

25 Schools or 1 University?

Surfacing Shared Actions and Solutions

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NSS 2025 - Student Voice

Overall satisfaction in Student Voice theme increased from 2024

Biggest increase amongst all themes

Increase less than Russell Group overall increase

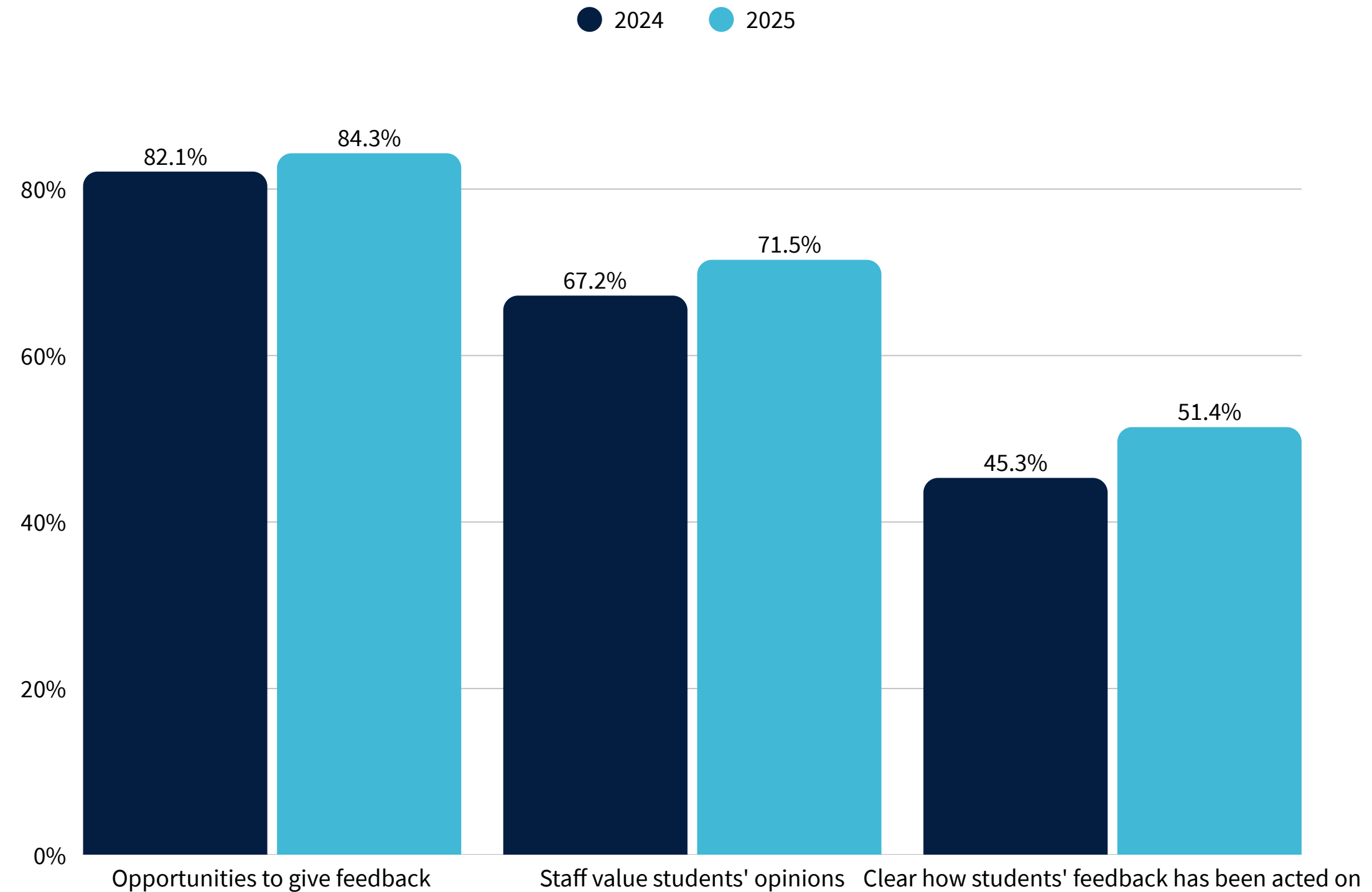
Ranked 23rd (/24) in Russell Group and 127th (/134) in UUK



NSS 2025 - Student Voice

Increases across all areas, with ***feedback being acted on*** up by 6.1% - we expect that much of this is down to you and the deliberate interventions you have made

But, only around half of students feel it is clear how their feedback is acted on



UoEd NSS Dashboard



THE UNIVERSITY of EDINBURGH

Baselining Exercise

- Took place over AY24/25
- Gathered data on existing student voice practices in Schools
- This covered everything from course feedback to SSLCs to which staff are involved
- We received responses from every School, including COL



Student Voice Framework Project

Wide variation in
School practices



Lack of visibility



Lack of clarity



Skills gap in analysing
feedback &
communicating actions



Step 1

- Identified SSLCs as core activity across every School, with significant variation
- Major issue in escalating actions or problems upwards to be resolved
- Feedback in central mechanisms were ~80% misdirected or had no clear owner



(Part of) Our Solution

- Development of the Student Feedback Action Log - for all actions from SSLCs
- Focus on developing clear actions, assigning Action Owners, and providing indicative timelines





+ Add new item

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🔄 Workflows

🔗 Integrate

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📄 Details



Student Feedback Action Log ★



* All Items

Split by School/College

+ Add view

Title	Description	Academic Year	Due by	Priority	Created ↑	Created By	School or College	Source
Example	Brief description of the issue/action	2025/6	05/09/2025	High	August 12, 2025	Cinzia Discolo	CAHSS	College SS...
Example	This is a short description of the student feedback.	2025/6	22/08/2025	High	August 15, 2025	Cinzia Discolo	Centre for Open ...	School SSLC
Example	Description of the action, problems etc.	2024/5	31/10/2025	Low	September 8, 202	Callum Paterson	Literatures, Lang...	School SSLC



Benefits

- Automations built in to inform someone when they are assigned an action
- Open to staff and students, building context and focusing energy
- Each action must be assigned a theme, allowing shared issues and solutions to be identified
- Keeps focus on things students bring up in SSLCs - so, it matters to them
- Clearly identified action owners across Central teams to enable escalation and accountability beyond the School



Examples of Shared Issues

- Joint Honours communication issues
- Timetable clashes, particularly across specific Schools
- Inconsistency in lecture recordings
- Student demand for exam past papers and more revision support
- Physical estate issues and lack of suitable equipment
- Use of GenAI and clarity around student expectations
- More visible careers and employability support
- Addressing language barriers



What Next?

- Updates to process based on user feedback, allowing faster bulk upload
- Summary reports to SLMG and other relevant bodies to inform priorities and ongoing projects
- Proactively bring people together who have shared issues
- Working with EUSA to ensure reps know they have this resource to inform their work and hold us accountable - especially when actions come up year on year and aren't resolved or addressed



Contact

➤ Get in touch any time

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