



## **National Student Survey**

### **Good Practice Guide – 2024**

## **Marketing and Promoting the NSS**

**For Higher Education Providers in England**

**October 2023**



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# Introduction

1. The National Student Survey (NSS) is a high-profile annual census of nearly half a million students across the UK. Conducted each year since 2005, the NSS has become renowned for producing robust and reliable data. The survey asks undergraduates to provide feedback on their course.
2. The NSS is managed by the Office for Students (OfS) and undertaken by Ipsos on behalf of the UK funding and regulatory bodies - the Department for the Economy (Northern Ireland), the Scottish Funding Council and the Higher Education Funding Council for Wales.
3. The NSS gathers students' opinions on the quality of their courses which helps to:
  - inform prospective students' choices;
  - supply data that supports providers in improving the student experience;
  - support public accountability.
4. Every university in the UK takes part in the NSS, as do many colleges and alternative providers. NSS response rates have been consistently high.

## Using this Good Practice Guide

5. **In 2024, providers in England are not required to promote the NSS to their students. However, they can choose to do so if they wish.** This guidance applies to providers in England. Providers in Northern Ireland, Scotland and Wales are still required to promote the survey to their students and should refer to the Good Practice Guide that covers these nations.
6. In order for NSS data to be made publicly available, each provider needs to achieve a minimum of 10 respondents and 50% response rate from the students eligible at overall provider level and by each Common Aggregation Hierarchy group (CAH). Therefore, this Good Practice Guide is intended to help provider staff who have a role in delivering and promoting the NSS to achieve the publication threshold.
7. Should you choose to promote the NSS 2023 to your students, the following sections contain guidelines and instructions on promoting the NSS, including what is considered inappropriate influence and how to avoid it when encouraging student participation. This guide also details the marketing materials that will be sent to providers in November 2022 by Ipsos (if requested via the order form), and advice for providers that would like to create their own campaigns.
8. Please take the time to familiarise yourself with these guidelines, particularly the information on inappropriate influence. Allegations of inappropriate influence are taken very seriously by the UK funding and regulatory bodies and may result in the suppression of data for the affected course(s)/subject(s) when the NSS results are published.
9. Should you have any questions regarding the content of this guide or wish to discuss your NSS marketing order or promotion more generally, please contact Ipsos on 020 8861 8110 or email [nss@ipsos.com](mailto:nss@ipsos.com).

CHAPTER

1

# About the NSS



## CHAPTER

## 1

# About the NSS

## When is the NSS run?

10. The NSS will go live on **8 January 2024** and will remain open until midnight on **30 April 2024**.

## How will students access the NSS?

11. The NSS can be completed online or by telephone.
12. All students with a valid email address **will be sent an email invitation to take part in the survey by Ipsos**. These emails will be sent on the Thursday of your provider's chosen start week. They will contain personalised survey links - when clicked, students must enter their date of birth which will take them directly into the survey.
13. All students with a valid mobile number will be sent **an SMS reminder by Ipsos**, containing a personalised link that they can use to go directly into the survey. If students do not opt out of SMS, they may receive an additional reminder in the later stages of the fieldwork if they have not responded. The online survey is mobile-friendly, so if accessed via a smartphone or tablet device, students will automatically be taken to the mobile version of the survey.
14. **Students can also go online to complete the survey directly** at [www.thestudentsurvey.com](http://www.thestudentsurvey.com) at any time while the survey is live, regardless of nominated start weeks or whether they have received an email invitation. When accessing the survey in this way, students are required to enter the following personal data in order for Ipsos to verify that they are eligible to take part:
  - Registering provider
  - Known ID (student number)
  - First and third letter of their forename
  - First four letters of their surname
  - Day and month of birth

**15.** Once a validated response has been received from a student, they will receive an automated confirmation email and should not be contacted by Ipsos again. If students complete the survey and are still being contacted by us, or if they have not received a confirmation email, it may be that they either did not fully complete or submit the survey, or they did not enter enough information to allow us to match them up to an eligible student on our database.

**16. Telephone**

From the third week of each provider's fieldwork schedule, Ipsos will begin follow up calls to non-responding students where valid UK telephone numbers are available. Ipsos will attempt calls at different times and days of the week to optimise the opportunities for response. Student numbers are called a maximum of 8 times. Please note that students cannot call Ipsos directly to complete the survey but may arrange an appointment if they wish by contacting [thestudentsurvey@ipsos.com](mailto:thestudentsurvey@ipsos.com). Calls are made on the following days/times: Monday to Friday – 9 am to 9 pm; Saturday and Sunday – 10 am to 7 pm.

## How will the results of the NSS be released?

### 17. Response Thresholds

To protect student anonymity and ensure the robustness of the findings from the NSS, the OfS operates a strict data threshold policy.

18. For NSS data to be published on the OfS website or on Discover Uni, the provider needs to achieve a **minimum of 10 respondents and 50% response rate** from eligible students, both overall and by each Common Aggregation Hierarchy group (CAH). The results from any providers who have not reached the threshold will not be published.
19. The NSS data dissemination portal, currently hosted by Texuna Technologies Ltd, also applies a threshold to the data that providers can see to protect the anonymity of the respondents. In order to see the open text comments for a particular category of responses, a provider must have achieved a **minimum of 10 responses in that category**. Otherwise, the data will not be displayed. Users should not use the data to attempt to identify individuals, or in a way that is likely to facilitate their inadvertent identification. More information about the [guidelines](#) for providers on the use of published and unpublished NSS data in marketing and publicity materials can be found online at <https://nss.texunatech.com/ui/login>.
20. Ipsos will notify all providers where response rates seem likely to fall short of the publication thresholds. The funding bodies reserve the right to agree changes to the survey period with individual providers at risk of not meeting the publication threshold. The completeness and accuracy of students' contact data, as supplied by providers, will be a significant factor in achieving a publishable level of responses.

## About the Questionnaire

21. The survey asks final year students to provide feedback on their academic experience relating to the following aspects:
- Teaching on my Course
  - Learning Opportunities
  - Assessment and Feedback
  - Academic Support
  - Organisation and Management
  - Learning Resources
  - Student Voice
22. After the questions on the student voice, students are asked additional questions about:
- mental health and wellbeing services (for students in all four nations)
  - freedom of expression (for students in England only)

- healthcare practice placement questions (for students studying a course associated with a health or social care regulatory body)
- overall satisfaction with the quality of their course (for students in Scotland, Wales and Northern Ireland only)

**23.** Students are also given the opportunity to give positive and negative comments on their student learning experience as a whole.

**24.** The NSS also includes the following optional questions:

- Providers can add up to six optional modules from a bank of questions, and up to two questions of their own provider-specific questions.
- Marketing question. Students will be asked to tell us where/how they found out about the NSS after their online response has been submitted. This question is optional and can be skipped.

**25.** Students who are on Degree Apprenticeships courses will continue to remain eligible for the NSS and will be invited to participate in the survey, but they will not be asked questions about their training programmes.

**26.** The full questionnaire and optional banks can be found on the [NSS Extranet](#) home page and in the NSS 2024 Set Up Guide, Annex 2.



CHAPTER

# 2

## Promoting the NSS



## CHAPTER

## 2

# Promoting the NSS

27. **This guidance applies to providers in England.** Providers in Northern Ireland, Scotland and Wales should refer to the Good Practice Guide that covers these nations.
28. It is not a requirement for providers registered in England to promote the survey, however any provider who chooses to do so must follow this guidance. This section details the strategy that Ipsos recommends for providers who plan to promote the NSS. It outlines the guidance for promoting the NSS and parameters around [creating your own marketing materials](#). Guidance on [Inappropriate Influence](#) remains relevant to all providers whether they actively promote the survey or not.
29. Ipsos will promote the survey to students through a communication schedule and the production of marketing materials, as detailed in this Good Practice Guide.
30. Providers can use the marketing materials supplied by Ipsos and/or, in the event of provider-led promotion, choose to design their own NSS marketing materials. Please see [NSS Marketing Materials](#) for more information.
31. Please note that promoting the NSS locally at a provider is subject to strict guidelines to avoid the sharing of confidential information or influencing students' responses inappropriately. More information is available in the [Inappropriate Influence](#) section.

## Student Eligibility

32. Staff should take care to ensure that they are only asking **eligible** students to complete the survey. They should work with the relevant departments within their providers to clearly understand which students are on their NSS target list.
33. Those studying on courses leading to undergraduate credits or qualifications (such as bachelors' degrees, foundation degrees and higher education diplomas) will be surveyed in their expected final year of study.
34. Students are included in the 2024 survey population if they are expected to complete their course between 1 February 2024 and 31 January 2025 inclusive.
35. In addition, students are eligible for the NSS if they:
  - Are on more flexible part-time programmes (whose final year cannot be easily predicted). They will normally be surveyed during their fourth year of study;

- Have withdrawn from study during their final year. These students will be included in the survey as their feedback is equally valuable;
- Are repeating their penultimate year in 2024. They will be surveyed (not when they eventually progress to their final year), unless they are specifically submitted for removal;
- Have changed their course arrangements but were originally expected to graduate in 2024. These students will be eligible this year and not when they eventually reach their final year, unless specifically submitted for removal.

**36.** Students are not eligible for the NSS if they:

- Study programmes that do not lead to undergraduate qualifications or credits;
- Are on a course lasting one year or one FTE (full-time equivalent) or less;
- Were eligible in the NSS 2023 (whether or not they responded) and remain at the same provider, unless removed by the OfS;
- Are under the age of 16.

**37.** Please liaise with the Main or Second NSS contacts at your provider to identify which students are included in the list of eligible students for the 2024 survey. You can also contact the NSS helpline at [nss@ipsos.com](mailto:nss@ipsos.com).

**38. Please note that Ipsos cannot provide the details of students that have/have not completed the survey.**

**39. What should we do if we identify an eligible student that cannot access the online survey?**

- Please send an email including the student's learner number and identifier (SID/STUDENT\_ID [NI Colleges only]/LearnRefNumber) to [nss@ipsos.com](mailto:nss@ipsos.com) and we can check if they are in our database of eligible students.
- Students can also contact us directly at [thestudentsurvey@ipsos.com](mailto:thestudentsurvey@ipsos.com) where we can check their eligibility.

## Planning a Communication Schedule

40. Whilst it is not a requirement for providers in England to promote the survey in 2024, providers can choose to do so. This section outlines guidance for planning a communications schedule<sup>1</sup>.
41. If promoting the NSS, you may choose to deploy a range of methods, including but not limited to the following:
- i. Promoting on social media
  - ii. Placing posters around campus to familiarise students with the NSS
  - iii. Emails to eligible students
  - iv. Lecture shout-outs
42. The dates when Ipsos will communicate with your students are in accordance with your provider's chosen survey start week. This can be found on the [NSS Extranet](#) within the 'Survey Options' form.
43. You can use the following schedule should you want to plan promotion in line with the Ipsos Fieldwork Timetable available in the Set-Up Guide:

TERM AND DATES	NOTES
AUTUMN TERM	<p><b>Provider – Promotional Materials</b></p> <p>For those promoting the survey, you can display promotional materials before the launch. This ensures it is visible to students and fresh in their minds before they receive their email invitations. The survey website will remain live until 30 April 2023 and it is useful to display the materials until this date.</p>
NOVEMBER – DECEMBER 2023	<p><b>Provider – Required NSS Pre-Notification Communication</b></p> <p>All providers are required to send an NSS pre-notification email to their eligible students at the beginning of the academic year to give GDPR notification that their details will be passed onto Ipsos and to also provide students with information about a student guide on inappropriate influence. See this <a href="#">section</a> for more details.</p>
1 WEEK BEFORE SURVEY LAUNCH DATE  JANUARY 2024	<p><b>Provider – Pre-Emptive Reminder Emails</b></p> <p>A week before the launch date, providers can send pre-emptive emails to eligible students outlining:</p> <ul style="list-style-type: none"> <li>▪ That they will receive an invitation email from Ipsos containing a unique link to the survey (on which date depending on your provider's survey start week);</li> <li>▪ The importance of the NSS;</li> <li>▪ If offered, outline the details of the prize draw.</li> </ul> <p>This email should be signed from either an individual known to the students or a senior member of staff (e.g., Pro-Vice-Chancellor).</p>

<sup>1</sup> This applies to providers in England only. Providers in Northern Ireland, Scotland and Wales are still required to promote the survey to their students and should refer to the Good Practice Guide that covers these nations.

	<p>It is important to ensure that your I.T. department/contact is aware that students' email accounts will be receiving emails from these domains (<b>@ipsos-online.com and @thestudentsurvey.com</b>), and that the IT system is set up to allow these through.</p>
<p><b>TERM AND DATES</b></p>	<p><b>NOTES</b></p>
<p><b>SURVEY WEEK 1</b>  (WEEK 1 OF CHOSEN START WEEK)</p>	<p><b>Ipsos - Invitation Emails</b></p> <p>The first email invitations from Ipsos will arrive in students' inboxes on the Thursday of your chosen survey start week. Emails are sent in batches, so providers' email systems do not tag them as spam.</p> <p><b>Provider - Completion Sessions</b></p> <p>Providers can arrange dedicated sessions with eligible students on Friday/Monday to maximise the use of unique email links; these should not be compulsory for students to attend.</p> <p><b>Provider - General Promotion</b></p> <p>Providers can promote the NSS with reference to the invitation email that eligible students will receive from Ipsos.</p>
<p><b>SURVEY WEEK 2</b>  (WEEK 2 OF CHOSEN START WEEK)</p>	<p><b>Ipsos – First Reminder Email</b></p> <p>Non-responding students will receive a reminder email on Monday of the second week of the chosen schedule; these emails are sent in batches, so providers' email systems do not tag them as spam.</p> <p><b>Ipsos – SMS Reminders</b></p> <p>SMS reminders from Ipsos will be sent to non-responding students' mobile phones on the Thursday of your second survey week.</p> <p><b>Provider – Completion Sessions</b></p> <p>Providers can arrange dedicated sessions with eligible students on Tuesday/Wednesday to maximise the use of unique email links, or Friday while the SMS reminders are still fresh in students' minds; these should not be compulsory for students to attend.</p> <p><b>Provider – General Promotion</b></p> <p>Providers can promote the NSS with reference to the reminder emails.</p>

TERM AND DATES	NOTES
<p>SURVEY WEEK 3 (WEEK 3 OF CHOSEN START WEEK)</p>	<p><b>Ipsos – Telephone Interviews</b></p> <p>Ipsos will begin telephone interviews with students for who we only hold telephone numbers or who have been identified as ‘hard-to-reach’.</p> <p><b>Ipsos – Telephone – Follow-Up</b></p> <p>Later in the week, Ipsos will begin the main telephone follow-up phase.</p> <p><b>Ipsos – Second Reminder Email</b></p> <p>A second reminder email from Ipsos will arrive in non-responding students’ inboxes on Thursday of the second survey week; these emails are also sent in batches, so providers’ email systems do not tag them as spam.</p> <p><b>Provider – Completion Sessions</b></p> <p>Providers can arrange dedicated sessions on Wednesday/Thursday to maximise the use of unique email links; these should not be compulsory for students to attend.</p> <p><b>Provider – General Promotion</b></p> <p>Providers can promote the NSS with reference to the SMS reminders.</p>
<p>SURVEY WEEK 4-5 (WEEKS 4-5 OF CHOSEN START WEEK)</p>	<p><b>Provider – General Promotion</b></p> <p>Providers can send email reminders to eligible students to encourage completion.</p> <p><b>Provider – Completion Sessions</b></p> <p>Providers can arrange dedicated sessions/visit lectures or teaching sessions to promote the survey; the sessions should not be compulsory for students to attend.</p>
<p>SURVEY WEEK 8-9 (1 MARCH ONWARDS FOR ALL)</p>	<p><b>Ipsos – Targeted Follow-Up</b></p> <p>Ipsos begins the targeted follow-up phase. All non-responsive students will be contacted, therefore providers and cohorts behind the publication threshold will be targeted. For NSS 2024, this will also include an additional SMS reminder to non-responding students. In addition to targeted follow-ups, for NSS 2024, all providers who are at risk of not meeting the publication threshold will be automatically put into a booster phase to send additional reminders to their non-responding students.</p> <p><b>Provider – General Promotion</b></p> <p>Providers’ specific communications and promotion can continue until the survey closes.</p>

**TERM AND DATES      NOTES**

<p><b>FINAL SURVEY WEEK</b></p>	<p><b>Ipsos – Final Reminder Emails</b></p> <p>Reminder emails from Ipsos will arrive in non-responding students’ inboxes in the final survey week; these emails are also sent in batches, so providers’ email systems do not tag them as spam.</p> <p><b>Provider – Completion Sessions</b></p> <p>Providers can arrange final dedicated sessions to maximise the use of unique email links; these should not be compulsory for students to attend.</p>
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- 44. Please note that providers should use these guidelines to help plan their own communications or complement Ipsos’s communications. They are not intended to replace existing communication plans.

## Required NSS Pre-Notification Communication

45. The OfS requires providers to send a pre-notification email to their eligible student population in the Autumn term. This email will act as a GDPR notification that their details will be passed onto Ipsos. It also details information about a student guide on inappropriate influence to help raise awareness among students on the value of their honest views, what to expect on NSS promotion, what is allowed and not allowed, and where students should go for help and support if they are concerned about being influenced. Ipsos will provide a template that providers should use; it is preferred that all providers send out this template with minimal edits to the suggested text.
46. This email should be signed from either an individual known to the students or a senior member of staff (e.g., Pro-Vice-Chancellor). More information on the NSS pre-notification email, including a suggested email text for providers in England, can be found in the NSS Set Up Guide, available via the [NSS Extranet](#).

## Response Rate Updates

47. Ipsos will share interim [response rate reports](#) with providers **three times a week** whilst the survey is live. This includes response rates at the provider overall, as well as at course, department and CAH-levels. Your NSS Main and Second contacts will have access to these reports and will either issue them to relevant members of staff or be able to provide you with more information.
48. Please note that the figures quoted in the NSS response rate reports are based on data collected during the fieldwork period. At the end of the NSS fieldwork, the NSS data undergo a cleaning process. Part of this involves removing any invalid interviews; these are interviews where, for example, the respondent has selected 'This does not apply to me' for all of the core NSS questions or for a whole section of questions (e.g., 'the teaching on my course'). Due to this cleaning process, response rates in the final data may not match the response rate reports.

### Can provider campaigns share interim response rates during fieldwork?

49. The OfS is designated as a producer of **Official Statistics**, and therefore complies with the UK Statistics Authority's Code of Practice for Statistics. As a consequence, the release of any data produced through the NSS prior to official publication is subject to various restrictions. This applies to the release of interim data, namely response rates, whilst the survey fieldwork is ongoing.
50. The sharing of response rates is subject to **restrictions**. Therefore, please read the section below carefully to ensure your provider's practice is compliant with the guidelines. NSS contacts have the responsibility to ensure that these guidelines are followed.
51. Providers are permitted to share interim response rates as long as this release is **documented, limited, and solely for the purposes of operational requirements and/or quality assurance**. The release of response rate data (e.g., headline figures such as the current response rate at a given department, how it compares to the overall response and to other departments to a selection of staff, student representative bodies and relevant/NSS eligible students) is permitted, provided that this release is limited and documented.
52. Providers may want to share interim response rates with students or departments. This includes sharing by email, on their website or VLE, in lecture shout outs, faculty meetings, on campus TV screens, and in



closed social media posts among other channels. Inter-departmental competitions can also be formed which has been found to boost final response rates. Both are **permitted** under the new guidelines.

53. Providers are **no longer permitted to share response rates on open social media platforms**. This includes X (Twitter), Instagram, and public Facebook groups. However, response rates can continue to be shared on closed social media platforms, such as private/closed Facebook groups which are controlled by the provider.
54. Detailed response rate information must not be disclosed to third parties. This includes staff or students who are not directly involved in the operation of the NSS or for whom the information is not relevant. Please ensure that all staff and students accessing the information for promotional purposes are aware that they should consider the information confidential and not for wider or external circulation.
55. Failure to comply with these requirements may result in the OfS reconsidering its approach to providing access to NSS response rates in advance of publication in the future.

### What activities are permitted under the guidelines?

56. Sharing provider response rates with the following groups is **permitted**, provided that they are solely for the purpose of encouraging participation in the survey:
  - **Academic colleagues** (at faculty meetings or for the purposes of running inter-departmental competitions);
  - **Target student cohorts** (through the VLE, lecture shout outs, displays on campus screens (at the provider only), student mobile apps, and closed social media groups);
  - **Relevant committees, Students' Unions, academic boards or other relevant bodies.**
57. The following activities are examples of those that are not permitted, as they are unlikely to improve response rates at the provider:
  - Sharing response rates with **anyone outside the provider** (this includes any media organisations, and any other group that is not involved in delivering the NSS at the provider in question);
  - Sharing interim response rates for **any purpose other than improving response rates** to the survey, including unrelated promotional purposes.

### How should the dissemination of response rate data be documented?

58. Providers who want to share response rates during fieldwork for the purpose of boosting responses have a duty to make sure that they will be used for this reason alone. The strategy must be documented in a **Project Communication Plan**.
59. Keeping a **Project Communication Plan** is adequate documentation. The document must be on record for inspection by the OfS or the Office for Statistics Regulation in the event of a breach of the code of practice for statistics.
60. This plan should form a part of your Provider's Communication Strategy for promoting the NSS, and must include the following information:
  - **Details of each group the information is released to**  
*"Final Year Philosophy Students"*  
 Documenting the target audience is sufficient – it is not necessary to document each individual who has had access to the information.

- **Details of the information that has been shared with them**  
*“Provider-level and Philosophy department interim response rates (as of 13/03/21)”*
  - **Method of distribution**  
*“Entry on Philosophy Department VLE”*
  - **Details of the time the information was shared**  
*“Posted at 19:00 on 14/03/21”.*
  - **Operational justification for releasing this information**  
*“Philosophy Department response rate shared to encourage participation in the survey.”*
61. If you have any questions regarding these new guidelines, please contact the NSS Helpline at [nss@ipsos.com](mailto:nss@ipsos.com).

## Online Promotion

62. Online promotion is an effective way to reach a wide student audience, particularly those who are not exposed to local campus promotional activities. Providers should attempt to include online and digital efforts within their overall promotional plan.
63. Ipsos has produced a number of digital materials providers can make use of. More information can be found in the [NSS Marketing Materials](#) section.
64. In 2023, providers mentioned the effectiveness of the following online and digital promotional activities:
- Direct emails to students
  - Digital signage and calls to action on VLE / Moodle / learner portals
  - Updates on main provider websites
  - Promotion in online lectures (Teams, Zoom) and other blended learning activities.
  - Student newsletters and articles
  - Digital media such as computer wallpapers
  - Promotion via provider and SU social media accounts – more information on this can be found below.

## Using Social Media to Promote the NSS

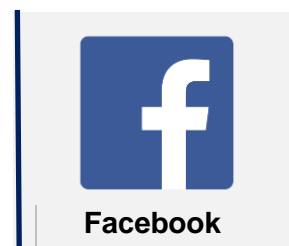
65. This section aims to provide an overview of social media and present ideas that may be of use. However, it is not intended to replace any existing social media plans that providers may already have in place. The ideas outlined here work better as part of a larger promotional campaign to encourage participation.
66. Social media sites and apps can be an effective way to ‘spread the word’ about an activity, event or project. Ipsos has prepared a series of social media materials for providers for survey promotion, including templates for use on X (Twitter), Instagram, Facebook and TikTok. The [marketing guidelines](#) and rules on [inappropriate influence](#) also apply to social media posts, so please ensure that all those

involved in promoting the survey on social media are aware of what they can and cannot do, as well as the consequences of inappropriate posts. See [Inappropriate Influence](#) for more information.

## Facebook

### 67. Provide updates and promote participation in the NSS

Departments, SUs/Associations/Guilds and NSS champions with their own Facebook pages are able to promote general NSS activity, such as announcing the launch of the survey, offering details about dedicated completion sessions, sharing response rate updates (in closed groups), and publicising any giveaways.



### 68. Publicising competitions and prize draws

For example, if you embed an 'enter the survey' button as a post, which will take students to [www.thestudentsurvey.com](http://www.thestudentsurvey.com), students who share it will be entered into a prize draw. Please find more information in the [competition and prize draws section](#) below.

### 69. Create a Facebook photo album

Post pictures or video clips of activities that are happening on your campus in a dedicated Facebook album.

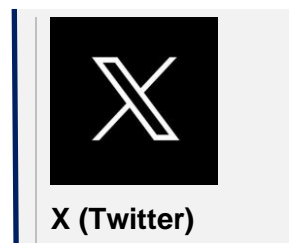
### 70. Make use of live broadcasting/streaming

Broadcast live streams of NSS-themed events or sessions; students can interact with these streams by commenting/reacting to the feed.

## X (Twitter)

### 71. Post a 'call to action' Tweet that includes a direct link to the NSS

Students can click the link and complete the NSS straight away. Tweets can also be used to spread the word about dedicated completion sessions, how long students have left to take part in the survey, when they will be contacted by Ipsos, incentives, the nature of the survey, why it's important, details of any NSS-related events, the impact of results and the survey more widely.

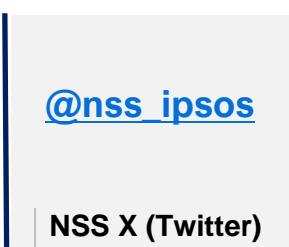


### 72. Retweet the Official NSS X (Twitter) account

The official NSS X (Twitter) account will not be directly targeting students. Instead, it will post regular updates on the survey that providers' social media accounts can utilise by re-tweeting to their student population.

### 73. Engage with students

X (Twitter) is a social dialogue. Therefore, we recommend responding to students and retweeting posts that others make. 80% of Tweets should focus on driving interactions with followers, such as retweets, replies, and favourites. Once you have built some rapport, call to action tweets, such as participating in the NSS, can be posted.



### 74. Make use of NSS related hashtags

In 2024, the hashtags **#YourViewsYourNSS** and **#NSS2024** will be used widely.

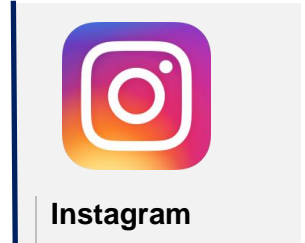
## 75. Use as many visual elements as possible

Photos average a 35% boost in retweets, while videos get a 28% boost. Animations can be used to tell a story, while YouTube videos can be shown natively in the X (Twitter) app.

## Instagram

### 76. General NSS promotion

Instagram has recently updated its algorithm so video content performs better and has a wider reach than static photo posts. Providers can take advantage of this by posting videos of their NSS campaigns in action alongside their custom hashtag campaigns, e.g., #NSS2024, etc. Carousel swipe-throughs – posts containing up to 10 images – receive more attention than single images. Providers can use this feature to present step-by-step guides for students on how to get to the NSS website, how to enter the survey, enter the prize draw, and so on. These ideas can also be repurposed across other social media apps such as TikTok.



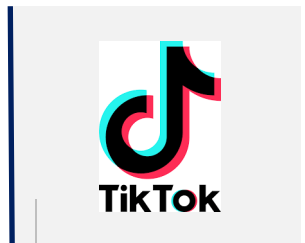
### 77. Setting up Instagram 'booths' across campus

Here, students can take photos for their provider's Instagram accounts which can then be shared across linked social media accounts e.g., adding to their Instagram 'stories'. The Instagram story feature is great for starting conversations – providers can include polls, 'this or that' posts or a Q&A to help students better understand the purpose of the NSS.

## TikTok

### 78. Promotional video clips

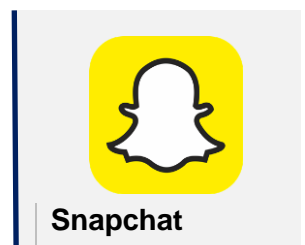
TikTok has gained a lot of traction among students due to its unique nature. Providers could utilise the app to tell students about the survey and where it can be accessed in a bitesize video that is easy to watch and digest. A wide student audience can be reached via TikTok if providers use the most popular audio and trending hashtags, alongside the 2024 hashtags #YourViewsYourNSS, etc. NSS promotional videos are easy to film and edit via TikTok and are a lot more compact for student viewing.



## Snapchat

### 79. General NSS promotion, particularly using Stories

It is an option for providers to take pictures and videos of their promotional campaigns and compile them into one chronological storyline, their 'NSS Story'. Each snap added to the storyline lasts for 24 hours, allowing providers to document each day of their campaign from start to finish.



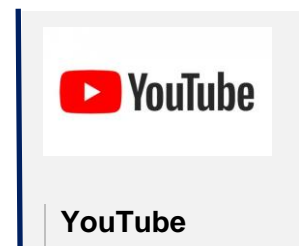
### 80. Create an NSS-themed filter

The custom geofilter function could be used to create an NSS-themed filter to use over any photos or videos taken after dedicated sessions or specific areas on campus where students complete the survey. This can also be used on Instagram Stories.

## YouTube

### 81. Create and share videos about the NSS

Such videos can inform students of the purpose of the NSS and how to complete it. These can be embedded into other social networking sites, such as X (Twitter) and Facebook, as well as on providers' websites/portals and shared amongst eligible students. You can develop an engaging video that students can be encouraged to share. You can share your videos with the official NSS YouTube Channel by sending the link to [nss@ipsos.com](mailto:nss@ipsos.com). You may also share the video produced by Ipsos, by embedding a YouTube link (which will be sent to providers when it is uploaded), or by downloading the file available via the [NSS Extranet](#). See [Digital Materials](#) for more information.



## Using Prize Draws to Promote the NSS

82. One way of promoting the NSS to eligible students is to communicate any prize draws on offer. When a provider makes their survey choices via the [NSS Extranet](#) (please see the **NSS Set Up Guide**, available via the [NSS Extranet](#)), they can opt to include a prize draw to encourage student participation. Should the provider offer a prize draw, they should adhere to the following guidance. Any prize draws that run internally should follow the [MRS Guidelines](#).
83. In the online survey, students can enter the prize draw on offer by ticking the relevant box which appears on screen before the main NSS questions. Students do not need to complete the survey in order to enter the prize draw.
84. After the prize draw closing date, Ipsos will draw the required number of winners at random and notify the necessary NSS contacts at the provider.

## Guidelines

85. It is up to providers to promote the NSS locally however, providers may organise prize draws if they want to do so. Ipsos is able to publicise providers' prize draws, provided that complete and timely information is submitted via the '[Survey Options](#)' form on the [NSS Extranet](#). Agreed details can be promoted in the invitation emails sent to students, as well as through the online survey.
86. To be able to publicise the prize draw, a precise description of the prize offered by the provider is required. If Further Education Colleges in England and Northern Ireland have opted to offer a prize draw, this information should be provided in the Survey Options form by **24 November 2023**. If Higher Education Providers and Further Education Colleges in Wales who submit data to HESA have opted to offer a prize draw, this information should be provided in the Survey Options form by **1 December 2023**. This is to ensure that the survey is ready on time so students can access it from **8 January 2024**. We cannot deviate from the standard text that is communicated. This is because the prize draw text forms part of a program that administers the NSS across all providers that have different survey options. Once the survey is live, no changes can be made to this text.
87. Please note that details of prize draws will only be available to students who enter the survey **online**. Students are invited to take part in the survey and are informed of the prize draw offered by the provider in their email invitations. Students should be made aware that there is no link between how they respond and their chances of winning a prize. Completion of the survey cannot be a condition to

entering the online prize draw as all eligible students have an equal chance of winning. Please see the [MRS guidelines on incentives and prize draws](#) for more information.

## Opting into a Prize Draw

88. If the provider opts to offer a prize draw, Ipsos will randomly select prize draw winners within five working days after the closing date on behalf of each participating provider. All eligible students, including non-respondents, can enter the prize draw. It is the responsibility of the provider to ensure the prize draw complies with the relevant legislation. The cost and purchase of the prizes on offer are entirely the responsibility of the provider; Ipsos only supports prize draws through promotion in communications to students.
89. Please note that prize draws must include all eligible students at a provider. It is not possible to offer a prize that is only open to a specific cohort of students, e.g., a specific department or college. Ipsos is unable to facilitate bespoke prize scenarios while fulfilling its MRS and legal obligations.

The screenshot shows a web form for the National Student Survey (NSS) prize draw. At the top left is the NSS logo (National Student Survey). A progress bar is visible in the top right. The main content area has a white background with a dark purple border. It contains the following text:

Bespoke text agreed with each HE provider

To be entered in the prize draw, please tick the box below.

Enter the prize draw - Terms & Conditions

By ticking this box, you agree for Ipsos MORI to confirm to your institution that you have entered the prize draw should you be drawn as a winner. This is so that your institution can contact you about sending your prize. Your responses to the survey will remain strictly confidential. For further details, please refer to the [Privacy Statement](#).

At the bottom of the form are two buttons: '< Back' and 'Next >'.

**Prize draw**

90. If you choose to run a tailored or multi-prize draw scheme, please ensure that the provider is able to administer these while complying with the law and adhering to the [MRS guidelines](#). It is a requirement to clearly advertise the prize draw in any correspondence with students and clearly communicate how and when prize winners will be drawn.
91. To ensure the prize draw is communicated to eligible students online, please complete the appropriate fields in the '[Survey Options](#)' form, identifying whether the provider will be offering a prize draw, the total number of winners and the closing date for the draw. Following this, Ipsos will agree the text that will be communicated to eligible students with the provider.
92. **Regarding the notification and announcement dates, please allow five working days after the prize draw closing date for Ipsos to draw the winners.**
93. The deadline to opt-into the prize draw for Further Education Colleges in England and Northern Ireland is **24 November 2023**. The deadline to opt-into the prize draw for Higher Education Providers and Further Education Colleges in Wales who submit data to HESA is **1 December 2023**. We will not be able to advertise prize draws (or draw winners) for any provider that does not supply Ipsos with the required



details and wording by this date. All eligible students must have a fair and equal chance of entering the prize draw; therefore, we cannot introduce a prize draw after the survey has gone live in January 2024, regardless of later start weeks.

94. Please see the **NSS Set up Guide**, via the [NSS Extranet](#), for full details of how to opt into the prize draw.

### Prize draw administration

95. Ipsos will communicate the student identification codes (such as HUSID) of the selected prize winners to the NSS Main, Second and Marketing Contacts at the provider by the **end of May 2024** (or up to five working days after the prize draw closing date if an earlier date is selected). Those who enter the prize draw are asked to give consent that their contact details can be passed on to their provider should they win a prize.
96. Providers can use the student identification codes to look up the winners either in the sample files on the [NSS Extranet](#) or via their internal data returns.

## Improving Response Rates, Examples of Good Practice

97. This section outlines examples of good practice for improving response rates.

### Create a Challenge

98. Providers can opt to use social media as an avenue to create an internal or external competition to boost [response rates](#). This can be done in many ways, including:
- Using **Datwrapp** or any alternative software known to your provider, to post an **interactive chart** to intranet or Moodle pages to show the current response rate versus your overall targets (as documented in your provider's [Project Communications Plan](#));
  - Posting response rates in various closed Facebook pages and challenging other departments or campuses to beat your score (as documented in your provider's [Project Communications Plan](#));
  - Sharing a link to the online survey and encouraging students to 'share' it in order to be in with a chance to win a small prize;
  - Creating a competitive element **among campuses** and **other departments** for participation to help make sure as many subject areas as possible meet the threshold for publication;
  - Regularly posting updates using a **custom hashtag** and encouraging further participation through the provider's **Instagram, X (Twitter), TikTok, Snapchat and Facebook** accounts while the survey is open;
  - Taking to **X (Twitter), TikTok and Instagram** to encourage students to spread the word, for example, offering a reward for the best **NSS Tweet or Instagram/TikTok** post of the week, or for the best method of promotion;
  - Running a campaign to boost response rates over fieldwork. Progress can be posted on closed **Facebook** groups (as documented in your provider's [Project Communications Plan](#)), and final challenges can be filmed/photographed and promoted on social media sources, such as **X (Twitter), TikTok and Instagram**, or added to your **Snapchat** story.

## Promote Providers' Prize Draws

99. Any providers choosing to promote the survey can organise prize draws to encourage eligible students to enter the survey. Prizes are a useful element to communicate via social media platforms. Details of the prize draws that have been identified to Ipsos can be shared to encourage students to complete the survey online, as well as any internal rewards and prizes to help boost response rates. To do this, providers can opt to:
- Have a “**complete the NSS**” day or week by booking a computer room and providing snacks and sweets so groups of students can complete the survey together. These sessions should not be made compulsory and can be promoted using social media. Please be mindful of student privacy during these sessions. **Staff or students running the sessions must not monitor students in any way while they complete the survey and cannot complete the survey on anyone else’s behalf.**
  - Provide incentives for people to complete the survey using their **smartphone or tablet**. For example, a dedicated stall on campus that has any freebies on offer to students that complete the survey via a mobile device then and there. **Again, be mindful of students’ privacy when they are completing the survey at organised events.**
  - Encourage students to tweet when they have completed the survey or received a reward for doing so using custom hashtags such as **#NSSRewards** or **#NSSComplete**. Pictures or videos of students participating in the survey can be uploaded, with their permission, to **Instagram, TikTok and Snapchat**.
  - Drive participation using the SU’s **X (Twitter), TikTok, Instagram and Facebook** accounts; for example, organising a social event for students who complete the survey (using **#NSSReward** to claim entry).
  - Post real pictures of incentives with SU representatives or an NSS mascot. Share pictures of eligible students claiming prizes as well, with their permission. Adding a caption such as “Would you like to get your hands on these?” will contribute towards attracting students’ attention and encouraging completion. These pictures can be shared across all social media platforms via **Instagram** or added to your NSS storyline on **Snapchat, TikTok or Instagram**.
100. Providers can also communicate the outcome of the prize draws once fieldwork has closed or the winners have been drawn. Some ideas include:
- Sharing an approximate number of rewards that have been claimed, e.g., more than 10/50/100 coffees given away. In 2023, several providers used their response rate reports to monitor the number of students that had responded and made a charitable donation for every completed response. They communicated the total raised throughout fieldwork using social media. Please note this must be treated the same as response rate data and must be documented in your provider’s [Project Communications Plan](#).
  - Posting a picture or a video of the winners claiming their prize, as above.

## Engaging Departments and Teaching Staff

101. Support ‘from the top’ – from senior and academic staff - can be key to improving response rates and staff members can communicate the benefits and importance of the survey to students. They can directly communicate how the results will be used by prospective students and to improve the learning experience at the provider more generally. See [Inappropriate Influence](#).
102. The methods below have been identified by providers who have previously taken part in the survey as effective ways to encourage staff to get involved:



## Pre-survey launch:

- Brief staff to explain the nature and purpose of the survey, how to engage students, an overview of eligibility, how the prize draw process works (if offered), as well as to remind them (and students) about the conduct of the survey (e.g., anonymity and inappropriate influence).
- Hold meetings with senior management, heads of schools and marketing teams to discuss an action plan and form a clear communication strategy for engaging students and encouraging completion. Building a thorough communications plan into the student and staff calendar, and around Ipsos's survey schedule, is highly useful to avoid over-contacting students.

## During fieldwork

103. During fieldwork, encourage staff to:

- Sign up to 'key responsibilities', e.g., distributing promotional materials, implementing an NSS feature on their department website, and co-ordinating email communications to students making them aware of the oncoming survey and the email invitation they will receive from Ipsos.
- Deliver lecture shout outs to final year students using the Ipsos produced presentation slides and video, or where applicable, providers' own materials. NSS flyers can be sent out to students or used on provider websites.
- Arrange course-specific dedicated sessions for the NSS, possibly incentivised, so students can make use of their personalised links. These can be built into tutors' timetables from the outset. Students should be told that these sessions are not compulsory.
- Use social media platforms to reach out to students about the survey.
- Circulate weekly response rates to teaching staff/department heads, highlighting areas of good and bad performance and pointing out departments' progress compared to others. Please note this must be documented in the provider's [Project Communications Plan](#).

104. Some ideas for ways staff can engage students include:

- **Monitoring response rates.** You can use the thrice-weekly response rate reports provided by Ipsos to guide internal promotion of the NSS.
- **Creating competitions.** You can introduce a table for departments/subjects to identify top and bottom performers. Some providers have implemented prizes for those who get the overall best response rate. Social media is particularly effective in creating a sense of competition among students and boosting response rates.
- **Keeping staff abreast of survey progress.** You can forward response rate reports to course leaders, heads of departments and senior management so that they are aware of the targets. If they are /are not being met, staff can act on it effectively. Please note this must be documented in the provider's [Project Communications Plan](#).
- **Building a social media presence.** You can use departments' social media profiles to post reminders about the survey, response rate updates (in closed groups) and details of any incentives and/or prize draws on offer.

## Email Communications

105. Providers are expected to send an NSS [pre-notification email](#) to students at the beginning of their final academic year to inform them what the NSS is, that their details will be passed onto Ipsos and how they will be contacted to complete the survey. The email is also to raise awareness with students about a

student guide on inappropriate influence, the value of their honest views, what to expect on NSS promotion (what is allowed and not allowed), and where students should go for help and support if they are concerned about being influenced. There is a recommended email text available to providers within the NSS Set Up Guide.

**106.** However, should providers want to further promote the NSS, electronic communication (by respondents and providers) can be an effective way of doing so. Providers can:

- Send introductory emails before the survey launch to forewarn students that the survey will be coming and to look out for their email invitations. These emails should include a link to the survey website [www.thestudentsurvey.com](http://www.thestudentsurvey.com) so students can find out more.
- Include messages addressed from named contacts such as the Principal, Dean of the provider or Pro-Vice-Chancellor to email communications, which can add weight to the email and be more effective.
- Provide the email details of eligible students to teaching staff to enable them to send targeted emails. Introductory and reminder emails regarding the NSS should only be sent to eligible students rather than all final year students to avoid confusion for those who are not eligible.

### Redirecting to the NSS Website

**107.** Providers can build a pre-survey webpage, which can be branded locally to help providers manage their own incentives more effectively. These micro-sites can link directly to the survey and provide some background information and details about any incentives.

**108.** Other internal sites previously used to promote the survey include:

- The providers' intranet sites. Information can be subject-specific or generic.
- Virtual learning environments (VLE), which publicise the NSS, e.g., Moodle. Information can be subject-specific or generic.
- IT terminals within the provider, on computers, plasma screens, etc.

### Promotional Materials

**109.** Providers can use a range of promotional tools and methods to improve awareness of the survey and to maximise participation.

**110. Using Ipsos supplied promotional materials.** Display official NSS branded posters, around campuses and in buildings. Some methods used to maximise the coverage include:

- Displaying posters in areas where final year students will see them such as learning resource centres/PC laboratories, classes, lecture theatres, seminar rooms, the library, shops or bars. The NSS video can also be played in these areas and presentation slides can be displayed in final year classes.
- Targeted distribution of materials. For example, digital dissemination of (electronic) flyers to students to promote the survey and encourage completion.

**111. Create provider-specific marketing materials.** Providers can still produce their own branded posters, flyers, banners and screensavers. Providers can also employ innovative promotional ideas such as NSS stickers on food labels, catering cards that are displayed on tables in cafes, bars, etc., and NSS-branded clothing for representatives to wear on campus or to be given away as incentives. Internal promotional materials must adhere to the overall [OfS guidelines](#). Other promotional tools previously used include:

- **Communicating change.** Showing students what has changed as a result of the NSS and how staff are listening, e.g. “You Said, We Did” campaigns.
- **On screen promotions.** Displaying information about the NSS on plasma screens and IT terminals around the provider.
- **Social media.** Build and maintain a social media presence for the NSS, where you can inform students of the dates of the survey, as well as provide them with links to more information on what the survey is, the NSS video, and how the results have been used at your provider to implement change.

## Internal Communication and Press Releases

112. Providers may choose to publish feature articles on their staff intranet to provide background information and tips for engaging students. This can include articles to raise awareness such as “spotlight” interviews, publicising the previous year’s prize draw winner(s) and communicating changes that have been implemented as a result of the NSS. It can also include features in student papers and/or radio stations to encourage completion.
113. [Annex 1](#) provides examples of articles that can be used as a basis for communications.

## Engaging Student Bodies and Representatives

114. If providers want to promote the NSS themselves, the role of the Students’ Union, Association or Guild (SU) can be important. SU support can run alongside the provider’s main campaign, giving a student-led and student-focused approach. Furthermore, early engagement of the SU, such as involving them in planning, can prove beneficial.
115. Examples of SU support include:
- **Creating a buzz.** The SU has an understanding of what appeals to potential respondents and can spread the word.
  - **Targeting promotion.** Some providers consult their SU on the best places to display promotional materials.
  - **Communicating with students.** Use weekly SU newsletters to promote the NSS.
  - **NSS ambassadors.** Dedicated student/course reps can help to spread the word about the NSS. Some providers have NSS champions/ambassadors to help formulate campaigns and promote the survey to final year students.
  - **Student events.** Include NSS promotions in any online SU events, e.g., reps can ask students to complete the survey there or send out NSS-branded giveaways. Some providers find that it is easier to approach students at these types of events, where they are in an audience together.
  - **Social media.** Encourage SU reps to promote the NSS on their social media profiles; it is an effective way to encourage participation.

## Incentives

116. Providers can opt to offer a range of incentives to encourage students to complete the NSS. The most common incentives offered in the past include:
- Cash prizes
  - High street vouchers – e.g., Amazon, book tokens, entertainment, shopping and travel

- Smartphones and tablets such as iPads and Kindles
- Graduation packages, e.g., gown hire, photo packages, champagne reception.
- University/Final Year Ball Tickets.
- Vouchers for free coffees or meal deals
- Print and photocopy credits.

Some providers have identified that they work with their SUs to identify the incentive that would be most appropriate for their students.

## Word of Mouth

**117.** Providers have previously recognised the importance of word-of-mouth promotion. This can be achieved through SU representatives, department heads, administrators and/or tutors speaking directly with eligible students about the NSS. **This may be online or in person.** Remember:

- **Lecture shout-outs**  
During online classes, providers may encourage staff to include a dedicated slide at the end of every lecture, play the NSS video or send out flyers with any other handouts.
- **Student representatives**  
Representatives can spread word about the NSS among their peers and illustrate the value of student opinion. They can create a presence for the survey through NSS mascots and engage different clubs/societies/associations.

## Dedicated Time to Complete the Survey

**118.** Previously, providers have set up dedicated time or space for final year students to complete the NSS. If they are to take place, these sessions must be held in neutral environments, e.g., computer rooms, study centres or during online classes. Staff must not oversee students' responses or make them feel that they must answer in a certain way. Students should be aware that these sessions are **not** compulsory. Please ensure all staff understand the rules and regulations surrounding [inappropriate influence](#).

**119.** Dedicated NSS sessions can include:

- **Allocating time in tutorials to complete the NSS.** Providers can build time into their timetables to encourage students to complete the NSS.
- **Dedicated PCs or 'hubs' available for completion.** Allocate computers or areas called 'hubs' in places where students tend to visit, specifically for the completion of the NSS during fieldwork.
- **Subject sessions.** Introduce NSS sessions to entice eligible students to participate in the survey by offering an incentive. For example, book a room and offer free pizza/lunch.
- **Dedicated stalls.** Student reps with mobile devices can be sent to areas frequented by eligible students. This could be in the form of a stall with incentives for those who complete it there and then.

## Planning and Coordination

- 120.** Setting up a formal procedure can ensure response rates meet the publication threshold. This may include:
- 121. Dedicated NSS Operations Team and/or an NSS Steering Group:**
- Representatives from across the provider can meet regularly (e.g., once every 2 weeks) to discuss response rates and how to boost them.
  - A group can get together online to brainstorm promotional ideas. Discuss areas of low response and when appropriate, invite department/subject representatives to discuss areas of lower performance.
  - You can track email conversations between representatives to communicate weekly response rates and discuss promotional actions.
  - You can meet with department representatives and encourage them to pass on information to their colleagues in department meetings.
- 122.** All meetings that involve the sharing of interim response rates must be documented in the provider's [Project Communications Plan](#).
- 123. Communications planning.** In order to maximise response rates, some providers have developed a communications plan for the NSS Fieldwork before the launch of the survey.
- 124. Preparing for fieldwork.** Set out a structured, formal plan to ensure that staff are fully briefed on the NSS process, the importance of reaching required response rates, and the start and end dates of fieldwork.
- 125. Timetable for promotional activity.** Providers can produce a detailed plan of promotional activity to target students. This includes:
- Ensuring students are aware of how to claim any prizes/incentives on offer.
  - Developing complementary email communications to reach students between Ipsos mail outs.
  - Highlighting key dates in the student and staff calendar that may affect participation, e.g., holidays, exams, and coursework deadlines.
- 126. Identify key responsibilities.** Some providers have a formal document which identifies who will have responsibilities for which communications, e.g., those best placed to engage with students and what their key responsibilities should be.
- 127. Innovative ideas.** Providers have tested different ideas to engage students with the NSS, including involving those from relevant specialisms to get involved with the promotion, e.g., Art & Design, Marketing and/or Communications to develop NSS strategies for the provider.
- 128. General awareness.** Explore ways you can raise awareness of the NSS amongst non-final year students. This can include poster campaigns to promote changes that have been implemented as a result of NSS findings.
- 129. Contacting students.** Survey fatigue and general annoyance from being over-contacted can prevent eligible students from participating in the survey. To avoid this, providers can:
- Plan communications according to the Ipsos timetable.

- Be aware of any other internal research that is being undertaken by the provider and plan communications, so students are not overwhelmed by emails.
- Ensure communication with students is staggered.
- Personalise or sign emails from representatives that are recognised by students, e.g., Dean or subject head.

## Communications Checklist

**130.** This section outlines a number of communication initiatives that providers have found to be helpful in receiving higher response rates.

**131.** The following pages summarise several of the initiatives which providers have previously followed before and throughout the fieldwork period. This is an optional approach to communication and promotion of the NSS.

### **132. Pre-survey launch check list**

- Send NSS pre-notification email to eligible students.
- Organise staff briefing(s).
- Develop a clear strategy and timeline for contacting students.
- Display promotional materials.
- Organise meetings with student representatives.
- Inform student media and PR of the survey launch.
- Develop electronic presence.
- Build a social media presence for the NSS at your provider.
- Send a pre-emptive email to students just before the survey launch.

### **133. During fieldwork check list**

- Lecture/online class shout-outs.
- Regular staff updates.
- Email reminders.
- Organise dedicated sessions to complete the online survey.
- Implement a dedicated Survey Day/Week for completing the NSS.
- Consider offering incentives.
- Run PR/media activity throughout the fieldwork.

- Word of mouth.
- Create response rate competitions between different departments.
- Maintain NSS social media presence.
- Senior management support.
- Students' Union (Association or Guild) or student rep involvement.
- Provider staff briefings and updates.
- Online promotion.
- Targeted email reminders.
- Engage 'harder-to-reach' students.

CHAPTER

# 3

# Inappropriate Influence



## CHAPTER

## 3

# Inappropriate Influence

134. Providers should ensure that students give honest feedback on their learning experience. Communications and/or providers' marketing materials must not attempt to sway the opinion of students in any way.

## What is inappropriate influence?

135. The OfS (in partnership with the UK funding and regulatory bodies) define inappropriate influence as **any activity or behaviour that may encourage students to reflect anything other than their true opinion of their experiences during their course in their NSS responses.**
136. Inappropriate influence can emerge in several ways, for example:
- Explicit or implicit instruction on the type of responses students should make, including the provision of standard or example responses.
  - Explaining how the survey is presented to students and drawing attention, explicitly or implicitly, to the consequences of negative responses, with regard to:
    - conflation with other surveys undertaken by providers whether internal or external.
    - league tables, the Teaching Excellence and Student Outcomes Framework (TEF) or Quality Assessment processes
    - employers' perceptions of positive and negative outcomes.
  - Instruction on how the response scale is understood by third parties.
  - Encouraging students to avoid a particular point on the response scale.
  - Failure to ensure that methods to encourage participation in the survey, such as campaigns, the use of promotional materials (either explicitly or implicitly) or incentivisation methods (such as prize draws), do not bias responses.
  - Holding compulsory sessions at which the NSS must be completed.
137. If promoting the survey, providers should take into consideration whether the campaign could inappropriately influence the type of responses participants may give. The OfS (in partnership with the UK funding and regulatory bodies) expects providers to have processes to ensure that all staff including both academic and professional services have engaged with the guidance and put measures in place to prevent inappropriate influence throughout their NSS activities.

**138.** As part of pre-launch survey plans, providers are expected to send an email to all eligible students, informing them of the NSS, that their data will be transferred to Ipsos and how they will be contacted to complete the survey. This email will also contain details about inappropriate influence and include a link to a student guide on the topic. This will help to raise awareness among students on the value of their honest views, what to expect on NSS promotion, what is allowed and not allowed, and where students should go for help and support if they are concerned about being influenced. There is also a digital help card and OfS designed social media graphics available on the NSS Extranet which providers can use to raise further awareness with students about what is allowed and not allowed during survey promotion.

## Avoiding Inappropriate Influence, Dos and Don'ts

### Do:

**139. Do run a neutral campaign that focuses solely on boosting responses in the NSS.**

It is important that the NSS is treated as an independent social research survey. As a result, if you opt to run a marketing campaign it should focus on the survey rather than the provider and should not encourage students to respond in a particular way.

**140. Do provide examples of where NSS feedback has resulted in improvements in previous years.**

Demonstrating how feedback from the NSS has led to tangible changes at the provider can be a powerful way to promote the survey. For example: "Your feedback counts – in a previous NSS, students expressed that library opening hours were an issue. Since then, we introduced a 24-hour central library." However, care must be taken not to combine this with other internal campaigns – please see '**don't**' below.

**141. Do encourage eligible students to participate.**

All eligible students should be targeted in any provider-led promotional campaigns.

**142. Do allow students to give their feedback regardless of their opinion.**

When promoting the NSS, providers should encourage all students to participate regardless of their opinion of the provider or course.

**143. Do be wary of tone and use of language when discussing the NSS and asking students to complete it.**

Be sure to keep promotion as neutral as possible. Staff can explain the importance of the NSS, improvements that their feedback has led to in previous years, and how it will help prospective students. **Do not** link the NSS to league tables, a provider's performance in the TEF or to the perceived value of students' degrees.

**144. Do target promotion in departments or courses with low response rates.**

During the NSS fieldwork, Ipsos will share response rate information with providers, which can be used to identify targets for promotional campaigns.

**145. Do inform students that they are free to interpret the survey questions how they wish.**

Questions for the NSS are self-explanatory. Students should be informed that they should answer the survey questions however they interpret them.

**146. Do hold voluntary NSS completion sessions.**

Organising completion sessions is an effective way to encourage students to complete the survey. However, these sessions must be voluntary.

**147. Do ensure students have total privacy when completing the survey.**

Students must not feel pressured to respond in any particular way. Therefore, staff should respect students' privacy when they are taking the survey. If opting to host voluntary completion sessions, staff must not look at students' screens or at the responses they are giving.

**148. Do use incentives or a prize draw to promote the survey.**

Incentives and prize draws are both proven to be effective in improving response rates. This can form a part of the promotional campaign. Students should be made aware that there is no link between how they respond and their chances of winning a prize. Completion of the survey cannot be a condition to entering the online prize draw as all eligible students have an equal chance of winning. Please see the [MRS guidelines on incentives and prize draws](#) for more information. Do ensure that all staff are aware of the guidelines.

**149.** To facilitate understanding of the guidelines and to prevent inappropriate influence in the promotion of the NSS, there is a **digital help card** which can be circulated to academic staff, staff in professional services such as administrative or student support staff, or any other members of staff in a student-facing role.

**Don't:****150. Do not embed NSS marketing activity in broader provider promotional activities, for example 'Pride' and 'I Love' campaigns.**

A clear division between marketing campaigns must be made to ensure all promotion of the NSS is neutral. This includes 'you said, we did' campaigns, where it must be clear that particular changes came about from the NSS rather than from internal campaigns.

**151. Do not combine the NSS with other surveys being undertaken at the provider.**

The NSS must be promoted independently and students must not be led to confuse the NSS with other surveys, whether internal or external, undertaken at the provider.

**152. Do not explicitly or implicitly advise students on how to interpret the survey.**

It is very important that students are not influenced on how they interpret the survey questions or response scale. These have been cognitively tested and are self-explanatory so students should be left to interpret them in a way they see fit. Providers are not permitted to explain the meanings of questions or response scales.

**153. Do not advise or request students to respond in a certain way.**

Providers are not permitted to recommend that students respond in a certain way, e.g. 'I recommend that you select a certain response from the scale or provide standard or example responses.'

**154. Do not make entering a prize draw conditional on completing the NSS.**

Prize draws have been proven as a good way to encourage student interest in the NSS. However, taking the NSS cannot be made an explicit condition to enter the prize draw, as all students eligible to take the NSS can enter, not just those who complete the survey.

**155. Do not link the NSS to league tables, job prospects and the perceived value of students' degrees.**

Providers are **not** permitted to tell students that negative responses could make their degrees look bad to future employers. There should be no link made between completion of the survey and employers' perceptions of positive and negative outcomes. This includes links between the NSS and university league tables or the TEF.

**156. Do not indicate that the survey is compulsory.**

Participation in the NSS, while beneficial to providers, is completely voluntary and this should be made clear to eligible students.

**157. Do not make it a requirement or pressure students to attend dedicated NSS sessions.**

Arranging dedicated NSS sessions is allowed however providers should not enforce them or make students feel there may be consequences if they do not attend. The voluntary basis of the sessions should be made clear.

**158. Do not take students through the survey on an individual basis.**

Providers should not stand or sit beside students when they are completing the survey or take them through their responses question-by-question. Students should be given due privacy so they can respond with honesty.

**159. Do not complete the survey on behalf of the student**

The survey should not be accessed or completed on behalf of the student. The NSS is a strictly confidential student feedback survey and should only be completed by the eligible student.

**160.** This is not an exhaustive list and providers should be alert to other possible types of inappropriate influence.

## What could the consequences of inappropriate influence be for my provider?

**161.** Where a concern or allegation is raised, it will be investigated by the OfS through the Allegations Procedure<sup>2</sup>. If an investigation were to find that promotional activities and/or marketing materials had resulted in inappropriate influence, whether intentional or unintentional, the integrity of the NSS data could be called into question. The OfS (in partnership with the UK funding and regulatory bodies) could take action to suppress the affected NSS data for the provider meaning that no NSS results would be published for the affected courses in that specific year, nor would it be available to use in marketing activities, learning enhancement work or inclusion on Discover Uni, the OfS's website etc.

**162.** More information on the Allegations Procedure for raising concerns, and how the OfS deal with allegations of inappropriate influence, can be found in their guidance 'National Student Survey: Procedures for investigating allegations of inappropriate influence on survey results'; this guidance can be read in full at <https://www.officeforstudents.org.uk/advice-and-guidance/student-information-and-data/national-student-survey-nss/promotion-of-the-nss/>

**163.** If you have any questions or concerns regarding inappropriate influence, please speak to the survey manager at the provider or to the person who deals with the provider's data submissions, who should be able to provide further guidance regarding 'inappropriate influence' in student surveys. Alternatively, please do not hesitate to contact the OfS Allegations team at [NSSAllegations@officeforstudents.org.uk](mailto:NSSAllegations@officeforstudents.org.uk) or Ipsos on 020 8861 8110 or at [nss@ipsos.com](mailto:nss@ipsos.com) who can pass this on to the OfS for investigation.

<sup>2</sup> <https://www.officeforstudents.org.uk/advice-and-guidance/student-information-and-data/national-student-survey-nss/inappropriate-influence/>

CHAPTER

# 4

# NSS Marketing Materials



## CHAPTER

## 4

# NSS Marketing Materials

## Ipsos Marketing Packages

164. The Good Practice Guide outlines guidance for using NSS marketing materials to promote the NSS and parameters around [creating your own marketing materials](#).
165. Ipsos will promote the survey to students through a communication schedule and the production of marketing materials, as detailed in this section.
166. The OfS and UK funding and regulatory bodies have agreed to keep a similar NSS promotional campaign from 2023 for NSS 2024 with some changes to the colour scheme and photo imagery in the marketing materials.
167. Providers will be sent hard copy marketing materials by Ipsos if they have requested them via **the order form**. It is not compulsory to use the marketing materials provided (free of charge).
168. Listed contacts at providers should have received a separate form for NSS poster orders on 6 October. For more information, please see the **NSS Set Up Guide**, available via the [NSS Extranet](#).
169. The deadline for requesting posters was **20 October**. Orders completed by this date will be delivered from **early November**. Please contact Ipsos if you require hard copy materials but did not submit an order by this date.

## Hard copy materials

### 170. Posters

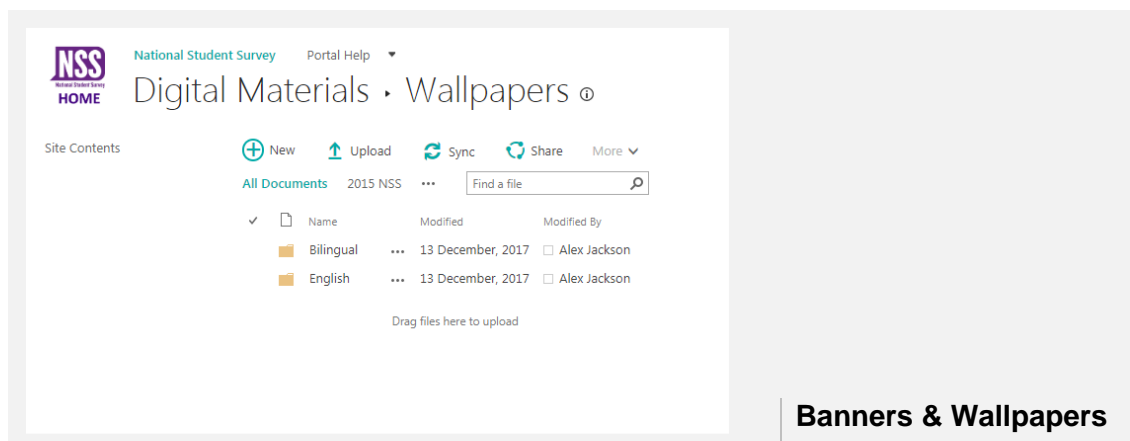
- NSS hard copy posters are available in two sizes: A3 and A4. Providers often display posters in prominent positions where there is a lot of student traffic. The A0 poster will be made available as a digital file only.
- Providers are permitted to request the poster files from Ipsos to adapt the poster for their own provider. However, they are only permitted to add a provider logo and/or provider-specific text, e.g., prize draw information or 'you said, we did' examples. Any adaptations of the posters have to be approved by Ipsos and the OfS.

## Digital Materials

- 171.** In addition to the hard copy marketing packages from Ipsos, a range of digital materials will be available to all providers to help them promote the NSS.
- 172.** For the NSS 2024, there will be no flyer artwork available. Providers are welcome to adapt the materials into flyer format for digital dissemination, provided they follow the guidelines [below](#).

### Available materials:

#### 173. Banners & Wallpapers



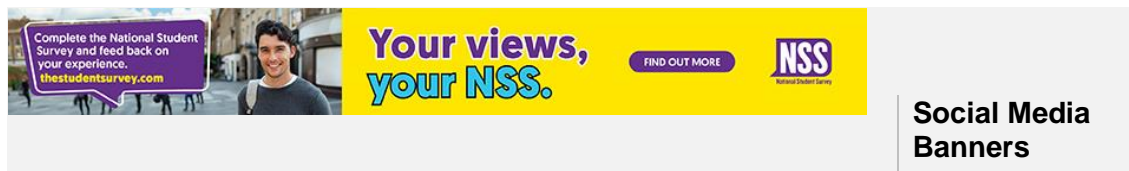
#### Banners & Wallpapers

Ipsos will provide a range of digital banners and wallpapers for providers to use.

- The **wallpapers** can be installed on computers in IT suites and can be displayed on computer/plasma screens around campus. Desktop wallpapers are supplied in a range of sizes. For optimum display at the provider, use a wallpaper that corresponds (if not exactly, then as close as possible) to the resolution of your computer/device screens.
- **Static and animated electronic banners** can be placed on the relevant provider websites (VLE, intranet, etc.). There are horizontal and vertical banners available which can be used on electronic communications from the provider, e.g., an email signature, internet/intranet/extranets, articles/newsletters as well as social media.
- There are hyperlinked banners provided (vertical and horizontal), which once clicked, will direct students to the official survey website: <http://www.thestudentsurvey.com/>.
- All electronic items will be available to download from the [NSS Extranet](#) home page by November 2023. These can be downloaded by clicking on the three-dotted menu next to each file and selecting 'Download'. Listed Main, Second and Marketing contacts will be notified when the materials are available.

## 174. Social media-specific banners

- Static banners that can be posted on social media. The banners are optimised for mobile phone usage and can be used on platforms such as X (Twitter), Facebook, Instagram or TikTok. Providers can upload the banners to their social media accounts and add a link/comment to direct students to the NSS website. For example, “swipe up to complete the NSS”. The banners will be available on the [NSS Extranet](#) homepage.



- There are also OfS-designed social media cards available on the Extranet which providers can use to raise further awareness with students about what is allowed and not allowed during survey promotion.

## 175. NSS Video and YouTube Channel

- A short video will be available to providers. The animation is linked to the poster design and conveys the key messages of the NSS including how students can complete the survey. It can be played on plasma screens around campus and uploaded to provider websites, as well as any social media profiles to promote the survey. The video will be available to download from the ‘Official Video’ area on the [NSS Extranet](#) home page. Higher quality versions will be hosted on YouTube and the URL will be communicated to providers when it is ready.
- An audio ‘soundbite’ from the official video will be provided as a separate file. This can be played as a student radio advert or as an announcement on campus.
- Please note that Ipsos manages a dedicated NSS YouTube channel ‘TheStudentSurvey’: <https://www.youtube.com/user/thestudentsurvey>.

## 176. Logos and icons

- The NSS logo is available for providers who would like to print/create additional marketing materials themselves. The logo can be used on promotional giveaways, e.g., stationary, USBs, t-shirts, stickers, shopping bags, etc. as well as other marketing materials. Ipsos will also provide a small icon version of the NSS logo that can be used on the relevant provider websites (VLE, intranet, etc.) for students to click to be redirected to the survey website.
- Please note that only the logos and icons are downloadable; Ipsos will not produce any additional items. The NSS approved logos and icons will be available in the ‘Logos & Icons’ area on the [NSS Extranet](#) home page.
- If you have any queries about using these items, please contact the NSS Helpline at [nss@ipsos.com](mailto:nss@ipsos.com).

## 177. Quick Response (QR) code

A QR code will be included on all hard copy promotional materials. Students can use mobile devices to scan the image and be redirected to [www.thestudentsurvey.com](http://www.thestudentsurvey.com) to complete the online survey. The QR code will be available to download from the ‘Logos & Icons’ area on the [NSS Extranet](#) home page. Providers can use the QR code on hard copy materials if they opt to create these internally.



## 178. Other supporting materials

Ipsos will also provide template examples of communications, some of which can be found in the [Annexes](#).

### ▪ **Provider Intranet Template**

Template articles have been prepared for provider use (e.g., intranet and newsletters), to raise awareness and provide information on the survey.

### ▪ **Circular letters**

Template circular letters aimed at both academic staff and students will be provided to raise awareness and encourage online participation. Please ensure that variations of the template are signed off by a senior member of staff.

### ▪ **Presentation slides**

A set of PowerPoint slides will be available to raise awareness and encourage survey completion. The slides can be used to communicate the purpose of the NSS during class time with final year students.

### ▪ **Help cards**

Summary help cards for marketing and setting up the survey. These can be forwarded to staff to help them understand relevant areas of the survey, including the implications of inappropriate influence and what they can do to avoid this when promoting the survey.

## Creation of Own Marketing Materials

**179.** Providers in England who opt to promote the NSS are required to review the parameters around creating their own marketing materials.

**180.** Providers can create their own internal promotional materials, either by adapting the marketing materials supplied by Ipsos or by creating their own artwork.

**181.** All results published via the data dissemination portal (hosted by Texuna) will be anonymised and provided in the form of statistical information only. For a provider to receive the open text comments, publication thresholds of a 50% response rate and 10 responses must be adhered to. In rare circumstances it may still be possible for those working at a provider to identify individuals through their open text comments. For this reason, open text comments may not be quoted in marketing materials. These comments are largely for internal purposes only, to identify and develop activities for quality enhancement. Open text comments may be paraphrased in marketing materials, as long as they do not identify any individuals and are not attributed to the NSS. It is the providers responsibility to ensure that they comply with all GDPR laws and that the NSS data they receive from Texuna is processed in a way that ensures that specific students are not identified. More information about the [guidelines](#) for providers on the use of published and unpublished NSS data in marketing and publicity materials can be found online at <https://nss.texunatech.com/ui/login>.

**182.** In some cases, a student may make a comment in the open text questions in relation to their mental or physical wellbeing or share concerns about safeguarding. The OfS appreciates that providers may wish to connect with a student and offer support however the NSS privacy notice states that students will not be identifiable from the information the OfS shares with providers, including from the open text comments. The NSS privacy notice and questionnaire also state that any open text comments relating to a student's wellbeing or safeguarding cannot be followed up by providers. The individual is expecting their information to be treated confidentially and that the comment will not be attributed to them or followed up. Therefore, Ipsos and the OfS are unable to provide identifying information for the individual.

In promoting the NSS, providers may want to increase awareness among students of the support and guidance available to them for wellbeing and safeguarding issues. The NSS privacy notice also gives links to available support services within the UK.

### 183. Adapting Ipsos marketing materials

Providers are permitted to adapt the Ipsos supplied marketing materials, however, restrictions apply. The provider's logo and promotional text can only be added to the poster design. However, the fundamental content of the poster cannot be adapted and the ratios of the NSS and funder logos cannot be changed. Providers wanting to adapt the national campaign will need to request the design files from Ipsos. All amended artwork must be sent to [nss@ipsos.com](mailto:nss@ipsos.com) for approval to ensure that it remains brand compliant.

## Creating original artwork

184. Any internal marketing campaigns must include:

- **The NSS logo**

Please ensure the updated logo is used on any provider materials (available from the [NSS Extranet](#) home page).

- **The survey web address**

[www.thestudentsurvey.com](http://www.thestudentsurvey.com) or portal address to redirect to this site.

- **The relevant funders logos**

The Office for Students (OfS), Department for the Economy Northern Ireland (DfE NI), Higher Education Funding Council Wales (HEFCW) or Scottish Funding Council (SFC) and Ipsos logos (available from the [NSS Extranet](#) home page).

185. Providers must ensure that the messages around the NSS are clearly communicated to their eligible students. If customised text is used, it should:

- Aim to encourage students to voice their opinion (what they liked and did not like about their student experience);
- State the purpose of the NSS and its target audience of mainly final year undergraduates;
- Encourage students to complete the survey and invite honest feedback;
- Not influence responses inappropriately; and
- Inform students that the survey is managed by the OfS on behalf of the UK funding and regulatory bodies – the Department for the Economy (Northern Ireland), the Scottish Funding Council and the Higher Education Funding Council for Wales, and administered by Ipsos, an independent research agency.

186. Please also note that the NSS has a strict policy of not making any references to commercial brands. Any promotion of the NSS must not include any defamatory, offensive, political or unlawful content.

### 187. What method of completion should we suggest to our students?

The survey can be taken via laptop/computers or mobile devices (e.g., smartphones and tablets). Therefore, we recommend suggesting **online** participation in communications and marketing materials. Students can also be redirected to the survey website via provider portals.

188. The survey website [www.thestudentsurvey.com](http://www.thestudentsurvey.com) goes live on **Monday 8 January 2024**. Regardless of your provider's chosen start week, **ALL** eligible students can complete the survey from this date. Initial

email invitations will be sent on the Thursday of each start week from the w/c 8 January. Providers therefore have the first few days of fieldwork, or first days of their start week, to launch their own promotional activities and engage students.

- 189.** Please note that students can also complete the survey via the telephone. If students do have a preferred method of contact, they can opt out of a contact mode online at [www.thestudentsurvey.com](http://www.thestudentsurvey.com) or contact the Ipsos student helpline at [thestudentsurvey@ipsos.com](mailto:thestudentsurvey@ipsos.com).



# Annexes

# Annexes

## Provider Intranet Template

### Message about the 2024 National Student Survey to use/adapt for your provider's intranet:

The National Student Survey (NSS) 2024 is now live at [\[provider\]](#). The survey is open to eligible final year undergraduates, who can complete it today at [www.thestudentsurvey.com](http://www.thestudentsurvey.com).

### What is the NSS?

The NSS is the largest UK wide annual survey aimed at final year undergraduates in the UK. The survey provides you with an opportunity to give their honest opinions on what you liked about your course at [\[provider\]](#) as well as things that you feel could have been improved.

The survey is administered by [Ipsos](#), an independent market research agency on behalf of the OfS and the UK Higher Education funding and regulatory bodies - the Department for the Economy (Northern Ireland), the Scottish Funding Council and the Higher Education Funding Council for Wales - so your responses remain anonymous to your university or college at all times.

You will be asked questions relating to various aspects of your course such as teaching, assessment and feedback and learning resources. You will also be given the opportunity to provide comments on your overall student experience at your university/college. You may also be asked some additional questions specific to your course and your university/college.

### Why should I take part?

- The NSS provides you with the opportunity to provide honest feedback on your student experience;
- Your opinions will be used to improve the student experience at [\[provider\]](#);
- The feedback you submit is taken very seriously and informs the quality assurance system with regards to teaching quality;
- Results are published and used by prospective students, their families and advisors to make decisions on what and where to study.

More information about the NSS is available at:

<https://www.officeforstudents.org.uk/for-students/national-student-survey/>

### What happens with the results?

The NSS results are published to help prospective students, their families and advisors make informed decisions of where and what to study. This is available on [Discover Uni](#).

Universities/colleges and supporting Student Unions also use the data to identify areas of strengths and weaknesses and bring about change to improve the experience for future generations of students.

### Inappropriate influence

Inappropriate influence is defined as any activity which may encourage students to reflect anything other than their true opinion of their experiences during their course in their NSS responses. A student guide on inappropriate influence is available which details what may constitute inappropriate influence and the types of promotion universities and colleges are, or are not, allowed to undertake. It provides details on the help and support available to you - if you feel you are being or have been influenced in how to respond to the survey, along with the process in place to investigate allegations of inappropriate influence and what happens in case of a breach of guidance.

More information on the student guide on inappropriate influence is available at:

<https://www.officeforstudents.org.uk/nss-influence/>

Your Views, Your NSS at [provider].

# Letters/Memos

## Email to Eligible Students

Dear [student],

Tell us about your higher education experience and take part in the [National Student Survey \(NSS\) 2024](#) – the annual UK survey of final year undergraduates.

Whether your time at [provider] has been great, or you think some of it could have been better, this is a chance to give your honest views about your course.

Your feedback counts. When students respond to the NSS, we listen. Thanks to the responses from students like you, we have: [example of changes made by NSS results e.g., extended library hours, better access to personal tutors, invested in more PCs on campus].

NSS results are also publicly available on the [Discover Uni](#) undergraduate course search. Anyone considering higher education in the UK can find out what students like you thought about any course, to help them decide what to study and where.

Remember, it's really important that you can answer with your honest opinion. No one at [provider] should be trying to influence you to answer in a particular way. If you're worried, this [guide](#) will help you understand more about inappropriate influence, and it has details about how to report it.

Ipsos will email you during [survey start week] to invite you to take part in the survey. However, you will be able to complete the NSS online at [www.thestudentsurvey.com](http://www.thestudentsurvey.com) any time from 8 January 2024 to 30 April 2024.

Taking part in the NSS is voluntary.

Thank you in advance for taking part in the NSS!



## Memo to Staff

# The National Student Survey 2024

The National Student Survey (NSS) 2024 will launch at [provider] on the [survey start week]. It's the annual survey of mostly final year undergraduates across the UK.

The NSS provides us with valuable information from students about their experience at [provider] 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](#) website.

We really encourage you to promote the survey to your students. Although Ipsos 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 promotional 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](#) and the Ipsos marketing and promoting the NSS guidelines in the [Good Practice Guide](#) for more information. All internal promotional 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.

**[NSS Coordinator/students' union contact] will be coordinating our NSS promotion this year and will ensure that guidelines issued by the OfS in relation to promotion are adhered to – more information is in the attached Advice for Staff briefing. In short, please make sure that your students are:**

- Made aware that the survey is voluntary, and sessions dedicated to completing the NSS are not compulsory to attend;
- 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 of XX% and we are aiming to beat that this year] [Last year we only managed to achieve an overall response rate of XX% so we need to improve on this and reach at least 50%].

## What happens next?

Eligible students will be sent an invitation to complete the survey when the survey opens on [survey start date]. Those who have not completed the survey may later be contacted via telephone. 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). Students can complete the NSS any time between 8 January 2024 and 30 April 2024 when the survey closes. Students may also opt out of the survey at any point during fieldwork.

If you have any questions, please contact [NSS Coordinator] or Ipsos at [nss@ipsos.com](mailto:nss@ipsos.com). 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](http://ipsos) directly at [thestudentsurvey@ipsos.com](mailto:thestudentsurvey@ipsos.com).

Many thanks for your help.

[NSS Champion]

# Briefing for Course Representatives

## The National Student Survey 2024

The National Student Survey (NSS) 2024 will launch at [provider] on the [survey start week].

The NSS is a survey aimed at final year undergraduates across the UK with the aim of gathering student opinions about their experiences on their course. It asks questions on a range of areas including teaching on my course, learning opportunities, marking and assessment, academic support, organisation and management, learning resources, student voice, mental health and wellbeing, freedom of expression (England only) and overall satisfaction (Scotland, Wales and Northern Ireland only).

The NSS provides a powerful resource for informing providers on how to enhance the student learning experience. For course representatives, the NSS provides valuable information on those that have studied on your course.

In order for the results to be made public, each provider and subject needs at least 10 students and 50% of eligible students to respond. The higher the response rate, the better!

Student and course representatives can make a real difference to response rates by raising awareness of the survey and the impact it can have, and by targeting their promotion of the survey in areas most likely to attract students, e.g., campus shops or on social media sites.

In order to ensure that [provider] achieves the required response rates for publication of the data, we are writing to ask for your support to help us to promote the survey to your peers.

Tips for promoting the survey include:

- Contacting those on your course informing them of what the NSS is, and why it is important to complete;
- Creating an exciting promotional campaign which will grab people's attention;
- Working with other student reps and asking for past NSS results which you can use when speaking to current students about what others have said;
- "You said, we did" campaigns are a great way of making people realise that their feedback makes a difference. It reflects how students' opinions have been taken into account in previous years and highlights the changes that have resulted;
- Use the official NSS marketing materials, provided by Ipsos;
- Read the Ipsos marketing guidelines and tips in the [Good Practice Guide](#).

Remember, it is important to be aware of the NSS promotional 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](#) and the Ipsos marketing and promoting the NSS guidelines in the [Good Practice Guide](#) for more information.

Eligible students will be sent an invitation to complete the survey when the survey opens on [survey start date]. Those who have not completed the survey may later be contacted via telephone. We want students to complete the survey early, so please let your fellow students know about the NSS and encourage them to take part in the survey online at [www.thestudentsurvey.com](http://www.thestudentsurvey.com). Students can complete the NSS any time between 8

January 2024 and 30 April 2024 when the survey closes. Students may also opt out of the survey at any point during fieldwork.

If you have any questions, please contact [NSS Coordinator] or Ipsos at [nss@ipsos.com](mailto:nss@ipsos.com). 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 directly at [thestudentsurvey@ipsos.com](mailto:thestudentsurvey@ipsos.com).

Many thanks for your help.

[NSS Champion]

## For more information

Please contact [nss@ipsos.com](mailto:nss@ipsos.com) or call us on 020 8861 8110.



[thestudentsurvey.com/](http://thestudentsurvey.com/)



[twitter.com/nss\\_ipsos](https://twitter.com/nss_ipsos)



[youtube.com/user/thestudentsurvey](https://youtube.com/user/thestudentsurvey)

