**Title:**  **'Translating' the NSS: Using thematic analysis of student free text to enhance assessment and feedback strategies**

**Presenter:**  **Deborah Rafalin**
City, University of London

## Session Learning Outcomes

By the end of this session, delegates will be able to:

Appreciate the potential opportunities of systematically analysing free text student feedback in developing assessment and feedback, in order to enhance student experience and progression • Understand how to conduct a relevant method of systematic thematic analysis • Develop ideas about how emergent themes from analysis of free text student feedback might lead to ideas about assessment and/or feedback development and specific strategies • Apply this way of working with NSS free text to inform their own assessment and feedback strategies in their team/department/School/University context

## Session Outline

In the light of the TEF, understanding and responding to NSS results is an imperative that all HE academic departments are expected to engage with, yet at times it can be difficult to 'translate' quantitative scores into meaningful learning development plans, particularly in terms of assessment and feedback strategy.  Through sharing her experiences of working across City, University of London as a Learning Development Fellow, the facilitator will suggest how a systematic method of Thematic Analysis (Braun and Clarke, 1998) can be employed to analyse NSS free text so that emergent themes can facilitate the development of assessment and feedback strategies in a way that focuses on student experience and progression. In this workshop, delegates will have the opportunity to work with anonymised NSS free text, employing this thematic analysis method and working collaboratively to develop suggestions of how emergent theme/s might indicate areas or specific ideas for change within an assessment and feedback development plan.

## Session Activities and Approximate Timings

In the large group: Workshop outline by facilitator (5 mins) • In the large group: Contextualising case study presentation by facilitator (15 mins) • In the large group: Practical explanation of the thematic analysis method using anonymised NSS free text data by the facilitator (10 mins) • In small groups: Each group will do a thematic analysis of provided anonymised data excerpts (each group will have different excerpts chosen by the facilitator so that different themes are likely to emerge in each small group). (15 mins)

• In small groups: Each group will discuss ideas for how their emergent themes might inform possible assessment and/or feedback development. (15 mins) • In the large group: A sharing of ideas, facilitated by the facilitator. (20 mins) • In large group: Summing up by facilitator (10 mins)

**References**

Braun, V. & Clarke, V. (2006). Using thematic analysis in psychology. Qualitative Research in Psychology, 3, 77-101