

# Student Experience Survey 2022-23

## Introduction

The Student Experience Survey (SES) is an annual survey of Imperial students which is run to gather feedback on a range of College services and Imperial College Union.

This 2022-23 survey was run between Friday 2 December and Monday 6 February and was open to all non-final year undergraduates and all postgraduate taught students.

## Participation rates

A total of 2,932 students responded to the survey this year, 19% of the 15,505 students contacted, you can find the audience breakdown in the tables below.

% complete	2020/21	2021/22	2022/23
0-24%	863	681	893
25-49%	674	702	643
50-74%	88	70	32
75-99%	57	54	51
100%	2,491 (17.0%)	1,910 (13.4%)	1,313 (8.5%)
<b>Total</b>	<b>3,079 (25.0%)</b>	<b>4,173 (28.4%)</b>	<b>2,932 (18.9%)</b>

	First year students	Other years	Total
UG	821	857	<b>1,678</b>
PGT	1112	142	<b>1,254</b>
<b>Total</b>	<b>1,933</b>	<b>999</b>	<b>2,932</b>

## Teams and services included in the College question set

Teams responsible for questions in the SES are asked to produce an action plan in response to the results, outlining any existing projects or additional measures to improve any issues that have arisen.

- Campus Services
  - Accommodation
  - Catering
  - Student Hub
  - Sport
- Centre for Academic English
- Digital Learning Resources (EdTech)
- Estates
  - Building quality
  - Commuting and travel
- Financial Support
- Graduate School
- Library Services
- Registry
  - International Student Support
  - Timetabling
- Strategic Planning
- Student Services
  - Welcome Week
  - Disabilities Advisory Service
  - Student Counselling and Mental Health Advice Service
  - Chaplaincy
  - Careers Service

## Report and Action Plans

This report contains the question list, and the action plans. The reports and action plans from previous years are also available on the College webpage:

<https://www.imperial.ac.uk/student-experience-survey>

The interactive Power BI app will shortly be updated and can be used by any member of College Staff to filter data by student study and demographic data. [Click here to access the Power BI app.](#)

Where possible questions in the survey follow the Definitely agree – Definitely disagree scale used in the NSS. The format used to represent this data is a 100% stacked bar graph labelled with the number of respondents. Where data exists from the 22/23 SES this is presented as an additional faded bar.

## Highlights

T-1 – The belonging questions now have a third year of data and again show a significant increase from the previous two years, suggesting that the low “agree” rates from 20/21 may at least partially be explained by the pandemic. This year 71% of students agreed that they were happy during the first term of the year, last year this was 69% and in 2020/21 this was only 57%.

r-1-4-1 – Whilst there is still variation between departments satisfaction rates, the College is maintaining its overall student satisfaction rate. When asked “Overall, I am satisfied with my experience at Imperial so far” 76% of students agreed (76% in 21/22, 68% in 20/21).

## Equality, diversity and inclusion

Students are asked to optionally provide the following characteristics at the end of the survey: *Ethnicity, gender, gender identity, sexual preference, religion, caring responsibilities and pregnancy*

All survey questions can be split by any characteristic to look for disparity in response, however considerations do need to be made where there are a very small number of respondents with certain characteristics. This can be done via the Power BI App or for more support contact [studentexperiencesurvey@imperial.ac.uk](mailto:studentexperiencesurvey@imperial.ac.uk).

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C-3	Welcome Season	Imperial College Union, Graduate School	<a href="#">4 and 5</a>
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D-1	Accommodation Part 1	Imperial College Union, Campus Services	<a href="#">9 and 10</a>
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D-3	Acc. Part 3 (First Impressions)	Imperial College Union, Campus Services	<a href="#">13</a>
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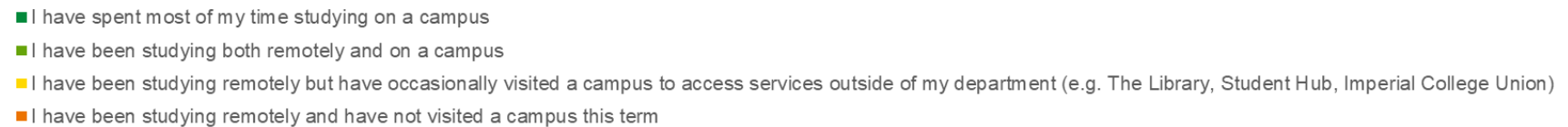
## Student Experience Survey 2022/23

### A-1 - Study location

Non-final year UG and PGT

a-1-3-1 - Please choose the statement that best describes how you have interacted with Imperial this year.

\*2021 non-final year UG and PGR

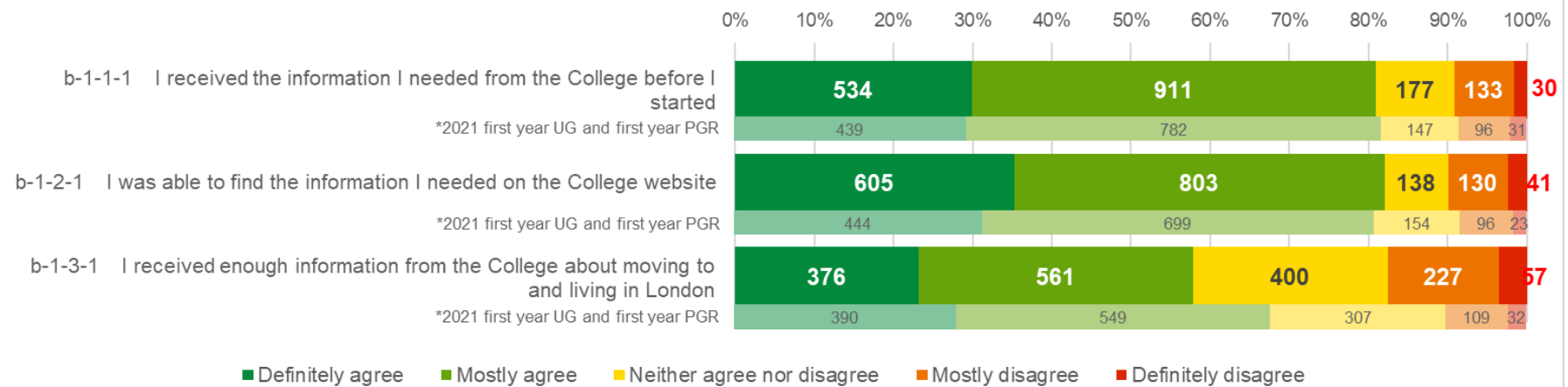




## Student Experience Survey 2022/23

### B-1 - College pre-arrival

First year UG and first year PGT

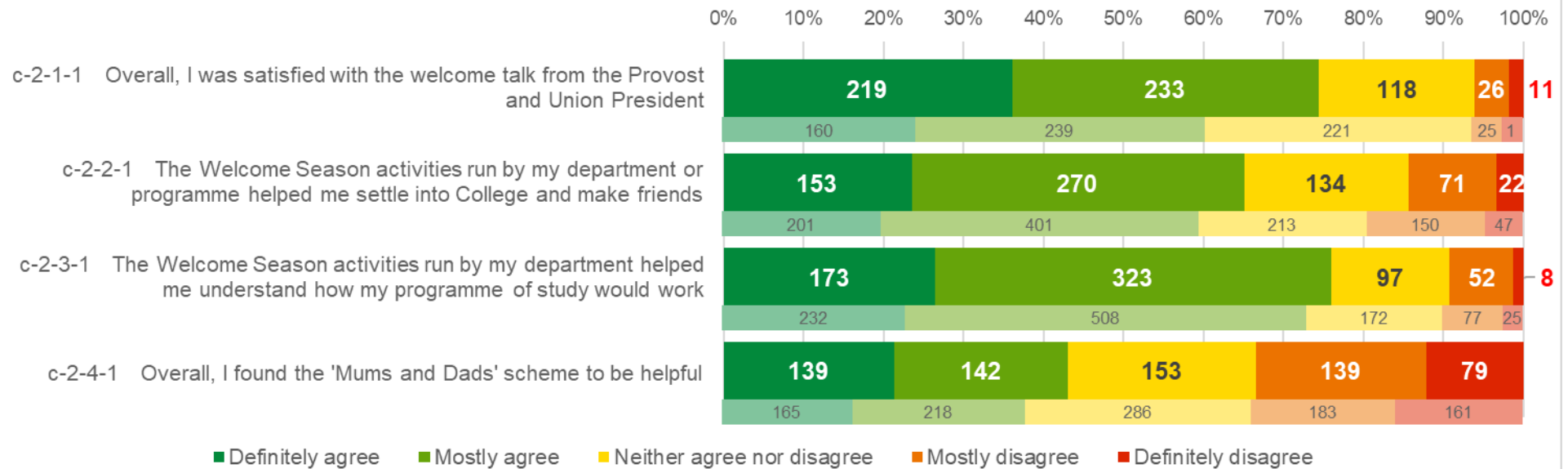




## Student Experience Survey 2022/23

### C-2 - College Welcome Season Induction (UG)

First year UG

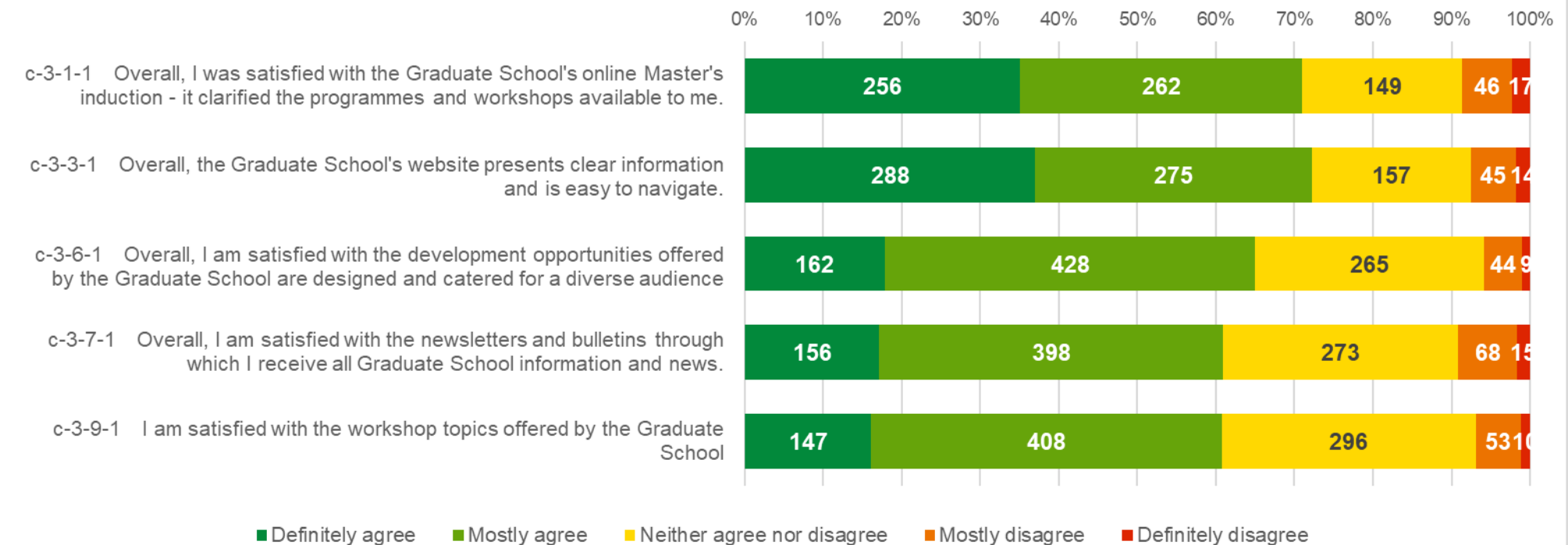




## Student Experience Survey 2022/23

### C-3 - College Welcome Season Induction (PGT)

First year PGT



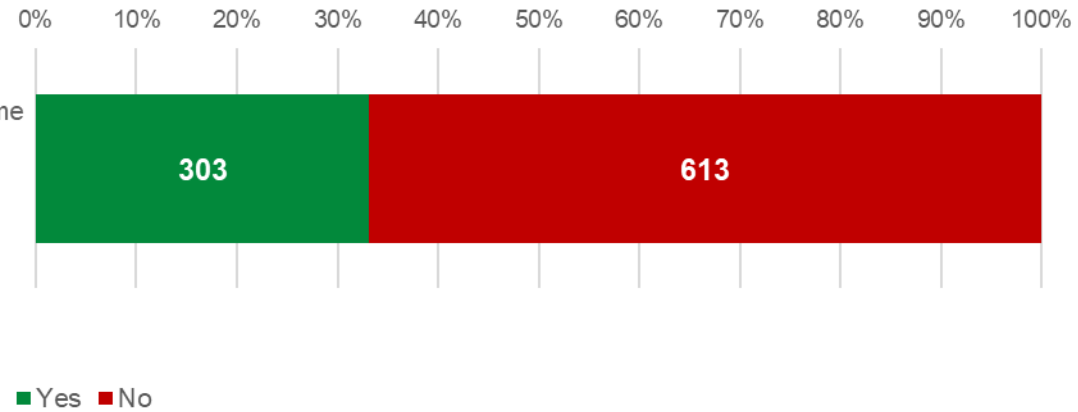


## Student Experience Survey 2022/23

### C-3 - College Welcome Season Induction (PGT)

First year PGT

c-3-10-1 I have engaged with the postgraduate coaching programme

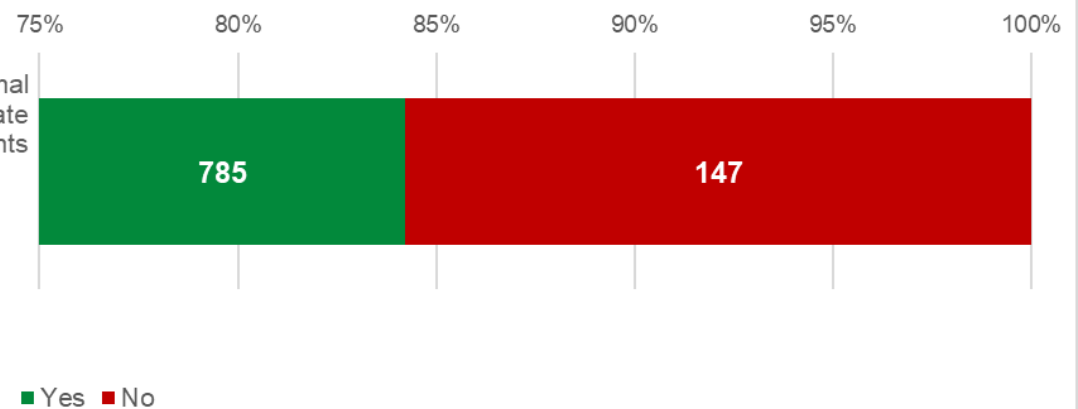


## Student Experience Survey 2022/23

### C-3 - College Welcome Season Induction (PGT)

First year PGT

c-3-X-X I am aware of the Graduate School, which provides professional development workshops, events, coaching and support to all Postgraduate Students

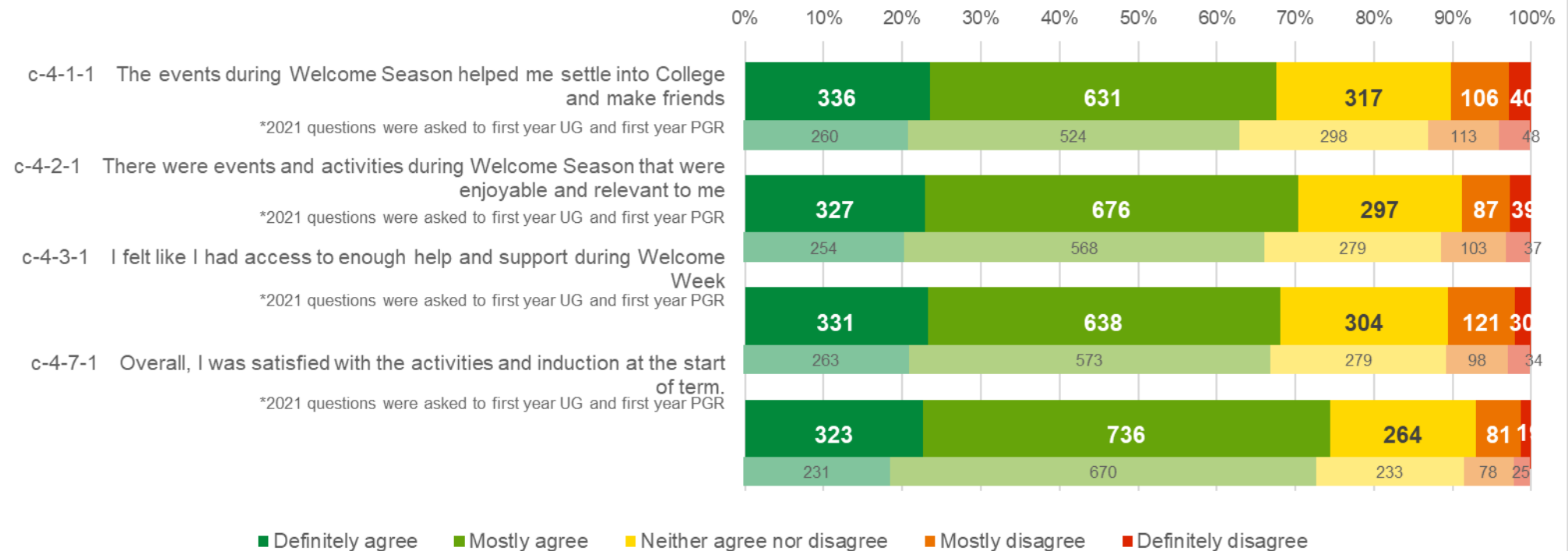




## Student Experience Survey 2022/23

### C-4 - Welcome Season Overall

First year UG and first year PGT



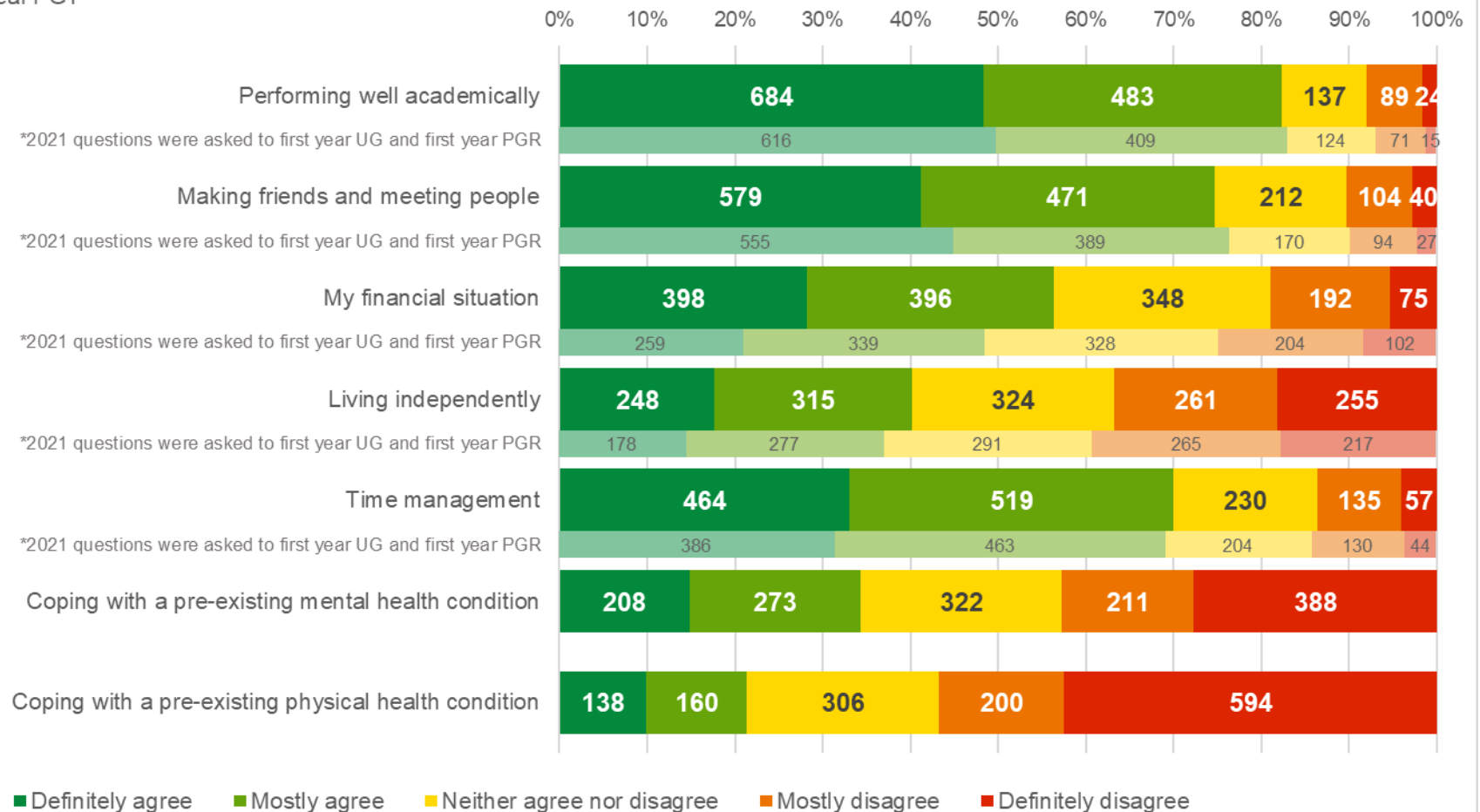


## Student Experience Survey 2022/23

### C-4 - Welcome Season Overall

First year UG and first year PGT

c-4-5-x Before I started at the College I was concerned about:



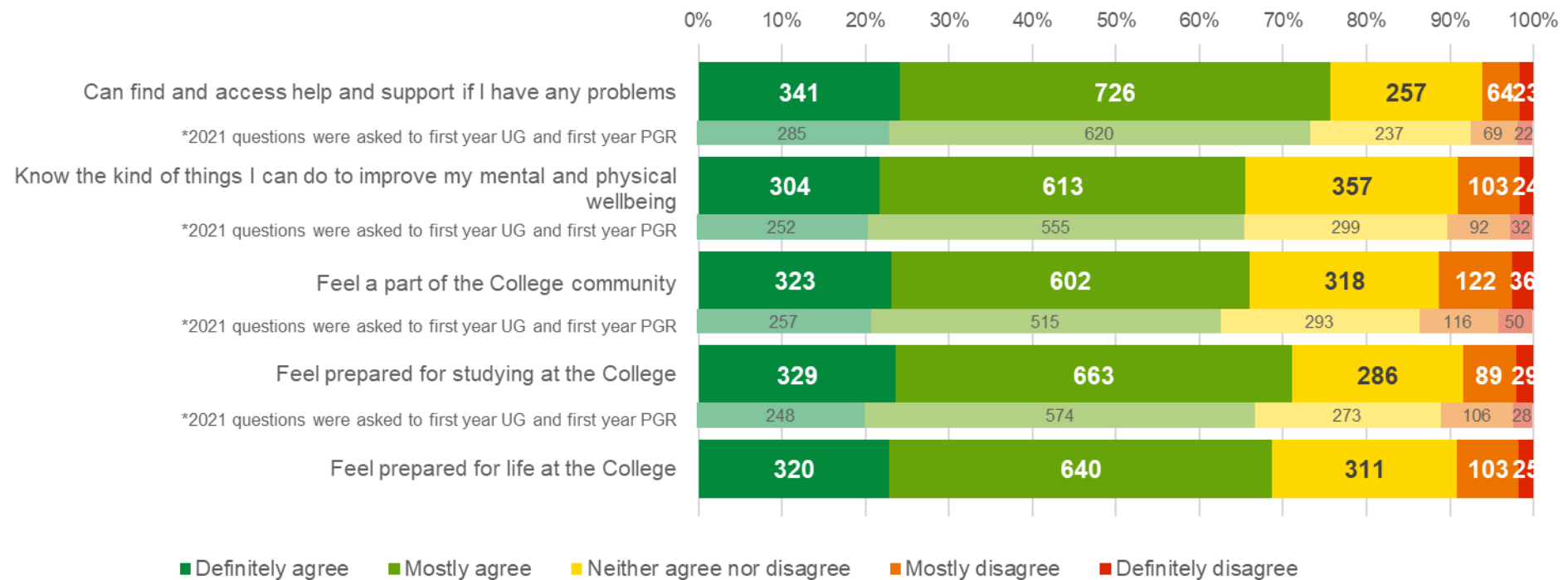


## Student Experience Survey 2022/23

### C-4 - Welcome Season Overall

First year UG and first year PGT

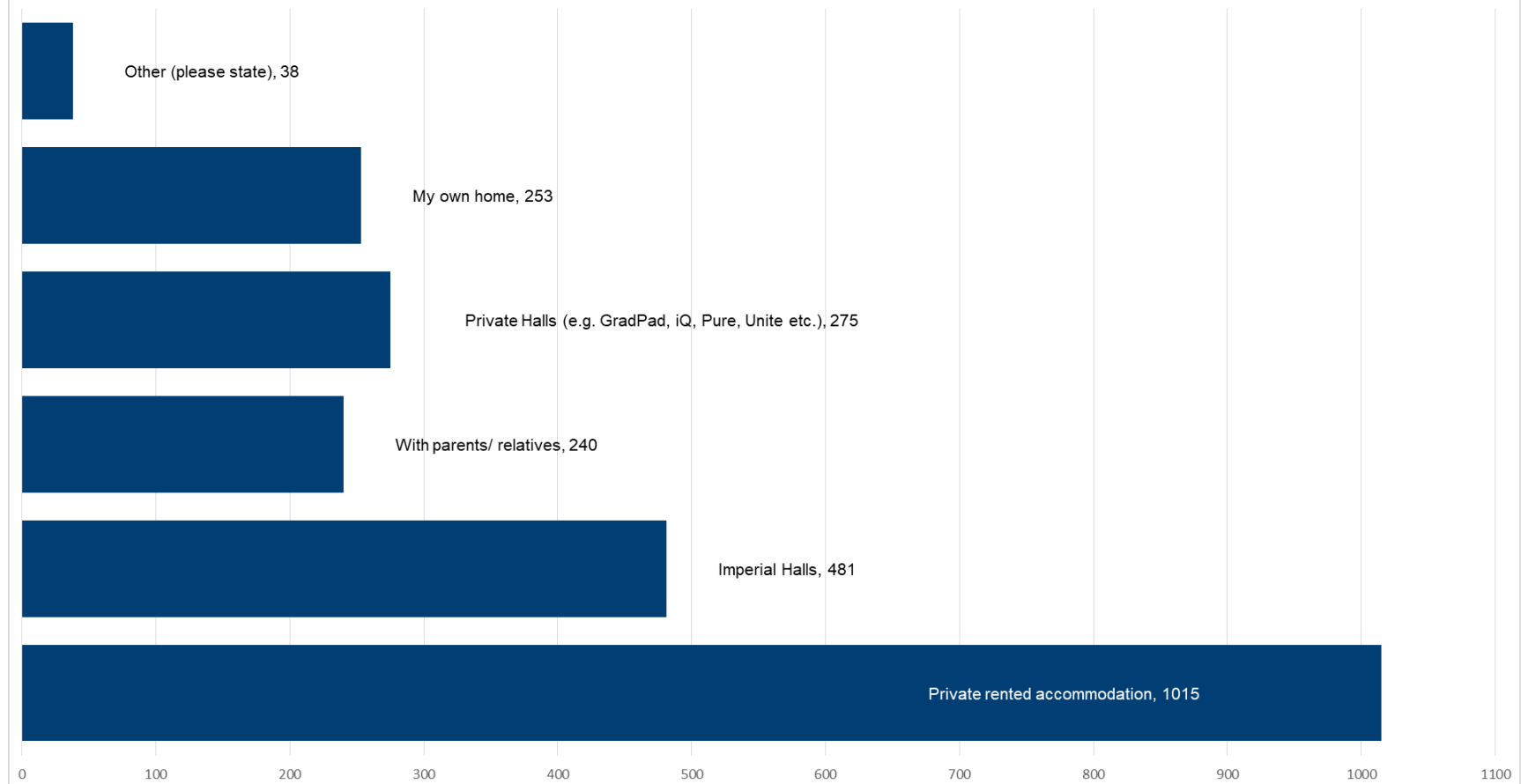
c-4-6-x After Welcome Season, I felt confident that I:





## Student Experience Survey 2022/23 D-1 - Accommodation Part 1

d-1-1-1 Where do you live?

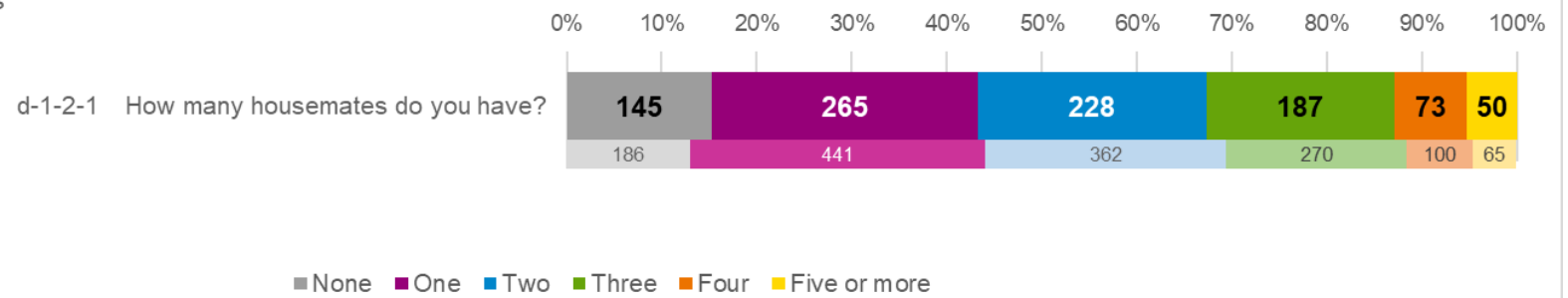




## Student Experience Survey 2022/23

### D-1 - Accommodation Part 1

All students not living in halls





## Student Experience Survey 2022/23

### D-2 - Accommodation

First year UG in halls

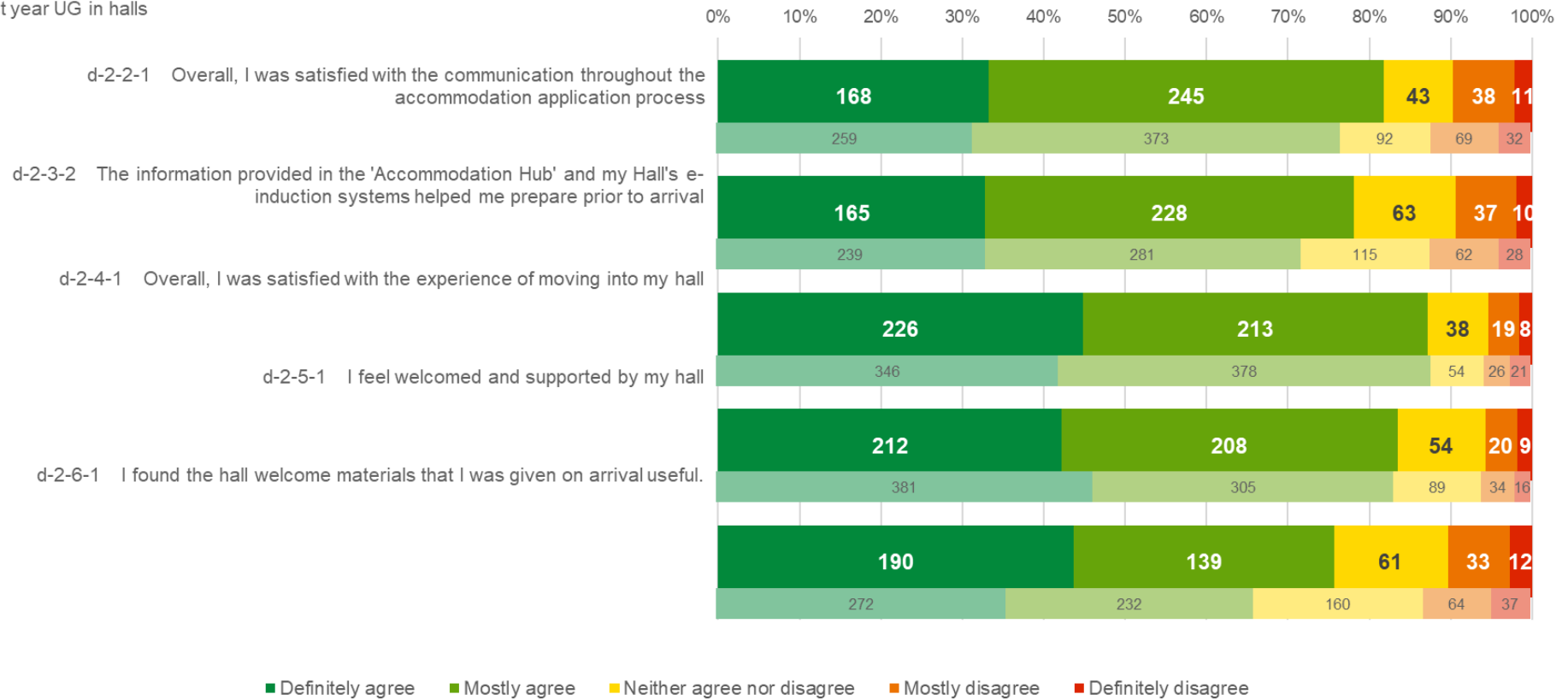
d-2-1-x When you were deciding on your accommodation preferences, which factors were most important to you?

	Importance (1 = highest, 8 = lowest)									Weight
Factors	1	2	3	4	5	6	7	8	9	
Location	142	82	66	42	48	41	36	33	10	3.00
Price	160	92	45	59	43	33	32	29	7	2.83
Having an en-suite bathroom	69	110	93	57	38	31	30	49	23	3.18
Having a single room	93	108	96	53	34	23	32	36	25	3.13
Hall amenities and facilities	10	23	46	80	90	90	85	61	15	4.47
Having a twin room	4	6	5	5	9	32	33	62	344	7.23
Age and condition of hall	12	34	41	31	61	66	84	94	37	4.24
Transport links	8	39	89	90	115	71	43	32	13	4.26
Local amenities	2	6	19	43	62	113	125	104	26	4.68



## Student Experience Survey 2022/23 D-2 - Accommodation Part 2 (Halls)

First year UG in halls

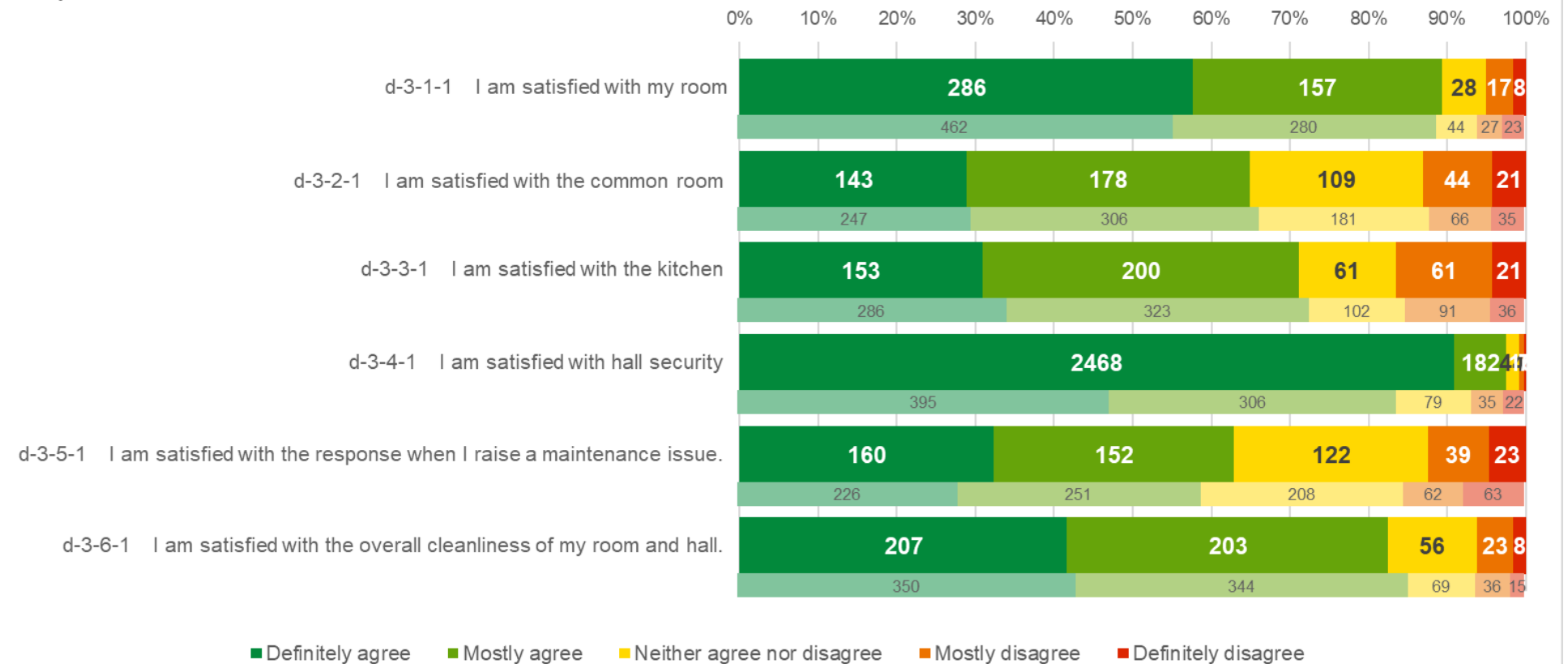




## Student Experience Survey 2022/23

### D-3 - Accommodation Part 3 (Halls first impressions)

First year UG in halls

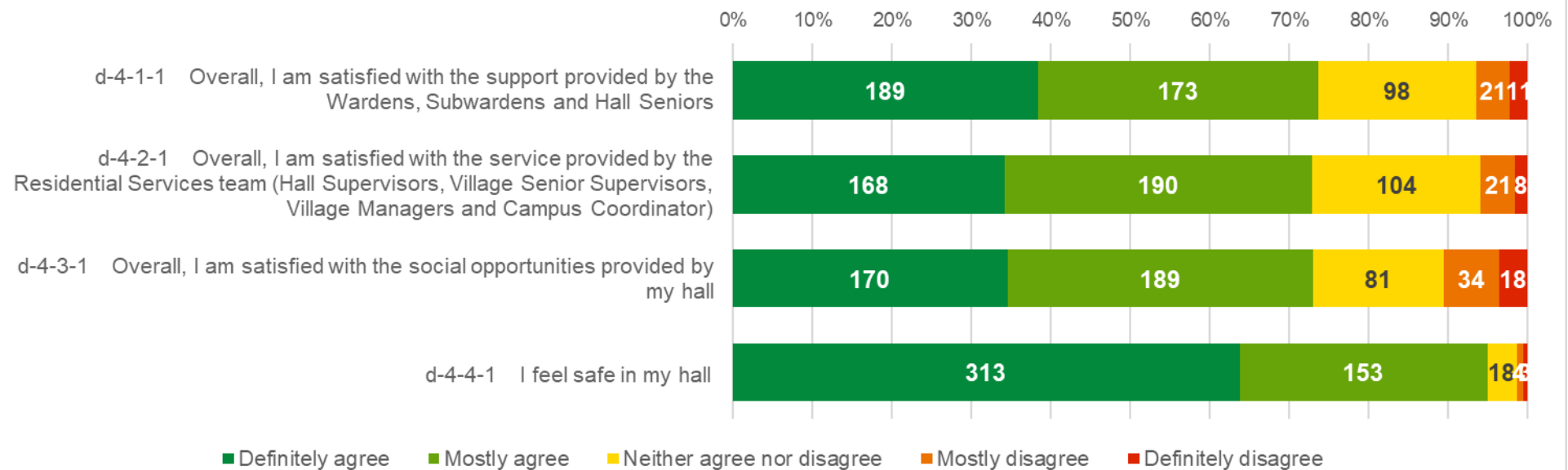




## Student Experience Survey 2021/22

### D-4 - Accommodation Part 4 (Halls welcome, support and events)

First year UG in halls

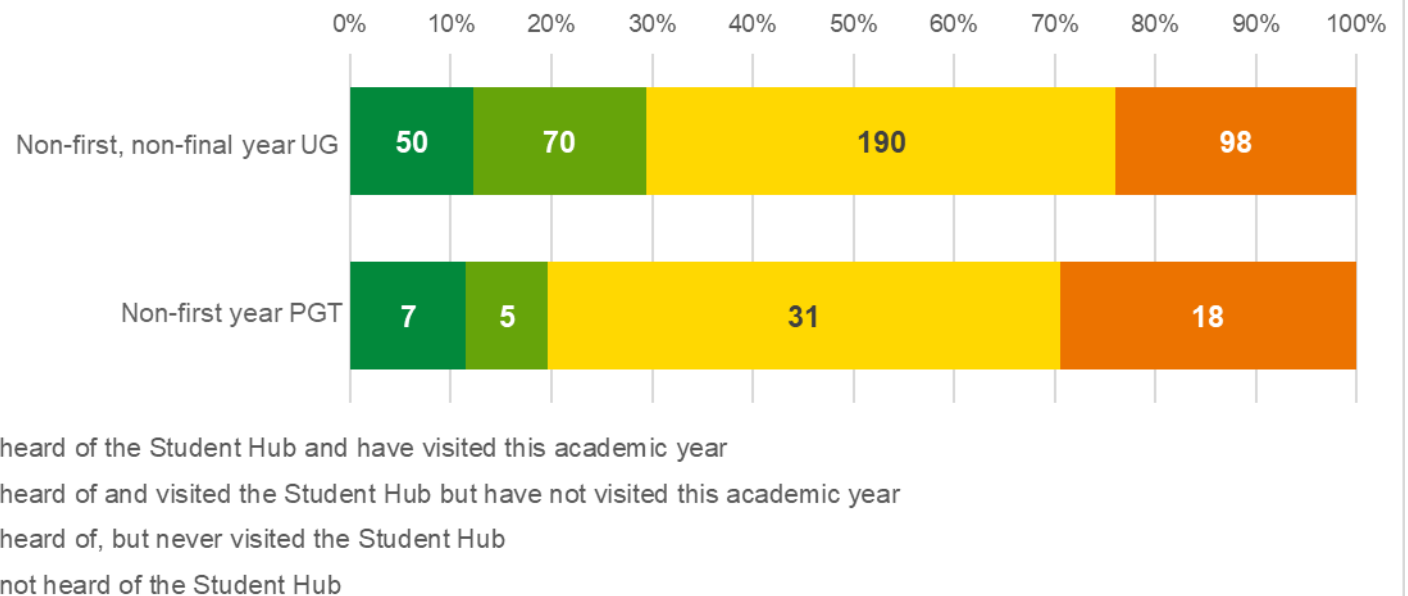




## Student Experience Survey 2022/23

### F-1 - Student Hub

All respondents



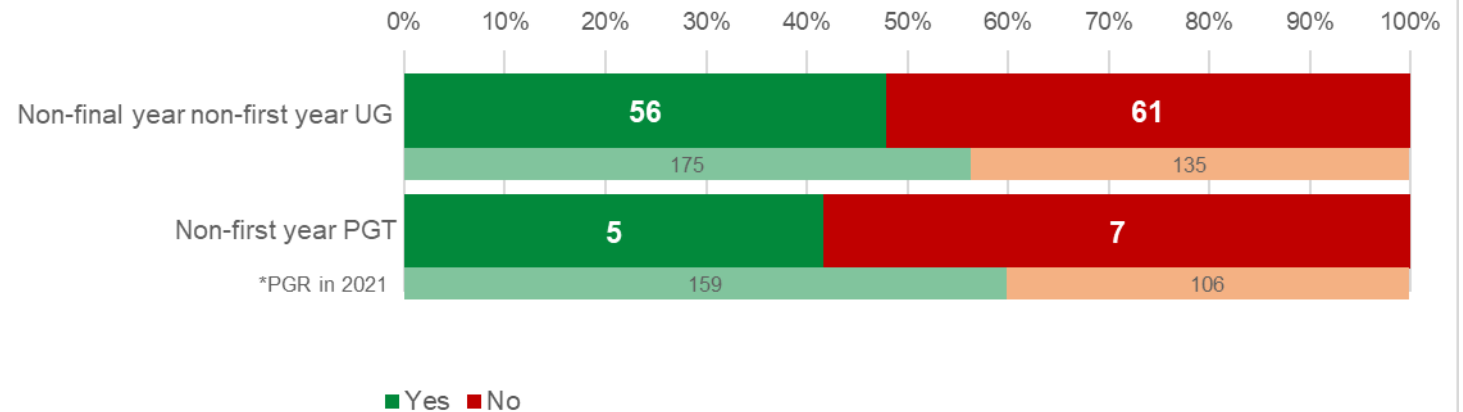


## Student Experience Survey 2022/23

### F-1 - Student Support

Non-final, non-first year UG and all non-first year PGTs

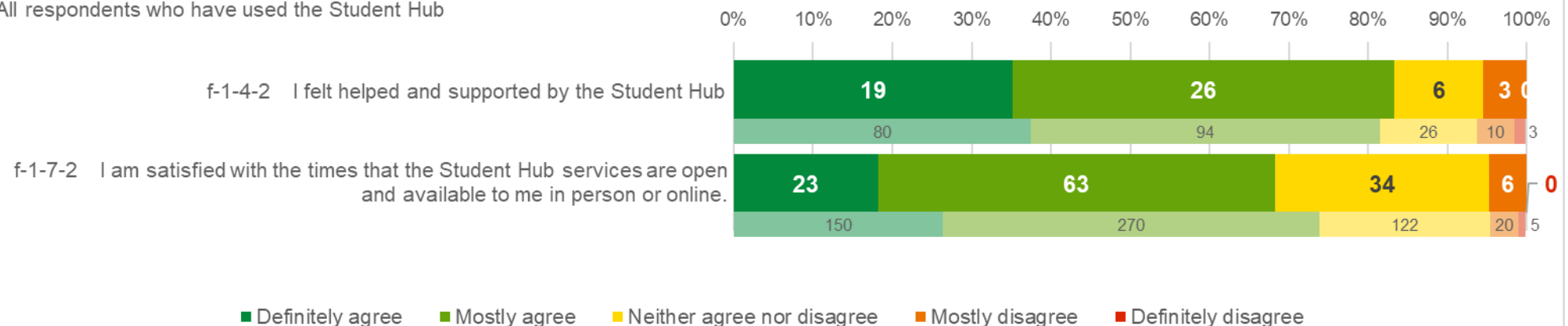
#### f-1-2-1 Have you raised an enquiry with the Student Hub?



## Student Experience Survey 2022/23

### F-1 - Student Hub

All respondents who have used the Student Hub

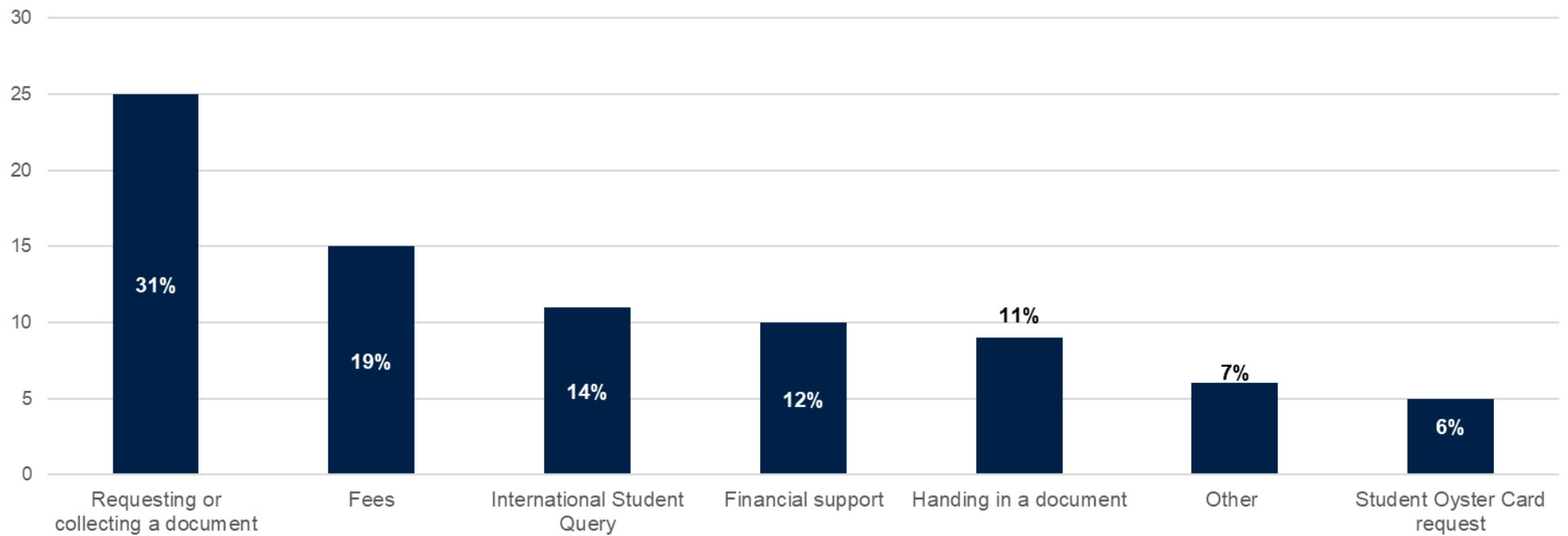




## Student Experience Survey 2022/23

### F-1 - Student Hub

All respondents who made an enquiry at the Student Hub

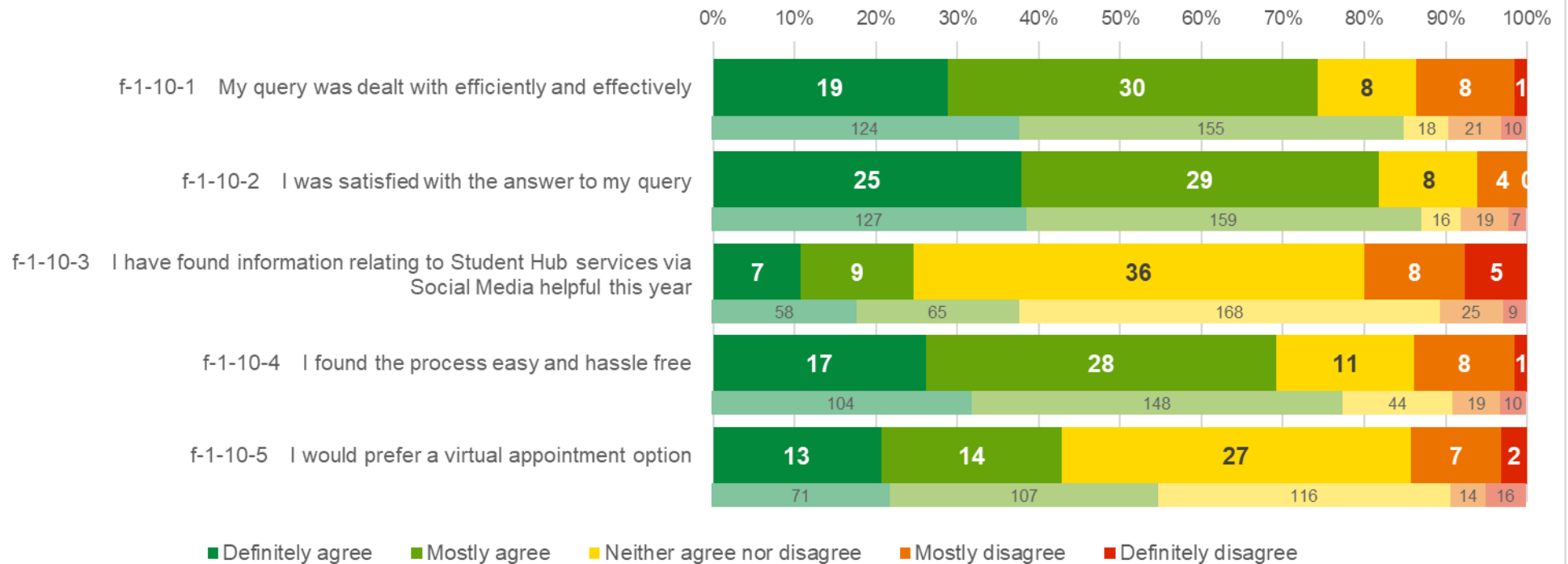




## Student Experience Survey 2022/23

### F-1 - Student Hub

All respondents who have used the Student Hub



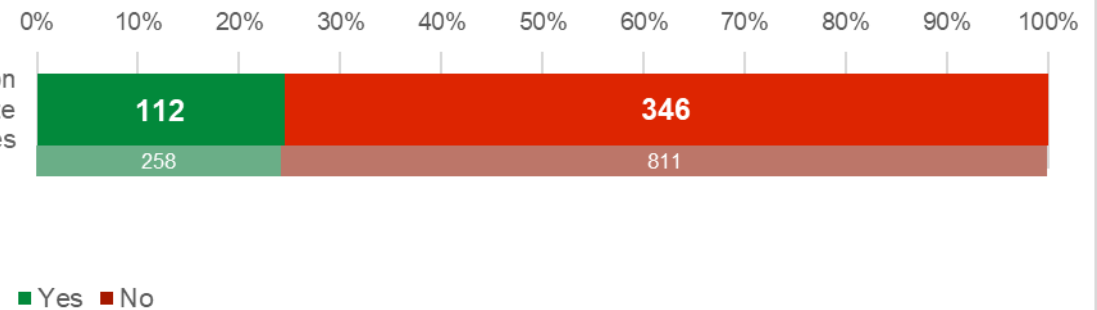


## Student Experience Survey 2022/23

### F-1 - Student Support - Student Accommodation Office

Non-final, non-first year UG and all non-first year PGTs

f-1-9-2 Have you ever attended one of the Student Accommodation Office's Private Accommodation events or used any of their private accommodation services

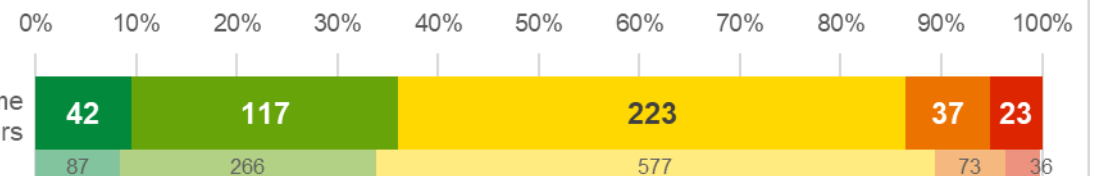


## Student Experience Survey 2022/23

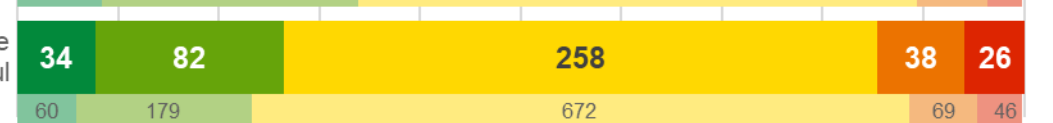
### F-1 - Student Accommodation Office

All respondents who have used the Student Accommodation Office

f-1-12-1 Overall I am satisfied with the range and support available to me with regards to Private Accommodation matters



f-2-2-1 I have found information relating to Student Accommodation Office Services via Social Media helpful



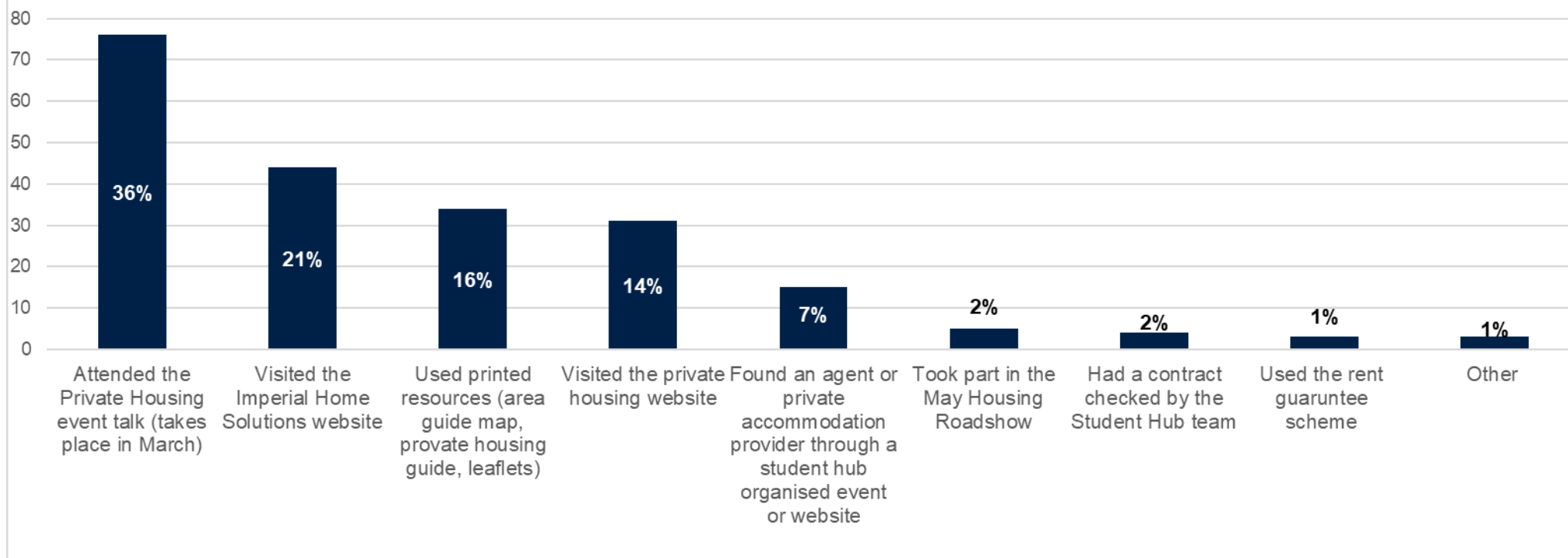
■ Definitely agree ■ Mostly agree ■ Neither agree nor disagree ■ Mostly disagree ■ Definitely disagree



## Student Experience Survey 2022/23

### F-1 - Student Hub

All respondents who made a Private Accommodation Enquiry

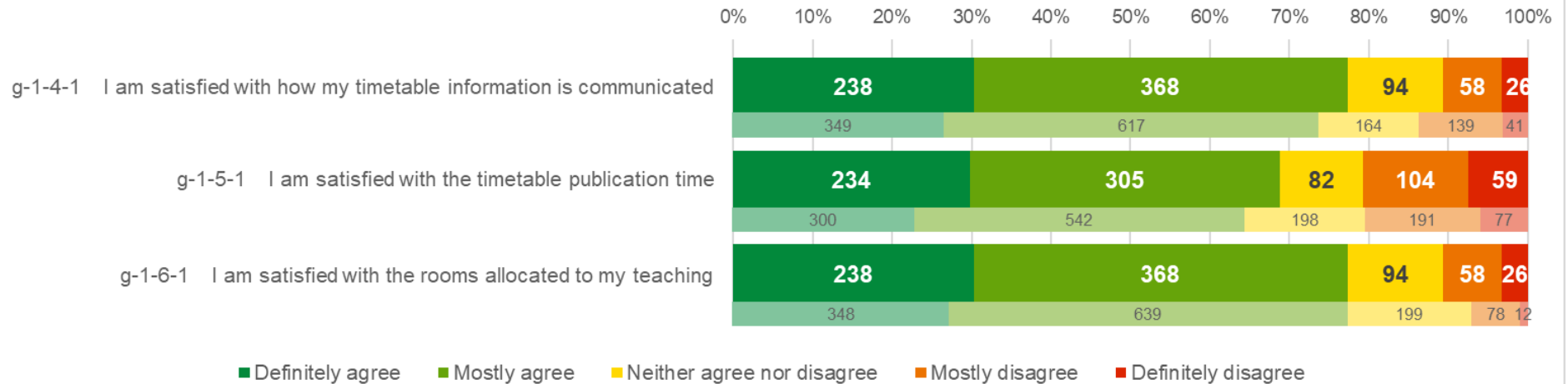




## Student Experience Survey 2022/23

### G-1 - Timetabling (UG)

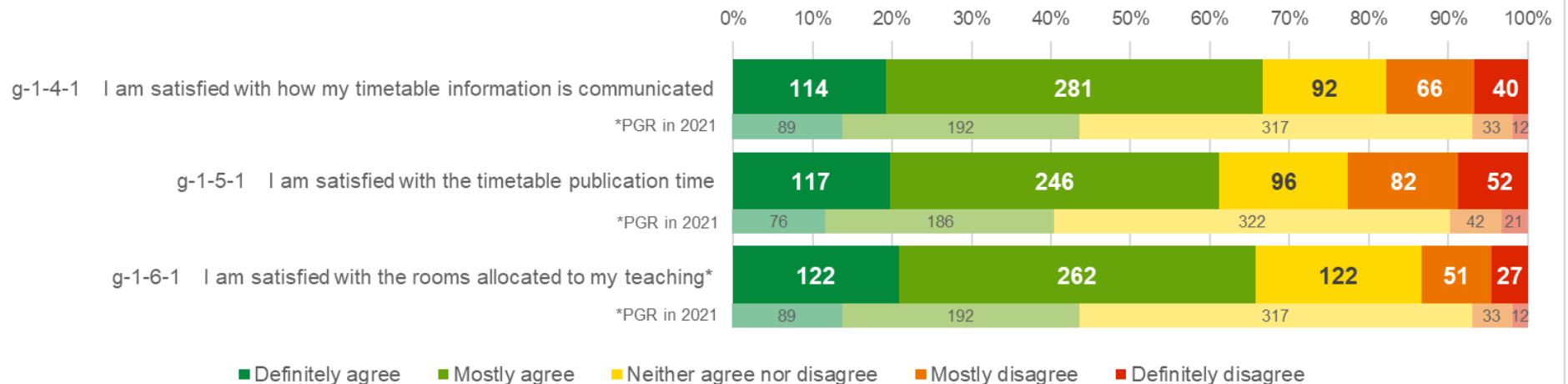
Non-final year UG



## Student Experience Survey 2022/23

### G-1 - Timetabling (PGT)

All PGT

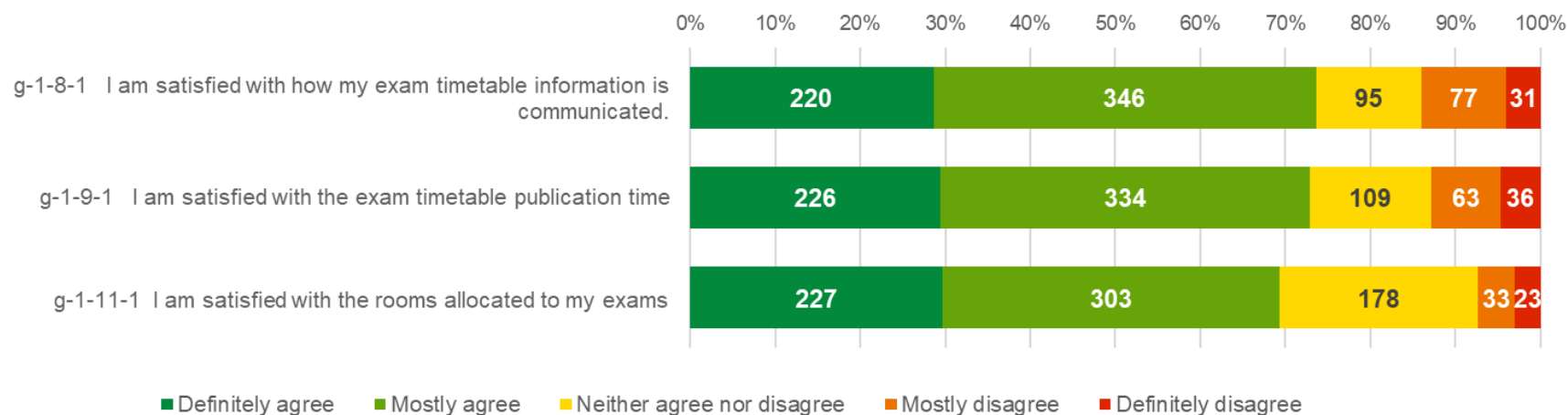




## Student Experience Survey 2022/23

### G-1 - Timetabling (UG)

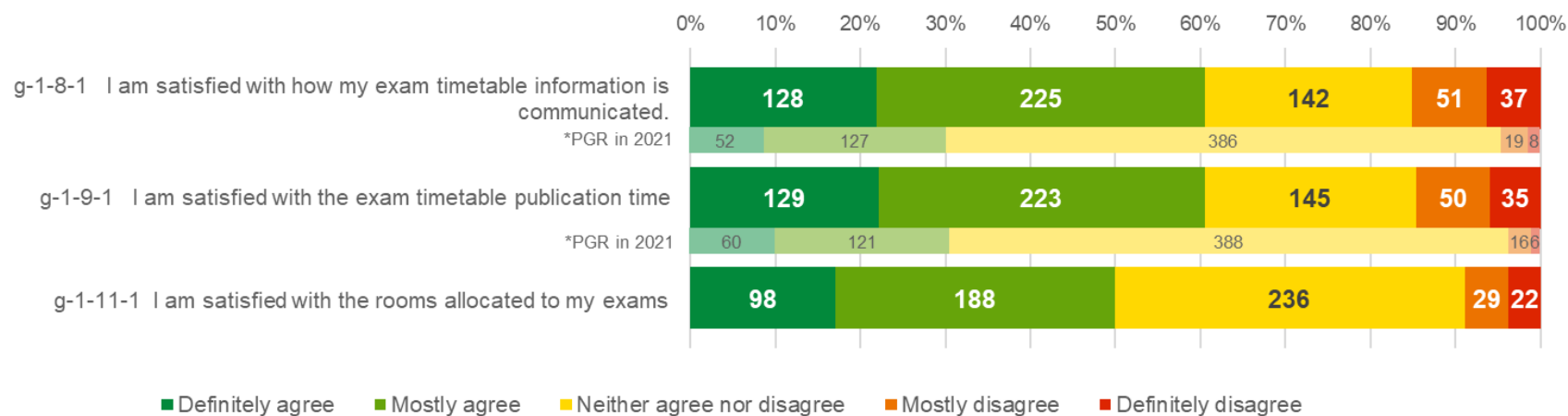
Non-final year UG



## Student Experience Survey 2022/23

### G-1 - Timetabling (PGT)

All PGT





## Student Experience Survey 2022/23

### G-1 - Timetabling (UG)

Non-final year UG

g-1-7-1 Please rank the following options in terms of how important they are to you when considering your timetable:

Factors	Importance (1 = highest, 9 = lowest)								Weight
	1	2	3	4	5	6	7	8	
Coursework allocation across week or year	271	194	103	74	44	28	26	7	2.53
Sufficient time for lunch and travel	203	174	132	97	76	31	23	10	2.87
Supporting learning	105	116	140	135	97	80	50	23	3.75
Socialising	33	65	121	154	155	121	76	21	4.48
Suitable learning resource allocation (e.g. room type)	68	112	148	130	131	82	59	16	3.95
External commitments (e.g. caring)	19	44	53	78	148	207	148	49	5.35
Part-time work	20	31	36	58	71	163	293	74	5.90
Other	27	10	13	20	24	34	72	546	7.19



## Student Experience Survey 2022/23

### G-1 - Timetabling (PGT)

All PGT

g-1-7-1 Please rank the following options in terms of how important they are to you when considering your timetable:

	Importance (1 = highest, 9 = lowest)								Weight
Factors	1	2	3	4	5	6	7	8	
Coursework allocation across week or year	206	130	76	37	31	22	12	5	2.41
Supporting learning	71	83	101	83	77	54	33	17	3.75
Sufficient time for lunch and travel	86	103	76	90	61	57	31	15	3.59
Suitable learning resource allocation (e.g. room type)	53	86	104	88	71	60	40	17	3.89
Socialising	22	37	74	100	110	78	75	23	4.71
External commitments (e.g. caring)	27	35	44	59	97	124	110	23	5.10
Part-time work	31	34	35	47	50	89	161	72	5.55
Other	23	11	9	15	22	35	57	347	6.99



## Student Experience Survey 2022/23

### G-1 - Timetabling (UG)

Non-final year UG

g-1-10-1 Please rank the following options in terms of how important they are to you when considering your exam timetable:

	Importance (1 = highest, 9 = lowest)						Weight
Factors	1	2	3	4	5	6	
Supporting learning & revision	162	219	163	112	41	22	2.61
Number of assessments per week	365	190	95	44	18	7	1.86
Suitable learning resource allocation (e.g. room type, remote assessment platform)	62	102	213	224	89	29	3.37
External commitments (e.g. caring)	16	27	80	182	320	94	4.45
Time of Day	100	164	147	114	155	39	3.25
Other	14	17	21	43	96	528	5.47

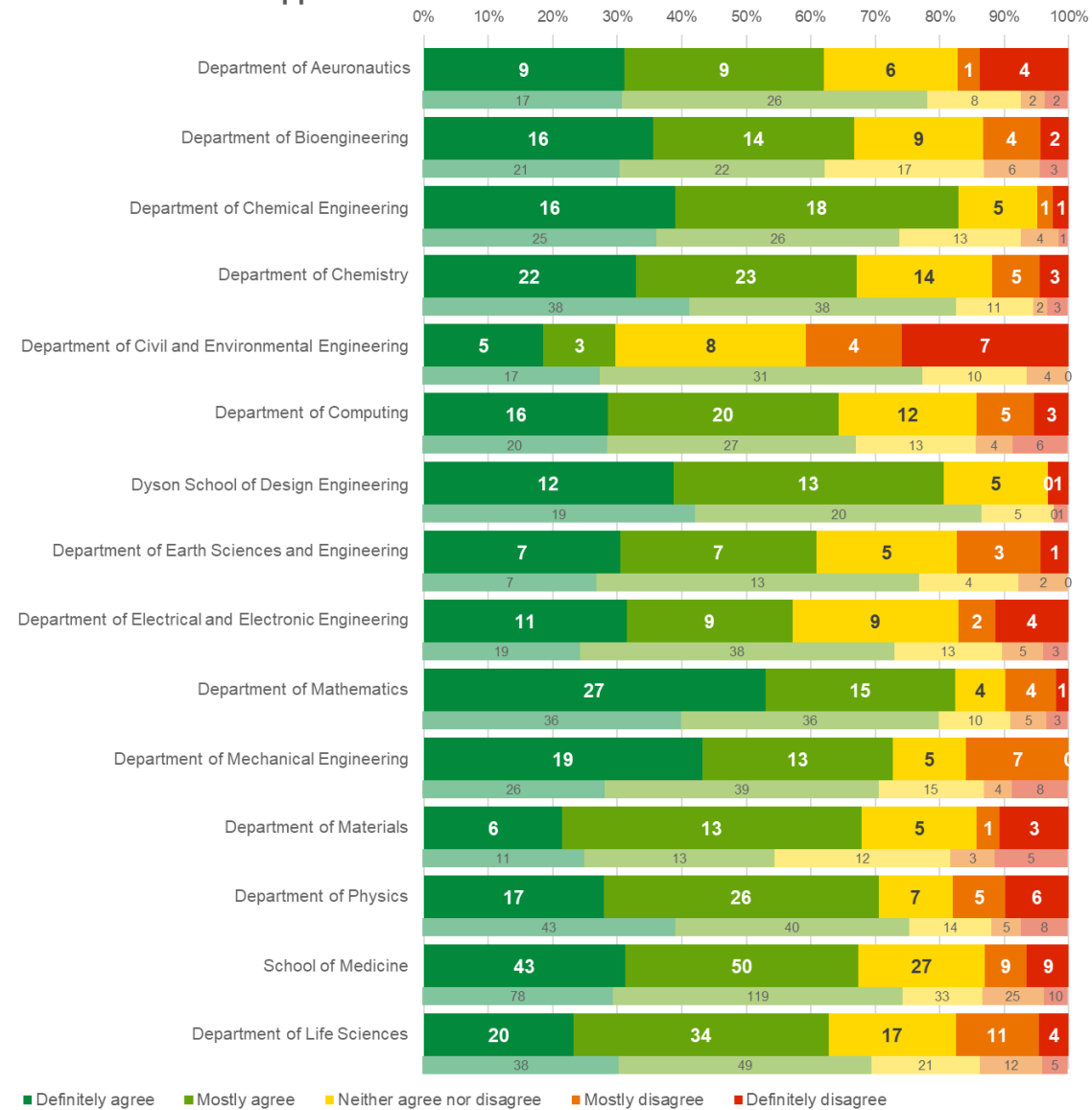


<b>Student Experience Survey 2022/23</b> <b>G-1 - Timetabling (PGT)</b>							
PGR							
g-1-10-1 Please rank the following options in terms of how important they are to you when considering your exam timetable:							
	Importance (1 = highest, 9 = lowest)						Weight
<b>Factors</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	
Supporting learning & revision	97	123	120	70	36	13	2.70
Number of assessments per week	195	135	71	33	16	9	2.06
Suitable learning resource allocation (e.g. room type, remote assessment platform)	52	78	123	134	52	20	3.25
External commitments (e.g. caring)	28	19	55	112	182	63	4.29
Time of Day	64	95	75	82	96	47	3.42
Other	23	9	15	28	77	307	5.28



## Student Experience Survey 2022/23 H-2 - UG Academic and Pastoral Support

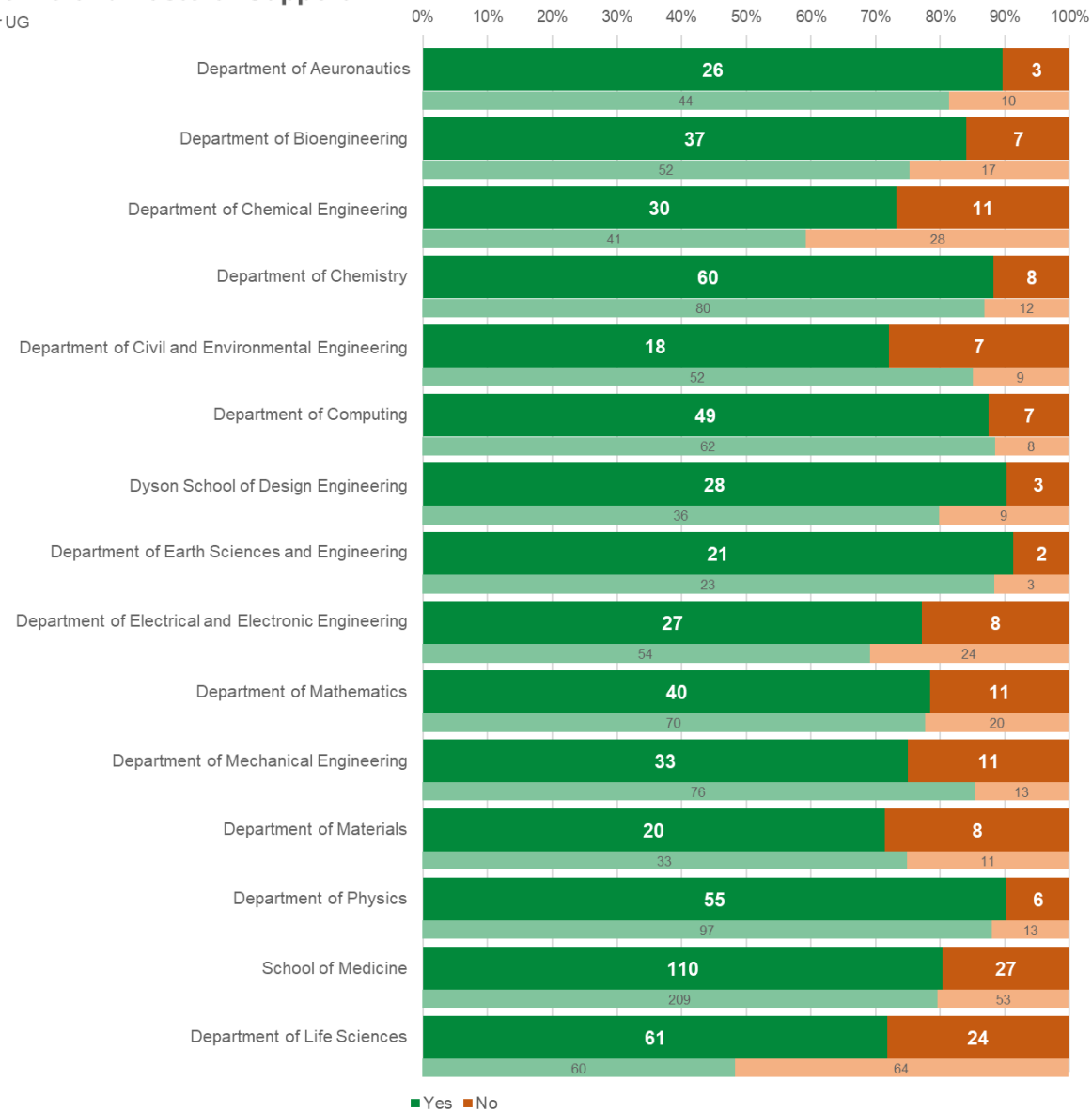
Non-final year UG





## Student Experience Survey 2022/23 H-2 - UG Academic and Pastoral Support

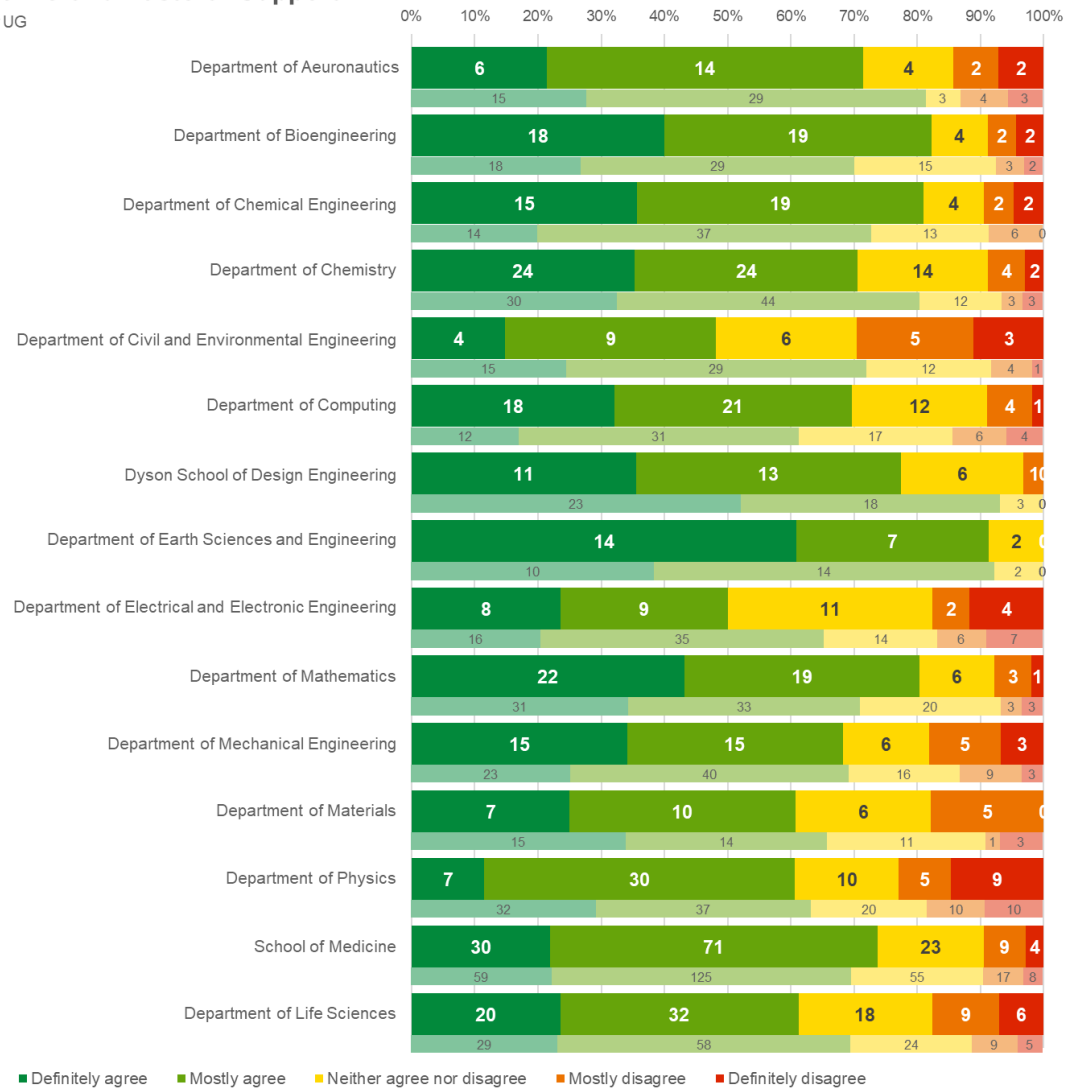
Non-final, non-first year UG





## Student Experience Survey 2022/23 H-2 - UG Academic and Pastoral Support

Non-final, non-first year UG

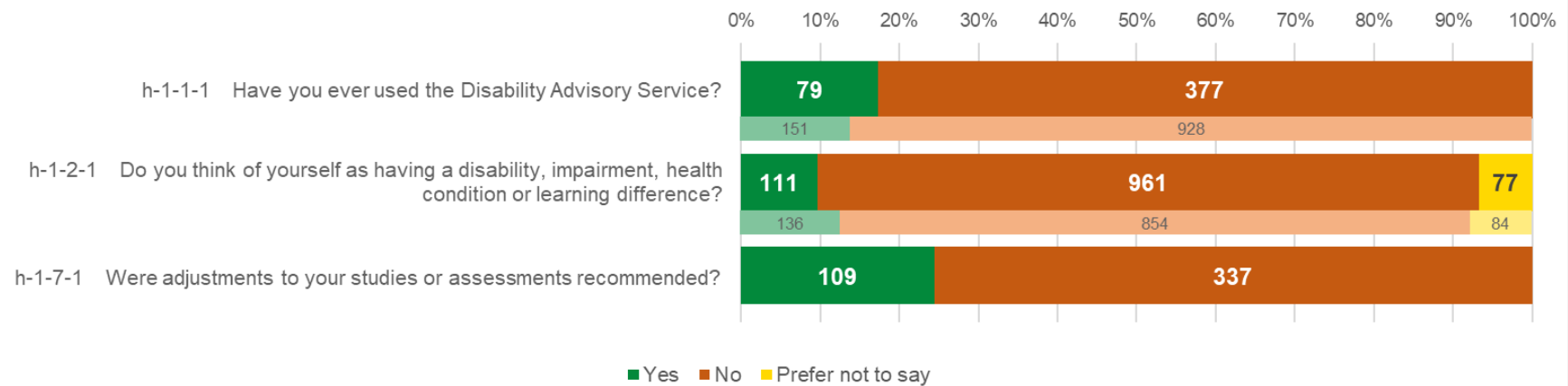




## Student Experience Survey 2022/23

### H-1 - Student Support - Disability Advisory Service

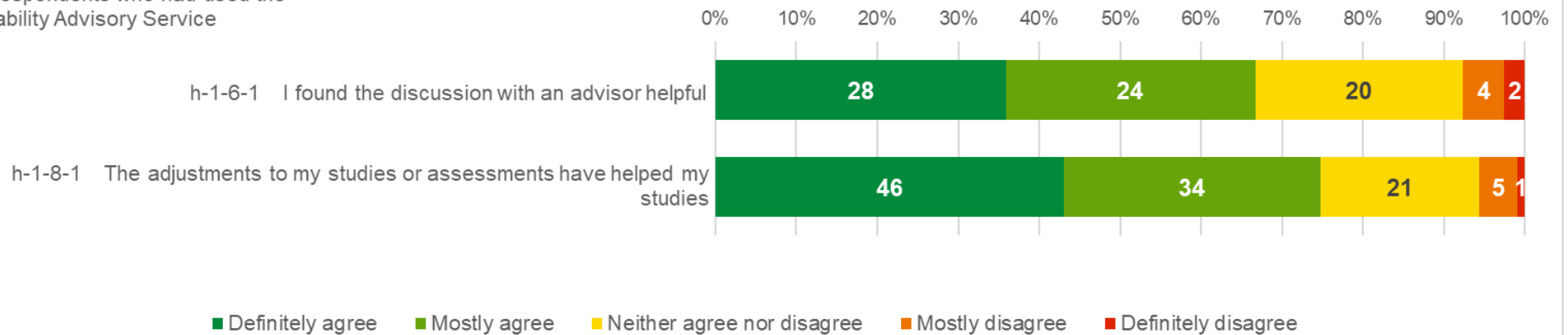
All respondents



## Student Experience Survey 2022/23

### H-1 - Student Support - Disability Advisory Service

All respondents who had used the Disability Advisory Service





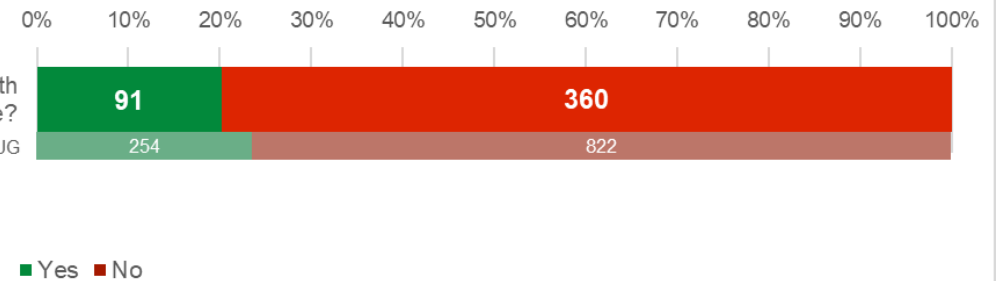
## Student Experience Survey 2022/23

### H-3 - Student Support - Counselling

Non-final, non-first year UG and all non-first year PGTs

h-3-1-1 Have you ever used the Student Counselling and Mental Health Advice Service?

\*2020 Non-final, non-first year UG



## Student Experience Survey 2022/23

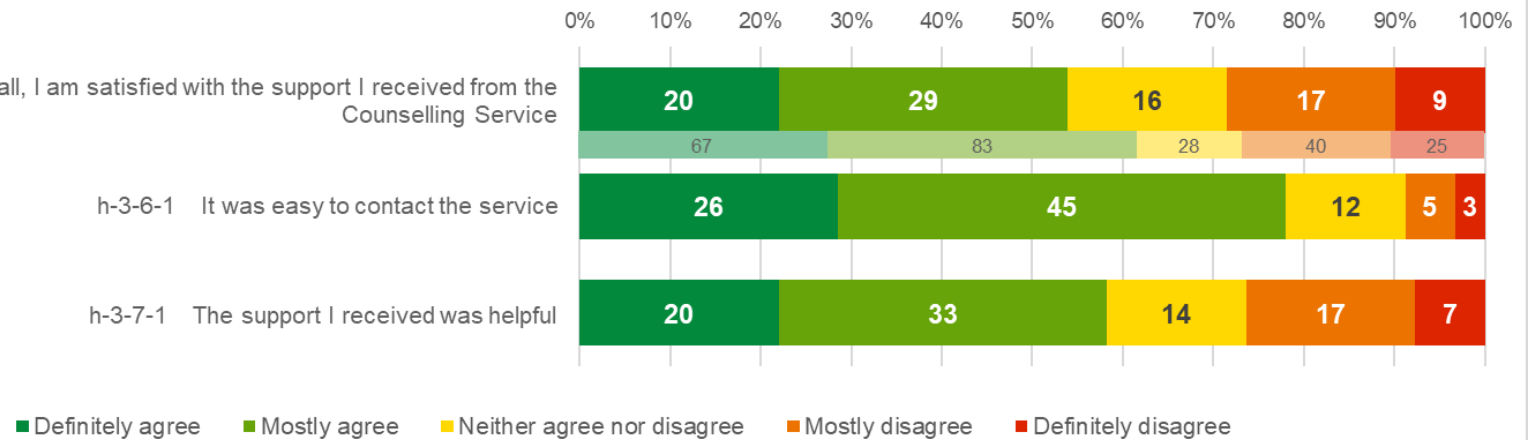
### H-3 - Student Support - Counselling

Non-final, non-first year UG and non-first year PGTs

h-3-5-1 Overall, I am satisfied with the support I received from the Counselling Service

h-3-6-1 It was easy to contact the service

h-3-7-1 The support I received was helpful

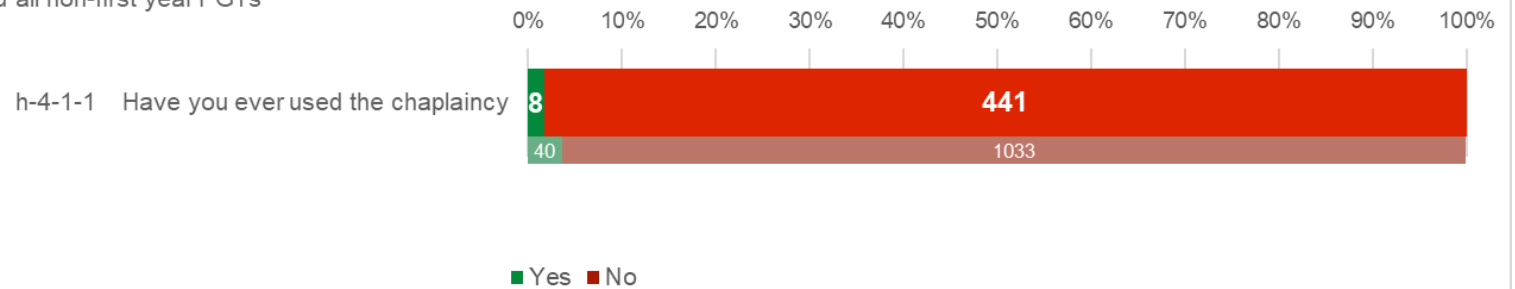




## Student Experience Survey 2022/23

### H-4 - Student Support - Chaplaincy

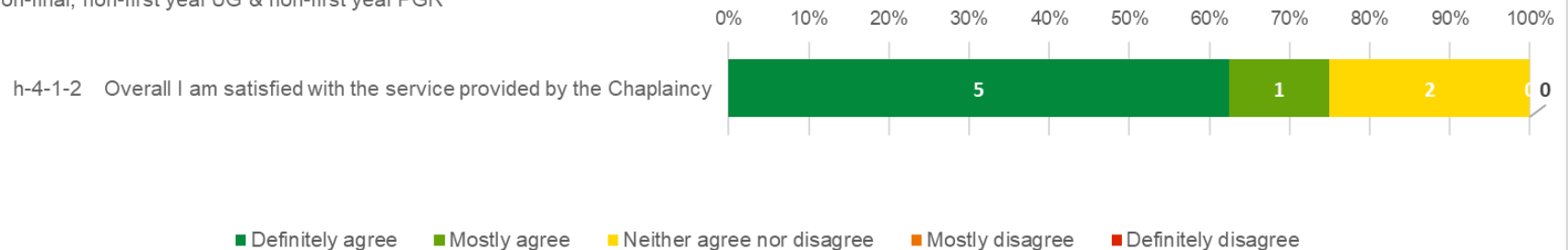
Non-final, non-first year UG and all non-first year PGTs



## Student Experience Survey 2022/23

### H-4 - Student Support - Chaplaincy

Non-final, non-first year UG & non-first year PGR

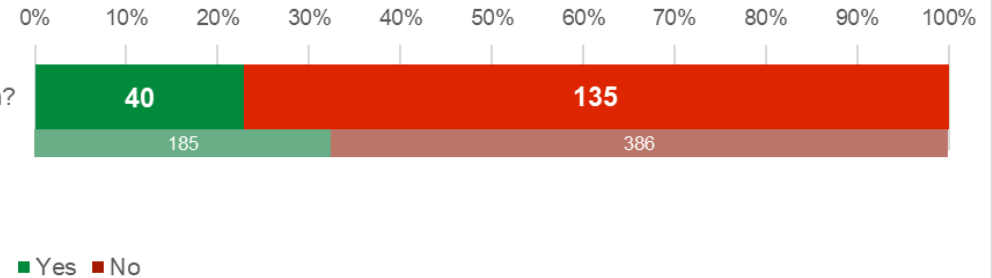




## Student Experience Survey 2022/23 H-5 - Student Support - International

All non-Home students

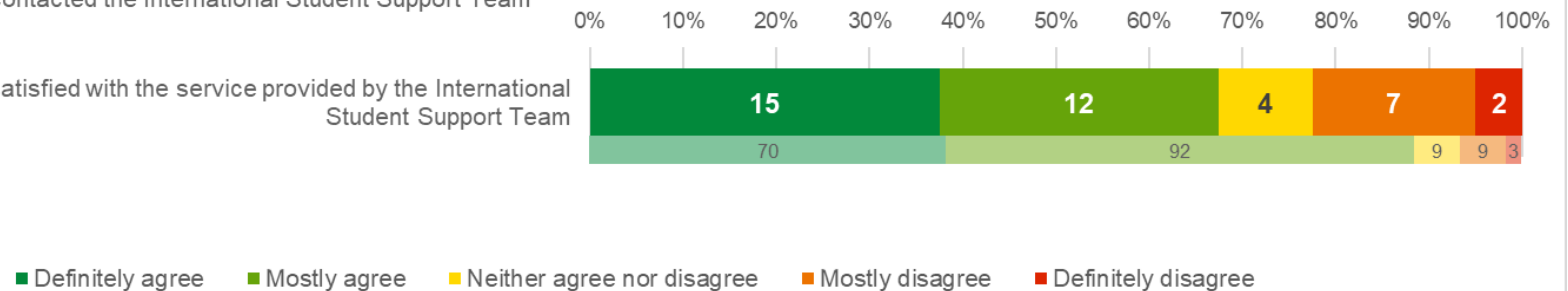
h-5-1-1 Have you ever contacted the international student support team?



## Student Experience Survey 2022/23 H5 - Student Support - International

Respondents who have contacted the International Student Support Team

h-5-1-2 Overall I am satisfied with the service provided by the International Student Support Team



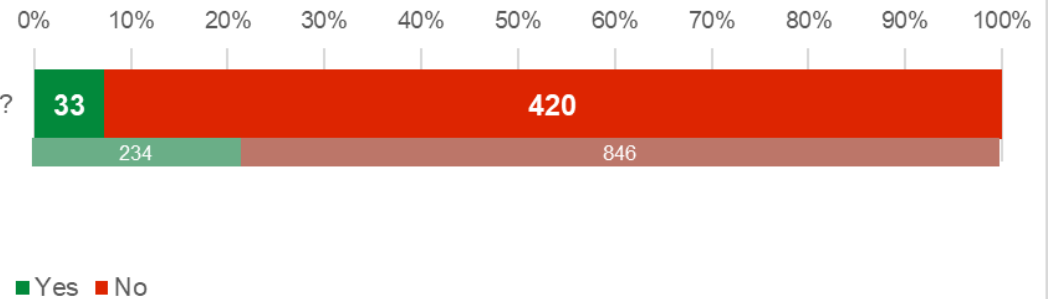


## Student Experience Survey 2022/23

### H-6 - Centre for Academic English

Non-final, non-first year UG and PGT

h-6-1-1 Have you ever used the Centre for Academic English?

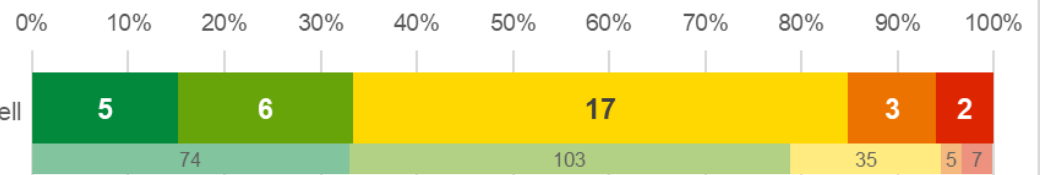


## Student Experience Survey 2022/23

### H-6 - Centre for Academic English

Respondents who have used the CfAE

h-6-4-1 The Centre for Academic English has supported my learning well



h-6-2-1 Overall I am satisfied with the service provided by the Centre for Academic English



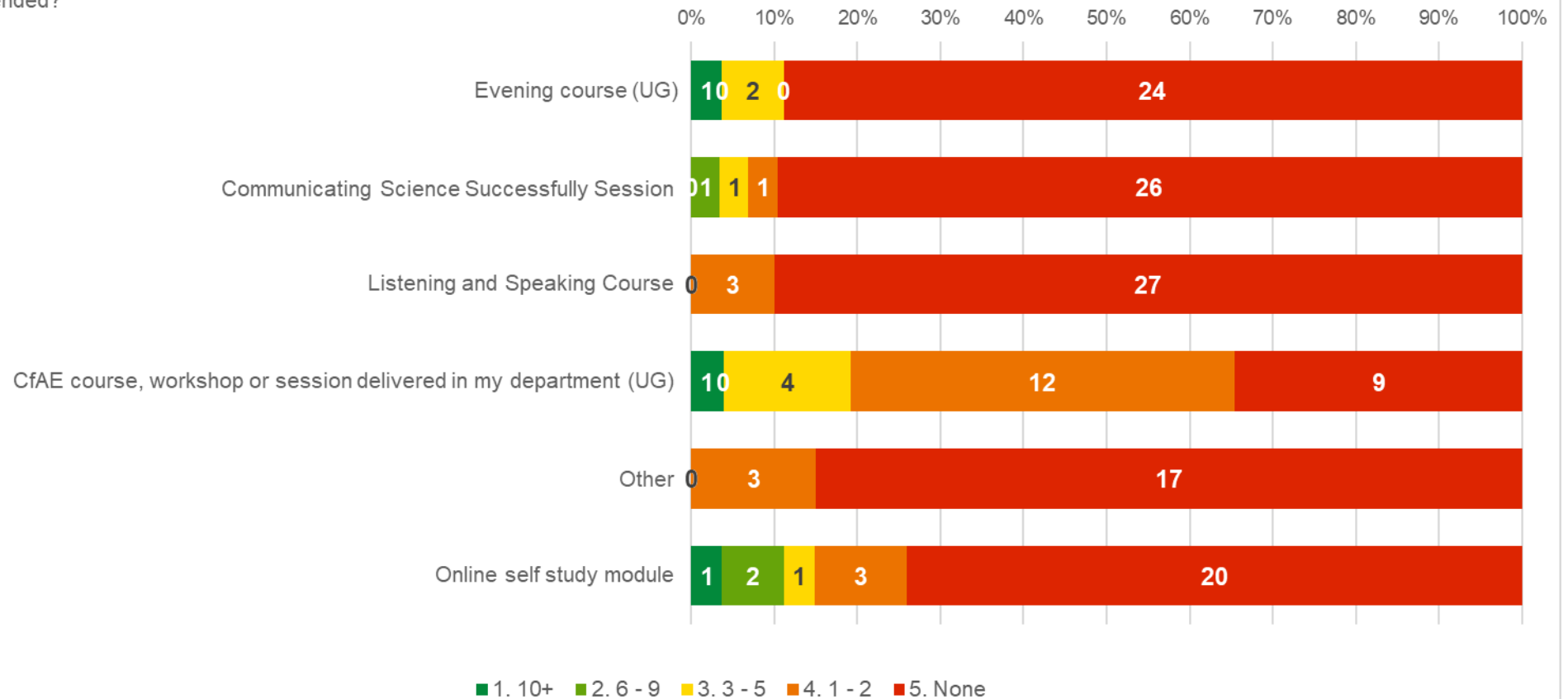
■ Definitely agree ■ Mostly agree ■ Neither agree nor disagree ■ Mostly disagree ■ Definitely disagree



## Student Experience Survey 2022/23

### H-6 - Centre for Academic English

h-6-3-x How many of the following courses, workshops or sessions have you attended?





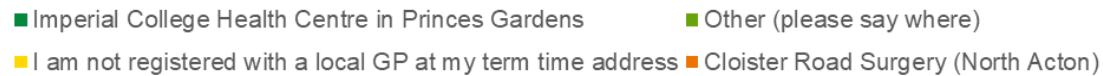
## Student Experience Survey 2022/23

### I-1 - Health

Non-final, non-first year UG and non first year PGTs

i-1-1-1 Which GP are you registered with at your term time address?

\*2021 did not include PGTs

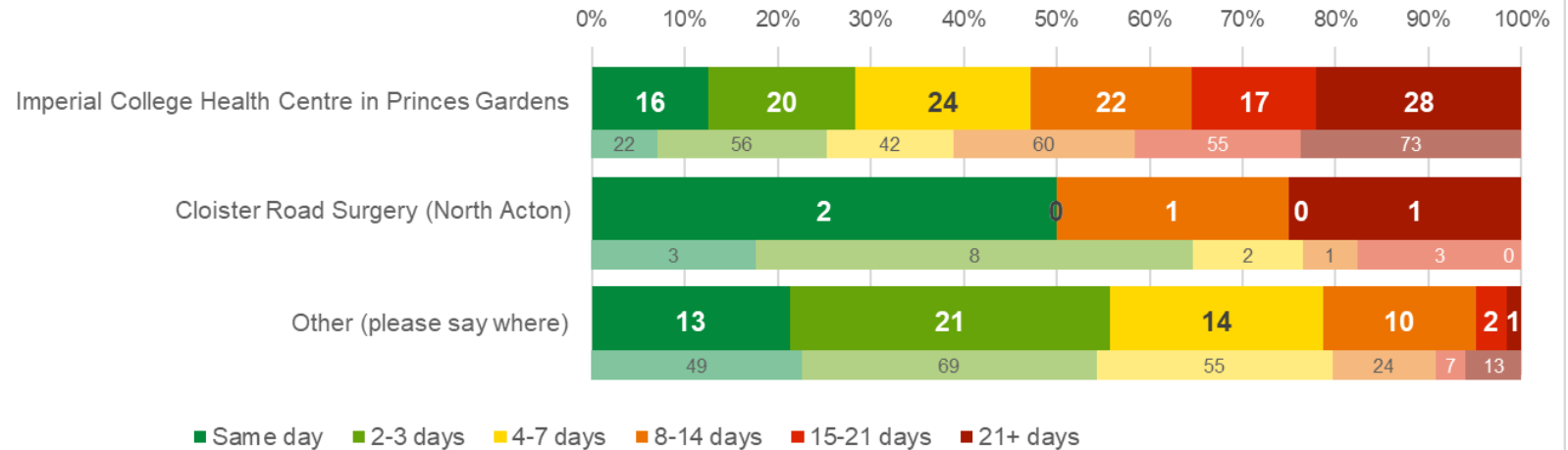


## Student Experience Survey 2022/23

### I-1 - Health

i-1-2-1 How much time was there between making an appointment and seeing or speaking to a doctor or nurse?

Non-final, non-first year UG and non first year PGRs



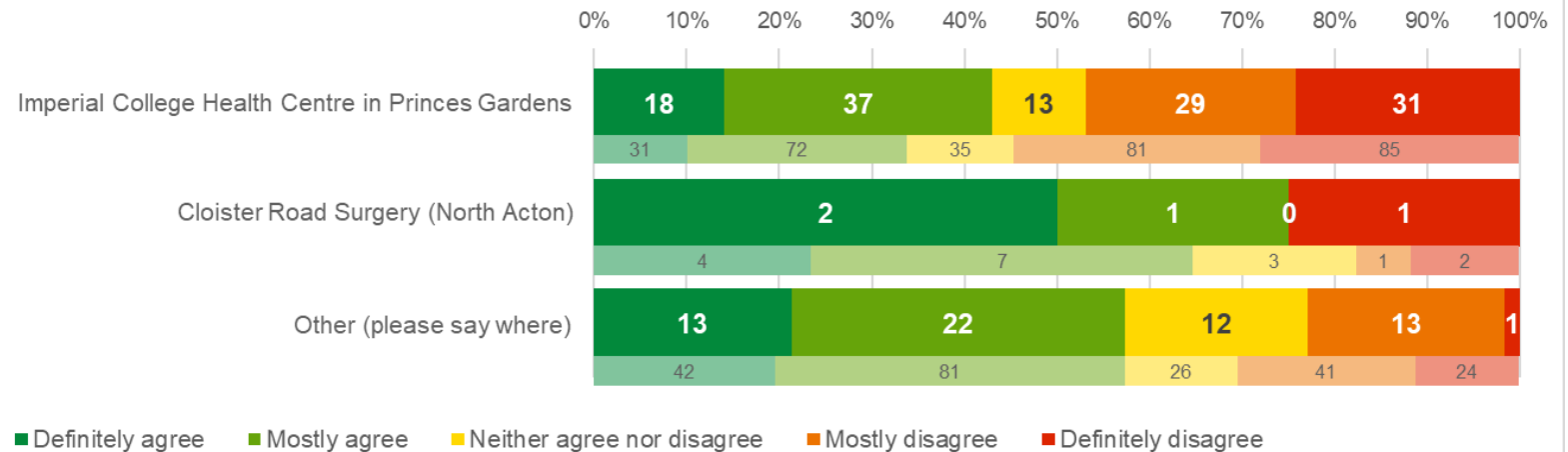


## Student Experience Survey 2022/23

### I-1 - Health

Non-final, non-first year UG and non first year PGTs

i-1-3-1 Overall, I was satisfied with the waiting time for an appointment

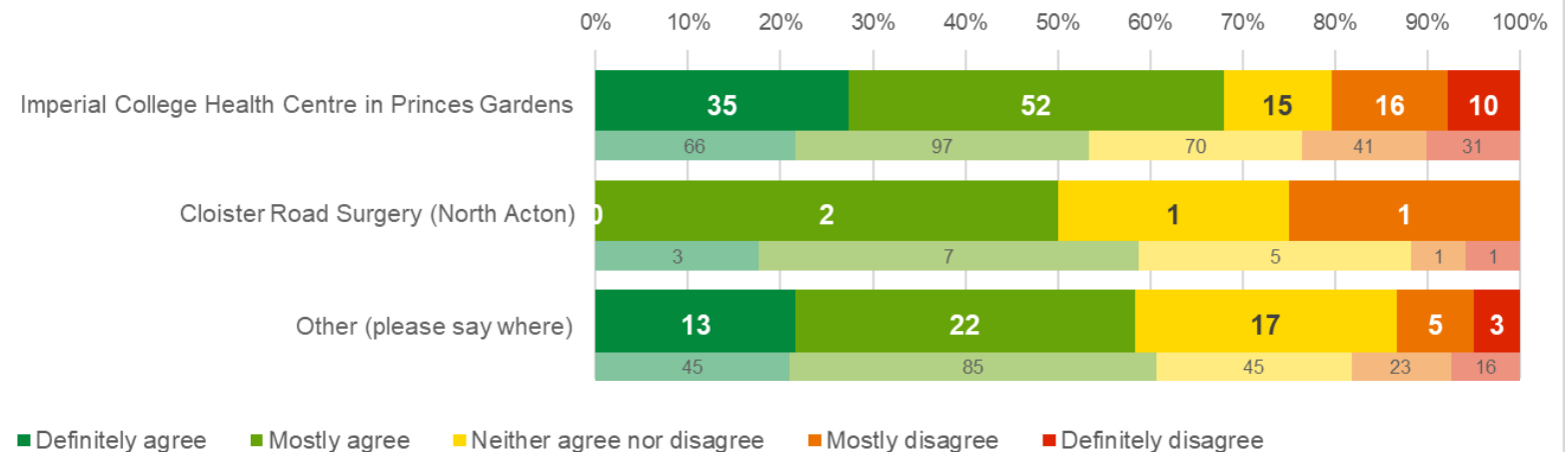


## Student Experience Survey 2022/23

### I-1 - Health

Non-final, non-first year UG and non-first year PGTs

i-1-4-1 I was satisfied with the service at reception



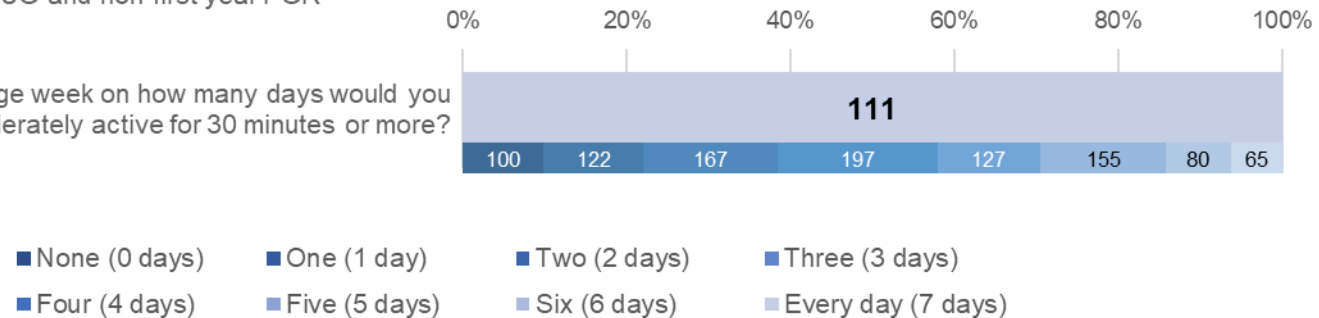


## Student Experience Survey 2021/22

### J-1 - Sport

Non-final, non-first year UG and non-first year PGR

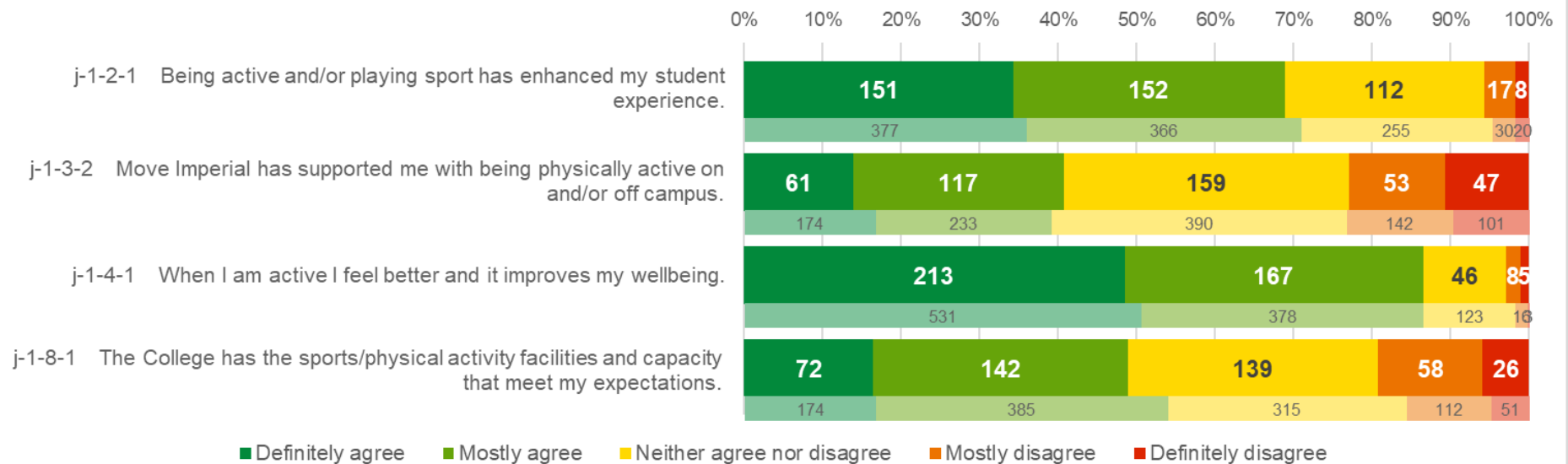
j-1-1-1 In an average week on how many days would you be moderately active for 30 minutes or more?



## Student Experience Survey 2022/23

### J-1 Sport

Non-final, non-first year UG and non-first year PGT

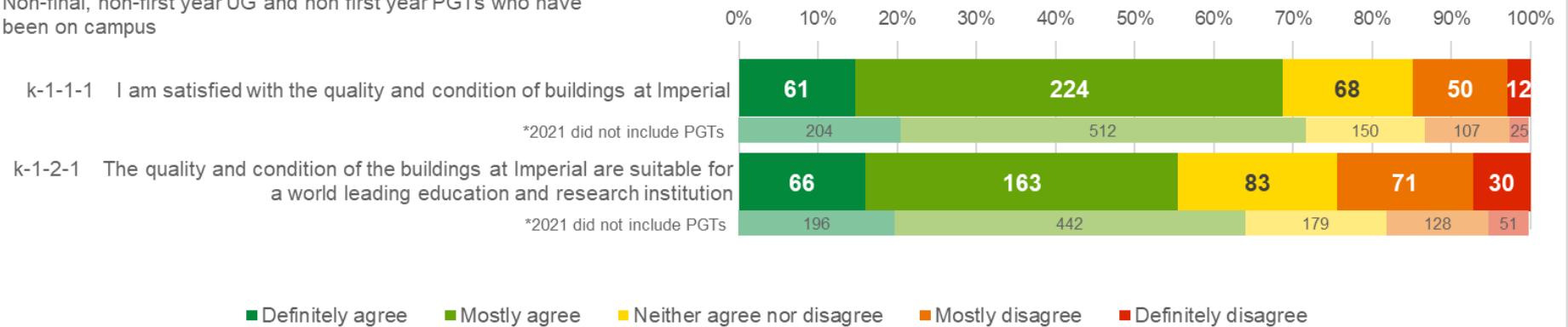




## Student Experience Survey 2022/23

### K-1 - Buildings

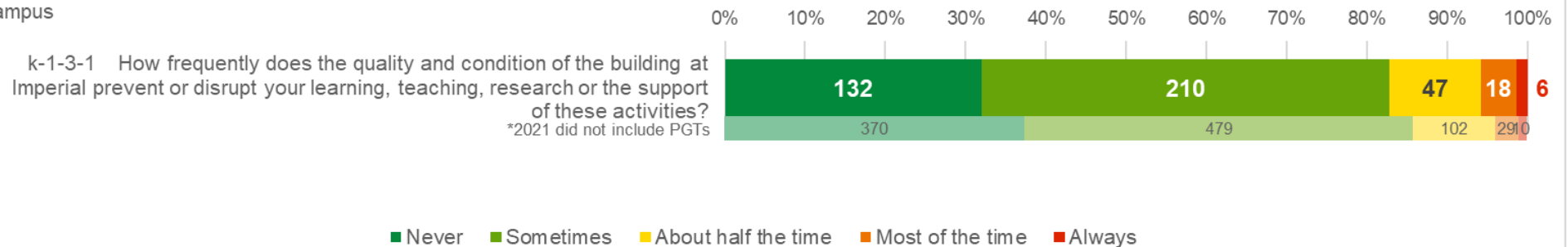
Non-final, non-first year UG and non first year PGTs who have been on campus



## Student Experience Survey 2022/23

### K-1 - Buildings

Non-final, non-first year UG and non-first year PGTs who have been on campus

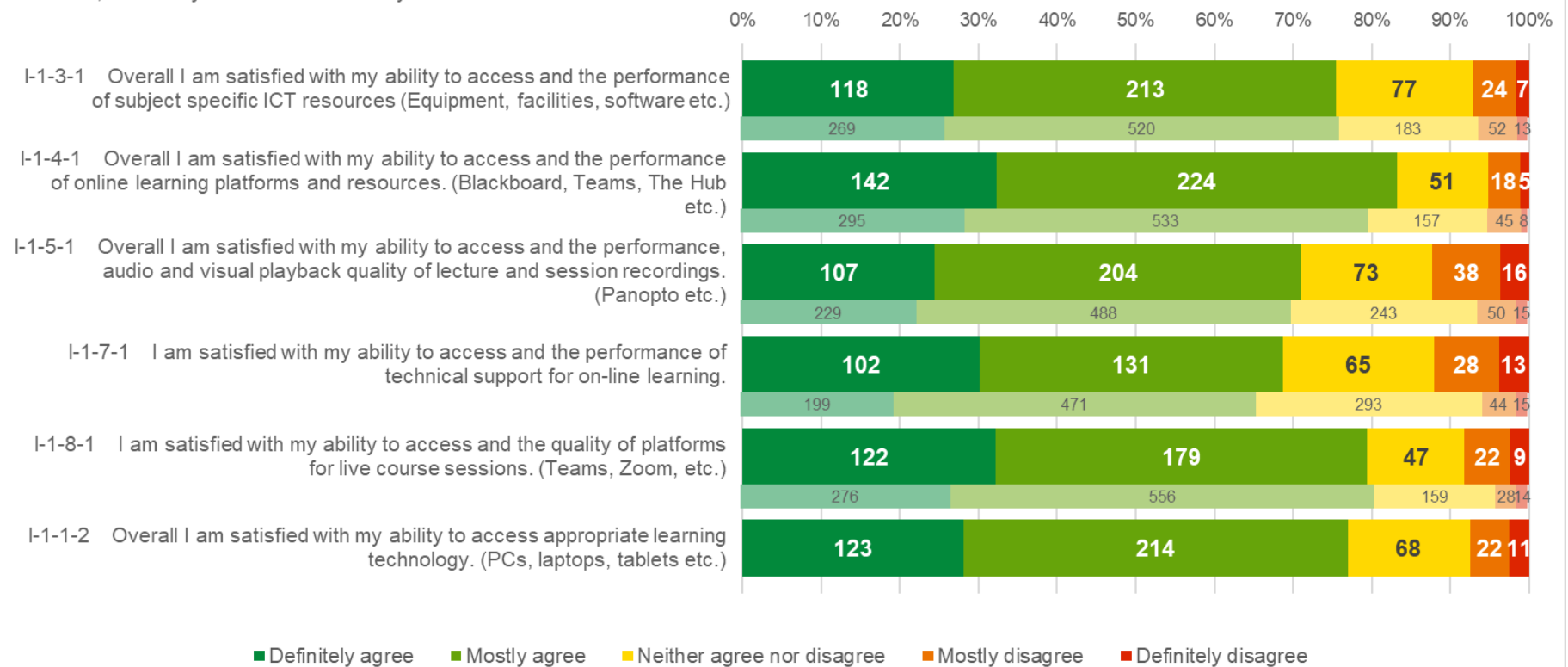




## Student Experience Survey 2022/23

### L-1 - Digital Learning Resources

Non-final, non-first year UG and non-first year PGT

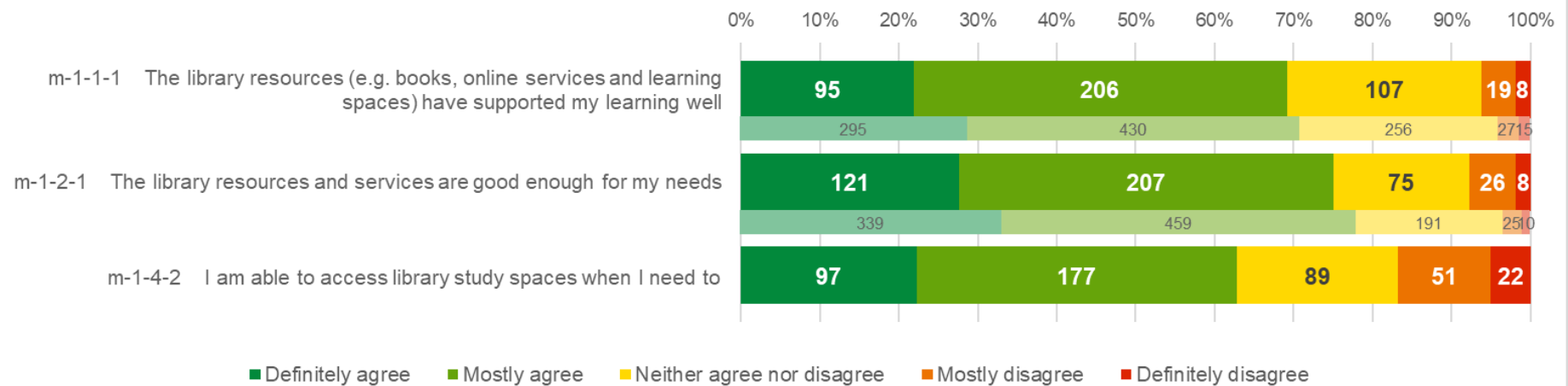




## Student Experience Survey 2022/23

### M-1 - Library

Non-final, non-first year UG and non-first year PGTs



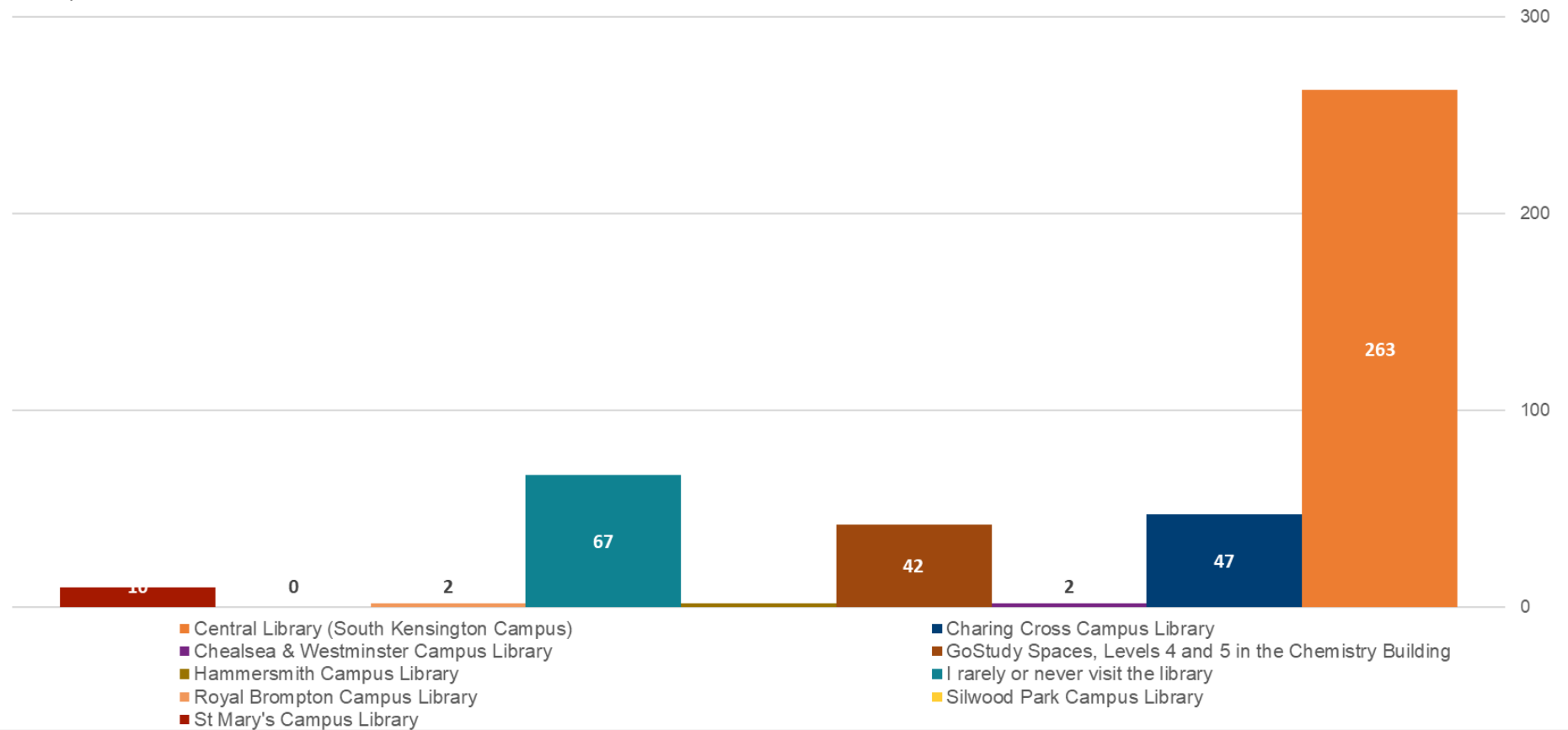


## Student Experience Survey 2022/23

### M-1 - Libraries

All respondents

m-1-6-1 Which library space do you use most often?

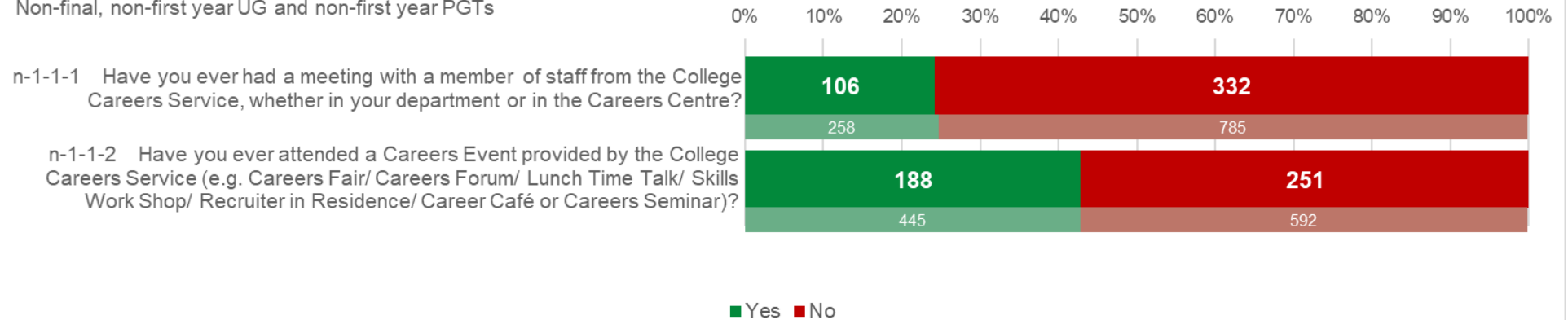




## Student Experience Survey 2022/23

### N-1 - Careers Service

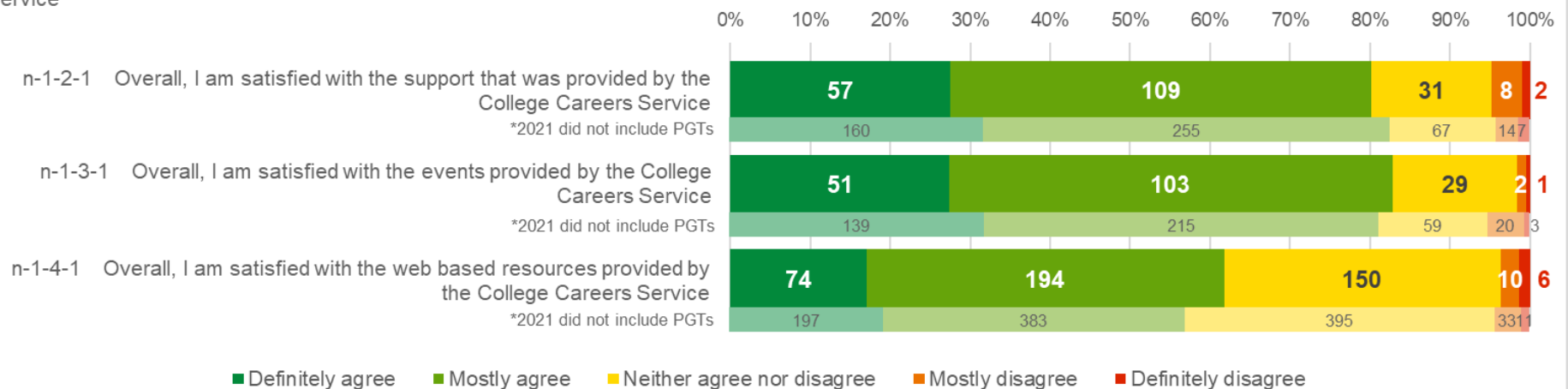
Non-final, non-first year UG and non-first year PGTs



## Student Experience Survey 2022/23

### N-1 - Careers Service

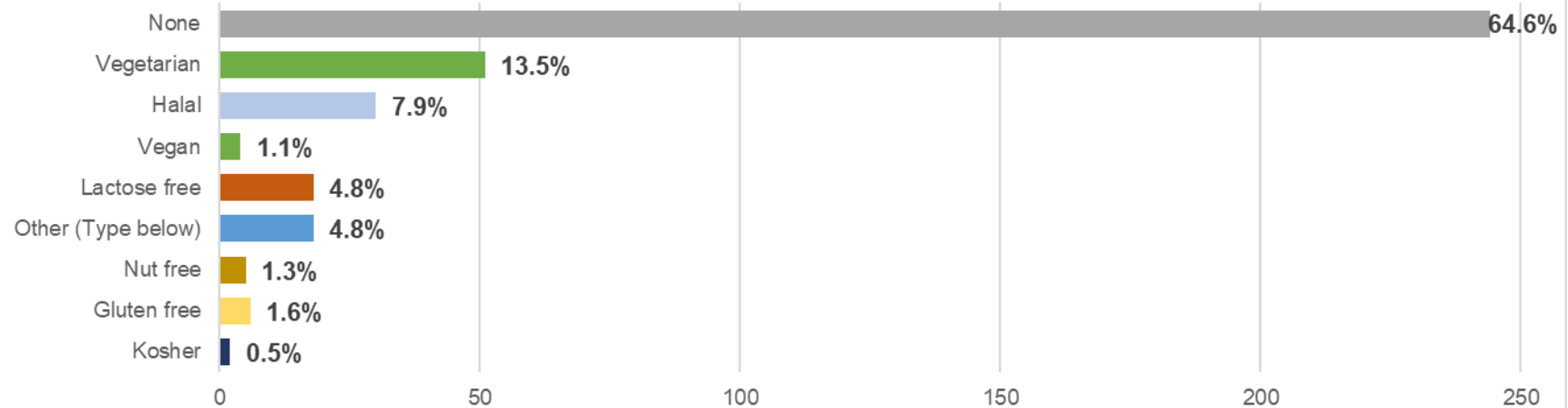
Non-final, non-first year UG and non-first year PGT users of the Careers Service





## Student Experience Survey 2022/23 E-3 - ICU Commercial Services

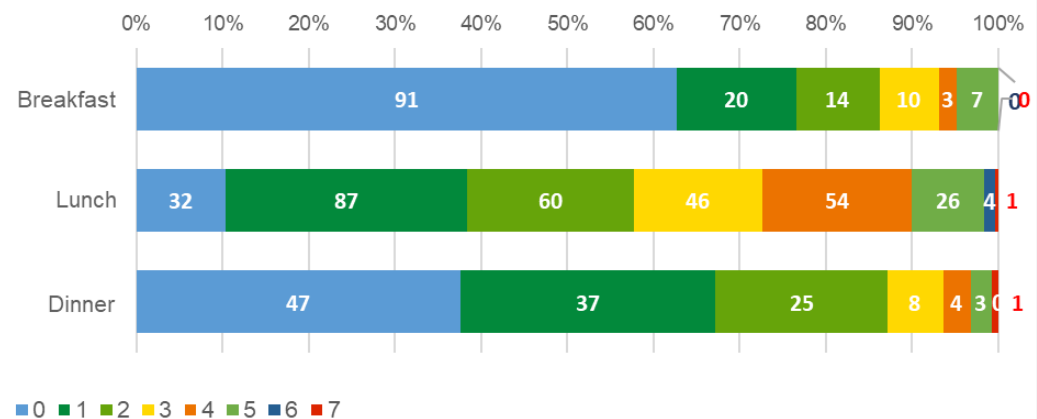
e-3-8-1 Do you have any dietary requirements?



## Student Experience Survey 2022/23 O1 - Catering

O-1 Catering

o-1-7-1 How many days a week do you buy the following meals on campus?

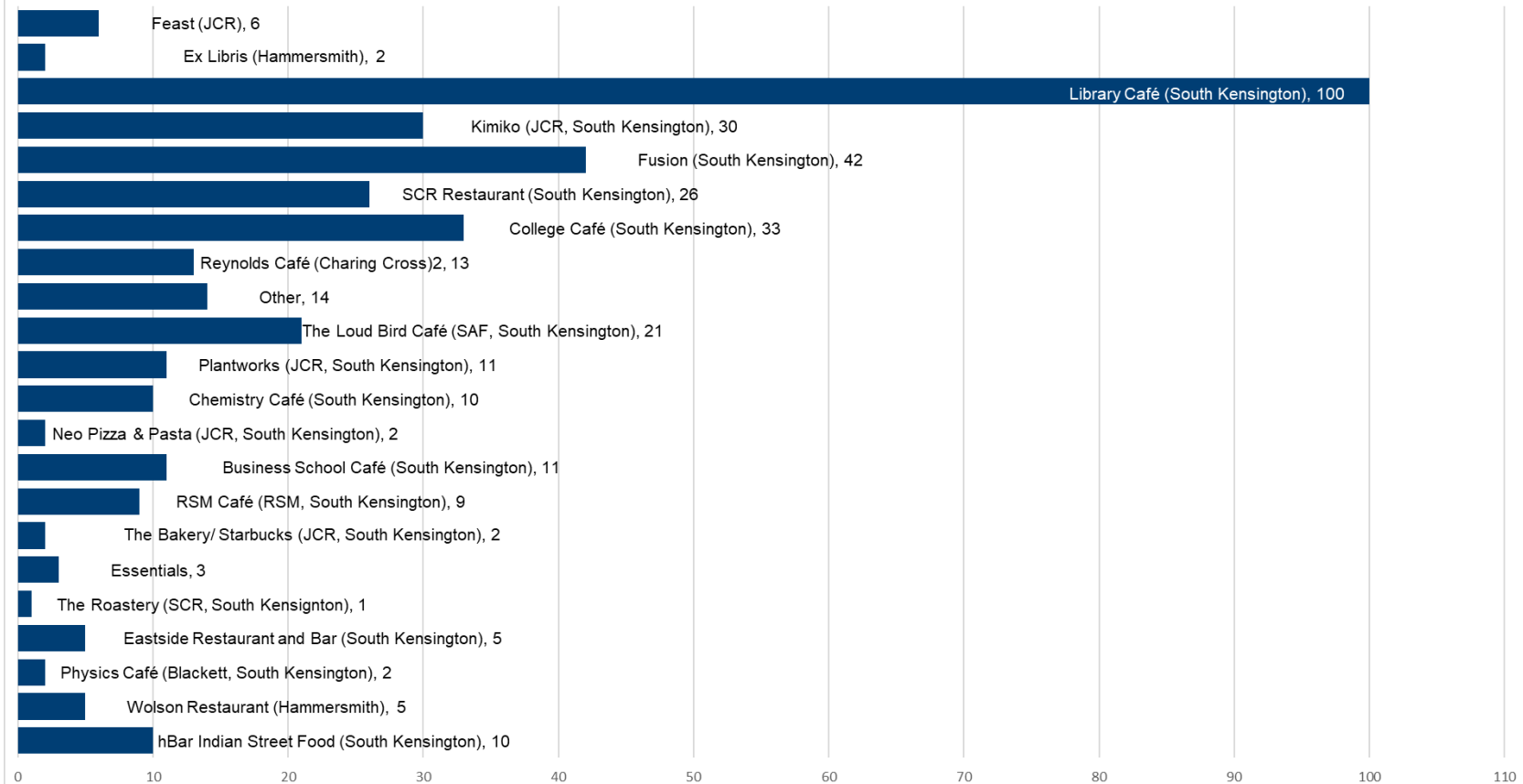




## Student Experience Survey 2022/23 O-1 - Catering

o-1-2-1 Which campus catering outlet do you use the most?

Non-final, non-first year UG, non-first year PGT



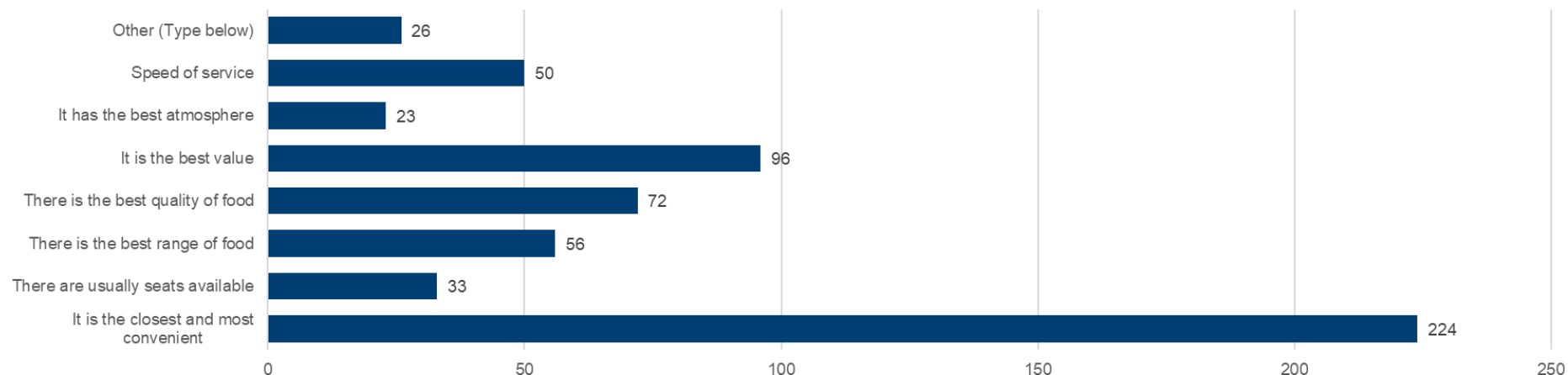


## Student Experience Survey 2022/23

### O-1 - Catering

Non-final, non-first year UG and non-first year PGT who

o-1-3-1 Why do you use this outlet the most?

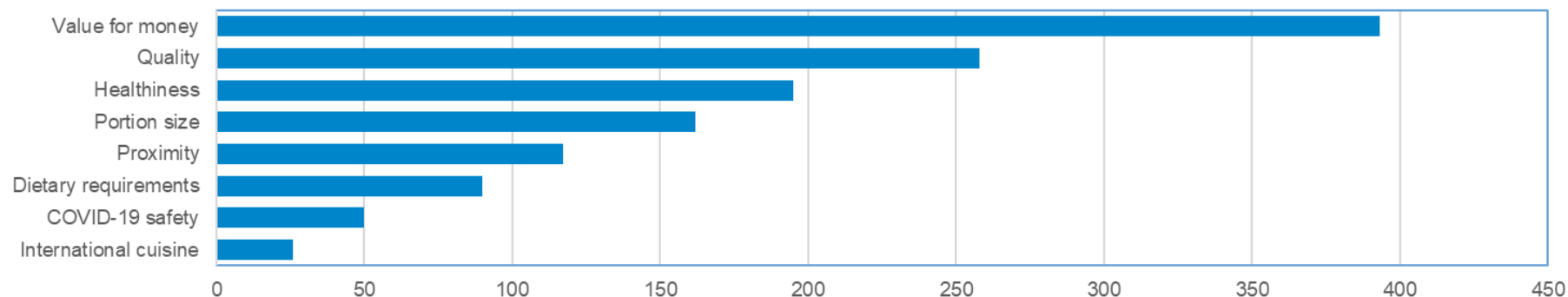


## Student Experience Survey 2022/23

### O-1 - Catering

Non-final, non-first year UG who have been on campus

o-1-4-1 When you are buying food, which factors are most important to you?



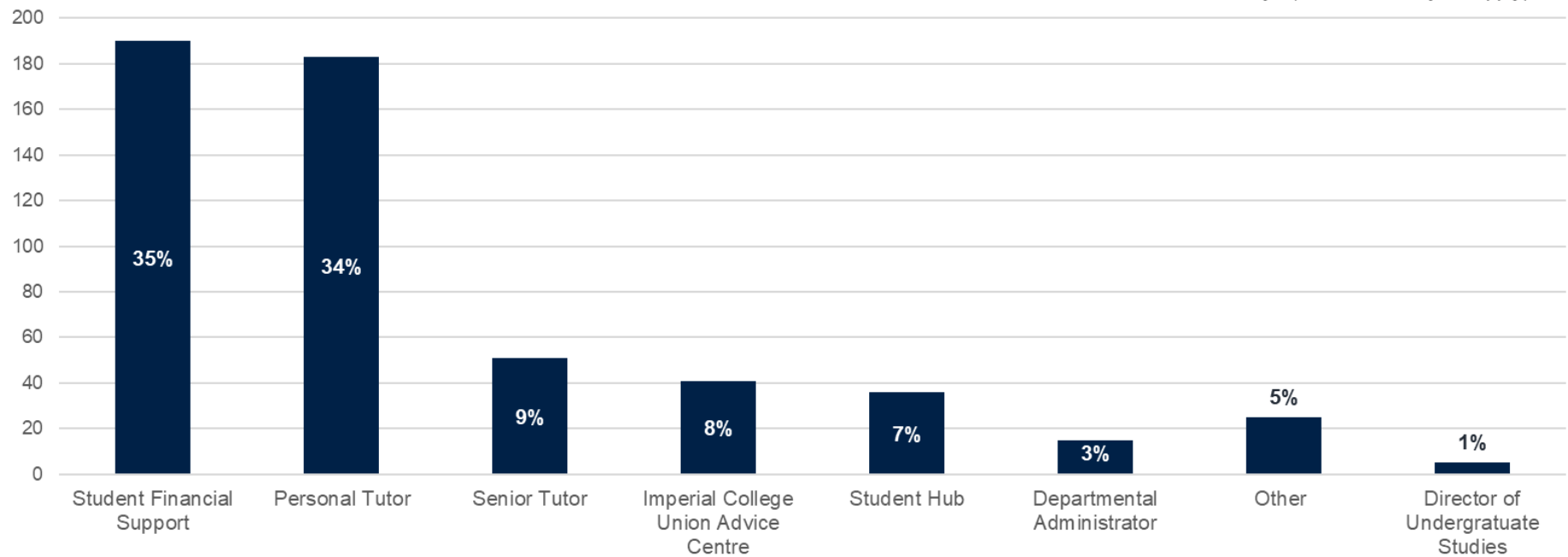


## Student Experience Survey 2022/23

### P-2 - Student finances

Non-final, non-first year UG

p-2-1-1 Who in College would you approach if you found yourself in financial difficulty? (Select as many as apply)

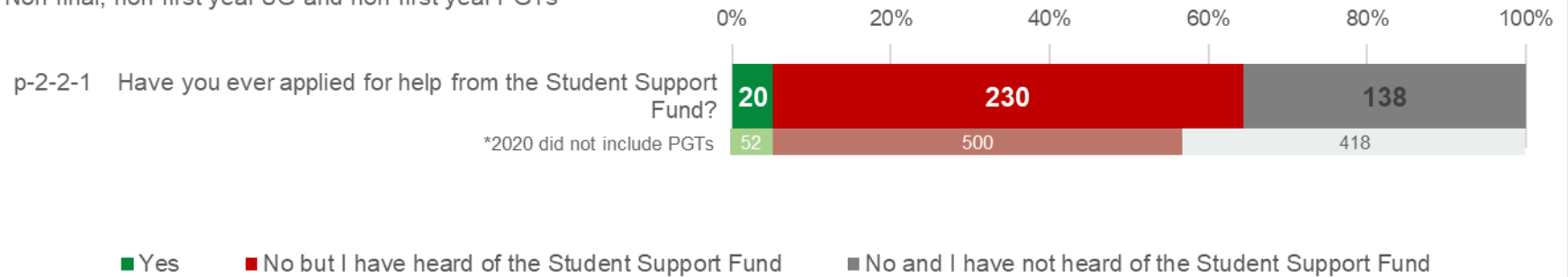




## Student Experience Survey 2022/23

### P-2 - Finances

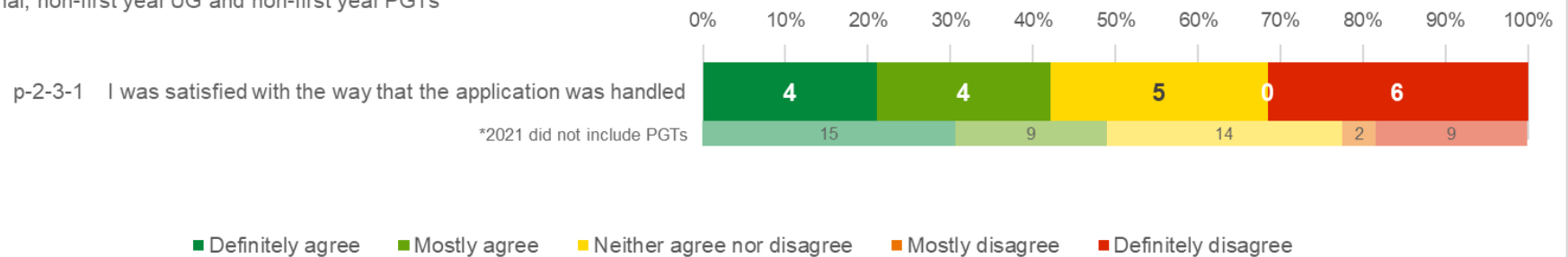
Non-final, non-first year UG and non-first year PGTs



## Student Experience Survey 2022/23

### P2 - Finances

Non-final, non-first year UG and non-first year PGTs



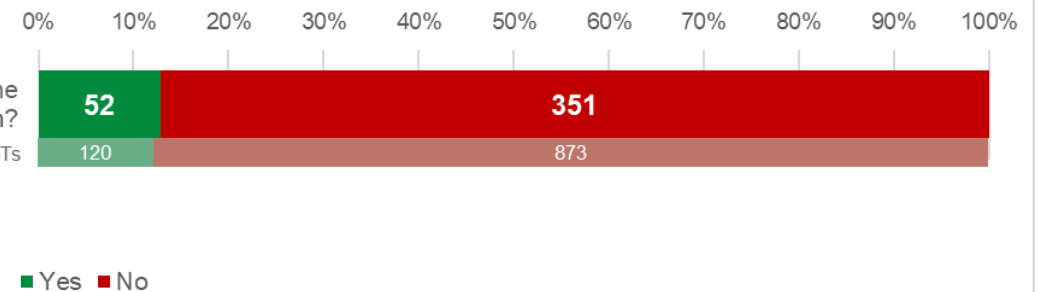


## Student Experience Survey 2022/23 - Finances

Non-final, non-first year UG and non-first year PGTs

p-2-4-1 During your time at the College have you had any contact with the College's Credit Control team?

\*2021 did not include PGTs

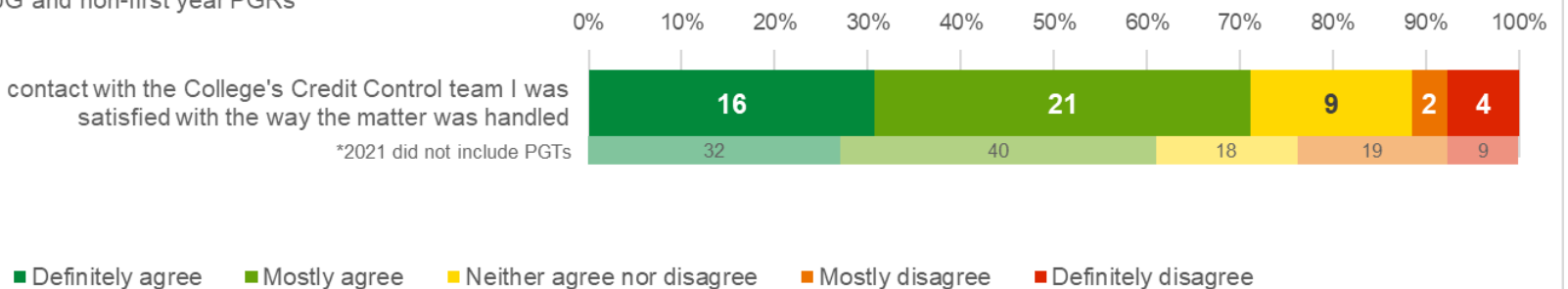


## Student Experience Survey 2022/23 P2 - Finances

Non-final, non-first year UG and non-first year PGRs

p-2-5-1 When in contact with the College's Credit Control team I was satisfied with the way the matter was handled

\*2021 did not include PGTs



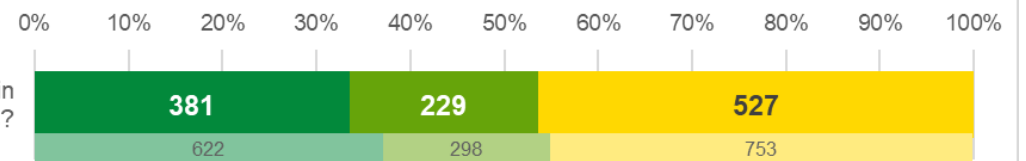


## Student Experience Survey 2022/23

### Q-1 - Commuting and travel

All Respondants

q-1-9-1 Does the length of your commute impact upon your participation in Union activities or social opportunities?



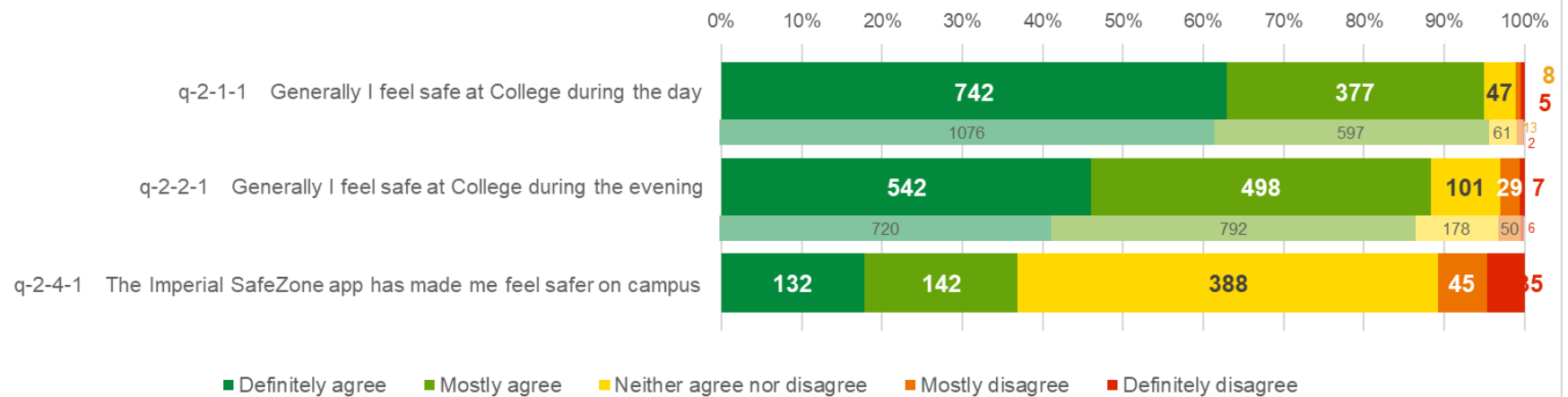
■ No - it has had no impact on my participation ■ Yes - It has encouraged me to participate ■ Yes - it has discouraged me from participating



## Student Experience Survey 2022/23

### Q-2 - Safety

All participants who have been on campus

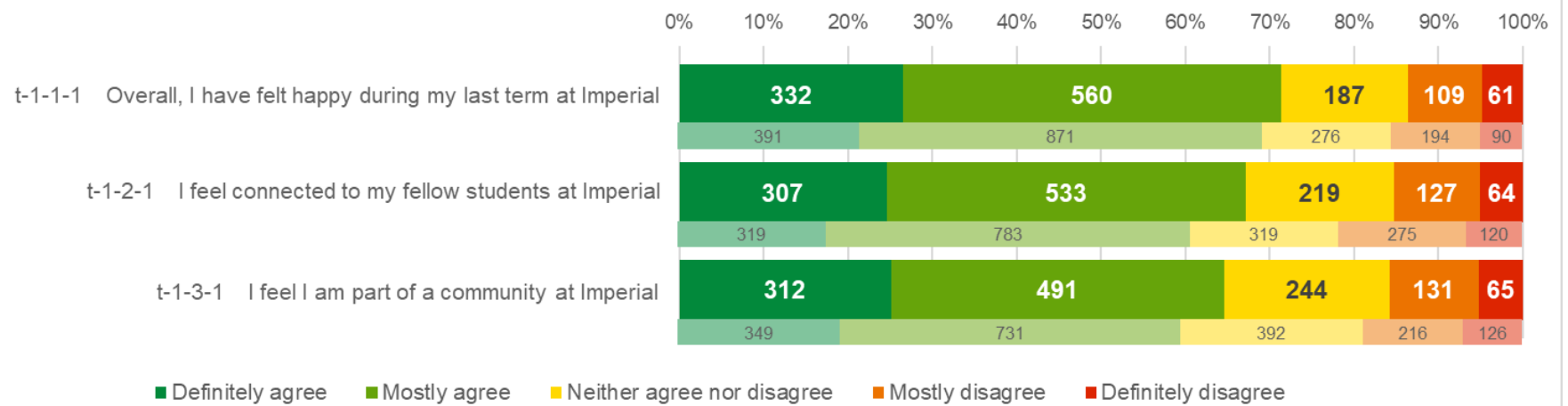




## Student Experience Survey 2022/23

### T-1 - Belonging

All respondents





## Student Experience Survey 2022/23

### R-1 - Overall

All respondents

