COURSE DIRECTOR EMAIL TO TEACHING AND ADMIN TEAM

Dear colleagues,

**The National Student Survey 2023**

The National Student Survey (NSS) 2023 will launch at St George’s on the 13 February. It’s the annual survey of all final year undergraduates across the UK.

The NSS provides us with valuable information from students about their experience at St George’s and on their course. We’re inviting all staff to promote the survey to your students to help raise awareness of the NSS, tell them why it’s important, and encourage them to take part.

Promoting the NSS locally is one of the best ways to help students understand the survey and respond with their views. The more students participate, the better and more useful the data. The NSS helps us to improve the experience for future students. The NSS also provides essential official data for prospective students who are considering higher education. The data is made public to help inform student choice through the [Discover Uni](http://www.discoveruni.gov.uk/) website.

We really encourage you to promote the survey to your students. Although Ipsos MORI can send emails and texts to students who haven’t responded, staff can help students to better understand why the survey matters.

**Guide to promoting the survey**

Remember, it is important to be aware of the marketing guidelines and what may constitute inappropriate influence. It’s important that students are free to give their honest opinion.

Please see the [inappropriate influence help card](https://sgul365.sharepoint.com/:b:/s/StudentExperienceTeam/Ee8QDVd23AZHgY2_4HjUiQEB12jHhmlcjUUWPDWwAppOLA?e=26yGfZ) for more information. All internal marketing activities should aim to raise awareness of the NSS amongst eligible students and encourage them to give honest and confidential feedback on their course experience.

**St George’s Student Experience Officer, Laura Dickens, will be coordinating our NSS promotion this year and will ensure that guidelines issued by the** [**OfS**](http://www.officeforstudents.org.uk/) **in relation to promotion are adhered to – more information is in the attached NSS 2023 Guidance for Staff briefing. In short, please make sure that your students are:**

* Encouraged to give their honest feedback on what they liked and did not like about their course;
* Not asked to fill in the survey while a member of staff is overseeing their responses or made to feel that their responses are being monitored;
* Not encouraged to reflect in their answers anything other than their genuine perception of their experience.

**How many responses do we need?**

It is important that as many students as possible provide their feedback for the survey to generate reliable information. We need to achieve a response rate of at least 50% at provider level and in our subjects of study (combined with 10 respondents per cohort) in order for our data to be made publicly available.

Last year we achieved an overall response rate for St George’s of 76% and we are aiming to beat that this year! Response rates for 2022 can be viewed [here](https://sgul365.sharepoint.com/:x:/s/StudentExperienceTeam/ETuck8yJVKJPih-vVCXsIMYBsKDTR_NztC1u7z0A5nD63Q?e=9RYpSn).

**What happens next?**

Eligible students will be sent an invitation to complete the survey when the survey opens on 6 February and they will receive further invitations/reminders during the active internal campaign period at St George’s between 13 February and 10 March. Those who have not completed the survey may later be contacted via telephone from the 21February.

We want students to complete the survey early, so please let your students know about the NSS and encourage them to take part in the survey online at [www.thestudentsurvey.com](http://www.thestudentsurvey.com/) before 30 April 2023. Students may also opt out of the survey at any point during fieldwork.

If you have any questions, please contact the Student Experience Officer, Laura Dickens, [ldickens@sgul.ac.uk](mailto:ldickens@sgul.ac.uk) or Ipsos MORI at [nss@ipsos.com](mailto:nss@ipsos.com). A webpage for staff has been set up, complete with guidance and resources relating to Student Surveys, which can be found [here](https://www.sgul.ac.uk/for-staff/teaching-and-student-experience/student-surveys).

If your students have any questions, please direct them to [www.thestudentsurvey.com](http://www.thestudentsurvey.com/) or they can contact the student helpline at [Ipsos MORI](http://www.ipsos-mori.com/) directly at [thestudentsurvey@ipsos.com](mailto:thestudentsurvey@ipsos.com).

Many thanks for your help.

[Course Director]