

Royal Holloway Students' Union Department Rep Briefing

Department: English

For the Academic year: 2026-27

Date Prepared: July 2026

Created By: Aleksandra Babeshko, Student Research Assistant

Background

Department briefings are prepared annually, collating the data from the Staff-Student Action Meeting (SSAM) and the outcomes of the National Student Survey (NSS). The briefing aims to give an understanding of the student opinions of the activities within the department.

Commentary

The following data is a summary of some of the key themes discussed in the 'Negative' and 'Positive' student responses to the NSS survey open-text question, 'Looking back on your experience, are there any particularly positive or negative aspects you would like to highlight?' Comments have been cross-referenced with minutes from the SSAMs which ran during the same academic year. Any topic solely discussed during SSAMs and not in the NSS have been clearly identified in the table as (SSAM).

Key Themes	Commentary	
	Things working well	Areas for improvement
Community	- Friendly atmosphere at classes - Lecturers promote extracurricular activities engagement	- Lacking extracurricular activities and social life - Feeling unsafe on campus
Facilities	- Opportunities for trips - Library resources are great - Year abroad opportunity - Available study spaces	- Alternative reading formats are not easily accessible - Moodle is difficult to use - Lack of study spaces
Teaching	- Engaging and intellectually stimulating lectures - Wide range of texts studied - Great variety of modules - Opportunities to grow personally and professionally - Weekly writing challenges - Seminars are engaging and support learning - Helpful materials are provided - Modules well organised	- Restrictive module options in second year - Too little time spent on each text - More teaching hours by introducing workshops or additional seminars - Lacking structure and organisation of modules - Desire for more positive attitudes from staff to increase attendance (SSAMs)
Assessment	- Fair assessments - Useful feedback - Feedback delivered on time	- Deadline stacking - Unclear assessment expectations - Inconsistent marking - More in-depth feedback

Communication	• Easy to contact lecturers via email and during office hours • Students are given opportunities to express their opinions • Student feedback is acted upon	• Email communication is lacking sometimes • Wellbeing support is not communicated clearly • Lack of communication between departments • More opportunities for students to provide feedback • Extension and extenuating circumstances system poorly communicated • Desire to access sample essays and dissertations for review (SSAMs) • Desire for more standardised feedback (SSAMs)
Support	• Great wellbeing and mental health support • Lecturers are friendly and supportive • Great disability support • Mentor support • Personal tutor support	• Neurodivergence support is lacking • Joint honours students find it difficult to connect with personal tutors • Mental health support is lacking

NSS

The National Student Survey (NSS) is a nation-wide survey of all final year undergraduate students studying at institutions across the UK and is managed by the Office for Students (OfS). The survey has run on annual basis since 2005. In 2020 the OfS undertook a significant review of the survey questions with an aim to refresh the NSS with questions that are more direct using positivity measure with a four-point scale to gain more accurate insight into the undergraduate student experience at UK universities.

The NSS 2025 questionnaire had 25 core questions which were grouped into six categories, or scale questions around themes like teaching, resources, academic support and there is a specific question about Students' Unions which is a part of the Student Voice category. Each of the six scale questions are composed of multiple questions which explore various elements of this theme in more detail. There were two additional questions included around mental health and freedom of speech, of which the second was offered only to students in England, and Royal Holloway included these questions in 2024.

Below is a table of the scores the Department received following the 2026 NSS. This can help you inform areas that may working on and monitoring. This data can also inform the comments provided above. The term 'positivity measure' means the proportion of respondents who gave a positive answer.

		2026	2025
Response Rate (%)		74	69
Questions (% Positivity Measure)			
1	How good are teaching staff at explaining things?	97.20	93.10
2	How often do teaching staff make the subject engaging?	93.80	89.10
3	How often is the course intellectually stimulating?	93.80	90.10
4	How often does your course challenge you to achieve your best work?	91.70	88.10
5	To what extent have you had the chance to explore ideas and concepts in depth?	92.40	91.10
6	How well does your course introduce subjects and skills in a way that builds on what you have already learned?	93.80	90.10
7	To what extent have you had the chance to bring together information and ideas from different topics?	89.00	86.10
8	To what extent does your course have the right balance of directed and independent study?	79.20	71
9	How well has your course developed your knowledge and skills that you think you will need for your future?	87.60	83
10	How clear were the marking criteria used to assess your work?	82.10	76.20
11	How fair has the marking and assessment been on your course?	88.30	81.20
12	How well have assessments allowed you to demonstrate what you have learned?	95.20	87.10
13	How often have you received assessment feedback on time?	97.90	97
14	How often does feedback help you to improve your work?	88.90	77.20
15	How easy was it to contact teaching staff when you needed to?	94.50	96
16	How well have teaching staff supported your learning?	90.30	91
17	How well organised is your course?	91.00	83.20
18	How well were any changes to teaching on your course communicated?	91.00	85.70

19	How well have the IT resources and facilities supported your learning?	88.50	88
20	How well have the library resources (e.g., books, online services and learning spaces) supported your learning?	90.20	90
21	How easy is it to access subject specific resources (e.g., equipment, facilities, software) when you need them?	89.00	85.90
22	To what extent do you get the right opportunities to give feedback on your course?	88.90	88
23	To what extent are students' opinions about the course valued by staff?	89.50	84.40
24	How clear is it that students' feedback on the course is acted on?	73.20	72.20
25	How well does the students' union (association or guild) represent students' academic interests?	78.10	79.60
26	How well communicated was information about your university/college's mental wellbeing support services?	78.20	78.60
27	During your studies, how free did you feel to express your ideas, opinions, and beliefs?	90.10	92.80

NSS Categories (% Positivity Measure)		2026	2025
1	The teaching on my course	94.10	90.10
2	Learning opportunities	88.40	84.30
3	Assessment and feedback	90.40	83.80
4	Academic support	92.40	93.60
5	Organisation and management	90.70	84.70
6	Learning resources	89.50	88
7	Student Voice	83.70	81.30
8	Students' Union	78.10	79.60
9	Mental wellbeing	78.20	78.60
10	Freedom of expression	90.10	92.80