



THE Awards 2019 – Outstanding Strategic Planning Team

Institution/Nominee	University of the West of England
Title	NSS Taskforce
Key personnel	Chris Evans, Head of Business Intelligence Heather Moyes, Deputy Director (Policy Development and Student Experience) Jo Midgley., Pro Vice-Chancellor (Student Experience)
Submission	<p>Recognising an opportunity to optimise the insight that satisfaction surveys give into the experience delivered to, and outcomes enabled for, students, UWE Bristol instigated a strategic taskforce to drive a highly visible, university approach towards student feedback.</p> <p>Using a data-led approach, and supported through effective partnership with Student Voice professionals, the Taskforce reviews outcome driven performance to swiftly identify areas requiring focus and further support.</p> <p>The combination of panel and data-centric focus allows UWE Bristol to not only quickly recognise and resolve issues of performance in localised areas, but also to identify trends of activity across the diverse university portfolio. This is driving improvements in the student experience on an institution wide scale, and, very significantly, shifting institutional performance culture away from a deficit model and towards a focus on best practice.</p> <p>As a result of following this strategic approach, in 2018 UWE Bristol was ranked 7th for NSS overall.</p>