

Technicians and the National Student Survey (NSS): Understanding, Interpreting and Acting on Student Experience Data



Tim Savage Consulting
Technical Learning. Strategic Impact.

About Your Trainer



Dr Tim Savage is a leading authority on technical education and workforce development in higher education. With over 25 years' experience at the intersection of technical teaching and learning, academic strategy, and institutional governance, leadership, and management, Tim brings unrivalled expertise to his consultancy and training.

As an AdvanceHE Principal Fellow (PFHEA), Tim's work has shaped national and institutional approaches to recognising, developing, and integrating technical staff into the heart of teaching, learning, and research. As a TALENT Policy Commissioner (UKRI), a member of the Technician Commitment Steering Board, and an Advisor to the UK Institute of Technical Skills and Strategy, he has contributed to national recommendations on the future of the technical workforce in higher education.

Tim's leadership credentials include his role as Director of Technical Learning at the University for the Creative Arts, where he built and led an award-winning team, recognised as the *Best Technical Team in UK Higher Education* at the Higher Education Technicians Summit. His teams have been recognised for exemplary sector-leading practice delivering outstanding outcomes in the Teaching Excellence Framework (TEF) and contributing to positive Graduate Outcome Survey (GOS) success through transformative technical teaching and institutional practice.

Tim's educational approaches are built upon his successful teaching career, having taught at West Dean College since 2003, where his courses have been recognised in the Adobe Educators Global Choice Awards and translated into pedagogic textbooks.

As a published researcher and speaker, Tim's work focuses on technical teaching, professional identity, and pedagogical development. His forthcoming book, "Technical Teaching in Higher Education," published by Routledge in 2026, builds upon and extends his doctoral research, that explored and conceptualised how technical staff teach and support learning.

About This Course

This course explores the role of technicians in influencing National Student Survey (NSS) outcomes. Participants will learn how NSS data is used within institutions and externally, access and interpret quantitative and qualitative results, and identify how their own actions and environments impact student perceptions, experiences, and outcomes. The session will promote a proactive approach to student experience, emphasising responsibility, communication, and evidence-informed enhancement.

Who is it for:

- Technicians at all levels and career stages, from early-career to senior practitioners
- Technical managers and team leaders seeking to support and develop their staff

Outcomes:

- Explain the purpose, structure, and importance of the NSS and related surveys;
- Access, interpret, and compare NSS data across providers and over time;
- Map technician contributions to NSS question areas, including teaching, organisation, and resources.;
- Use quantitative and qualitative feedback to prioritise and implement improvement actions;
- Apply NSS insights to professional development, appraisal, and institutional impact.

Session Plan (indicative)

	■ Introduction	■ Activities	■ Discussion/debriefing	■ Break	■ Reflection
9:30 AM					Introduction, Welcome and Orientation
9:50 AM					Ice Breaker and Warm Up
10:05 AM					Direct and Indirect Technician Contribution to NSS
10:35 AM					Evolving Scope of Contemporary Technician Roles
11:00 AM					Break
11:15 AM					The History, Structure and Purpose of the NSS
11:25 AM					Mapping Technician Activities to Questions
12:00 PM					Accessing NSS Data
12:30 PM					Lunch break
1:30 PM					Interpreting NSS data
2:00 PM					Advancing from Insight to Improvement
2:50 PM					Break
3:05 PM					Making Multi-layered Impact
3:35 PM					SMART Planning for NSS
3:50 PM					Feedback & Closing
4:00 PM					End

Client Benefits

This course highlights the essential contribution of technicians to the student experience. Benefits to institutions and individuals include:

- **Advance Institutional KPIs:** demonstrates alignment with NSS, TEF, and student experience strategies, ensuring technicians' work is aligned to core performance measures.
- **Facilitate Shared Ownership of NSS:** builds a culture of recognition, accountability, and student-centred thinking across technical and professional teams.
- **Boost Cross-Team/Interdepartmental Collaboration:** strengthens partnerships between academic, professional, and technical staff, creating shared responsibility for the student journey.
- **Accelerate Improvement with Actionable Strategies:** translates data insights into practical, evidence-led interventions that drive immediate gains in satisfaction within across the student experience.
- **Empower Evidence-Based Decision Making:** builds confidence in analysing NSS data and qualitative insights, enabling leaders to make strategic choices about investment and resources.
- **Enhance Recognition and Career Development:** helps technical staff articulate their impact, supporting professional recognition, progression pathways, and institutional visibility.

Extension Options

1. Follow-Up Coaching Package

- **Offer:** One-to-one or small group coaching (online) after the course to support implementation.
- **Structure:** 2–3 monthly 60-minute sessions.
- **Value:** Ensures leaders move from insight to action, sustaining momentum and embedding improvements.

2. Departmental Deep-Dive Workshops

- **Offer:** Facilitated workshops with specific faculties, subjects, or campuses to apply NSS findings locally.
- **Structure:** Half-day or full-day sessions.
- **Value:** Translates institutional strategies into context-specific actions, increasing impact.

3. Internal Showcase / Good Practice Exchange

- **Offer:** A curated event where departments present their NSS responses, with optional keynote or facilitation.
- **Value:** Celebrates success, spreads good practice, and builds a culture of accountability.

4. Annual NSS Cycle Support

- **Offer:** Ongoing consultancy package covering pre-release preparation, data analysis, action planning, and follow-up review.
- **Value:** Moves beyond a single intervention to embed a year-round improvement cycle.

Prices and Delivery

1. Pricing

- **Development packages start at £1,495 per course** (plus reasonable travel and accommodation expenses if required).
- **Flexible/blended delivery:** via negotiation.
- **Value:** Save 10% when booking three or more courses within 12 months

2. Tiered Options

Each course can be booked as a standalone workshop or scaled up through extension options:

- Core course: one-off delivery (in person, online, or blended)
- Enhanced package: Core course plus two extension options (e.g. coaching, clinics, or deep diver workshops)
- Institutional package: Core course (s) plus four or more extension options, with tailored institutional report or showcase event to maximise visibility, impact, and leadership alignment.

3. Extension Options

- Coaching, workshops, reviews, showcase events, reports – priced by negotiation.
- Can be combined flexibly into Enhanced or Institutional packages.

4. Delivery

- **Group size:** Courses can be delivered to groups of up to 14 participants.

5. Contact

For availability, bespoke packages, and booking details:

- **Website:** www.timsavageconsulting.co.uk
- **Email:** tim@timsavageconsulting.co.uk
- **Telephone:** 07956 663 275