

## University of Galway – StudentSurvey.ie 2023 results

University of Galway undertakes the StudentSurvey.ie annually and prior to COVID-19 outbreak consistently performed well against other Irish universities in both our participation rates and student satisfaction rates. It appears that, on average, University of Galway students were more negatively affected by the Covid-19 pandemic, which may in large part be related to distinctive features of our student demographics. University of Galway students are more geographically dispersed than other universities and we have a higher proportion of students from lower socio-economic backgrounds. These factors may have had a disproportionately negative impact on our students' ability to adapt to online and remote learning during the pandemic.

The StudentSurvey.ie is designed to focus on student engagement, namely the amount of time and effort that students put into meaningful and purposeful educational activities and the extent to which institutions provide such opportunities and encourage students to engage with them. Research shows that students who engage more frequently in educationally purposeful activities both in and outside the classroom get better grades, are more satisfied, and are more likely to persist and graduate. University of Galway is committed to interpreting and utilising StudentSurvey.ie data to enhance the experiences of our students.

2685 of University of Galway students responded to StudentSurvey.ie (formerly known as ISSE) survey in 2023. This number yields a response rate of 26%.

Of these 1273 were First Year students (Y1), 697 were Final Year students (YF) and 697 were Postgraduate Taught students (PGT) (response rate 31.5%, 23.5%, 22.9% respectively). Historical responses to the two main questions of the survey are reported in Table 1.

### Results: Overall Satisfaction

**Table 1. 'How would you evaluate your entire educational experience at this institution?'**

How would you evaluate your entire educational experience at this institution?								
(Percentage of students who responded positively <sup>^</sup> )								
	2016	2017	2018	2019	2020	2021	2022	2023
<b>Uni Of Galway (%)</b>	86.3	84.6	84.8	83.4	82.1	65.7	73.9	79.1
Other Irish Unis (%)	85.1	84.9	83.8	83.8	81.8	69.3	79.9	80.3
If you could start over again, would you go to the same institution you are now attending?								
(Percentage of students who responded positively*)								
	2016	2017	2018	2019	2020	2021	2022	2023
<b>Uni Of Galway (%)</b>	86.3	88.5	88.6	87.8	87.0	81.4	80.2	84.4
Other Irish Unis (%)	87.9	88.4	87.9	86.8	86.5	86.0	85.1	85.6

<sup>^</sup> Percentage of students who responded as good or excellent; \* Percentage of students who responded

Table 1 demonstrates the overall satisfaction amongst University of Galway students. In 2023 79.1 % of University of Galway students rated their overall educational experience at University of Galway as Excellent/Good (73.9 % in 2022, 80.3 % Other Unis in 2023). 84.4 % of University of Galway students stated they would come to University of Galway if they had to start over again (80.2 % in 2022, 85.6 % Other Unis 2023) rating their educational experience at University of Galway as good or excellent.

In terms of the data, the percentage results for all questions are detailed in Table 3.

To aid navigation, these questions are grouped under certain engagement indicators and the responses for individual questions are combined to create nine related indicator scores. These indicator scores act as 'signposts' and are calculated on a scale from 0 to 60 - with the lowest response placed at 0, and the highest placed at 60 - and weighted based on cohort and gender.

### 10 Indicator Scores [out of max 60]

The following table (Table 2) provides the weighted calculated score (out of 60) for each of the 10 engagement indicators for both University of Galway and the average calculated score for the remaining 6 other Irish Universities. The detailed percentage responses per question are detailed in Table 3.

**Table 2. Indices (GREEN - higher than Other Unis average, RED - lower, UNDERLINED - increase from 2022)**

	<i>HO</i>	<i>RI</i>	<i>QR</i>	<i>LS</i>	<i>CL</i>	<i>SF</i>	<i>ET</i>	<i>QI</i>	<i>SE</i>	<i>LC</i>
<b>2023</b>	<u>35.7</u>	<u>32.7</u>	<u>21.4</u>	<u>32.3</u>	<u>29.4</u>	<u>12.8</u>	<u>32.4</u>	<u>40.4</u>	<u>29.4</u>	<u>32.5</u>
<b>2022</b>	35.7	32.4	20.7	31.9	28.0	11.9	31.7	37.4	27.7	32.4
Other Unis 2023	36.6	33.4	22.0	33.0	30.1	12.7	32.7	40.3	30.0	33.6
Other Unis 2022	36.3	33.3	21.7	32.7	29.1	12.4	32.8	38.1	29.2	33.5

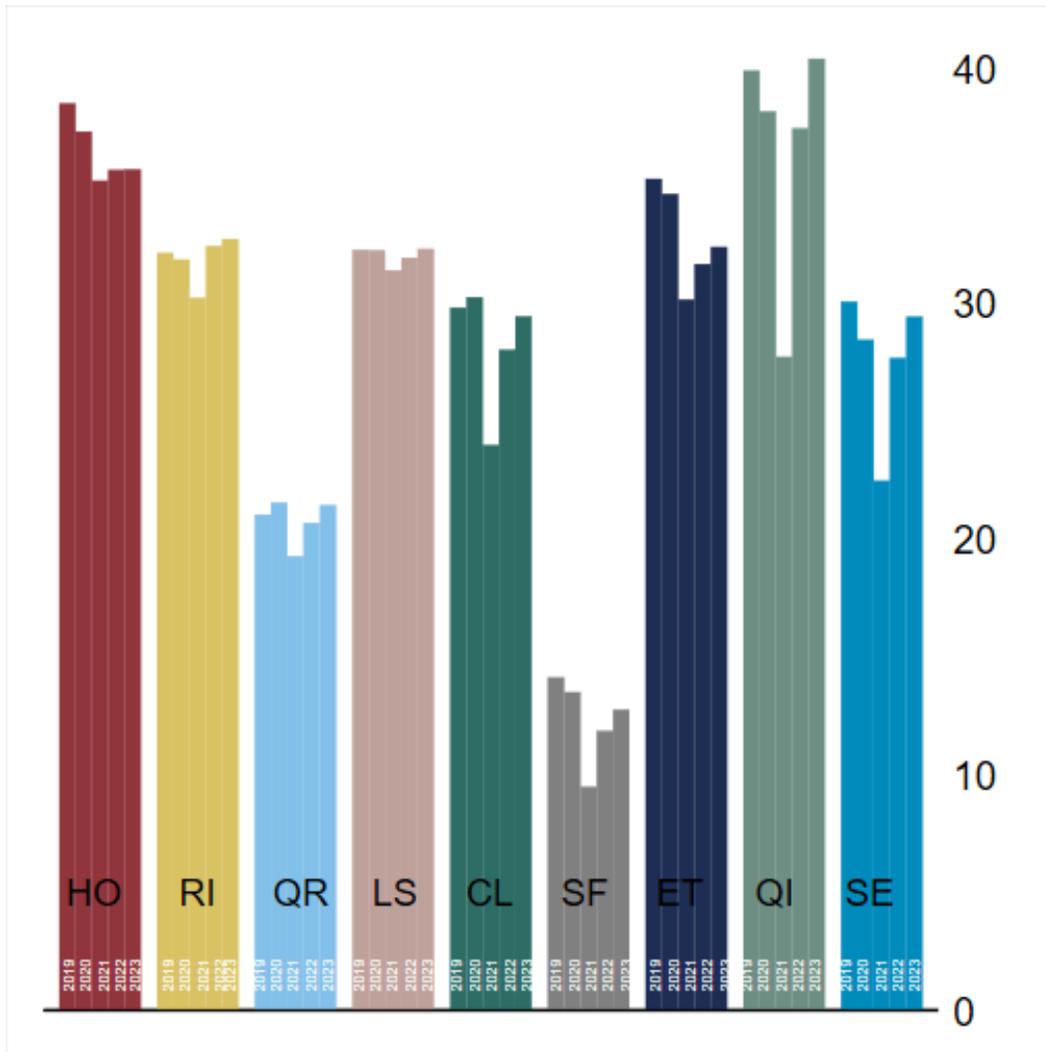
\*GREEN - higher than Other Unis average, RED - lower, UNDERLINED - increase from 2022

Note: The colour coding highlights comparison with Other Unis averages and an index is UNDERLINED if it increased from the previous year. In 2023 10 out of 10 indices increased from 2022 year. In 2023 year, 2 out of 10 indices are above the Other Unis averages. In 2022 year, 0

out of 10 indices were above. Please, note, that a new index - LC - 'Learning, Creative and Social Skills' was introduced in 2023, which groups previously non-indicator variables and one new variable together. Please see APPENDIX 2 for further details.

Figure 1 depicts indices and helps to see the effect of COVID (year 2021 as in 2020 StudentSurvey was conducted BEFORE the lockdown) and recovery in 2022.

**Figure 1. University of Galway Indices, 2019-2023.**



The responses to the specific questions, detailed in Table 3, show the following strengths and weaknesses.

Table 3 shows the percentage of students responding positively to questions in each indicator category for University of Galway and the average for the 6 Other Unis.

**Table 3. Percentage of students responding positively to each question.**

Questions	2023	2022	Other Unis 2023	Difference 2023-2022	Difference 2023 Galway-Other
<b>HO - Higher Order Learning</b>					
Applying facts, theories, or methods to practical problems or new	64.2%	64.0%	63.1	0.2%	1.1%
Analysing an idea, experience, or line of reasoning in depth by examining	56.9%	58.8%	57.3	-1.9%	-0.4%
Evaluating a point of view, decision, or information source	61.2%	61.1%	60.2	0.2%	1.0%
Forming an understanding or new idea from various pieces of information	68.0%	68.6%	66.0	-0.6%	2.0%
<b>RI - Reflective and Integrative Learning</b>					
Combined ideas from different subjects / modules when completing assignme	59.9%	58.0%	60.0	1.9%	-0.1%
Connected your learning to problems or issues in society	49.1%	47.9%	46.4	1.1%	2.7%
Included diverse perspectives (political, religious, racial/ethnic, gende	38.1%	37.1%	34.4	1.0%	3.7%
Examined the strengths and weaknesses of your own views on a topic or iss	51.3%	51.1%	51.6	0.2%	-0.3%
Tried to better understand someone else's views by imagining how an issue	59.1%	58.9%	57.7	0.2%	1.4%
Learned something that changed the way you understand an issue or concept	63.8%	63.5%	62.8	0.3%	1.0%
Connected ideas from your subjects / modules to your prior experiences an	70.2%	67.9%	69.3	2.3%	0.9%
<b>QR - Quantitative Reasoning</b>					
Reached conclusions based on your analysis of numerical information (numb	37.3%	34.5%	38.0	2.8%	-0.7%
Used numerical information to examine a real-world problem or	30.1%	27.5%	30.2	2.6%	-0.1%

<b>issue (unem</b>					
<b>Evaluated what others have concluded from numerical information</b>	24.3%	21.4%	25.2	2.9%	-0.9%
<b>LS - Learning Strategies</b>					
<b>Identified key information from recommended reading materials</b>	55.8%	55.1%	58.0	0.6%	-2.2%
<b>Reviewed your notes after class</b>	56.5%	54.8%	58.0	1.7%	-1.5%
<b>Summarised what you learned in class or from course materials</b>	47.8%	46.3%	49.8	1.5%	-2.0%
<b>CL - Collaborative Learning</b>					
<b>Asked another student to help you understand course material</b>	42.9%	40.3%	43.3	2.6%	-0.4%
<b>Explained course material to one or more students</b>	46.4%	43.9%	46.7	2.5%	-0.3%
<b>Prepared for exams by discussing or working through course materi</b>	45.0%	40.0%	45.4	5.0%	-0.4%
<b>Worked with other students on projects or assignments</b>	51.3%	47.0%	55.0	4.4%	-3.7%
<b>SF - Student-Faculty Interaction</b>					
<b>Talked about career plans with academic staff</b>	16.1%	12.5%	14.8	3.6%	1.3%
<b>Worked with academic staff on activities other than coursework (committee</b>	10.8%	9.9%	10.8	0.9%	0.0%
<b>Discussed course topics, ideas, or concepts with academic staff outside o</b>	19.0%	17.2%	20.3	1.7%	-1.3%
<b>Discussed your performance with academic staff</b>	15.1%	14.3%	15.1	0.8%	0.0%
<b>ET - Effective Teaching Practices</b>					
<b>Clearly explained course goals and requirements</b>	67.2%	64.7%	67.3	2.4%	-0.1%
<b>Taught in an organised way</b>	70.4%	68.1%	70.7	2.3%	-0.3%
<b>Used examples or illustrations to explain difficult points</b>	68.4%	65.0%	68.3	3.5%	0.1%
<b>Provided feedback on a draft or work in progress</b>	31.6%	32.3%	33.3	-0.7%	-1.7%
<b>Provided prompt and detailed feedback on tests or completed assignments</b>	39.1%	39.8%	41.4	-0.8%	-2.3%
<b>QI - Quality of Interactions</b>					
<b>Students</b>	93.0%	91.6%	92.8	1.4%	0.2%
<b>Academic advisors</b>	75.4%	71.6%	76.9	3.8%	-1.5%
<b>Academic staff</b>	86.4%	80.7%	87.0	5.8%	-0.6%

<b>Support services staff</b>	76.6%	69.8%	76.4	6.7%	0.2%
<b>Other administrative staff and offices</b>	78.8%	70.0%	76.6	8.8%	2.2%
<b>SE - Supportive Environment</b>					
<b>Providing support to help students succeed academically</b>	58.1%	55.9%	59.2	2.2%	-1.1%
<b>Using learning support services</b>	57.9%	55.6%	59.7	2.3%	-1.8%
<b>Contact among students from different backgrounds (social, racial/ethnic,</b>	43.9%	39.0%	46.5	4.8%	-2.6%
<b>Providing opportunities to be involved socially</b>	59.5%	48.9%	59.6	10.7%	-0.1%
<b>Providing support for your overall well-being (recreation, health care, c</b>	51.0%	45.8%	51.2	5.2%	-0.2%
<b>Helping you manage your non-academic responsibilities (work, family, etc.</b>	26.6%	22.3%	25.1	4.4%	1.5%
<b>Attending campus activities and events</b>	41.4%	45.8%	45.1	-4.4%	-3.7%
<b>Attending events that address important social, economic, or political is</b>	49.9%	44.5%	54.4	5.4%	-4.5%
<b>LC - Learning, Creative and Social Skills</b>					
<b>Writing clearly and effectively</b>	61.8%	62.3%	63.4	-0.6%	-1.6%
<b>Speaking clearly and effectively</b>	48.1%	48.4%	51.4	-0.3%	-3.3%
<b>Thinking critically and analytically</b>	74.8%	73.3%	77.1	1.5%	-2.3%
<b>Analysing numerical and statistical information</b>	48.6%	46.3%	49.9	2.3%	-1.3%
<b>Working effectively with others</b>	63.7%	63.0%	66.3	0.6%	-2.6%
<b>Solving complex real-world problems</b>	51.8%	52.8%	54.5	-1.0%	-2.7%
<b>Being an informed and active citizen (societal / political / community)</b>	43.7%	46.0%	46.5	-2.3%	-2.8%
<b>Pgcreative</b>	53.6%	52.8%	54.9	0.8%	-1.3%
<b>Non-Indicator Questions</b>					
<b>Asked questions or contributed to discussions in class, tutorials, labs o</b>	41.8%	45.0%	45.4	-3.2%	-3.6%
<b>Come to class without completing readings or assignments</b>	42.8%	38.4%	39.7	4.4%	3.1%
<b>Made a presentation in</b>	29.8%	29.9%	34.4	-0.0%	-4.6%

<b>class or online</b>					
<b>Explored how to apply your learning in the workplace</b>	39.6%	39.0%	41.3	0.6%	-1.7%
<b>Exercised or participated in physical fitness activities</b>	51.3%	48.3%	50.8	3.0%	0.5%
<b>Blended academic learning with workplace experience</b>	36.0%	35.4%	35.4	0.6%	0.6%
<b>Worked on assessments that informed you how well you are learning</b>	43.7%	39.2%	42.0	4.5%	1.7%
<b>Acquiring job- or work-related knowledge and skills</b>	54.6%	53.7%	57.1	0.9%	-2.5%
<b>Community service or volunteer work</b>	58.0%	57.6%	56.4	0.4%	1.6%
<b>How would you evaluate your entire educational experience at this</b>	79.1%	73.9%	80.3	5.2%	-1.2%
<b>If you could start over again, would you go to the same institution you a</b>	84.4%	80.2%	85.6	4.3%	-1.2%

**APPENDIX 2: Grouped into new indicator (Learning, Creative and Social Skills).**

1. Writing clearly and effectively
2. Speaking effectively [revised wording: the words 'clearly and' removed]
3. Thinking critically and analytically
4. Analysing numerical and statistical information
5. Working effectively with others
6. Solving complex real-world problems
7. Being an informed and active citizen (societal / political / community)
8. Being innovative and creative [new question]