

# **A snapshot of the student experience: Exploring student satisfaction through the use of photographic elicitation**

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# Overview

To give a brief overview of the background literature on student satisfaction

To give an overview of methodological challenges with exploring the student experience

To report findings on a study exploring the student experience using photographic elicitation

Consider future direction and implications

# Student Satisfaction

Described as the result of an evaluation of a student's educational experience; satisfaction results when performance meets (or exceeds) the expectations the student had when entering Higher Education (Elliot & Healy, 2001).

Research suggests student satisfaction is multifaceted - academic quality is important but so is social climate, physical environment and quality of administrative/internal processes (e.g. Jenssen, Stensaker & Grøgaard, 2002)

Current context of HE – student expectations, students motivations

Important for HEIs to respond to students' feedback

# Metrics and Measures of Student Satisfaction

National Student Survey – introduced in 2005

Provides indicators of student satisfaction for each UK-based HEI - quality of teaching received, assessment and feedback, student support are denoted and ranked nationally.

Influences recruitment – KIS, UCAS,

Effectiveness is understudied - informed governing bodies and policy-makers, not necessarily reflective of the “lived experience” of students

Much of the research that has been done in this area has used questionnaires and quantitative research (e.g. Gibbons, Dempster & Moutray, 2011; Lee & Anantharaman, 2013) where as qualitative research offers richer data about participants' experiences.

<https://www.timeshighereducation.com/news/national-student-survey-nss-manipulation-claims-raise-questions-about-data-reliability>

# Photographic Elicitation

Photo elicitation as a method of interviewing is simply the use of photos within an interview setting (Harper, 2002)

Creatively empower young people (Hill, 2014) and encourages young people, in particular, to take an active role in the research process (Aldridge, 2007)

Used across a wide variety of settings and populations e.g. orphaned adolescents, women's experiences of chemotherapy, bullying, and children's grief

Visual stimulants within interviewing alters the tone of the interview by prompting emotional connections to memories

It can further lead to new perspectives and explanations of a previously understood topic (Hurworth, 2003)

# Aim of the Current Study

The aim of the study was to use photo elicitation to explore what is central to the student experience

We hope to achieve a number of outcomes:

1. Understand the nature of the student experience with a view to enhancing satisfaction
2. Evaluate how effective metrics such as the NSS are for measuring student satisfaction
3. Explore the student experience using qualitative methods that allow the students to control the content of the interview
4. Address issues of power within research; photo elicitation shares values with community/critical psychology, specifically here relating to questioning established power structures (e.g. Fox, Prilleltensky & Austin, 2009)

# Method

Students were recruited from the University of Cumbria ( $N = 6$ ) and Edge Hill University ( $N = 3$ )



# Findings

# Implications

# Future Directions and Conclusions

Expand to exploring postgraduate provision – currently underway

# Thank you

Thank you for listening!

Any questions?

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