National Student Survey NSS 2013 Questions

The NSS contains 23 standard statements. The University of Glasgow has also selected an optional bank of questions, an additional open question and an additional closed question.

Standard statements

Final year students will be asked to respond to the following statements on a scale of 1 to 5 or Not Applicable (N/A)

Teaching on the Course
1. Staff are good at explaining things
2. Staff have made the subject interesting
3. Staff are enthusiastic about what they are teaching
4. The course is intellectually stimulating

Assessment and Feedback
5. The criteria used in marking have been clear in advance
6. Assessment arrangements and marking have been fair
7. Feedback on my work has been prompt
8. I have received detailed comments on my work
9. Feedback on my work has helped me clarify things I did not understand

Academic Support
10. I have received sufficient advice and support with my studies
11. I have been able to contact staff when I needed to
12. Good advice was available when I needed to make study choices

Organisation and Management
13. The timetable works efficiently as far as my activities are concerned
14. Any changes in the course or teaching have been communicated effectively
15. The course is well organised and is running smoothly

Learning Resources
16. The library resources and services are good enough for my needs
17. I have been able to access general IT resources when I needed to
18. I have been able to access specialised equipment, facilities, or rooms when I needed to

1 = Definitely disagree; 2 = Mostly disagree; 3 = Neither agree nor disagree; 4 = Mostly agree; 5 = Definitely agree; and N/A = not applicable
**Personal Development**

19. The course has helped me to present myself with confidence
20. My communication skills have improved
21. As a result of the course, I feel confident in tackling unfamiliar problems

**Students’ Union**

24. I am satisfied with the Students’ Union (Association or Guild) at my institution

**Overall Satisfaction**

22. Overall, I am satisfied with the quality of the course

**Optional Questions**

The University has selected the following additional, optional questions.

**Optional bank of questions**

B6. Feedback from Students

1. I have had adequate opportunities to provide feedback on all elements of my course.
2. My feedback on the course is listened to and valued.
3. It is clear to me how students’ comments on the course have been acted upon.

**Open question**

In your view, what is the single most important thing the University should do to improve the educational experience for undergraduates?

**Closed question**

In addition to my degree, I have gained a variety of skills through extra-curricular activities during my time at University.