

# Crisis, what crisis?

## Why we should stop worrying about NSS scores

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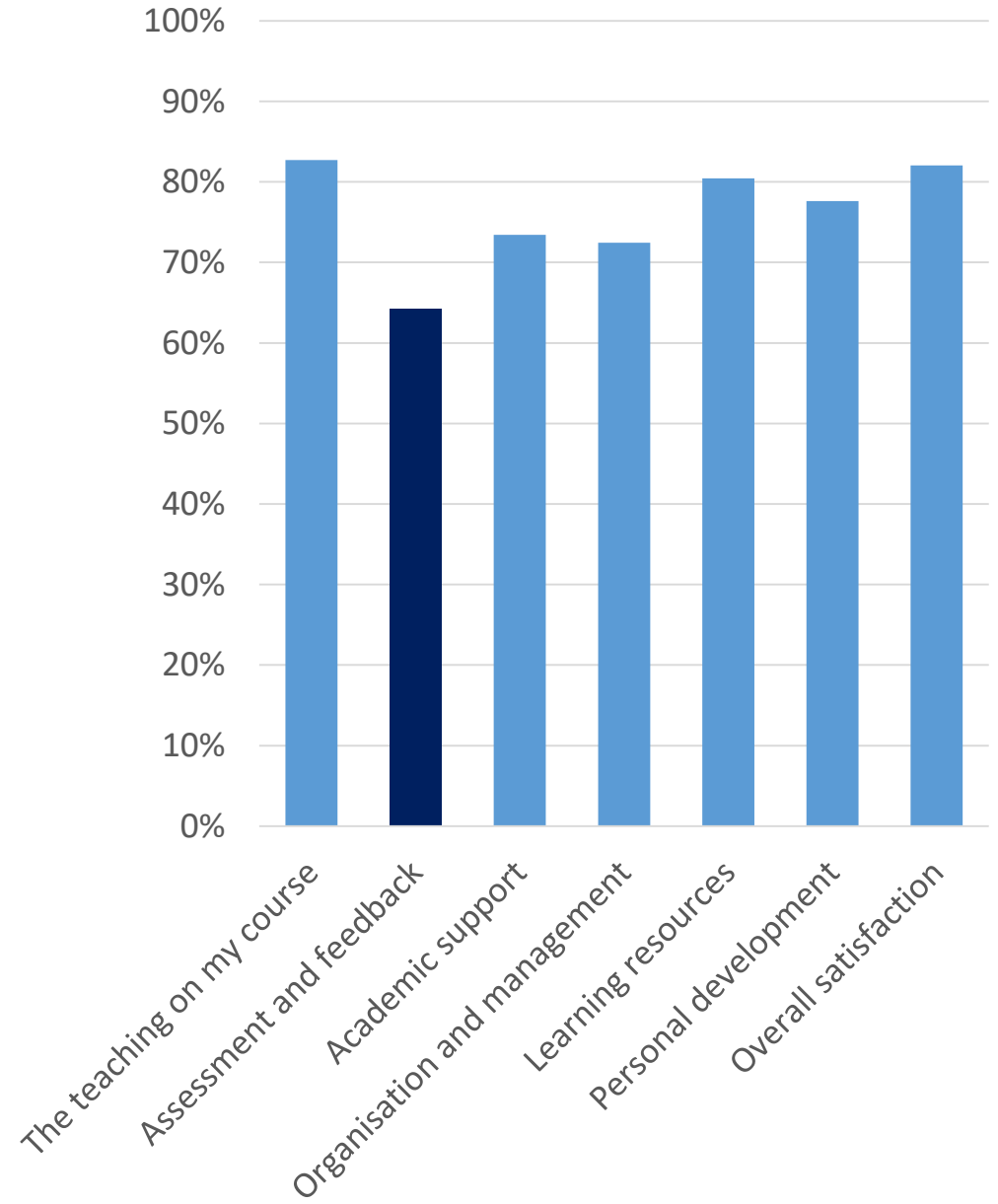
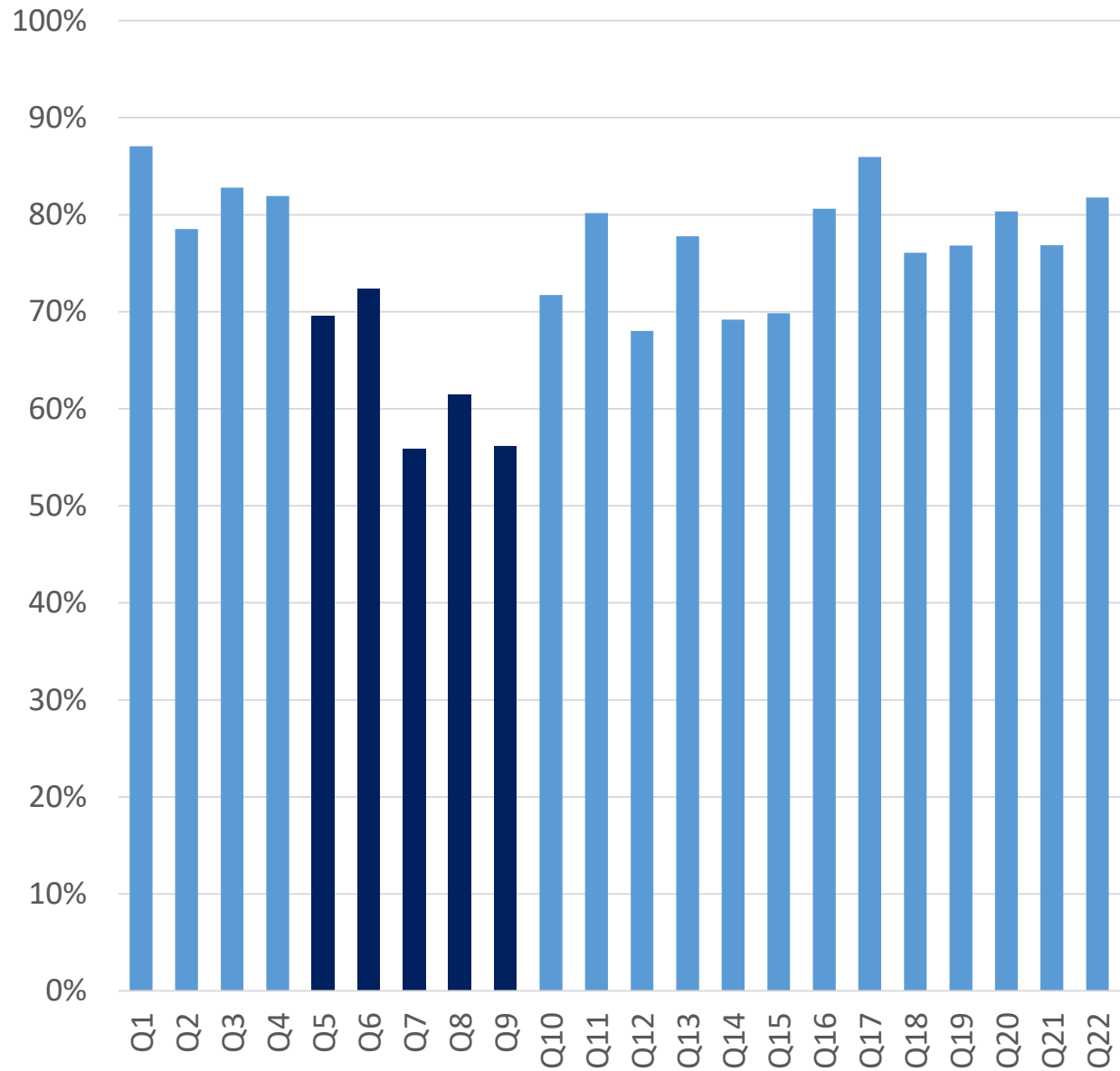
## Students bemoan lack of feedback

**A secondary school culture in which students resit exams to improve scores may be making them dissatisfied with higher education, universities say.**



<http://news.bbc.co.uk/1/hi/education/6990022.stm>

“In the UK, a feature of the National Student Survey...has been that students are less satisfied with their assessment feedback than with other aspects of their higher education experience.” (Price et al 2011)



“The NSS...was engineered to produce valid comparisons between courses in the same subject area... It was **not originally designed to be used to compare... scores on different aspects of the student experience** (assessment compared with teaching, for example).” (Ramsden et al 2010)

“The questions in each scale are not directly comparable with each other, so caution should be used when comparing different scales even within one subject area. While students are generally not as satisfied on the assessment and feedback scale as they are on the teaching and learning scale, **we cannot say that this means teaching and learning is ‘better’ than assessment and feedback, because we are not comparing like with like.**” (Grant and Kulej-Turner 2010)

“[T]he study results imply that satisfaction ratings are more reflective of **praise** than feedback.” (Boehler et al 2006)

“[T]he more **lenient** the instructor’s grading, the more **fair and appropriate** was judged the instructors evaluations of students’ work.” (Griffin 2004)

“**Positive ratings elicit positive reactions** toward the appraisal and have been related to satisfaction with the appraisal process.” (Jawahar 2006)

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