



Student Satisfaction and Engagement Survey 2022-23



Scottish Funding Council
Comhairle Maoineachaidh na h-Alba

SFC STATISTICS

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Student Satisfaction and Engagement Survey 2022-23

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SUMMARY:	To inform stakeholders of the publication of the college 2022-23 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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This is an official statistics publication.

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Executive Summary 2022-2023 figures

1. The student satisfaction survey for 2022-23 was carried out over an eight-week period between 6 March and 28 April 2023.
2. In total nine out of 10 full-time students were satisfied with their college experience (92.7%) – 94.6% and 89.1% of full-time FE and HE students respectively. This is the highest overall satisfaction levels in the five-year reporting period.
3. Satisfaction rates were higher for part-time students at 95.7% for FE and 91.7% for HE.
4. Overall satisfaction levels have increased in 2022-23 (FEFT +1.9%, HEFT +3.4%, FEPT +1.8%, HEPT +2.3%) compared with 2021-22.
5. 97,686 full-time and part-time college students were surveyed, with the following improved response rates:
 - 56,816 full-time students of which 54.9% responded an increase of 12.1% from previous year.
 - 40,870 part-time students of which 26.3% responded an increase of 9.0% from previous year.

Student Satisfaction and Engagement Survey 2022-23


41,953
 students had their say

RESPONSE RATE BY STUDENT TYPE



HE STUDENTS IN COLLEGE

Full-time **48.8%**
 Part-time **22.5%**



FE STUDENTS IN COLLEGE

Full-time **58.9%**
 Part-time **26.9%**

NINE OUT OF TEN

full-time students were satisfied with their college experience (92.7%)



HIGHER EDUCATION STUDENTS IN COLLEGE

'OVERALL, I AM SATISFIED WITH MY COLLEGE EXPERIENCE'

FULL-TIME

Strongly Agree **38.7%**
 Agree **50.4%**
 Disagree **8.5%**
 Strongly Disagree **2.3%**

Overall **89.1%** 

PART-TIME

Strongly Agree **43.2%**
 Agree **48.5%**
 Disagree **6.6%**
 Strongly Disagree **1.7%**

Overall **91.7%** 

'OVERALL, I AM SATISFIED WITH MY COLLEGE EXPERIENCE'

FULL-TIME

Strongly Agree **45.0%**
 Agree **49.6%**
 Disagree **4.2%**
 Strongly Disagree **1.3%**

Overall **94.6%** 

PART-TIME

Strongly Agree **49.9%**
 Agree **45.9%**
 Disagree **3.2%**
 Strongly Disagree **1.0%**

Overall **95.7%** 



FURTHER EDUCATION STUDENTS IN COLLEGE

Some sub-group percentages may vary slightly due to rounding

Purpose

6. 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.
7. 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.
8. Further information on the survey method, coverage and timing is available in separate guidance – [College Student Satisfaction Survey Guidance 2022-23](#).

SSES Analysis of Full-time Further Education students

9. Overall, 73% of all full-time FE student enrolments starting in the academic year 2022-23 were surveyed during this period from 26 colleges. The other 27% of FE full-time students will have completed their studies prior to the survey period or withdrawn.
10. Response rates remain variable at a college level ranging from 1.4% to 87.0%. At a sector level, the response rate was 58.9% (20,397 students), an increase of 11.7 percentage points (pp) from 2021-22.
11. Table 1 shows the overall satisfaction for the 20,397 full-time FE students at Scotland's colleges responding to the statement: '*Overall, I am satisfied with my college experience.*'

Table 1: Full-time FE student satisfaction with their overall college experience 2022-23

Strongly Agree	Agree	Disagree	Strongly Disagree	Number Satisfied	Proportion Satisfied
9,177	10,111	851	258	19,288	94.6%
45.0%	49.6%	4.2%	1.3%		

12. Although we have published the results for all colleges, three of the 26 colleges with full-time FE students had response rates below 40%. Care should therefore be taken when comparing the results of colleges.
13. Table 2 shows that the overall satisfaction result in 2022-23 has increased by 1.9 pp from the 2021-22 years figure, with over nine out of 10 full-time FE students satisfied with their college experience (94.6%). This is the highest overall satisfaction level in the five-year reporting period.

Table 2: Full-time FE students satisfaction trend

FE full-time satisfaction trend	
2018-19	93.0%
2020-21*	88.6%
2021-22	92.7%
2022-23	94.6%

As a result of the COVID pandemic and a national lockdown starting in the March 2020, the SSES did not take place in the academic year 2019-20. *In the 2020-21 academic year teaching was severely impacted by COVID-19 restrictions.

14. The survey includes 13 statements for each student group. Table 3 on the following page shows the results to each statement for full-time FE students.

Table 3: Summary of student satisfaction results for full-time FE students at colleges 2022-23

FE Full-time	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Statement Response	Total Strongly agree and agree	Proportion Satisfied
SSES summary statement results	22-23	22-23	22-23	22-23	22-23	22-23	22-23
1. Overall, I am satisfied with my college experience.	9,177	10,111	851	258	20,397	19,288	94.6%
2. Staff regularly discuss my progress with me.	7,824	10,370	1,818	316	20,328	18,194	89.5%
3. Staff encourage students to take responsibility for their learning.	10,846	8,810	465	242	20,363	19,656	96.5%
4. I am able to influence learning on my course.	7,233	11,321	1,407	257	20,218	18,554	91.8%
5. I receive useful feedback which informs my future learning.	8,814	9,921	1,315	272	20,322	18,735	92.2%
6. The way I'm taught helps me learn.	8,140	10,261	1,511	357	20,269	18,401	90.8%
7. My time at college has helped me develop knowledge and skills for the workplace.	9,916	9,051	996	355	20,298	18,967	93.4%
8. I believe student suggestions are taken seriously.	6,747	10,704	2,127	562	20,140	17,451	86.6%
9. I believe all students at the college are treated equally and fairly by staff.	8,489	8,917	1,743	1,1597	20,308	17,406	85.7%
10. Any change in my course or teaching has been communicated well.	7,808	9,888	1,910	590	20,196	17,696	87.6%
11. The online learning materials for my course have helped me learn.	7,460	10,158	1,888	601	20,107	17,618	87.6%
12. I feel that I am part of the college community.	7,278	10,526	1,880	481	20,165	17,804	88.3%
13. The college Students' Association influences change for the better.	4,427	8,407	658	307	13,799	12,834	93.0%

SSES Analysis of Full-time Higher Education students

15. Overall, 79% of all full-time HE student enrolments starting in the 2022-23 academic year were surveyed during the survey period. The other 21% of HE full-time students will have completed their studies prior to the survey period or withdrawn.
16. The Highlands and Islands partner colleges and SRUC report their HE students within the NSS University statistics. As a result, only 16 colleges are included within the SSES HE results.

17. Sector response rates for full-time HE students are 48.8% (10,815 students) in 2022-23, with rates at a college level ranging from 18.9% to 77.8%. This represents an increase of 12.2 pp from 2021-22.
18. Table 4 shows the overall satisfaction for the 10,815 full-time HE students at Scotland's colleges responding to the statement '*overall, I am satisfied with my college experience*'.

Table 4: Full-time HE students' satisfaction with their overall college experience 2022-23

Strongly Agree	Agree	Disagree	Strongly Disagree	Number Satisfied	Proportion Satisfied
4,184	5,454	924	253	9,638	89.1%
38.7%	50.4%	8.5%	2.3%		

19. Although we have published the results for all colleges, three of the 16 colleges with full-time HE students had response rates below 40%. Care should therefore be taken when comparing the results of colleges. Response rates and satisfaction rates for full-time students at individual colleges are shown in Appendix A.
20. Table 5 shows the results of HE satisfaction compared to previous years. Overall satisfaction in 2022-23 has increased by 3.4 pp from the 2021-22 years figure, with nearly nine out of 10 full-time HE students satisfied with their college experience (89.1%). This is the highest overall satisfaction level in the five-year reporting period.

Table 5: Full-time HE student satisfaction trend

HE full-time satisfaction trend	
2018-19	86.8%
2020-21*	80.3%
2021-22	85.7%
2022-23	89.1%

As a result of the COVID pandemic and a national lockdown starting in the March 2020, the SSES did not take place in the academic year 2019-20. *In the 2020-21 academic year teaching was severely impacted by COVID-19 restrictions.

21. Table 6 shows the results to each of the 13 satisfaction statements for full-time HE students.

Table 6: Summary of student satisfaction results for full-time HE students at colleges 2022-23

HE Full-time	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Statement Response	Total Strongly agree and agree	Proportion Satisfied
SSES summary statement results	22-23	22-23	22-23	22-23	22-23	22-23	22-23
1. Overall, I am satisfied with my college experience.	4,184	5,454	924	253	10,815	9,638	89.1%
2. Staff regularly discuss my progress with me.	3,809	5,097	1,591	291	10,788	8,906	82.6%
3. Staff encourage students to take responsibility for their learning.	6,008	4,271	345	218	10,842	10,279	94.8%
4. I am able to influence learning on my course.	3,416	5,618	1,366	290	10,690	9,034	84.5%
5. I receive useful feedback which informs my future learning.	4,403	5,009	1,103	264	10,779	9,412	87.3%
6. The way I'm taught helps me learn.	3,623	5,447	1,289	1,077	11,436	9,070	79.3%
7. My time at college has helped me develop knowledge and skills for the workplace.	4,792	4,749	904	302	10,747	9,541	88.8%
8. I believe student suggestions are taken seriously.	3,122	5,291	1,662	534	10,609	8,413	79.3%
9. I believe all students at the college are treated equally and fairly by staff.	4,935	4,348	1,039	441	10,763	9,283	86.2%
10. Any change in my course or teaching has been communicated well.	3,787	4,890	1,540	543	10,760	8,677	80.6%
11. The online learning materials for my course have helped me learn.	4,254	5,090	1,051	381	10,776	9,344	86.7%
12. I feel that I am part of the college community.	3,162	5,290	1,678	500	10,630	8,452	79.5%
13. The college Students' Association influences change for the better.	1,659	3,741	492	230	6,122	5,400	88.2%

22. The results for the full-time HE students across nearly all statements, including overall satisfaction, were less positive than for the full-time FE students. HE students are encouraged to be more independent in their learning which may explain some of the variances across the two groups. However, there is a need to better understand these differences.

SSES comparison of full-time and part-time satisfaction rates

23. Table 7 below allows for the comparison of satisfaction rates for both full-time and part-time FE and HE students at colleges.

Table 7: Student satisfaction comparisons for full-time and part-time FE and HE students 2022-23

SSES comparison of full-time and part-time satisfaction rates	FE Full-time	FE Part-time	HE Full-time	HE Part-time
SSES statements	Satisfaction rates			
1. Overall, I am satisfied with my college experience.	94.6%	95.7%	89.1%	91.7%
2. Staff regularly discuss my progress with me.	89.5%	91.8%	82.6%	85.3%
3. Staff encourage students to take responsibility for their learning.	96.5%	97.6%	94.8%	96.7%
4. I am able to influence learning on my course.	91.8%	93.8%	84.5%	87.1%
5. I receive useful feedback which informs my future learning.	92.2%	93.8%	87.3%	91.3%
6. The way I'm taught helps me learn.	90.8%	93.2%	79.3%	88.6%
7. My time at college has helped me develop knowledge and skills for the workplace.	93.4%	94.1%	88.8%	91.8%
8. I believe student suggestions are taken seriously.	86.6%	91.2%	79.3%	88.7%
9. I believe all students at the college are treated equally and fairly by staff.	85.7%	94.5%	86.2%	94.2%
10. Any change in my course or teaching has been communicated well.	87.6%	92.0%	80.6%	86.0%
11. The online learning materials for my course have helped me learn.	87.6%	88.9%	86.7%	90.6%
12. I feel that I am part of the college community.	88.3%	87.5%	79.5%	77.2%
13. The college Students' Association influences change for the better.	93.0%	94.5%	88.2%	91.2%

24. The satisfaction rates for FE and HE part-time students is higher than for full-time students for all survey statements apart from 'I feel that I am part of the college community'.

25. Like previous years the highest level of satisfaction for full-time and part-time FE and HE

students is given for the statement 'staff encourage students to take responsibility for their own learning'.

26. When looking at satisfaction rates across level and mode of study, students are generally less satisfied when asked if they feel 'part of the college community'. The proportion of students who did feel part of the college community, however, was still relatively high, particularly for FE students where seven in eight students agreed that they felt part of the college community.
27. Response rates for part-time students are lower than for full-time students at both FE and HE levels.
 - FE part-time 26.9% compared to 58.9% for FE full-time.
 - HE part-time 22.5% compared to 48.8% for HE full-time.
28. Over nine out of 10 full-time and part-time student respondents were satisfied with their college experience, 92.7% and 95.2% respectively.

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

College	FE		HE	
	Response rate	Satisfaction rate	Response rate	Satisfaction rate
Argyll*	64.9%	88.0%	–	–
Ayrshire	47.0%	95.0%	46.9%	95.1%
Borders	43.1%	93.3%	41.2%	90.1%
City of Glasgow	80.2%	86.2%	47.8%	82.7%
Dumfries and Galloway	76.2%	96.9%	77.8%	94.1%
Dundee and Angus	64.7%	97.2%	45.8%	94.8%
Edinburgh	46.1%	96.3%	34.6%	92.7%
Fife	79.5%	94.6%	73.8%	89.7%
Forth Valley	45.1%	95.2%	34.3%	90.8%
Glasgow Clyde	47.9%	94.9%	53.5%	89.7%
Glasgow Kelvin	60.6%	95.6%	42.5%	92.3%
Inverness*	64.5%	92.2%	–	–
Outer Hebrides (Lews Castle)*	61.6%	98.4%	–	–
Moray*	61.4%	94.6%	–	–
New College Lanarkshire	87.0%	94.6%	55.6%	90.9%
Newbattle Abbey	77.3%	97.1%	62.5%	90.0%
North East Scotland	73.3%	96.7%	69.2%	91.0%
North Highland*	31.4%	94.3%	–	–
Orkney*	1.4%	100.0%	–	–
Perth*	52.6%	96.3%	–	–
Scotland's Rural College*	64.1%	92.1%	–	–
Shetland*	63.6%	95.2%	–	–
South Lanarkshire	59.0%	88.6%	45.3%	82.8%
West College Scotland	26.9%	95.4%	18.9%	83.8%
West Highland*	74.0%	97.4%	–	–
West Lothian	77.1%	95.4%	69.8%	93.4%
Scotland	58.9%	94.6%	48.8%	89.1%

*UHI partner colleges and Scotland's Rural College (SRUC) HE level student satisfaction is reported in the [National Student Survey 2023 results](#).

Appendix B: Publication Metadata

Metadata Indicator	Description
Publication title	College Student Satisfaction and Engagement Survey 2022-23
Description	College student satisfaction data for full-time and part-time courses during the academic year 2022-2023.
Theme	Education
Topic	College Student Satisfaction information
Format	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 2023
Release date	29 November 2023
Frequency	Annual
Timeframe of data and timeliness	Academic year (1 August 2022 to 31 July 2023), 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	There are no revisions to this publication
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 2022-23 .
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	01 November 2022
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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).