

Title of Research Project: The Determinants of Student Satisfaction in the UK Higher Education

Name of Scholar: Yibin Liu

Name of Research Supervisor: Dunli Li

Summary of the research: Launched in 2005, the annual National Student Survey (NSS), as part of higher education quality assurance system, seeks feedback from final-year undergraduate students on various aspects of their experience in the UK higher education institutions. The NSS scores have been used to compare the UK universities in terms of student satisfaction and have become one of the components in some major university league tables. In the existing literature on NSS, however, many of them are descriptive in nature with comparison of scores across universities over time or just simple correlation analysis.

Surprisingly little is done to systematically investigate the determinants of student satisfaction as measured by NSS scores in the UK higher education. In this project, we will use a unique and comprehensive dataset and employ sophisticated statistical techniques to perform an empirical analysis to identify the possible factors that might affect student satisfaction. The analysis will shed light on the determinants of NSS scores and contribute to the ongoing debate on whether the NSS scores should be used as a method to rank the UK universities.

Tasks: Do literature review on relationship between university characteristic, student characteristic and student satisfaction. Explore if NSS score have effect on tuition fee.