

National Student Survey results 2012 – summary of key features

Introduction

The University recently gained access to sector wide NSS results for 2012. This paper outlines the main features of this data for colleagues to use as an overview of this year's release.

HEFCE have changed the release schedule this year with the relaunch of Unistats and the introduction of KIS. NSS data for the sector was released four weeks after institutions' received their own internal data. Therefore, this is the first overview which is able to take a comparative approach to Sussex's performance in relation to the sector as a whole.

Refer to **Annex A** for a full list of the core NSS questions in 2012.

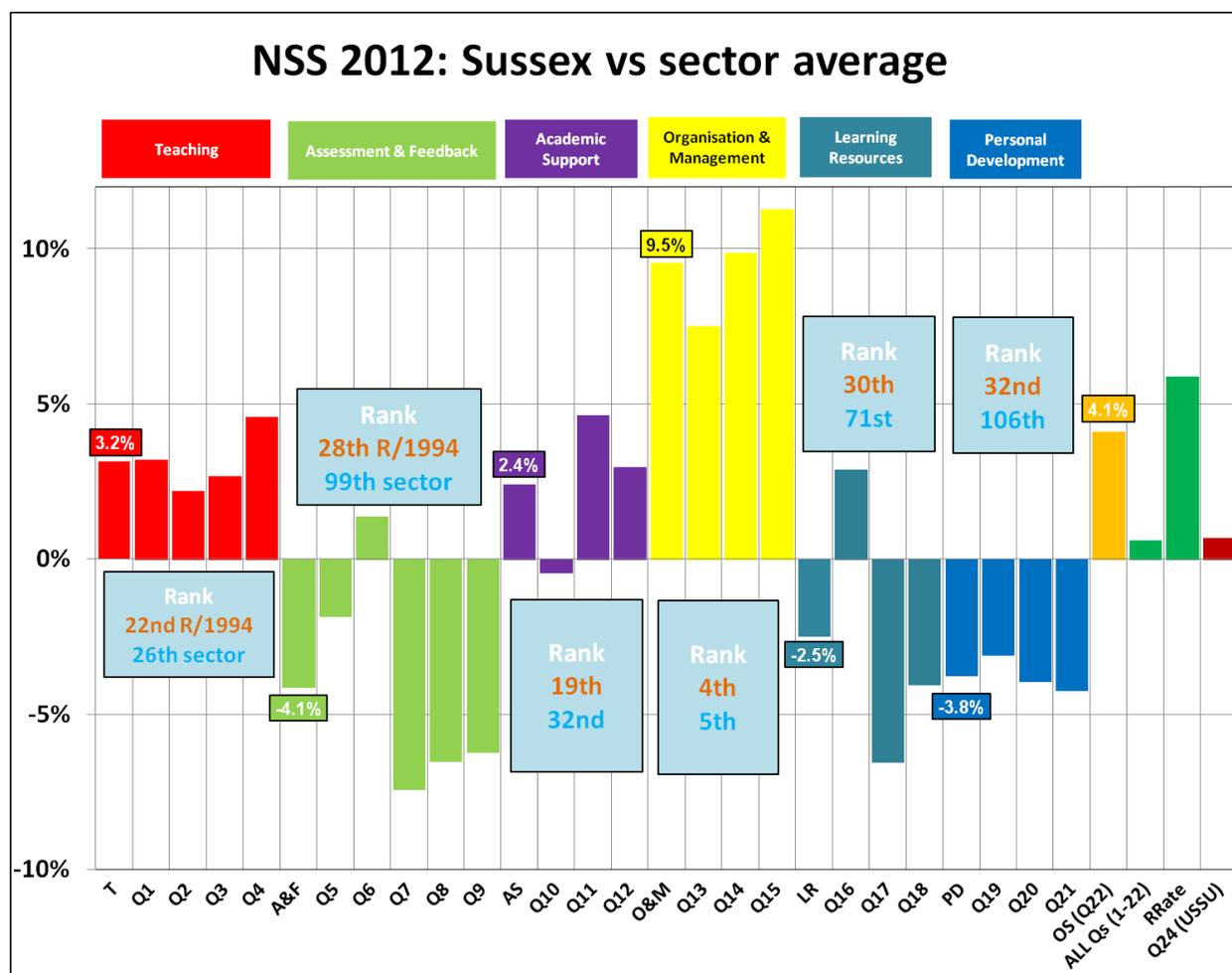
Sussex vs sector

Overall satisfaction for Sussex (Q22) remains fairly static (88.6%) compared to last year's result. Due to continued improvements in satisfaction across the Russell and 1994 Group, this has taken us from a position above the average for Sussex's peers, to broadly in line with similar institutions. This is replicated for average satisfaction across all questions (Q1-22).

The institutional response rate matched last year's position and remains well above R/94 and sector averages.

Figure 1 shows Sussex's performance by theme and question compared to the sector average. This clearly shows that Assessment & Feedback, Learning Resources and Personal Development are the primary areas to target for improvement. Teaching and Learning Committee will lead on the development of an action plan for the coming year to try and address the shortcomings in these areas.

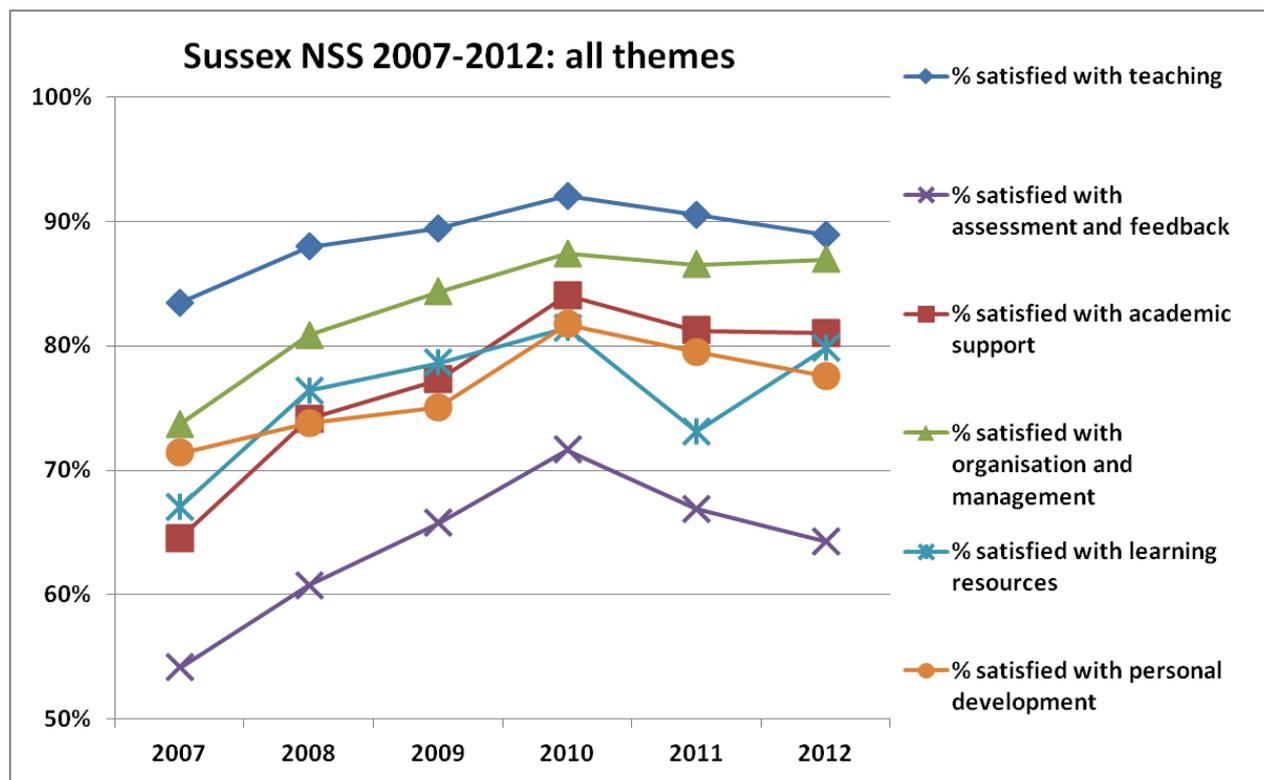
Figure 1: Sussex performance by theme and question



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Figure 2 shows Sussex' s performance by theme between 2007 and 2012, showing the longitudinal trends. If 2010 is considered as an anomalous year (response rate adversely affected by USSU campaigning), a broad trend can be perceived across most themes which indicates that satisfaction has either remained the same as in 2009 or has declined slightly. It is important to consider these shifts within the context of an upward trend in NSS satisfaction scores across the sector which have resulted in a drop in rankings for Sussex across most themes and questions. In other words, Sussex must continue to improve year-on-year if it wishes to hold its position – only further improvements to satisfaction over and above this annual inflation in scores will ensure that Sussex's rankings improve.

Figure 2: Sussex performance by theme 2007-2012



Learning Resources has improved for Sussex compared to last year's significant drop in satisfaction, which is an encouraging outcome and ties in with the positive feedback from students with regard to the Library developments. However, satisfaction in this area is still below the R/94 and sector averages and ranks Sussex fairly low at 30/36 amongst peers.

Sussex is also well below average for Assessment and Feedback. Assuming the current trend continues for peers, Sussex will likely need a minimum 5% average improvement in Assessment and Feedback scores (c. 69.3%) for the 2013 NSS to bring performance in line R/94. This was achieved at Sussex between 2008 and 2009 (which took Sussex from 20/37 to 10/36 for the theme).

For Personal Development, Sussex has fallen below the R/94 and sector average despite meeting this threshold last year. Despite the latest position still being above the 2009 equivalent, Sussex is ranked 32/36 amongst peers.

This year, a new question (Q24) on students' satisfaction with their Students' Union was introduced. 67.6% of Sussex finalists participating in NSS were satisfied with USSU, which is just above the sector average but below the R/94 average. Plans are being developed in partnership with USSU to improve communications in this area and target the relatively large proportion of 'fence sitter' students who selected option three ('neither agree nor disagree') for this question.

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Appendix 1 looks in more detail at the issue of ‘fence sitter’ students across all questions with over 15% of respondents selecting option three. It will be important to consider what strategies might be put in place over the coming year to address the apathetic response to NSS questions, particularly those featured in Appendix 1. There is nothing to lose and much to gain from encouraging students to polarise their responses – negative and positive – as NSS satisfaction is measured by the proportion of respondents selecting ‘mostly agree’ or ‘definitely agree’ rather than an average of the distribution of responses across all categories. Therefore, even if all the ‘fence sitters’ became negative responses, the satisfaction rate would remain the same. If, however, the same group could be encouraged to respond positively, there are potentially massive gains to make in satisfaction levels, including for questions that form part of the three themes identified as targeted areas for improvement over the coming year.

Individual subjects at Sussex vs sector

Appendix 2 provides a breakdown of how Sussex JACS subjects performed in the latest NSS by theme, including the rankings for those subjects.

Subjects within the top 10 for overall satisfaction (Q22) amongst comparable institutions in 2012 are: **sociology** (3=/79), **anthropology** (4=/15), **German/Italian** (4/16), **law** (5=/92), **physics** (5=/36), **social work** (5/66), **psychology** (7=/101), **international development** (8/16), **electrical engineering** (8=52), **history** (8=/86). **American studies** is ranked 8th, but amongst a very small pool of 9 institutions.

Subjects within the top decile for overall satisfaction amongst comparable institutions are therefore: **sociology**, **law**, **social work**, **psychology** and **history**.

Looking at each theme individually, highlighting top decile rankings:

- in teaching, **social work** is ranked 1/66 (was 14=/67 in 2011), whilst **history** is ranked 3=/86;
- despite Sussex’s relatively poor performance for assessment and feedback, **law** is 9th for this theme (9/92);
- **Chemistry** is ranked 1st (1=/40) for academic support, whilst **sociology** is ranked 5=/79;
- for organisation and management, **psychology** is ranked very highly coming 4=/101 with **politics and IR**, **media studies**, **sociology** and **drama** also doing well in this theme;
- there are no subjects at Sussex ranked within the top decile for learning resources;
- for personal development, **physics** is ranked 1=/36 while **electronic engineering** is ranked 4/52

Appendix 3, 4 and 5 look in more detail at the three themes identified above as areas for improvement over the coming year. The satisfaction scores provided in these tables are based on Sussex departments and are therefore restricted to internal use only. JACS subjects have been roughly mapped to internal departments to provide ranking information alongside these scores.

As mentioned above, Law is the only Sussex subject with a top decile ranking for assessment and feedback, which is highlighted in **Appendix 3**. Across the university as a whole, satisfaction is lowest for Q7 (‘Feedback on my work has been prompt’) at 57.1% and Q9 (‘Feedback on my work has helped me clarify things I did not understand’) at 56%, though there are examples of good practice for both these questions – **physics** scores particularly well for Q9, as does **history**.

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Appendix 4 highlights the improved satisfaction with the Library (Q16), though there are still some subjects for which improvements could be made (eg. **art history, social work and politics**). Across the institution, IT resources (Q17) and specialist resources (Q18) have a lower level of satisfaction compared to library resources, but there have been improvements in these areas compared to last year, resulting in better rankings. However, as a whole, the learning resources theme places Sussex 30/36 amongst R/94 meaning there are significant opportunities for improvement over the next couple of years.

Appendix 5 details the satisfaction scores for personal development questions. **Physics** is ranked 1st (1=36) amongst the sector in this area, whilst most other subjects at Sussex score considerably lower. The sector average satisfaction for this theme is 81.3% compared to Sussex's score of 77.6%.

Next steps

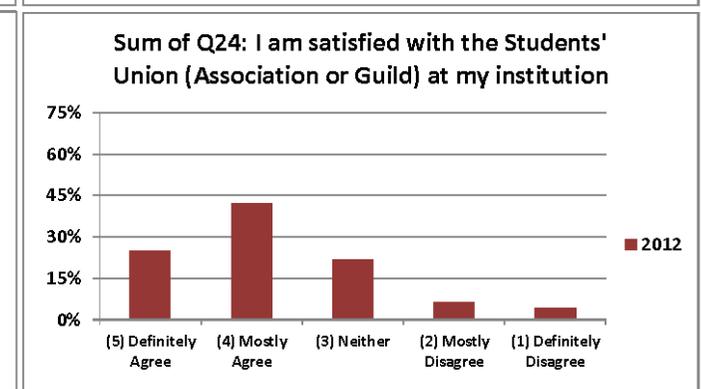
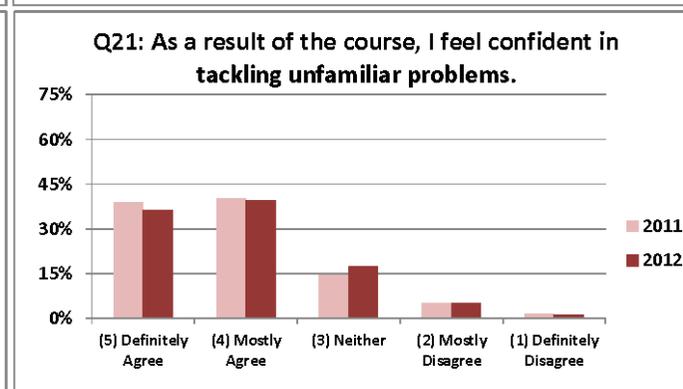
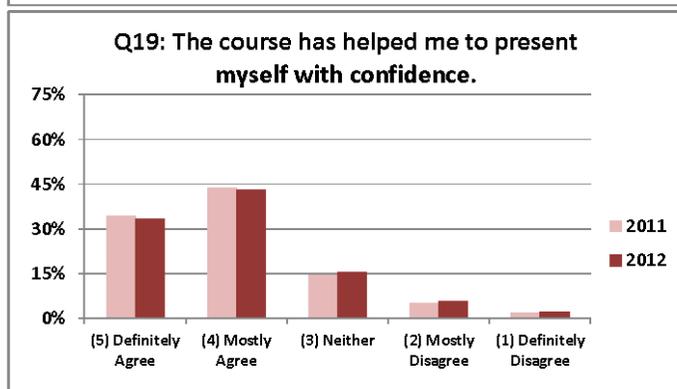
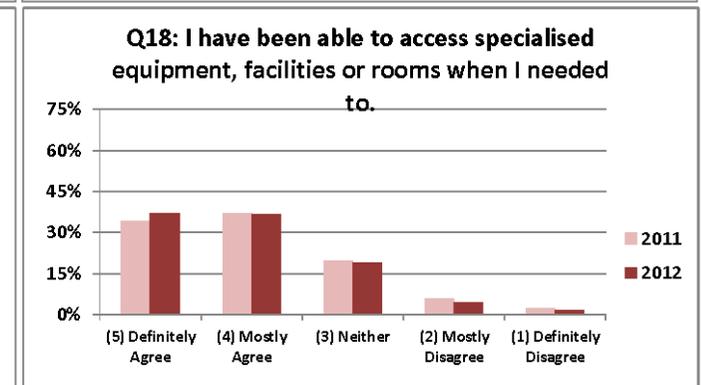
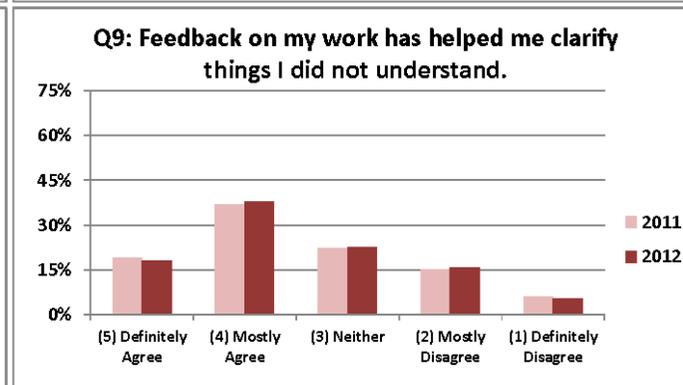
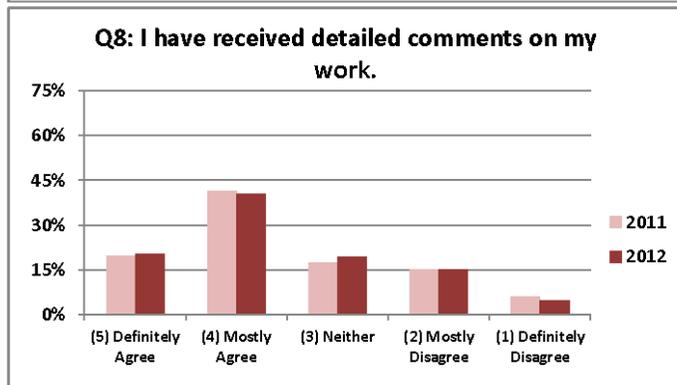
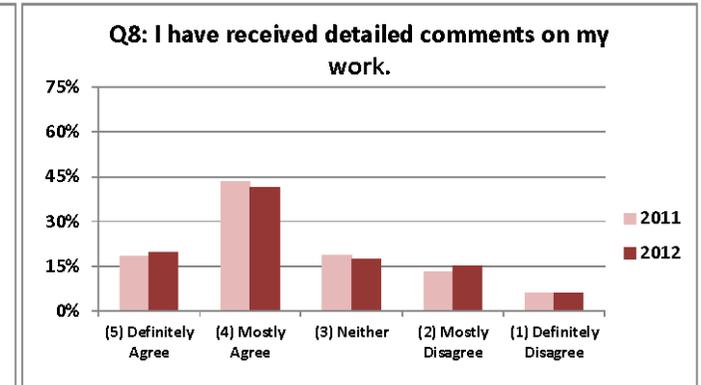
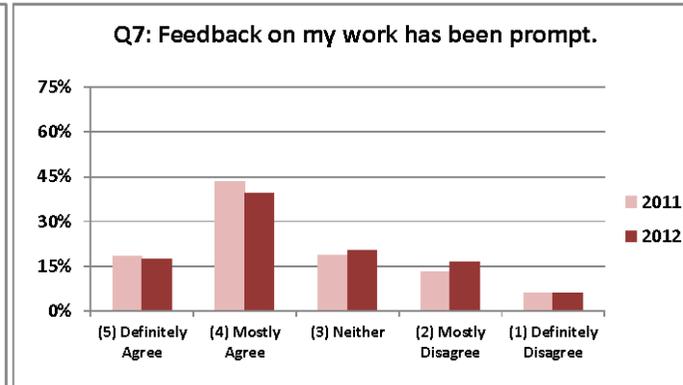
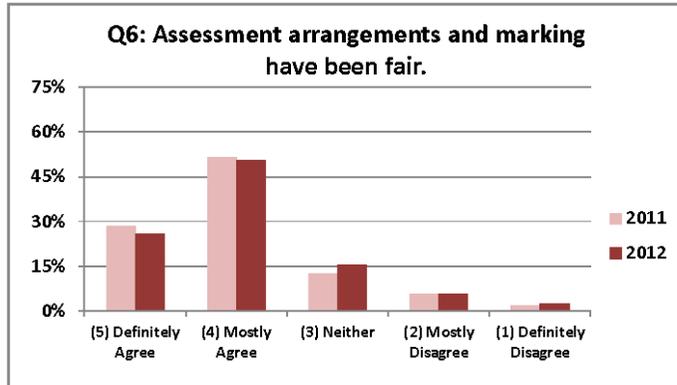
- Schools are asked to develop action plans to tackle areas identified for improvement in the latest NSS results. Assessment and feedback, learning resources and personal development will be expected to feature prominently in the action plans. Teaching and Learning Committee will lead on coordinating improvements in these three areas.
- Last year, printed copies of cluster NSS summaries were circulated to faculty and student representatives. This year, PDFs will be emailed to the same groups in order to ensure that all stakeholders have access to detailed NSS data as part of delivering NSS action plans. These summaries are due to be sent out the week commencing 8 October.

James Bluring
26 September 2012

APPENDIX 1 – NSS 2012 'fence sitter' analysis

NSS 2012 vs 2011: Sussex

Questions with >15% respondents answering (3) 'Neither'



APPENDIX 2 – Sussex JACS subject satisfaction by theme and sector ranking

Sussex JACS subject	% satisfaction, by theme, 2012										sector rank ² , by theme, 2012									
	The teaching on my course	Assessment and feedback	Academic support	Organisation and management	Learning resources	Personal development	Q22. Overall Satisfaction	ALL QUESTIONS (1-22)	Q24 (Students' Union satisfaction)	response rate	The teaching on my course	Assessment and feedback	Academic support	Organisation and management	Learning resources	Personal development	Q22. Overall Satisfaction	ALL QUESTIONS (1-22)	Q24 (Students' Union satisfaction)	response rate
Social Work	98%	68%	85%	82%	73%	93%	95%	83%	70%	84%	1/66	31=/66	7=/66	8/66	41=/66	10=/66	5/66	9/66	13=/66	4=/66
Others in Euro Languages	96%	71%	85%	85%	74%	69%	91%	79%	67%	80%	2/16	8/16	3/16	5=/16	14=/16	15/16	4/16	10/16	10=/16	5/16
Others in Social studies	91%	58%	79%	87%	80%	73%	88%	77%	70%	78%	5=/16	13=/16	6=/16	3/16	5/16	16/16	8/16	10/16	9=/16	2/16
Iberian studies	90%	56%	75%	86%	80%	66%	83%	75%	73%	83%	10=/27	25/27	14=/27	6=/27	15=/27	24=/27	12=/27	20/27	12=/27	6=/27
Human Geography	93%	62%	84%	83%	84%	78%	92%	79%	58%	84%	14=/38	30=/38	12=/38	28=/38	22/38	29=/38	14=/38	28/38	32/38	3/38
Medicine ¹	93%	62%	86%	84%	94%	95%	92%	84%	47%	85%	13=/32	9/32	7=/32	5=/32	9=/32	6=/32	15/32	9/32	27/32	5/32
Mathematics and Statistics	86%	74%	88%	90%	89%	77%	91%	83%	66%	75%	26=/60	24=/60	10=/60	10=/60	20=/60	20=/60	19=/60	15/60	48=/60	14=/60
Politics (including IR)	90%	66%	80%	90%	76%	73%	90%	79%	69%	71%	36=/66	49=/66	22=/66	5=/66	33=/66	51=/66	19=/66	38/66	29/66	20=/66
Media studies	88%	63%	82%	88%	84%	80%	86%	79%	67%	74%	23=/77	62=/77	18=/77	8=/77	17=/77	29=/77	21=/77	31/77	35/77	13=/77
Philosophy	85%	62%	78%	87%	75%	61%	87%	74%	65%	73%	33=/37	33/37	23=/37	15=/37	32/37	37/37	23=/37	32/37	20/37	9=/37
Chemistry	92%	60%	97%	86%	93%	89%	90%	84%	61%	74%	9=/40	31/40	1=/40	12=/40	7=/40	5=/40	24=/40	11/40	34=/40	18=/40
Economics	85%	56%	85%	90%	87%	81%	88%	79%	62%	73%	21=/63	53=/63	10=/63	14=/63	27=/63	20=/63	24=/63	29/63	47/63	11=/63
Biochemistry	82%	44%	81%	80%	81%	75%	86%	72%	73%	80%	29/31	30/31	18=/31	25=/31	24=/31	26/31	25=/31	30/31	13=/31	9=/31
Computer Science	87%	62%	82%	84%	87%	78%	86%	79%	78%	68%	14=/97	65=/97	31=/97	17=/97	37=/97	47=/97	26=/97	41/97	15=/97	40=/97
Neuroscience	91%	65%	73%	87%	82%	83%	88%	80%	72%	80%	25=/43	28=/43	39/43	11=/43	39/43	34=/43	28=/43	36/43	25=/43	12=/43
Sociology	91%	75%	88%	90%	75%	77%	95%	83%	80%	78%	17=/79	29=/79	5=/79	8=/79	45=/79	40=/79	3=/79	18/79	15=/79	10=/79
French studies	82%	54%	73%	82%	85%	62%	67%	71%	69%	79%	31=/34	33/34	28/34	17=/34	14=/34	33/34	33/34	31/34	23=/34	13/34
Management studies	77%	54%	72%	83%	85%	84%	85%	74%	70%	65%	38=/62	56=/62	46=/62	23=/62	33=/62	26=/62	33=/62	43/62	31=/62	27=/62
Music	77%	53%	69%	58%	89%	55%	77%	66%	71%	91%	45=/53	48=/53	46/53	47=/53	9=/53	53/53	35=/53	46/53	18/53	1=/53
Drama	93%	73%	82%	87%	79%	75%	82%	80%	75%	80%	12=/65	21/65	24=/65	4/65	32=/65	56=/65	35=/65	20/65	27=/65	14=/65
Mechanical Eng.	81%	60%	81%	80%	72%	69%	79%	73%	54%	61%	29=/51	30=/51	20/51	29=/51	47/51	48=/51	36=/51	37/51	44/51	40=/51
Anthropology	93%	58%	73%	91%	73%	74%	90%	76%	53%	80%	5=/15	12/15	10/15	2/15	12/15	8/15	4=/15	12/15	13/15	3=/15
Finance	79%	64%	83%	84%	88%	87%	80%	79%	74%	59%	33/49	36=/49	18=/49	28/49	17=/49	11/49	42/49	29/49	26=/49	38=/49
Marketing	66%	39%	64%	75%	71%	75%	56%	62%	53%	87%	46/47	47/47	42/47	30=/47	40=/47	39=/47	46/47	45/47	35/47	4/47

 = top decile ranking

% satisfaction, by theme, 2012

sector rank², by theme, 2012

Sussex JACS subject	% satisfaction, by theme, 2012										sector rank ² , by theme, 2012									
	The teaching on my course	Assessment and feedback	Academic support	Learning resources	Organisation and management	Personal development	Q22: Overall Satisfaction	ALL QUESTIONS (1-22)	Q24 (Students' Union satisfaction)	response rate	The teaching on my course	Assessment and feedback	Academic support	Organisation and management	Learning resources	Personal development	Q22: Overall Satisfaction	ALL QUESTIONS (1-22)	Q24 (Students' Union satisfaction)	response rate
Physics and Astronomy	90%	80%	90%	92%	90%	89%	96%	88%	54%	89%	16=/36	7=/36	6=/36	5/36	19=/36	1=/36	5=/36	5/36	28/36	1/36
Law	93%	79%	84%	90%	78%	80%	96%	85%	77%	78%	12=/92	9/92	13=/92	11=/92	61=/92	55=/92	5=/92	14/92	24=/92	6=/92
Biology	92%	44%	74%	77%	75%	75%	81%	71%	60%	77%	23=/57	54/57	43=/57	43=/57	45=/57	46=/57	50=/57	52/57	46/57	13=/57
English studies	92%	69%	84%	88%	74%	74%	90%	80%	74%	77%	50=/97	72=/97	29=/97	24=/97	71=/97	79=/97	50=/97	59/97	30=/97	18=/97
Physical Geography	81%	53%	68%	86%	78%	73%	76%	72%	62%	91%	54=/57	55/57	54/57	21=/57	47/57	52=/57	55/57	55/57	40/57	3/57
Business studies	77%	56%	73%	83%	86%	87%	82%	75%	71%	65%	58=/80	68=/80	50=/80	30=/80	25=/80	12=/80	56=/80	55/80	28=/80	35=/80
Psychology	93%	68%	80%	94%	81%	80%	94%	83%	69%	73%	12=/101	54=/101	34=/101	4=/101	58=/101	28=/101	7=/101	23/101	54=/101	43=/101
Electronic Engineering	87%	65%	80%	83%	81%	91%	93%	81%	67%	82%	14=/52	32=/52	27=/52	20=/52	46=/52	4/52	8=/52	24/52	38=/52	4=/52
History	98%	79%	88%	91%	79%	80%	96%	86%	62%	70%	3=/86	34=/86	16/86	12=/86	31=/86	53=/86	8=/86	25/86	45=/86	30=/86
American studies	88%	61%	75%	81%	72%	80%	84%	76%	64%	88%	9/9	9/9	8/9	7=/9	7/9	8/9	8=/9	9/9	8/9	1/9

1- Registered students only (BSMS reg population = 50% Sussex)

2- Russell/1994 Group/Comparable universities only

APPENDIX 3 – Sussex subjects performance and rankings for assessment and feedback
(INTERNAL USE ONLY: scores based on departmental FT, FD respondent data; rankings are sector wide JACS subject based)

School	Department	Respondents	Response rate	Contribution to overall score	Assessment & feedback Q5-9	Assessment & feedback Q5-9 sector JACS subject ranking	Q5. The criteria used in marking have been clear in advance.	Q6. Assessment arrangements and marking have been fair.	Q7. Feedback on my work has been prompt.	Q8. I have received detailed comments on my work.	Q9. Feedback on my work has helped me clarify things I did not understand.
BMEc	Business/Man	101	71%	5.7%	50.4%	68=/80 [#]	70.3%	58.4%	35.0%	47.5%	40.6%
	CCE	13	93%	0.7%	66.2%	n/a	69.2%	69.2%	61.5%	69.2%	61.5%
	Economics	97	71%	5.4%	57.3%	53=/63	66.0%	79.2%	49.5%	44.8%	46.9%
EngInf	Engineering	66	69%	3.7%	61.9%	30=/51 ^{\$}	75.8%	69.2%	56.1%	54.5%	53.8%
	Informatics	55	69%	3.1%	61.1%	65=/97	83.6%	90.9%	40.0%	49.1%	41.8%
English	English	172	77%	9.6%	69.9%	72=/97 ^{&}	71.5%	75.6%	58.1%	76.7%	67.4%
	SCLS	25	81%	1.4%	57.6%	8/16 [¶]	72.0%	48.0%	64.0%	52.0%	52.0%
ESW	Social Work	42	84%	2.4%	68.1%	31=/66	90.5%	73.8%	47.6%	73.8%	54.8%
Global	Anthropology	64	80%	3.6%	55.6%	12/15	48.4%	53.1%	73.4%	57.8%	45.3%
	CDE	16	76%	0.9%	67.5%	13=/16	100.0%	81.3%	50.0%	56.3%	50.0%
	Geography	77	88%	4.3%	57.4%	30=/38 ⁺	80.5%	72.7%	32.5%	53.2%	48.1%
	International Relations	70	69%	3.9%	62.6%	49=/66 [*]	65.7%	71.4%	65.7%	54.3%	55.7%
HAHP	American Studies	33	85%	1.8%	60.6%	9/9	66.7%	72.7%	51.5%	57.6%	54.5%
	Art History	23	66%	1.3%	67.8%	34=/86	60.9%	73.9%	60.9%	73.9%	69.6%
	History	83	69%	4.6%	81.0%	34=/86	77.1%	84.3%	71.1%	90.4%	81.9%
	Philosophy	42	72%	2.4%	65.1%	33/37	76.2%	80.5%	64.3%	54.8%	50.0%
LifeSci	Biochemistry	62	76%	3.5%	43.5%	30/31	43.5%	74.2%	40.3%	29.0%	30.6%
	Biology & ES	87	80%	4.9%	52.0%	54/57	60.9%	75.9%	32.2%	43.7%	47.1%
	Chemistry	36	77%	2.0%	60.6%	31/40	58.3%	86.1%	38.9%	55.6%	63.9%
LPS	Law	134	78%	7.5%	78.7%	9/92	79.1%	86.6%	74.6%	78.4%	74.6%
	Politics	65	73%	3.6%	67.4%	49=/66 [*]	66.2%	80.0%	64.6%	67.7%	58.5%
	Sociology	53	82%	3.0%	73.2%	29=/79	81.1%	83.0%	79.2%	66.0%	56.6%
MFM	Media & Film	98	71%	5.5%	63.1%	62=/77	72.4%	73.5%	50.0%	66.3%	53.1%
	Music	24	92%	1.3%	50.8%	48=/53	54.2%	66.7%	37.5%	50.0%	45.8%
MPS	Mathematics	50	75%	2.8%	75.6%	24=/60	86.0%	94.0%	72.0%	60.0%	66.0%
	Physics & Astronomy	24	89%	1.3%	80.0%	7=/36	91.7%	95.8%	62.5%	66.7%	83.3%
Psychology	Psychology	150	73%	8.4%	68.5%	54=/101	80.7%	81.3%	73.3%	57.3%	50.0%
University	Average	1787	74%	100%	64.5%	99/115	72.0%	76.3%	57.1%	60.9%	56.0%
BSMS ¹	BSMS	100	84%	n/a	61.9%	24=/60	75.0%	80.0%	62.6%	49.0%	43.0%

1- Registered students only (BSMS reg population = 50% Sussex)

¶- Best rank from all languages (Others in European Studies)

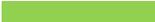
+ - Rank for human and social geography (physical = 55/57)

* - Rank for politics JACS subject (includes IR)

- Rank for business studies JACS subject (finance 36=/49, marketing 47/47, management 56=/62)

& - Rank for English studies JACS subject (drama 21/65)

\$ - Rank for mechanical engineering JACS subject (electrical engg 32=/52)

 = top decile ranking

APPENDIX 4 - Sussex subjects performance and rankings for learning resources

(INTERNAL USE ONLY: scores based on departmental FT, FD respondent data; rankings are sector wide JACS subject based)

School	Department	Respondents	Response rate	Contribution to overall score	Learning resources Q16-18	Learning resources Q16-18 sector JACS subject ranking	Q16. The library resources and services are good enough for my needs.	Q17. I have been able to access general IT resources when I needed to.	Q18. I have been able to access specialised equipment, facilities or rooms when I needed to.
BIMM	BIMM	25	37%	1.4%	68.9%	n/a	83.3%	80.0%	44.0%
BMEc	Business/Man	101	71%	5.7%	81.4%	25=/80 [#]	85.1%	82.2%	76.4%
	CCE	13	93%	0.7%	69.4%	n/a	76.9%	61.5%	70.0%
	Economics	97	71%	5.4%	86.3%	27=/63	90.7%	87.6%	79.8%
EngInf	Engineering	66	69%	3.7%	76.0%	47/51 ^{\$}	84.6%	78.8%	64.6%
	Informatics	55	69%	3.1%	88.6%	37=/97	85.2%	96.4%	83.7%
English	English	172	77%	9.6%	74.6%	71=/97 ^{&}	83.7%	70.9%	68.2%
	SCLS	25	81%	1.4%	79.7%	14=/16 [¶]	84.0%	80.0%	75.0%
ESW	Social Work	42	84%	2.4%	73.0%	41=/66	73.8%	76.2%	68.4%
Global	Anthropology	64	80%	3.6%	72.8%	12/15	82.8%	76.2%	57.9%
	CDE	16	76%	0.9%	93.3%	5/16	93.8%	93.8%	92.3%
	Geography	77	88%	4.3%	80.3%	22/38	92.2%	75.0%	73.3%
	International Relations	70	69%	3.9%	78.2%	33=/66 [*]	84.3%	78.6%	71.0%
HAHP	American Studies	33	85%	1.8%	70.5%	7/9	87.9%	66.7%	55.2%
	Art History	23	66%	1.3%	73.5%	31=/86	65.2%	78.3%	77.3%
	History	83	69%	4.6%	78.8%	31=/86	88.0%	71.1%	77.3%
	Philosophy	42	72%	2.4%	81.5%	32/37	88.1%	81.0%	74.3%
LifeSci	Biochemistry	62	76%	3.5%	82.8%	24=/31	88.7%	83.6%	75.4%
	Biology & ES	87	80%	4.9%	78.6%	45=/57	85.1%	74.7%	75.9%
	Chemistry	36	77%	2.0%	88.9%	7=/40	88.9%	88.9%	88.9%
LPS	Law	134	78%	7.5%	78.1%	61=/92	82.8%	77.4%	73.8%
	Politics	65	73%	3.6%	68.1%	33=/66 [*]	76.9%	63.1%	63.5%
	Sociology	53	82%	3.0%	75.7%	45=/79	86.8%	66.0%	73.9%
MFM	Media & Film	98	71%	5.5%	85.6%	17=/77	88.8%	83.7%	84.2%
	Music	24	92%	1.3%	85.9%	9=/53	87.5%	87.0%	83.3%
MPS	Mathematics	50	75%	2.8%	89.7%	20=/60	90.0%	92.0%	86.7%
	Physics & Astronomy	24	89%	1.3%	90.1%	19=/36	91.7%	87.5%	91.3%
Psychology	Psychology	150	73%	8.4%	81.1%	58=/101	92.0%	75.3%	75.2%
University	Average	1787	74%	100%	79.6%	71/115	86.0%	78.1%	74.1%
BSMS ¹	BSMS	100	84%	n/a	94.3%	9=/32	96.0%	95.0%	91.7%

1- Registered students only (BSMS reg population = 50% Sussex)

¶ - Best rank from all languages (Others in European Studies)

+ - Rank for human and social geography (physical 47/57)

* - Rank for politics JACS subject (includes IR)

- Rank for business studies JACS subject (finance 17=/49, marketing 40=/47, management 33=/62)

& - Rank for English studies JACS subject (drama 32=/65)

\$ - Rank for mechanical engineering JACS subject (electrical engg 46=/52)

APPENDIX 5 - Sussex subjects performance and rankings for personal development

(INTERNAL USE ONLY: scores based on departmental FT, FD respondent data; rankings are sector wide JACS subject based)

School	Department	Respondents	Response rate	Contribution to overall score	Personal development Q19-21	Personal development Q19-21 sector JACS subject ranking	Q19. The course has helped me to present myself with confidence.	Q20. My communication skills have improved.	Q21. As a result of the course, I feel confident in tackling unfamiliar problems.
BIMM	BIMM	25	37%	1.4%	73.3%	n/a	72.0%	80.0%	68.0%
BMEc	Business/Man	101	71%	5.7%	82.8%	12=/80 [#]	81.2%	87.1%	80.2%
	CCE	13	93%	0.7%	78.9%	n/a	75.0%	84.6%	76.9%
	Economics	97	71%	5.4%	81.0%	20=/63	81.3%	84.5%	77.3%
EngInf	Engineering	66	69%	3.7%	78.2%	48=/51 ^{\$}	75.4%	81.8%	77.3%
	Informatics	55	69%	3.1%	77.6%	47=/97	76.4%	81.8%	74.5%
English	English	172	77%	9.6%	75.6%	79=/97 ^{&}	74.4%	80.2%	72.1%
	SCLS	25	81%	1.4%	70.7%	15/16 [¶]	72.0%	80.0%	60.0%
ESW	Social Work	42	84%	2.4%	92.9%	10=/66	90.5%	92.9%	95.2%
Global	Anthropology	64	80%	3.6%	71.4%	8/15	70.3%	75.0%	68.8%
	CDE	16	76%	0.9%	70.8%	16/16	75.0%	68.8%	68.8%
	Geography	77	88%	4.3%	76.2%	29=/38 ⁺	75.3%	77.9%	75.3%
	International Relations	70	69%	3.9%	72.7%	51=/66 [*]	71.4%	74.3%	72.5%
HAHP	American Studies	33	85%	1.8%	78.8%	8/9	75.8%	78.8%	81.8%
	Art History	23	66%	1.3%	85.5%	53=/86	87.0%	82.6%	87.0%
	History	83	69%	4.6%	76.7%	53=/86	74.7%	79.5%	75.9%
	Philosophy	42	72%	2.4%	64.0%	37/37	58.5%	64.3%	69.0%
LifeSci	Biochemistry	62	76%	3.5%	73.9%	26/31	72.1%	69.4%	80.3%
	Biology & ES	87	80%	4.9%	78.8%	46=/57	81.6%	78.2%	76.7%
	Chemistry	36	77%	2.0%	88.9%	5=/40	80.6%	91.7%	94.4%
LPS	Law	134	78%	7.5%	79.9%	55=/92	79.1%	82.1%	78.4%
	Politics	65	73%	3.6%	68.2%	51=/66 [*]	72.3%	69.2%	63.1%
	Sociology	53	82%	3.0%	79.2%	40=/79	79.2%	84.9%	73.6%
MFM	Media & Film	98	71%	5.5%	79.0%	29=/77	79.4%	82.3%	75.5%
	Music	24	92%	1.3%	54.2%	53/53	50.0%	54.2%	58.3%
MPS	Mathematics	50	75%	2.8%	78.4%	20=/60	79.6%	69.4%	86.0%
	Physics & Astronomy	24	89%	1.3%	88.9%	1=/36	83.3%	87.5%	95.8%
Psychology	Psychology	150	73%	8.4%	79.8%	28=/101	79.9%	82.6%	77.0%
University	Average	1787	74%	100.0%	77.5%	106/115	76.7%	79.6%	76.2%
BSMS ¹	BSMS	100	84%	n/a	93.7%	6=/32	92.0%	95.0%	94.0%

1- Registered students only (BSMS reg population = 50% Sussex)

¶- Best rank from all languages (Others in European Studies)

+ - Rank for human and social geography (physical = 52=/57)

* - Rank for politics JACS subject (includes IR)

- Rank for business studies JACS subject (finance 11/49, marketing 39=/47, management 26=/62)

& - Rank for English studies JACS subject (drama 56=/65)

\$ - Rank for mechanical engineering JACS subject (electrical engg 4/52)

 = top decile ranking

ANNEX A – Full list of NSS 2012 core questions

NSS Questions

The teaching on my 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

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

Overall satisfaction

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

Students' Union (Association or Guild)

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