**Using National Student Survey feedback and comments**

**City University of London**

**Library Services**

***About the organization***

**Name:** City University London

**Department:** Library Services

**Size:** 13,053 FTE students

**Industry Sector:** Higher Education

Since 2011, service departments at City University London have been invited to submit bids for Strategic Investment funding from the University to support specific projects and initiatives to “improve the student experience”.

Library Services have endeavoured to identify appropriate areas to bid for funding around. These have included extending library opening hours and increasing our provision of E-Book and printed resources.

The free text comments from the National Student Survey have provided a wealth of evidence to support the case for many of these bids. We were mindful that our institution (along with most others) places a great deal of emphasis on its NSS scores and therefore took the view that evidence from the Survey would be a powerful tool to support any bids for additional resourcing.

The staff time required to collate the comments is quite significant. From a spread sheet listing all comments under Positive and Negative headings, the first stage is to filter out the library related missives. These are then collated by School/Department and course headings (as defined by the University’s SITS course codes) and by Theme/Topic (defined by ourselves – Facilities, Opening Hours, Resources, Staff and Miscellaneous.

This may appear a rather elaborate procedure to follow but we feel it pays dividends by enabling us to have the comments readily available and indexed by theme and topic as well as by subject areas.

 It required around 2 working days to produce the final documents. An Information Assistant has been given ownership of the project each year and it has proved to be a rewarding development activity for them.