

2024 UL Student Satisfaction Survey

Summary of Institutional-level Findings

Introduction

With [the national student engagement survey](#) paused for review, UL introduced its own institutional student satisfaction survey in Spring 2024. Surveying UL students registered on all taught programmes, the survey is broadly based on the UK's National Student Survey, but customised to meet the needs of UL. The survey comprises of 77 questions, 68 of which are quantitative Likert-style questions and the remainder of which are open-ended. In 2024, we also asked students a short series of additional questions on [Academic Integrity](#).

The 2024 exit survey was launched online in April 2024 and was available to students for four weeks until May 8th 2024. A total of 16,642 students were invited to participate; the response rate was 8.3% overall with 8.6% for bachelor's programmes and 7.4% for non-bachelor's programmes.

Reporting Structure

Reports were delivered on the university's PowerBI platform with access as follows:

- Individual programme data available to the lecturer listed as course director.
- Heads of departments/schools receive data on all programmes associated their department/school.
- Deans receive data on all departments/schools associated with their faculty.
- Executive Committee and Academic Council access to aggregate data for the university.

Institutional-level Findings

For overview reporting purposes, relevant survey questions are grouped into eight analytical scales, as shown below.

