

# NSS statistics: The student experience story

Cathryn Peppard



# The yearly results...

18. The IT resources and facilities provided have supported my learning well.

19. The library resources (e.g. books, online services and learning spaces) have supported my learning well.

20. I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to.



# Our 'Timeline'

Month leading up – template, early internal data and initial thoughts

Day of results – top level look analyzing three to five year trends  
– collation of relevant qualitative stats

2-3 weeks after – compile team contributions and executive summary

4-6 weeks on – examine our action plan

# Internal perspectives

- Academic Services Librarians (Subject/Liaison)
- IT Frontline Services
- Senior Library Team

We put together our initial thoughts/changes from the year



# The student voice

Numbers only say so much

Qualitative data also analysed for trends



So what?

Use the data to tell your story

What do you need to improve your service?

What experience did the students have?



Thank you!

[c.e.a.peppard@gre.ac.uk](mailto:c.e.a.peppard@gre.ac.uk)

All images are from Unsplash – a creative commons/no citation needed source of images