

# Improving Student Paramedic Satisfaction in Gloucestershire



## Project Team

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## About the Project

The paramedic programme is a fairly new programme at the University of Gloucestershire. We are educating paramedics that usually end up working in the local area. The first NSS result was very low at only 28%. The team became fully formed just after this result and improvements were made to increase it to 61%. We want to increase student satisfaction to above 75% this year.

## Aims

To increase overall student satisfaction levels from 61% to 75% as monitored by the NSS for the 2022/2023 BSc Paramedic Science cohort by the end of April 2023

## Measures Used

The key metric for this is the National Student Satisfaction Survey. The Survey closes on April 23 with results being released on July 23. The metric is the percentage of students who are satisfied with their course.

## Quality Service Improvement and Redesign (QSIR) Tools: Methodologies used and contribution to your project

### Pareto Analysis

Using data that had been collected from the previous NSS results we found that the area in which we could have the largest impact upon using the Pareto Principle was the section of organisation and management.

### Fishbone diagrams:

One of the methodologies we used was the implementation of a fishbone diagram in a discussion with course reps focussing on organisation and management. We found that there were lots of things we thought students knew about, however, they didn't. This has led to us considering how we implement this in future and starting to consider a PDSA cycle for this area. The fishbone diagram was developed using google Jam boards and this is what we found.



## Project Outcomes, Progress and Impact

The results are not yet out for the 23 NSS- however, we did have a 94% response rate (which is extremely high) This is hopefully an indication that lots of our students will say they are satisfied.

In a separate league table we have climbed up 12 ranking places to be the 12<sup>th</sup> best-ranked course in the country (out of 40) with student satisfaction reported to be 76% (although this is not based on NSS data).

We are already utilising the QSIR methodologies to focus on 2024 NSS results

## Learning for the Improvement Community

Know your stakeholders- Find out what matters to them and realise that they don't always see things that you think they do.

#one\_glos