

Educate MCR: From Student Insight & Data to Impact in Teaching & Learning

Safia Khan
UMSU Insight & Data Coordinator for Academic Experience

**University of Manchester
Students' Union**

**STUDENTS'
UNION**
University of
Manchester

University of Manchester Students' Union

Company no: 7759820 | Charity number: 1134446


MAKE THE MOST OF MANCHESTER



What is Educate MCR?

Educate MCR is the Students' Union's annual academic experience survey.

Educate MCR to date

- 7,167 responses across three years
- Thousands of qualitative comments
- Longitudinal insight into the student academic experience
- Findings mapped against TEF indicators

2025-26 survey

- 2,985 responses
- UG and PGT students
- November 2025 - February 2026
- Over 3,000 qualitative comments

Why does it matter?

- Provides an early indication of student experiences **before** NSS results are available
- Supports student consultation and enhancement conversations during the academic year
- Creates an evidence base for institutional decision-making and action



What Students Told Us

This year, **2,985** students shared their experiences:

Teaching & Learning

- 63% agree that teaching on their course is personalised to their learning needs
- 65% agree that they feel confident using generative AI tools to support their learning

Assessment & Feedback

- 71% were satisfied that feedback is provided in a timely manner
- 77% were satisfied with the clarity of instructions provided to help them do their best when completing assessments

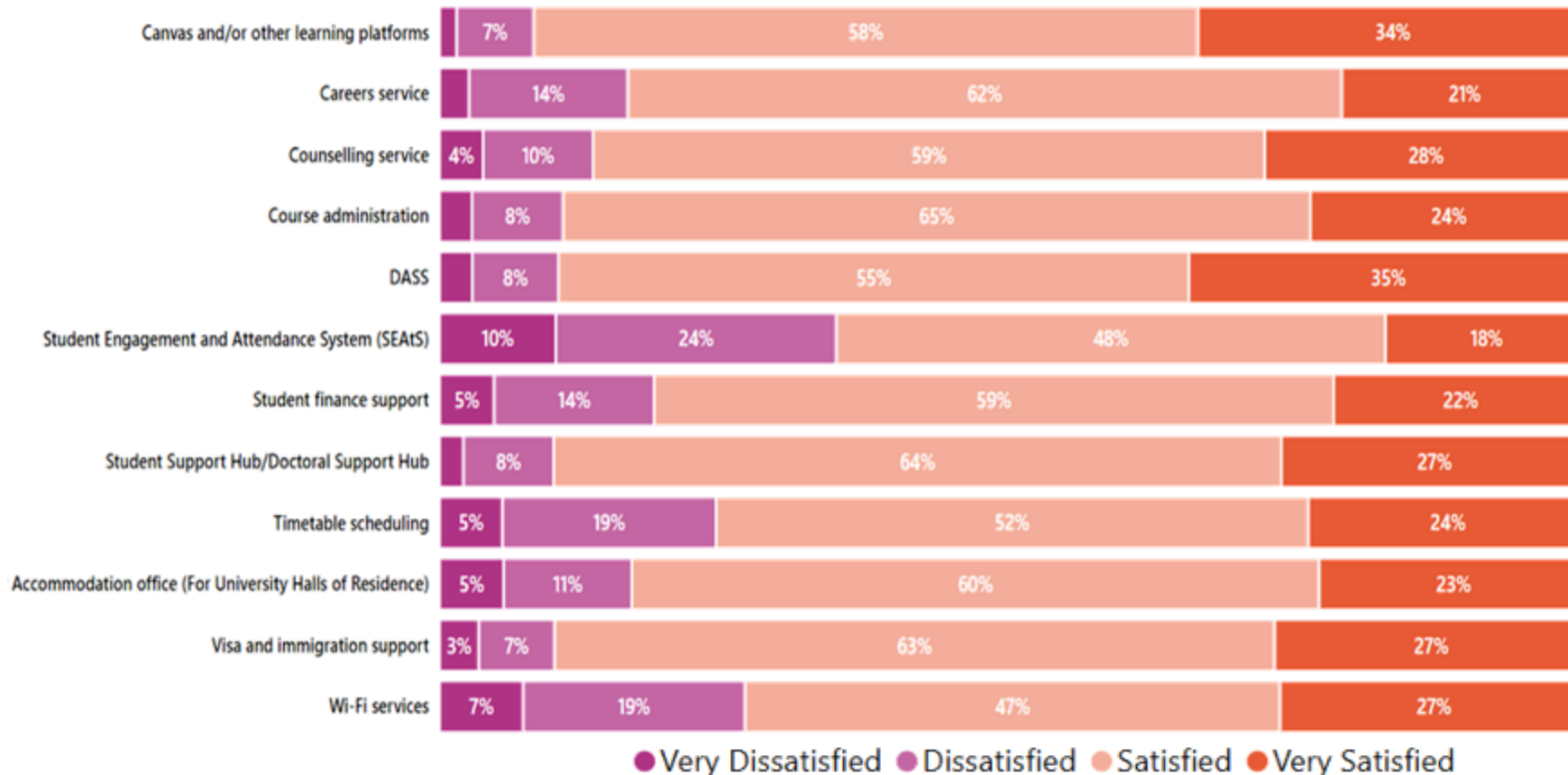
Academic Community & Support

- 74% feel a sense of community with others on their course
- 75% agree that their academic advisor is a useful source of information and support

Student Voice

- 56% agree they can influence decisions taken by the University
- 83% report that the Students' Union represents their academic interests well

What Students Told Us: Professional Services



Most satisfied:

1. Canvas and/or other learning platforms
2. Student Support Hubs
3. Visa and Immigration

Least satisfied:

1. SEAtS
2. Wi-Fi Services
3. Timetable scheduling

Stacked bar chart displaying student satisfaction levels across professional services, including learning platforms, support services, timetabling, SEAtS and Wi-Fi. Satisfaction is shown from very dissatisfied to very satisfied.

Student Voice: Beyond the Numbers

Personalised Learning & Flexibility

- *“Catered DASS services to particular disability.”*
- *“5-to-6-hour gaps between lectures inconvenient for commuters”*

Accessibility & Inclusion

- *“I would like lecture recording content to be more readily available.”*
- *“Online access to things like job support would make it a lot more accessible for disabled students.”*
- *“More support hub events offered virtually.”*

Career Readiness

- *“Opportunities for real life applications.”*
- *“Bring in career professionals to talk to us.”*

Assessment & Feedback

- *“Give clearer faster feedback”*
- *“Provide clearer instructions and examples”*
- *“More personalised feedback”*
- *“Host feedback sessions with lecturers and students directly”*

Professional Services

- *“All support I have received has been very good”*
- *“Didn’t know these services existed”*
- *“Unclear how to access support”*
- *“Had to wait weeks for a response”*

The Average Experience is Not Everyone's Experience

The overall results provide an important picture of student life, but they can mask differences in experience between student groups.

Lower satisfaction and greater challenges were more commonly reported by:

- Disabled and neurodivergent students
- Commuter students
- Independent or estranged students
- Bangladeshi, Pakistani and Black Heritage students

Students as Partners, Not Just Participants

Students contributed as:

- Research Assistants
- Data Analysts
- Supervisors
- Content Creators
- School Reps
- Course Reps
- Questionnaire testers
- Survey respondents
- Focus group participants



Flowchart showing stages of student involvement throughout the Educate MCR research project. The process includes question testing, data collection, analysis, dashboard development, student consultation, reporting and recommendations.

Student Partnership in Practice

“During my time as a Research Assistant at UMSU, I thoroughly enjoyed working on Educate MCR. I supported the project through report writing, facilitating student consultations and qualitative analysis. It was a great opportunity to see how student insight and partnership can shape students’ academic experiences.

I developed skills in data analysis, communication and stakeholder engagement, which played a key role in securing my postgraduate position as a Research Analyst.”

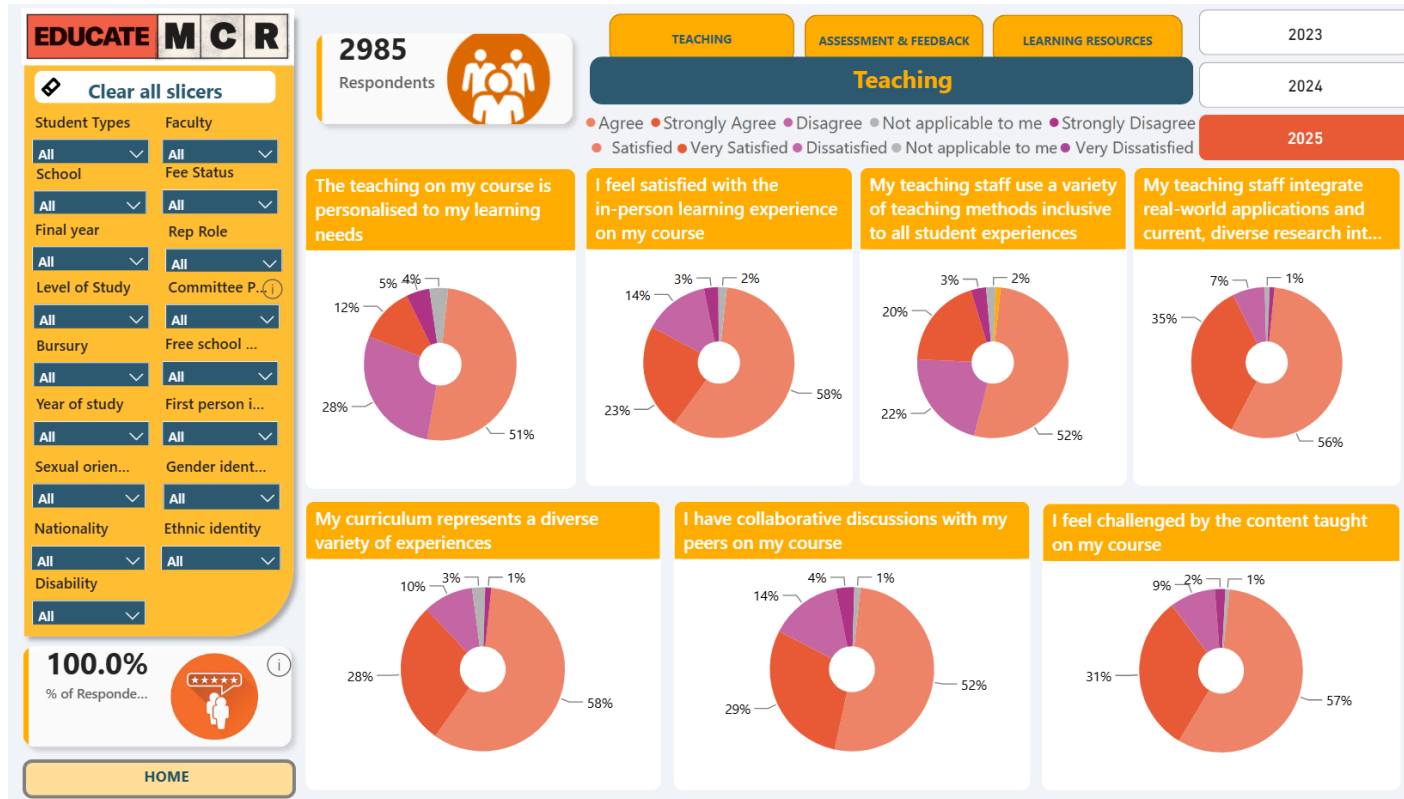
Sophie Bayliss (UMSU Research Assistant 25/6)

60% of students feel confident in their ability to secure a job or pursue further study as a result of their degree
(Educate MCR 25/6)



Photo of Sophie Bayliss
(Research Assistant)

Making Data Accessible



Educate MCR Power BI dashboard page showing interactive charts and data relating to teaching experience questions

Request access: [SU Insight & Research Dashboards](#)



Educate MCR Undergraduate Insight Report
Link: [SU Education Reports](#)

From Insight to Impact

University decision-making

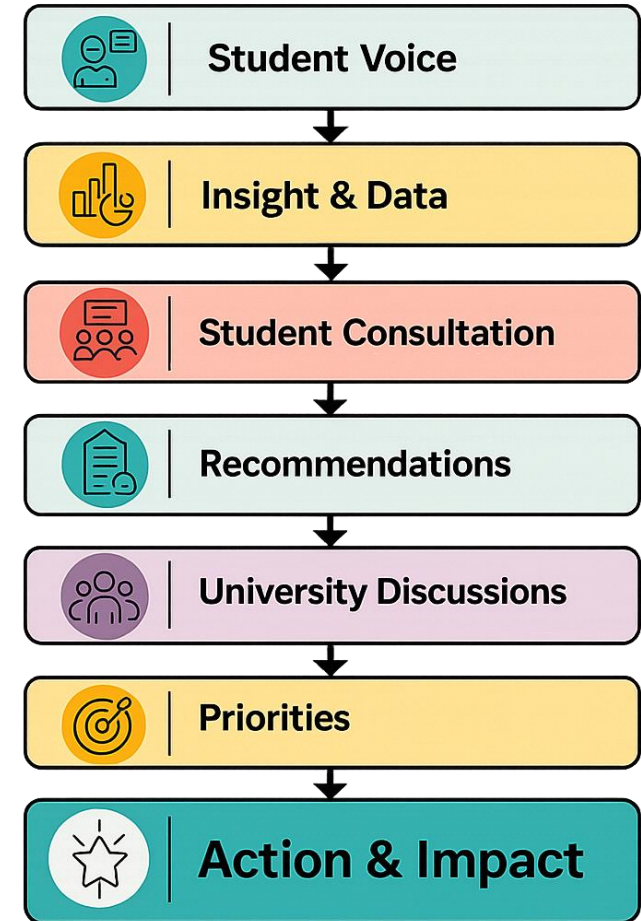
- Service Excellence Operations Group
- Academic Quality & Standards Committee
- Board of Governors
- UoM Senate

Teaching & learning enhancement

- Faculty discussions
- Executive Officer lobbying

Strategic planning and evidence

- Teaching Excellence Framework
- Manchester 2035 Strategy
- UMSU Annual Student Priority Report



Flowchart showing a sequence from Student Voice, Insight & Data, Student Consultation, Recommendations, University Discussions and Priorities through to Action & Impact.

Key Takeaways

- Collecting student insight during the academic year creates opportunities for earlier discussion, consultation and action.
- Disaggregated insight helps uncover differences in experience and identify opportunities for more targeted and inclusive support.
- Students can be partners throughout the research process, contributing to the design, interpretation and communication of insight while gaining real-world experience and developing transferable skills.
- Impact in teaching and learning is strengthened when findings are accessible, shared transparently, discussed with students and staff, and used to inform decision-making and action.

Thank you!

**Get in touch with the SU Insight
& Research Team:**

insight.su@manchester.ac.uk

Questions?

