans Women	335	305	91%
Care experienced	34	31	91%
Caring responsibilities	40	33	83%

Ethnicity	Responses	Responses satisfied	%
African	2	2	100%
Scottish	516	476	92%
Welsh	5	4	80%
English	79	77	97%
British	36	34	94%
Polish	6	6	86%
Other White Background	22	19	86%
Other	6	6	100%
Prefer not to say	13	11	69%
Irish	5	5	100%
Northern Irish	2	2	100%
Bangladeshi	1	1	100%
Any Mixed Background	3	3	100%
Chinese	1	1	100%
Indian	1	1	100%
Other background	5	5	100%
Pakistani	1	1	100%
Blank	28	28	100%

Disability	Responses	Responses satisfied	%
Yes	126	116	92%
No disability	530	493	93%
A long-standing illness or health condition such as cancer, diabetes, epilepsy, asthma	8	8	100%
A physical impairment or mobility issues	8	8	100%
A social/communication impairment e.g., Aspergers	20	18	90%
A specific learning difficulty such as dyslexia, dyspraxia or ADHD	44	40	91%
Blind or visual impairment uncorrected by glasses	1	1	100%
D/deaf or hearing impairment	3	3	100%
I have one or more of the disabilities listed above	27	25	93%
Mental health condition such as depression, schizophrenia or anxiety	12	11	92%
Not disclosed	3	3	100%
Blank	606	564	95%

Overall satisfaction by course

The overall satisfaction rate is high (100%) for most courses.

9 Further Education courses out of 70 have lower than 100% satisfaction, as listed below;

	Further Education		
	Responses	Satisfaction	%
NWHKMATH6X - Higher Mathematics SCQF 6	4	3	75%
NWHKPHOT6P - Higher Photography SCQF 6	7	4	57%
NWHKPSYC6P - Higher Psychology SCQF 6	2	1	50%
NWHNARDE6F - NC Creative Industries Art and Design SCQF 6	2	1	50%
NWHNBUTY6F - NC Beauty Care SCQF 6	4	3	75%
NWHNCHSC5F - NC Child Health and Social Care SCQF 5	8	7	88%
NWHNCHYP6FNC - Childhood Practice SCQF 6	11	9	82%
NWHNHOCASX - NC Horse Care SCQF 5	3	2	67%
NWHNSWAN6F - SWAP Access to Nursing SCQF 6	9	5	56%
NWHOVNASAF - Lantra - Diploma in Veterinary Nursing Small Animal Level 7	2	1	50%
NWHQAAHP6F - SWAP Access to Allied Health Professions SCQF 6	19	18	95%
NWHQHESC6F - NC Health and Social Care Level 6	7	6	86%
NWHQHOEM4F - NQ Horticulture Employability SCQF 4	2	1	50%
NWHQOULE6F - NQ Outdoor Leadership Level 6	7	6	86%
NWHQPACE4F - Pathway to College and Employment Level 4	13	12	92%
NWHQPALE4F - NQ Pathways for Learning Level 4	8	7	88%
NWHQPHE4F - Pathway to Health Education and Social Care Level 4	6	5	83%
NWHVBUAD6M - MA SVQ Level 3 Business and Administration SCQF 6	1	0	0%

14 Higher Education courses out of 32 have lower than 100% satisfaction, as listed below;

	Higher Education		
	Responses	Satisfaction	%
Adventure Tourism Management UN870	4	1	80%
Applied Music UW301	9	1	90%
Business HNC U001N	2	1	67%
Childhood Practice U173X	8	1	89%
Computing UG400	1	1	50%
Contemporary Art Practice U209W	5	1	75%
Engineering Systems U356H	19	6	76%
Equine Business Management UD4N2	17	1	94%
Fine Art UW100	3	1	75%
Gaelic Scotland UQ538	1	0	0%
Interactive Media UI610	2	1	67%
PGDE Secondary (Gaelic medium) UX130	1	1	50%
Photography U146W	11	1	92%
Professional Golf UC690	15	1	94%
Social Sciences U143L	3	1	75%
Sound Production U316W	8	2	80%
Wildlife and Conservation Management U244D	15	3	83%
Wildlife and Conservation Management U344D	2	2	50%

Main Survey Comments

Students were asked, “tell us what you like about your course and the college”, the overall themes from the question are very similar as last year:

- Students like their tutors they are friendly, helpful and knowledgeable
- Staff are supportive, and the college environment is friendly and welcoming.
- Enjoy courses, the content and learning.
- Flexibility of online learning, the locality of the college.
- Practical elements of courses.

Students were asked, “tell us what you don’t like about your course and the college”, the overall themes from the question are:

- Online learning/classes and no in person contact, Brightspace is confusing and hard to find materials.
- Want more face-to-face, too many people in networked class.
- Not enough information on when assessments are due.
- Vending machines not taking card
- Nothing, I enjoy my course.
- Disorganisation.

Positive comments

“Great enthusiastic tutor, great briefs.” - Contemporary Film Making in the Highlands & Islands

“all staff friendly and helpful, from the greeting when you arrive to taking part in study.” - NPA Drawing Skills SCQF 5

“i like how hands on my course is and how it’s preparing me for the real world.” - NQ Hair and Beauty Level 4

“its really good fun and interesting but a lot very overwhelming and full on but i'm enjoying it .” - SWAP Access to Allied Health Professions SCQF 6

“i like that i get to communicate with other students and join them as a group to play our instruments, it helps to build confidence in playing in front of a group/audience and confidence overall for myself”. - Music

Negative Comments

“The online work is tedious and i find myself less focused than when i am being taught on campus..” - Music

“Bright space is a mess, different things in different places, duplication. I’d like the full lecture to be recorded not just bits. Took ages to be enrolled on different modules, for the whole class.” - Wildlife and Conservation Management

“Vending machines add card options and new drinks” - NQ Hairdressing Level 5

“Maybe more structure? I like being prepared and productive.” - NC Creative Industries: Art Design and Textiles SCQF 6