



# What Matters to Built Environment Students: a cross-disciplinary view of expectations and quality issues as captured by KIS data

*Jessica Lamond*

*David Proverbs and Teresa Wood*



# Reminder of NSS Questions

1. Teaching quality
2. Feedback & assessment
3. Academic support
4. Organisation & management
5. Learning resources
6. Personal development
7. **Overall satisfaction (Q22)**



# Courses Used in the Study

*(reference courses)*



Building Surveying



Quantity Surveying



Construction  
Management



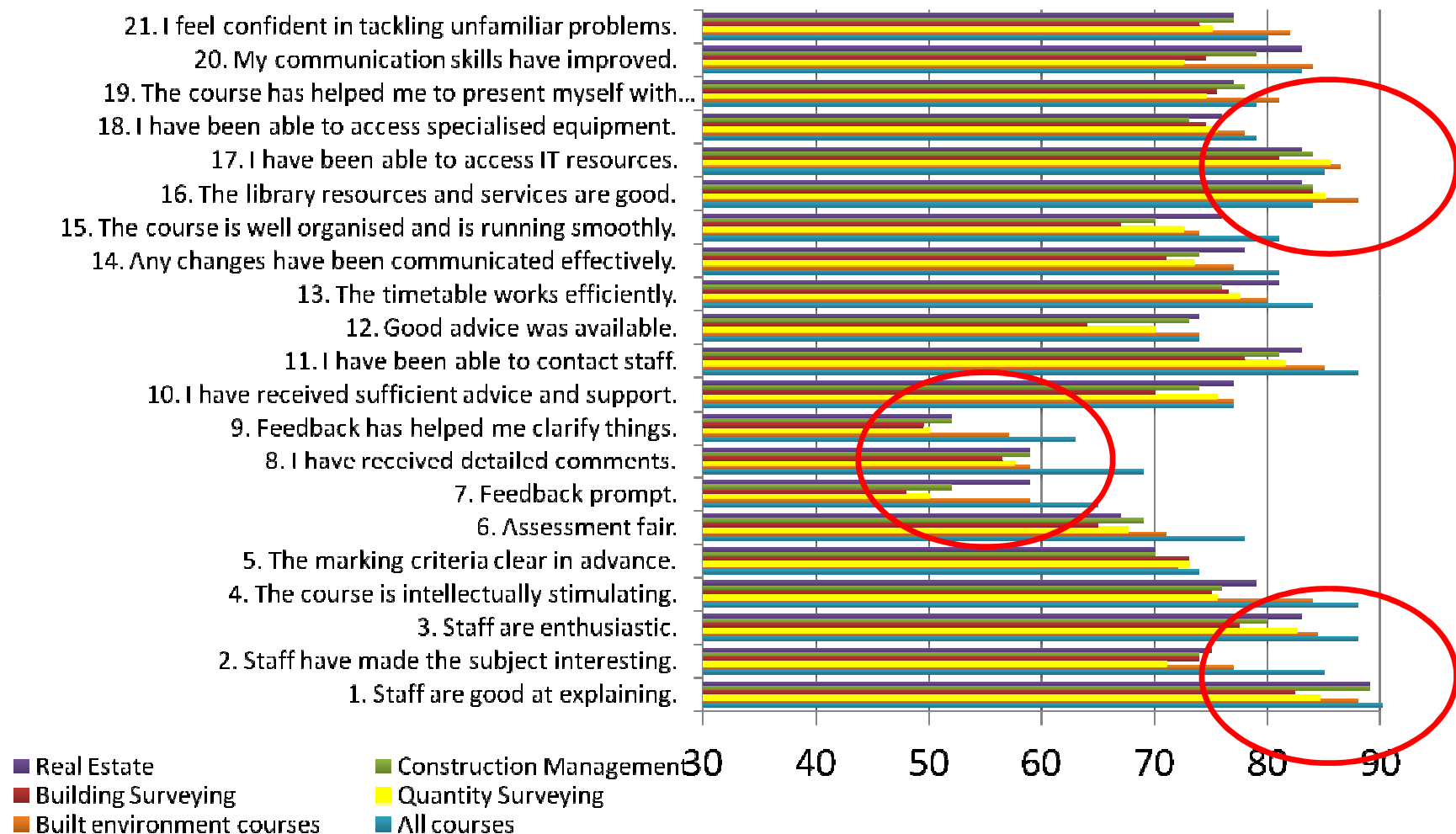
Real Estate

# Comparison of Sector Scores for Overall NSS Satisfaction with the Course

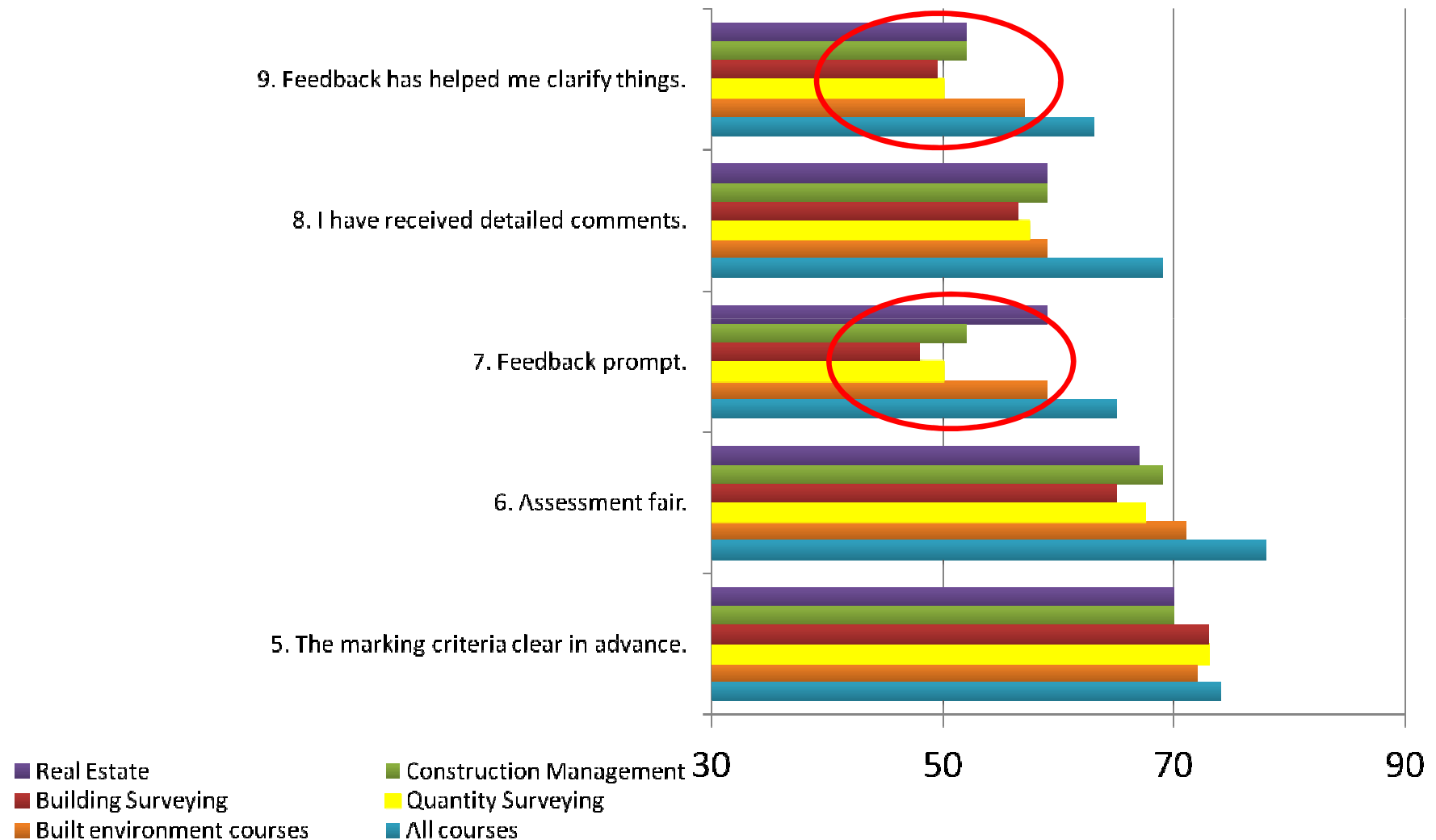
	Number of courses	Sector median %
All Courses	25,549	92
All Building Courses	560	85
Building Surveying	28	78
Construction Management	28	82
Quantity Surveying	28	80
Real Estate	32	83



# Cross Disciplinary Comparison of NSS Question Scores (sector median)

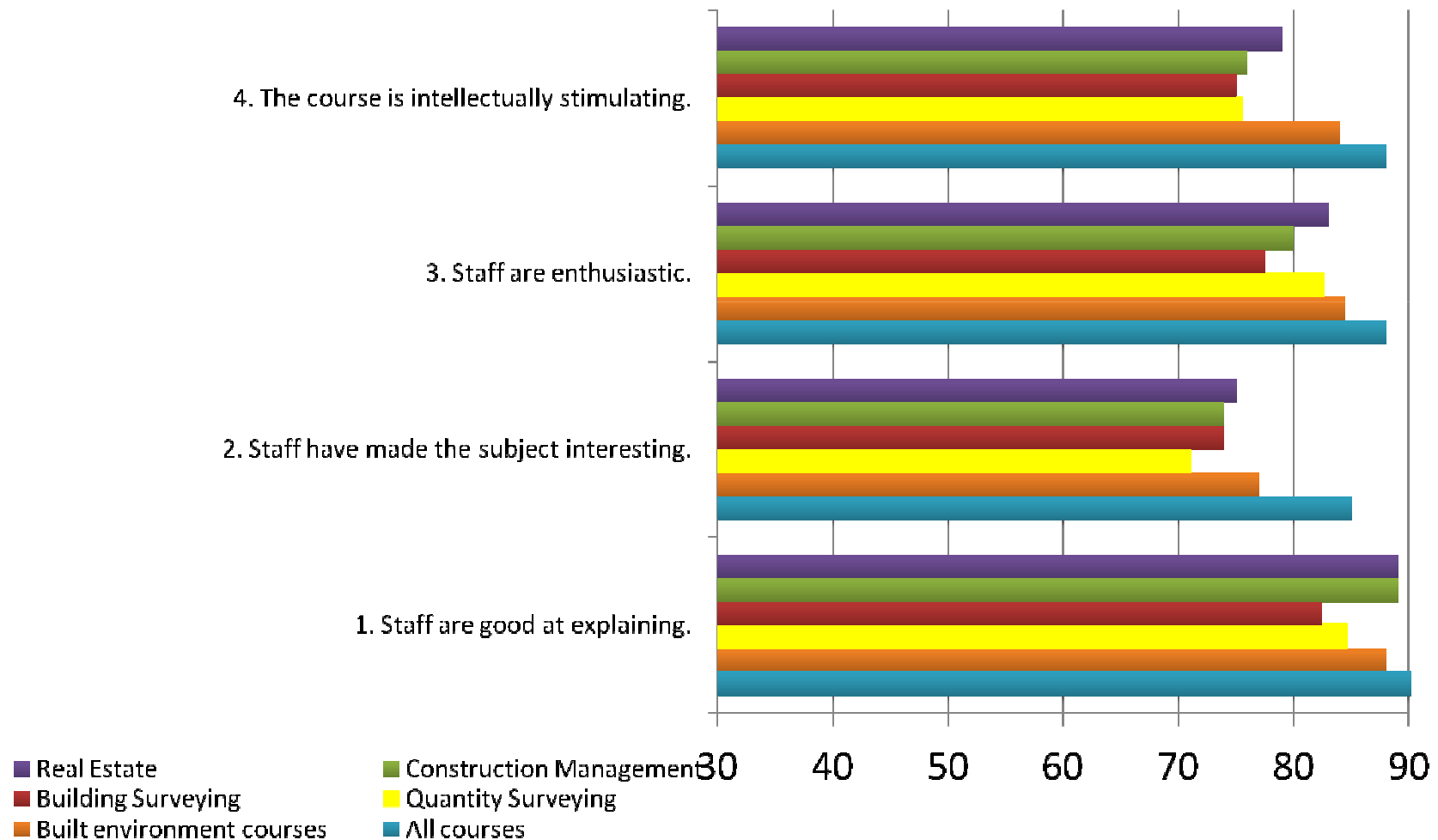


# Cross Disciplinary Comparison of *Feedback* Question Scores (sector median)





# Cross Disciplinary Comparison of *Teaching Quality* Question Scores (sector median)



# Possible Discussion Points for Later

- Cause of mismatch between expectations and experience in Built Environment students re:



Teaching Quality



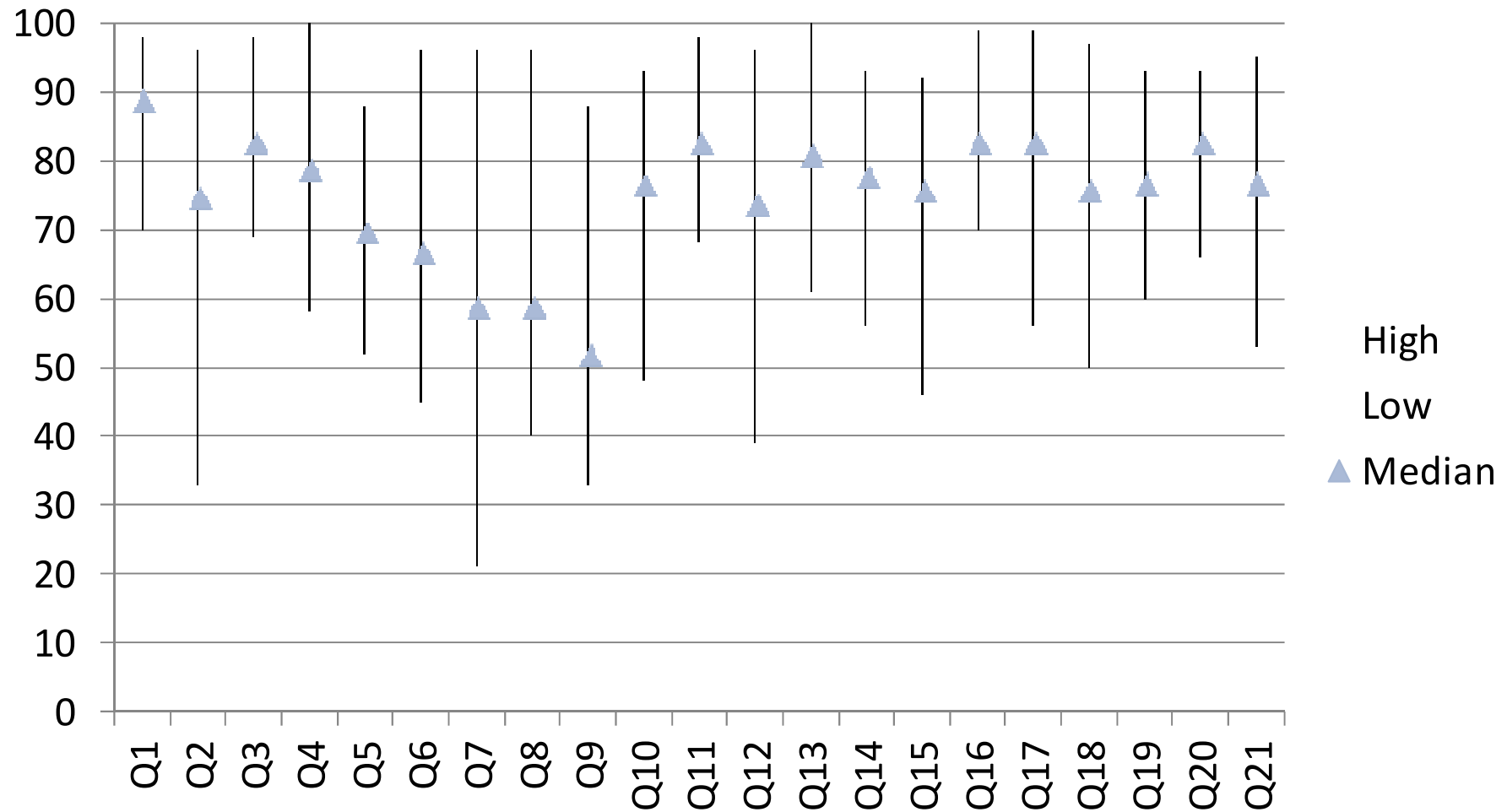
Feedback

# Cross Disciplinary Comparison of *Personal Development* Question Scores (sector median)

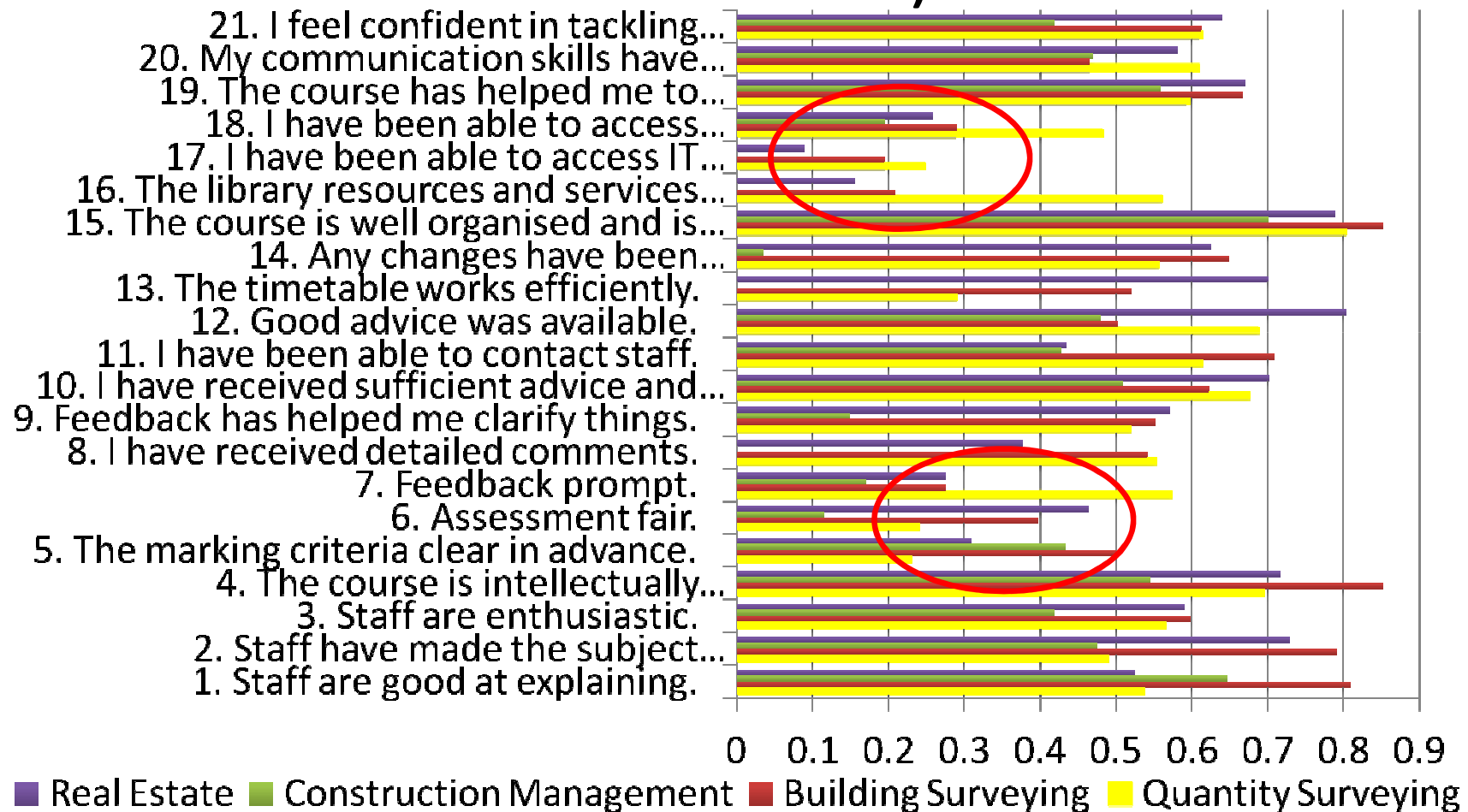


# Range of Course Question Scores:

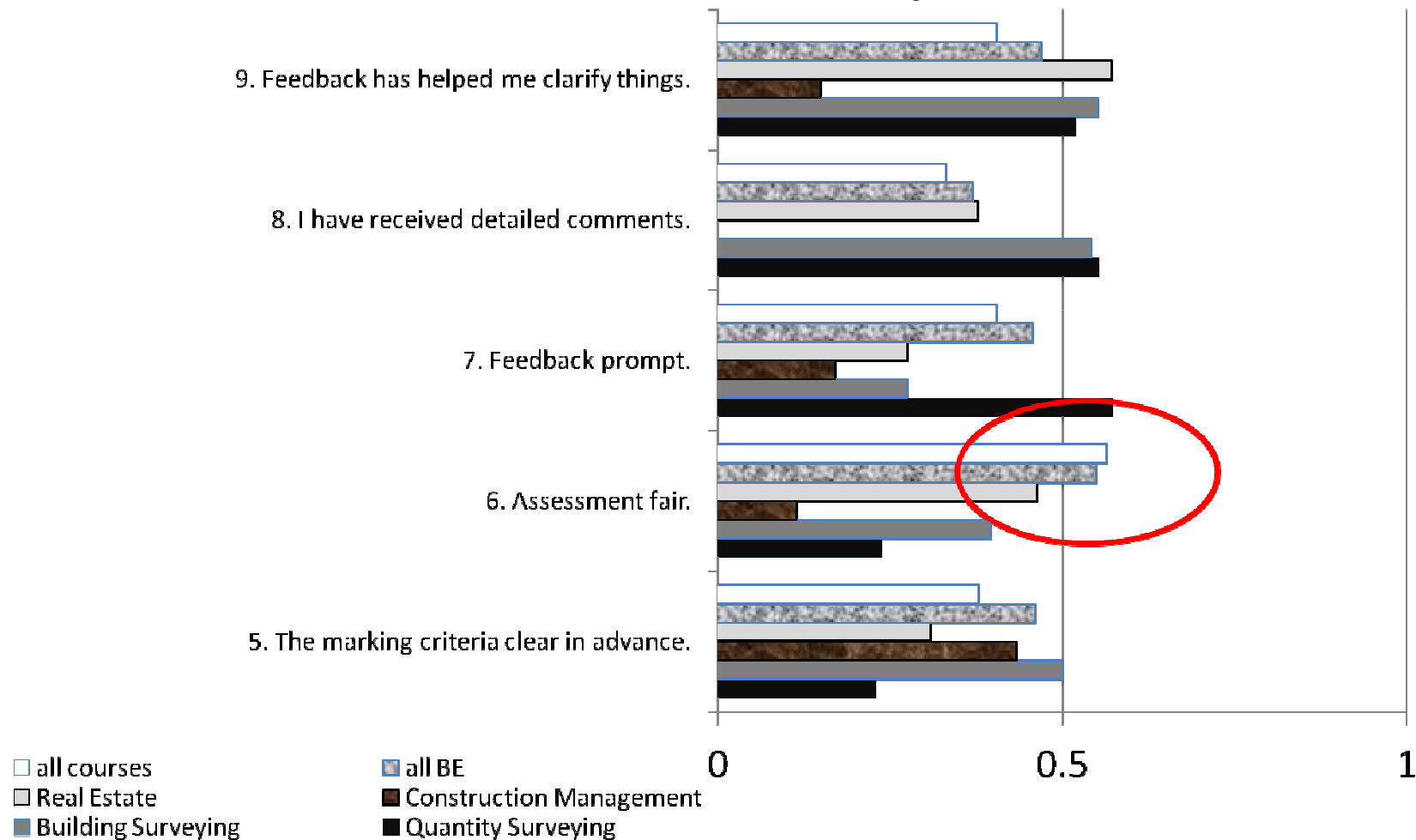
## *Real Estate*



# Cross disciplinary comparison of NSS questions (correlation with overall satisfaction)



# Cross disciplinary comparison of NSS questions (correlation with overall satisfaction)





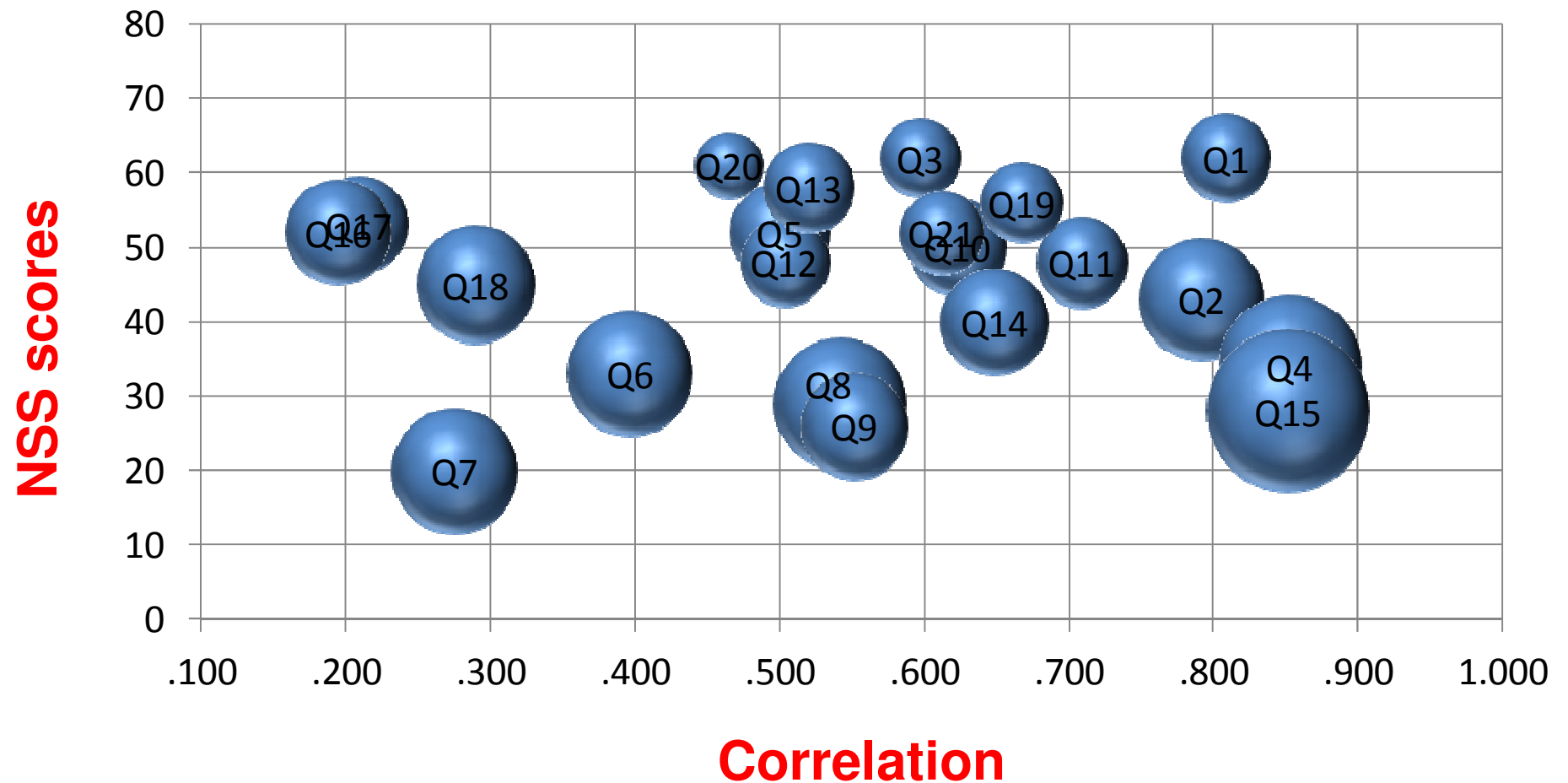
# Correlation between NSS questions and overall satisfaction question

## *Findings*

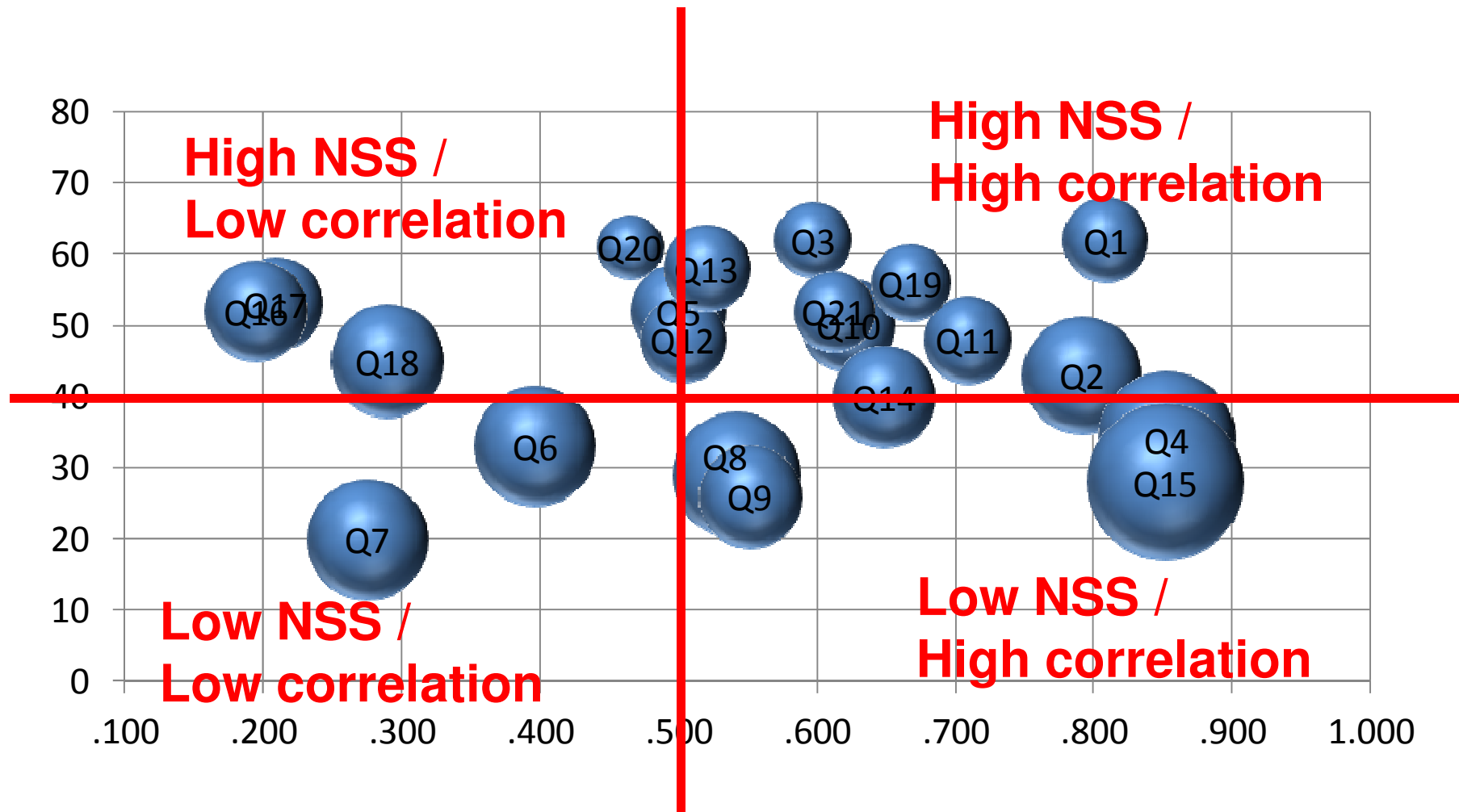
☒ Excellent  
☐ Good  
☐ Average  
☐ Poor

Must Get  
Organised

# Strategic Analysis

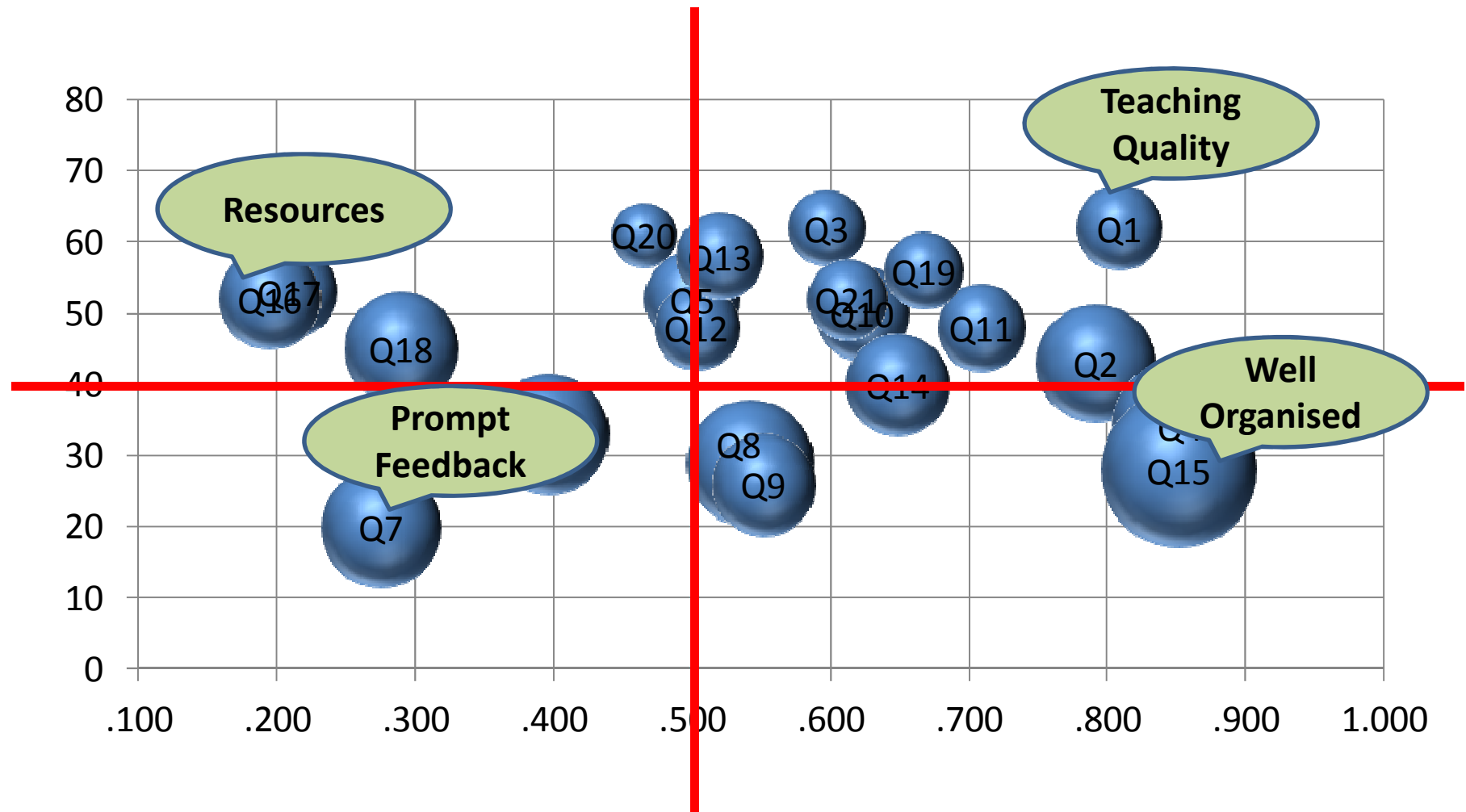


# Strategic Analysis



# Strategic Analysis

## eg Building Surveying



# Summary

- A low number of dissatisfied students on built environment courses
- But, built environment scores lower than other HE courses
- Real Estate students were most satisfied
- Building Surveying students were least satisfied

# Summary

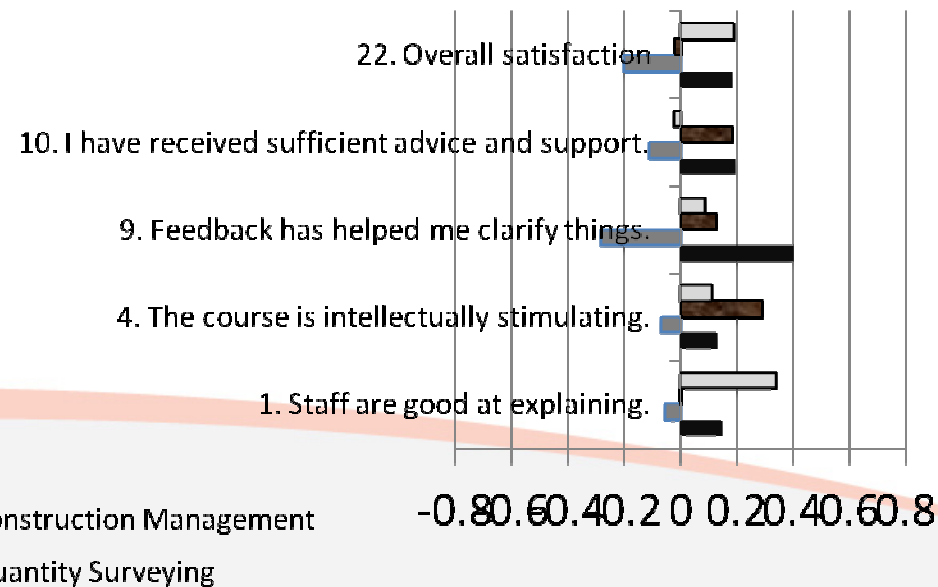
- Highest correlations reveals organisation and teaching to be strongly linked to overall satisfaction
- Lowest correlations suggest prompt feedback and learning resources are not as important
- Opportunity for sharing best practices across institutions



# Correlation with other KIS data

- Looked at Assessment type, Entry qualification, Degree Class, Destination.
- Low correlations throughout

First class degree



# Discussion Points

- How do we explain the lack of correlation between feedback and overall satisfaction levels?
- How can we support the cross fertilisation of good practice in the context of heightened competition?
- What more research could be done to improve our understanding of what matters to our students?



# **What Matters to Built Environment Students: a cross-disciplinary view of expectations and quality issues as captured by KIS data**

*Thank you for listening!*