National Student Survey (NSS)

The NSS is undergraduate students' chance to look back on their higher education experience and speak out on everything about their experience.

Within Computing and Library Services (CLS) we monitor performance in the Learning Resources category as this aligns to the services that we are responsible for providing to you.

Three key questions are of particular interest to us:

Q.19 – How well have the IT resources and facilities supported your learning?

Q.20 – How well have the library resources (e.g. books, online services and learning spaces) supported your learning?

Q.21 – How easy is it to access subject specific resources (e.g. equipment, facilities, software) when you need them? (CLS have a shared responsibility with your academic school for performance in this area).

We were incredibly pleased to learn that you rated our performance strongly in the most recent NSS survey in 2023 (all questions exceeded the benchmark score). Our performance in Q.19 and Q.20 was within the top quartile of comparator institutions*, and in the second quartile for Q.21.

	University of Huddersfield Positivity Measure	Benchmark Score	Performance against benchmark
Q.19	86.4	83.9	+2.5
Q.20	91.7	89.4	+2.3
Q.21	86.9	85	+1.9
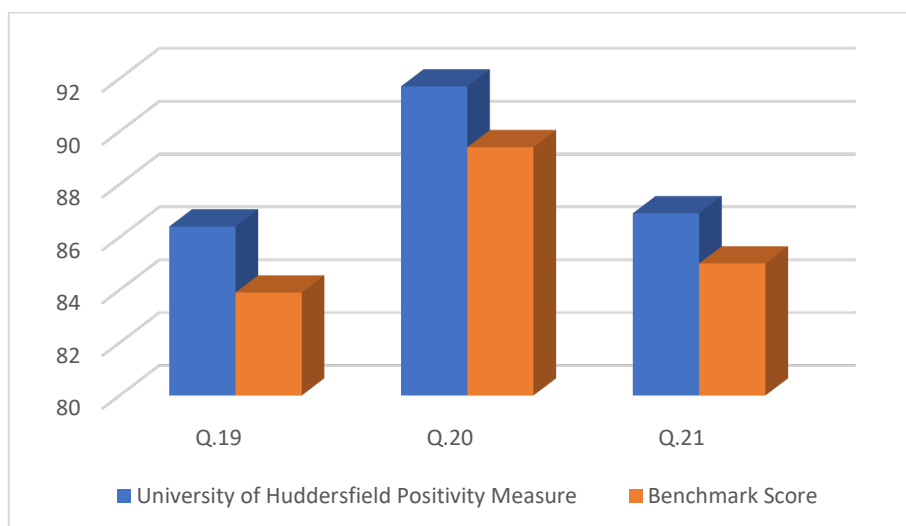
*English providers with an income of over £100m