



Student Satisfaction and Engagement Survey 2023-24

Background and Appendices



Scottish Funding Council
Comhairle Maoineachaidh na h-Alba

SFC STATISTICS

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Student Satisfaction and Engagement survey 2023-24

Background and Appendices

ISSUE DATE:	5 November 2024 (revision xx November 2024)
REFERENCE:	SFC/ST/06/2024
SUMMARY:	To inform stakeholders of the publication of the college 2023-24 Student Satisfaction and Engagement Survey (SSES) outcomes.
FAO:	Principals and Chairs of Scotland's colleges, students, parents, guardians and the general public.
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Contents

Purpose..... 4

Appendix A: Full-time survey response and satisfaction rates by college 5

Appendix B: Publication Metadata..... 7

Appendix C: Glossary 9

Purpose

1. The SSES provides a means to evaluate and enhance college provision in Scotland through a national approach to monitoring student satisfaction and engagement. Over time, this will provide a consistent basis for college regions to evidence impact and improvement within their outcome agreements. With sparqs support it is envisaged that it will help to strengthen the role of Students' Associations in representation and advocacy and will contribute to public accountability.
2. The survey asks students to rate their satisfaction ('strongly agree', 'agree', 'disagree', and 'strongly disagree') on 13 statements.
 - The overall satisfaction figure is the key outcome agreement measure for student satisfaction and is based on the combined figure for 'strongly agree' and 'agree' for the statement *'overall, I am satisfied with my college experience'*.
 - For the engagement statement - *'the college students' association influences change for the better'* - students have the option of providing a 'don't know' response. However, our calculations to derive the levels of satisfaction exclude those 'don't know' responses.
3. Further information on the survey method, coverage and timing is available in separate guidance – [College Student Satisfaction Survey Guidance 2023-24 - Scottish Funding Council \(sfc.ac.uk\)](https://www.sfc.ac.uk/College-Student-Satisfaction-Survey-Guidance-2023-24)

Appendix A: Full-time survey response and satisfaction rates by college

College	Response rate	FE	Response rate	HE
		Satisfaction rate		Satisfaction rate
Argyll UHI*	79.7%	90.2%	-	-
Ayrshire	51.1%	96.8%	45.0%	95.7%
Borders	61.3%	92.0%	51.7%	84.2%
City of Glasgow	59.9%	89.5%	56.2%	81.4%
Dumfries and Galloway	66.8%	97.1%	83.5%	95.2%
Dundee and Angus	46.7%	97.1%	43.2%	95.7%
Edinburgh	51.2%	95.9%	36.0%	88.6%
Fife	73.6%	93.0%	71.3%	85.1%
Forth Valley	39.2%	95.8%	26.4%	92.1%
Glasgow Clyde	50.4%	97.4%	48.7%	93.3%
Glasgow Kelvin	52.0%	96.3%	48.5%	94.9%
Inverness UHI*	69.6%	92.4%	-	-
Moray UHI*	62.8%	95.1%	-	-
New College Lanarkshire	66.7%	91.5%	64.1%	91.5%
Newbattle Abbey	51.4%	94.7%	85.7%	33.3%
North East Scotland	79.7%	95.1%	76.9%	89.5%
Orkney UHI*	27.8%	96.9%	-	-
Perth UHI*	61.6%	97.8%	-	-
Scotland's Rural College*	68.4%	96.0%	-	-
Shetland UHI*	34.9%	100.0%	-	-
South Lanarkshire	49.2%	88.9%	42.9%	81.9%
UHI North, West and Hebrides College**				
North Highland UHI*	33.0%	94.8%	-	-
Outer Hebrides (Lews Castle) UHI*	24.6%	79.3%	-	-
West Highland UHI*	46.4%	98.0%	-	-
West College Scotland	38.5%	94.9%	34.4%	87.1%
West Lothian	60.4%	93.9%	52.2%	95.4%
Scotland	57.1%	94.4%	52.3%	88.2%

*UHI partner colleges and Scotland's Rural College (SRUC) HE level student satisfaction is reported in the [National Student Survey 2024 results](#)

** The former UHI Colleges North Highland College, Outer Hebrides College and West Highland Colleges merged to form UHI North, West and Hebrides College, with a vesting date of 01 September 2023. As this survey relates to the 2023-24 academic session, this survey was completed on a legacy College basis.

Appendix B: Publication Metadata

Metadata Indicator	Description
Publication title	College Student Satisfaction and Engagement Survey 2023-24
Description	College student satisfaction data for full-time and part-time courses during the academic year 2023-2024.
Theme	Education
Topic	College Student Satisfaction information
Format	Web (HTML) report, PDF
Data source(s)	Scotland's colleges student satisfaction survey (for Scotland's Rural College (SRUC) and the UHI partner colleges coverage is only for FE level students)
Date that data is acquired	02 June 2024
Release date	29 November 2024
Frequency	Annual
Timeframe of data and timeliness	Academic year (1 August 2023 to 31 July 2024), and limited trend data from academic year 2017-18. Data is not available for 2019-20 as the survey was cancelled because of the COVID-19 pandemic.
Continuity of data	From 2015-16 aggregate student satisfaction data has been submitted in Excel tables. Data for 2019-20 is not available as the survey was cancelled because of the COVID-19 pandemic.
Revisions statement	<p>Revised figures in brackets</p> <ul style="list-style-type: none"> • Para 2: In total nine out of 10 full-time students were satisfied with their college experience (92.2%). • Para 3: Satisfaction rates were higher for part-time students at 95.5% for FE and 89.1% (89.2%) for HE • Para 4 Part-time satisfaction levels have increased in 2023-24 for FE +0.2% but decreased for HE -2.5%. However, FE full-time decreased -0.2% and HE full-time decreased 0.9%. • Para 5 94,939 (94,141) full and part-time college students were surveyed, with the following response rates: 57,332 (56,423) full-time students of which 54.3% (55.3%) responded a decrease of 0.6% (0.7%) from previous year. 37,607 (37,718) part-time students of which 33.9% responded an increase of 7.6% (8.4%) from previous year • Infographic replaced

	<ul style="list-style-type: none"> • Para 7 At a sector level, the response rate was 57.0% (57.1%) (19,946 (19,997) students), a decrease of 1.9 (2.0) percentage points (pp) from 2022-23 • Table 1 Number satisfied 18,824 (18,887) • Table 3 Summary of student satisfaction results for full-time FE students at colleges 2023-24 replaced • Para 14 Sector response rates for full-time HE students are 50.1% (52.3%) 11,198 students in 2023-24, with rates at a college level ranging from 26.4% to 85.7%. This represents an increase of 1.3 (3.5) pp from 2022-23. • Table 7 Student satisfaction comparisons for full-time and part-time FE and HE students 2023-24 replaced. • Para 24 FE part-time 34.2% (34.0%) compared to 57.0% (57.1%) for FE full-time. HE part-time 32.5% (33.6%) compared to 50.1% (52.3%) for HE full-time. • Para 25 Over nine out of 10 full-time and part-time student respondents were satisfied with their college experience, 92.1% (92.2%) and 95.0% respectively. • Appendix A Full-time survey response and satisfaction rates by college replaced.
Enhancements relevant to this publication	The publishing of satisfaction and response rates at a college level for full-time FE and HE students.
Concepts and definitions	Please see the College Student Satisfaction Survey Guidance 2023-24 .
Relevance and key uses of the statistics	The results from the college student satisfaction publication are used by the Scottish Funding Council, Scottish Government, Audit Scotland, Colleges Scotland, academics, and member of the general public to monitor college student satisfaction and to support policy development.
Official Statistics designation	Official Statistics
UK Statistics Authority Assessment	N/A
Last published	29 November 2023
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Appendix C: Glossary

College student satisfaction data - aggregate data from colleges based on the number of current students, at the point of survey, responding.

FE level - courses at SCQF or 'broadly comparable' level 6 and below.

HE level - courses at SCQF or 'broadly comparable' level 7 and above.

Full-time

- Programme of at least 600 planned notional hours or for a one year HNC at least 480 hours.

Part-time

- Self-contained full-time programme, i.e. one not supplemented by other periods of study of 18 weeks duration or less.
- Programme for which students are released by their employer for periods of full-time attendance.
- Programme for which employer sponsored students are released by their employer for part of the week.
- Day programmes in which periods of evening or twilight study form an integral part of the programme.
- Programme held only in evening or twilight sessions or at weekends.

Student target group - students on courses of 160 hours or more in duration.

Survey timing - the period and the number of weeks the survey should be conducted. This is within an eight week window between March and April and during this period, colleges will operate their survey for a period of six weeks (and this could straddle the Spring break).