



Big Worc Survey

2018 Results

Introduction and Survey Design

The Big Worc Survey was the first major survey of its kind published by Worcester Students' Union (WSU) for some years and was designed to gauge levels of overall knowledge, engagement, and satisfaction with us. Any student at the University of Worcester or its partner colleges was able to complete the survey.

The survey consisted of 60 questions divided into the following categories; students' demographics, general knowledge of WSU, WSU activities, elections and representation, campaigns, events, the Help & Advice Service, The Hangar, Welcome Desk, and WSU communications. It also gave opportunities for further feedback and comments.

Promotion

The Big Worc Survey was open to all University of Worcester students from 4th May to 31st May 2018.

The survey was promoted through all WSU social media channels, digital screens throughout WSU and the University, physical media throughout WSU and the University, and through direct emails. The survey used the tagline 'Shape Your SU', positioning the survey as a way for students to have a direct impact on the nature of services provided by WSU.

The majority of responses were driven by direct emails sent to students in the survey period. Survey responses very strongly correlated with the dates these emails were sent, suggesting direct causation. Social media statistics show increased engagement with posts relating to the survey when compared to other social media output.

An incentive was offered for students to complete the survey and all students completing it were entered into a prize draw. The top prize was £100 in Amazon vouchers, with two further prizes of £50 in Amazon vouchers. These incentives were promoted alongside the 'Shape Your SU' message.

Response Rate and Demographics

In total, 912 students completed the Big Worc Survey. This gives a response rate of approximately 8% of the University of Worcester student population. It is possible that there is a certain degree of participation bias within the survey results, as the students already engaged with WSU are the most likely to respond. That said, a number of the free text answers throughout the survey indicate a number of students not currently engaging with WSU have completed the survey. We also had a relatively high number of commuting students complete the survey.

When discussing demographics, it is important to note the scale involved in certain instances. The number of respondents for certain Institutes and year groups is relatively small compared to others, producing anomalous results in comparison to overall trends.

The demographic profile of survey respondents is outlined in the table overleaf:

Demographic		Survey Respondents
Gender	Male	24%
	Female	75%
	Third Gender/Non-Binary	0.5%
	Not Disclosed	0.5%
Age	18-21	61%
	22-25	18%
	26-30	7%
	31-35	3%
	36-40	4%
	41-50	5%
	51-60	2%
Institute	Education	17%
	Health and Society	20%
	Humanities & Creative Arts	20%
	Science & the Environment	12%
	Sport & Exercise Science	13%
	Worcester Business School	12%
	International College	1%
	Partner Institution	2%
	Joint Honours	2%
Level of Study	Foundation Year	5%
	1 st Year Undergraduate	30%
	2 nd Year Undergraduate	28%
	3 rd Year Undergraduate	25%
	4 th Year Undergraduate	2%
	Masters	9%
	Doctorate	1%
Accommodation	City Campus Halls	4%
	St Johns Halls	12%
	City Centre Halls	2%
	University managed house	5%
	Rented student house	37%
	Commuting from home	40%

General Knowledge of WSU

In total, 82% of respondents were aware that as students at the University of Worcester, they were also automatically members of WSU.

Knowledge of the services provided by WSU was mostly positive, with over 60% of respondents aware of each service provided (fig. 1). The highest levels of awareness were for Clubs, Societies, The Hangar Bar, and Welcome Desk. Academic Representation and Raise and Give (RAG) are the services with awareness levels below 70%.

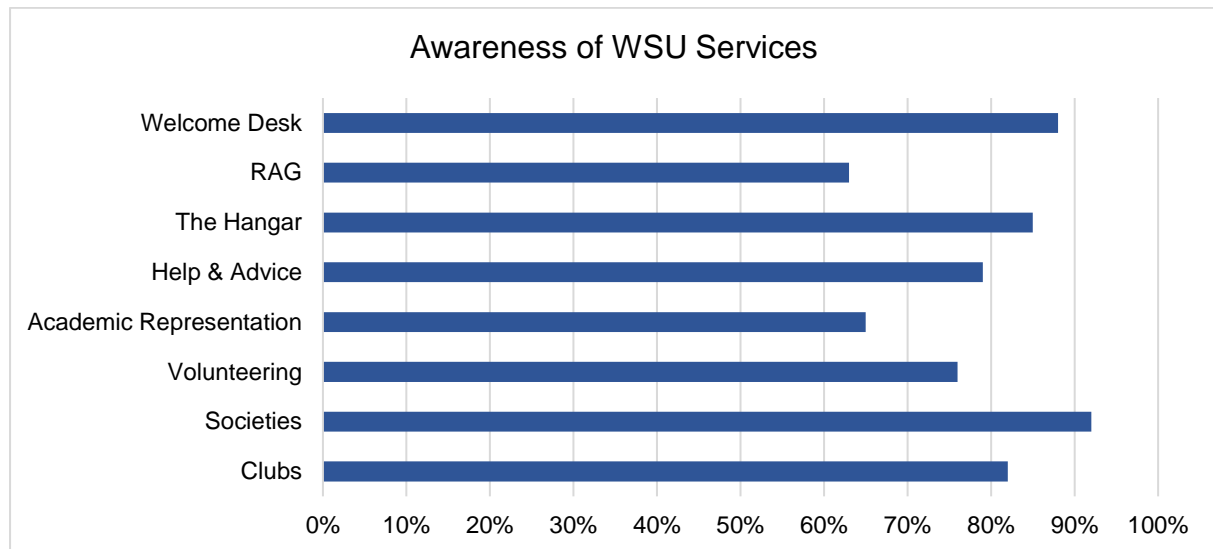


Fig.1 - % of respondents aware of WSU services

In total, 53% of respondents have used a WSU service during their time at University. When asked to specify which services they have used, there was high correlation with the responses provided in the previous question, with Clubs, Societies, The Hangar Bar, and Welcome Desk receiving the most mentions.

These responses are mostly consistent across all demographics, with only minor variance (1-2 percentage points) in some areas. The only significant variance was in answer to the question 'Are you aware that all University of Worcester students are automatically members of the Students' Union?' 85% of respondents in their first and second year answered 'Yes', compared to 78% of respondents in their third year (fig.2).

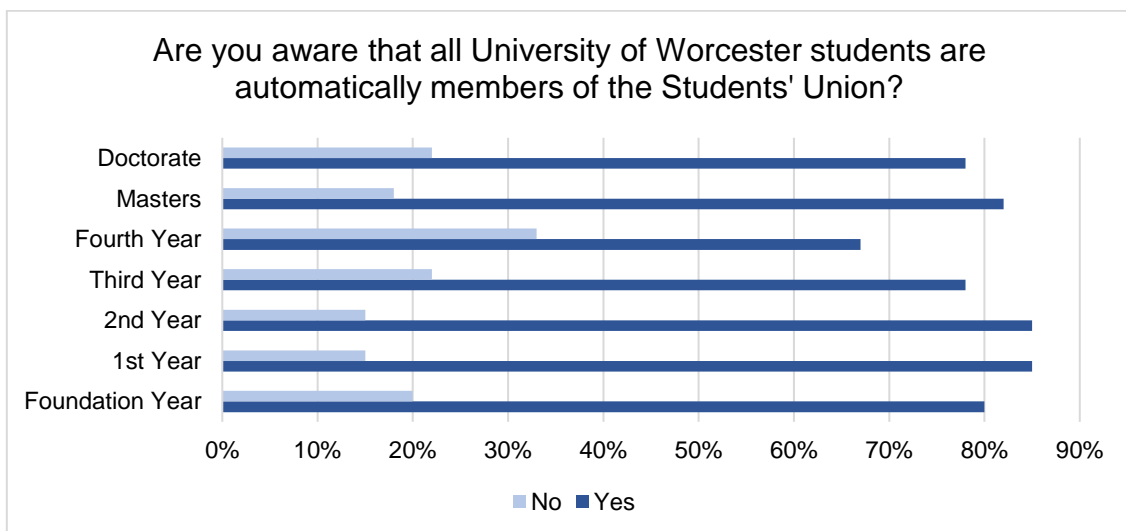


Fig.2 - % respondents aware that UoW students are automatically members of WSU by year group

WSU Activities

59% of respondents had been involved with one or more core WSU activity during their time at University, with Clubs (24%) and Societies (38%) the most popular. 41% had never been involved with any WSU activities (*fig.3*).

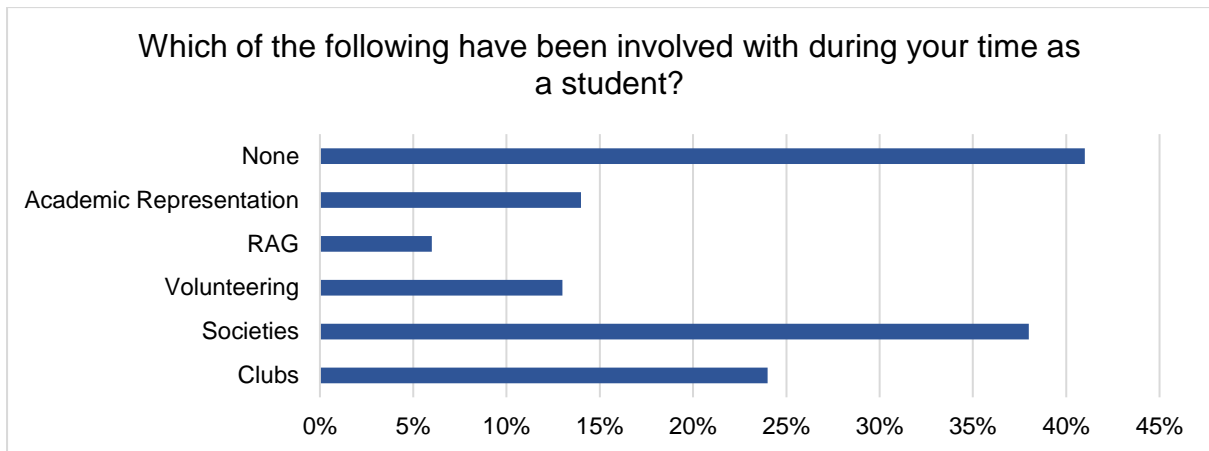


Fig.3 - % respondents involved with WSU activities

Knowledge of how to get involved with specific activities was varied, with 64% knowing how to get involved with Clubs, 73% with Societies, and 50% with Volunteering (*fig.4*).

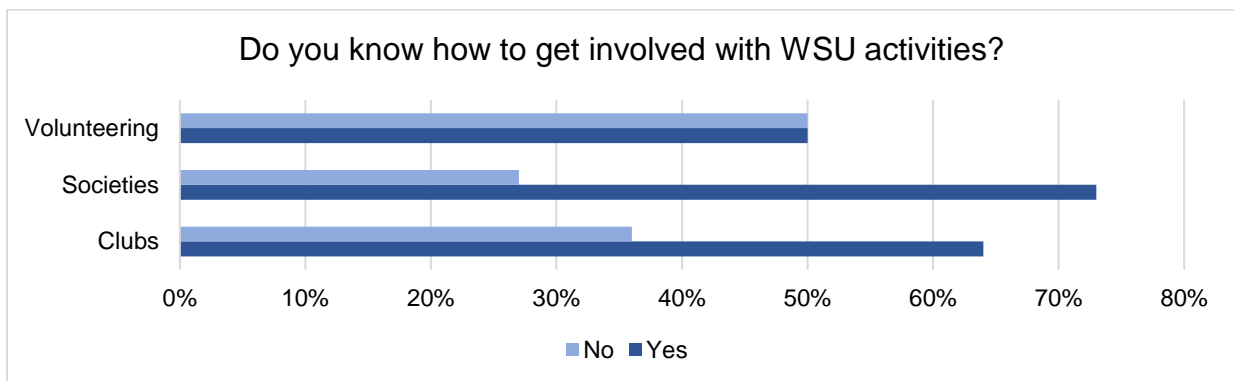


Fig.4 - % respondents who know how to get involved with WSU activities

The most common reason for respondents to get involved with WSU activities was socialising (72%), with other reasons ranging between 30-40%.

Respondents were asked two further free text questions; 'If you are not currently involved with anything the Students' Union has to offer, is there anything we could do to change that' and 'Is there anything the Students' Union doesn't do, or provide support for, that you would like to see'. The most common answers to both questions were:

- More accessible activities for mature students and students on more time intensive courses
- Ensuring City Campus students feel they are part of WSU activities
- Increased activities for international students
- Increased activities around mental health and wellbeing

The reasons for involvement in WSU activities remained more or less constant across all demographics and correlated with the above figures. However, across certain demographics there is significant variance in the activities respondents have been involved in during their time at University.

Sport and Exercise Science students are those most likely to be involved with Clubs (67%) whilst Humanities students are those most likely to be involved with Societies (57%). These two Institutes also have the highest levels of involvement in RAG (11% and 9% respectively). Third year students

are seemingly more involved with WSU activities than any other year group, with over two thirds involved with one or more activity during their time at University (fig.5 & fig.6).

	Clubs	Societies	Volunteering	RAG	Academic Representation	None
Foundation Year	5%	7%	5%	5%	7%	79%
First Year	19%	40%	8%	2%	12%	42%
Second Year	31%	46%	12%	6%	15%	31%
Third Year	31%	40%	24%	11%	17%	33%
Fourth Year	27%	40%	13%	7%	0%	47%
Masters	19%	18%	9%	1%	12%	59%
Doctorate	0%	11%	11%	0%	33%	67%

Fig.5 - % respondents involved with WSU activities by level of study (fewer than 50 respondents for both Foundation and Doctorate)

	Clubs	Societies	Volunteering	RAG	Academic Representation	None
Arts	19%	49%	11%	6%	19%	35%
Education	22%	34%	13%	2%	16%	46%
Health & Society	15%	26%	9%	5%	12%	54%
Humanities	15%	57%	20%	9%	17%	29%
Science & the Environment	19%	52%	14%	5%	16%	35%
Sport & Exercise Science	67%	30%	15%	11%	14%	20%
Worcester Business School	19%	36%	14%	4%	11%	42%
International College	13%	13%	13%	0%	0%	75%
Partner Institution	0%	0%	6%	0%	0%	94%
Joint Honours	35%	45%	10%	5%	5%	30%

Fig.6 - % respondents involved with WSU activities by Institute (fewer than 20 respondents for both International College and Partner Institution)

Elections and Representation

In total, 68% respondents either Agreed or Strongly Agreed that WSU represents them and gives students a voice within the University. Only 5% Disagreed or Strongly Disagreed with this statement (fig.7).

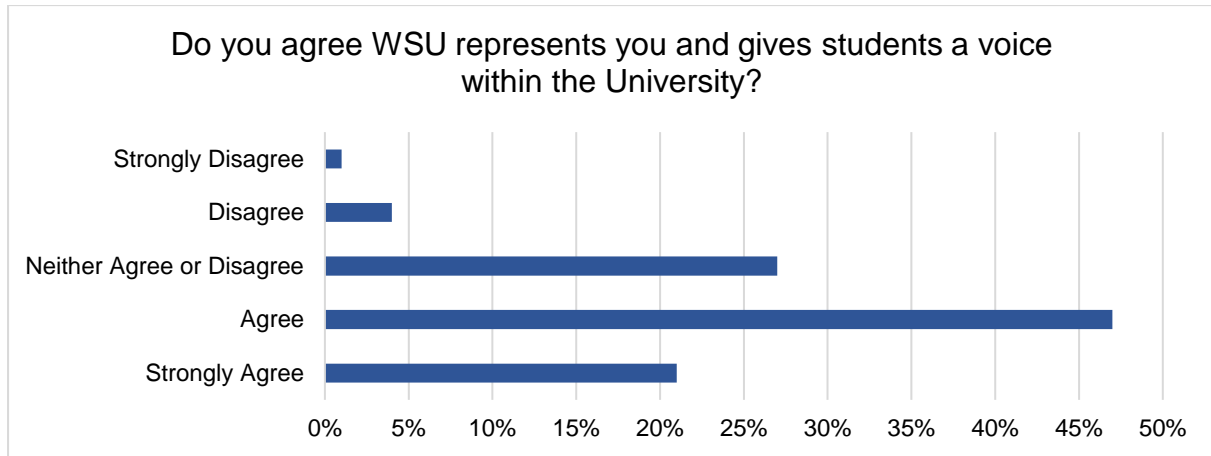


Fig.7 - % respondents that agree/disagree WSU represents them

Knowledge of Full-Time Officers and elections was mostly positive with 72% respondents knowing when Full-Time Officer elections take place. Knowledge of the existence of the roles of SU President (84%), VP Education (67%), and VP Student Activities (64%) was also high. There was less knowledge of exactly who is SU President (50%), VP Education (37%), and VP Student Activities (34%). 43% of respondents either Agreed or Strongly Agreed with the statement 'Full-Time Officers represent you and your concerns', with only 11% Disagreeing or Strongly Disagreeing.

Knowledge of Part-Time Officers and elections was far less widespread, with only 56% respondents aware of when Part-Time Officer elections take place. Knowledge of the existence of the Part-Time Officer roles was mixed and awareness of who was in these roles was very limited (fig.8). 35% respondents either Agreed or Strongly Agreed with the statement 'Part-Time Officers represent you and your concerns', with 13% Disagreeing or Strongly Disagreeing.

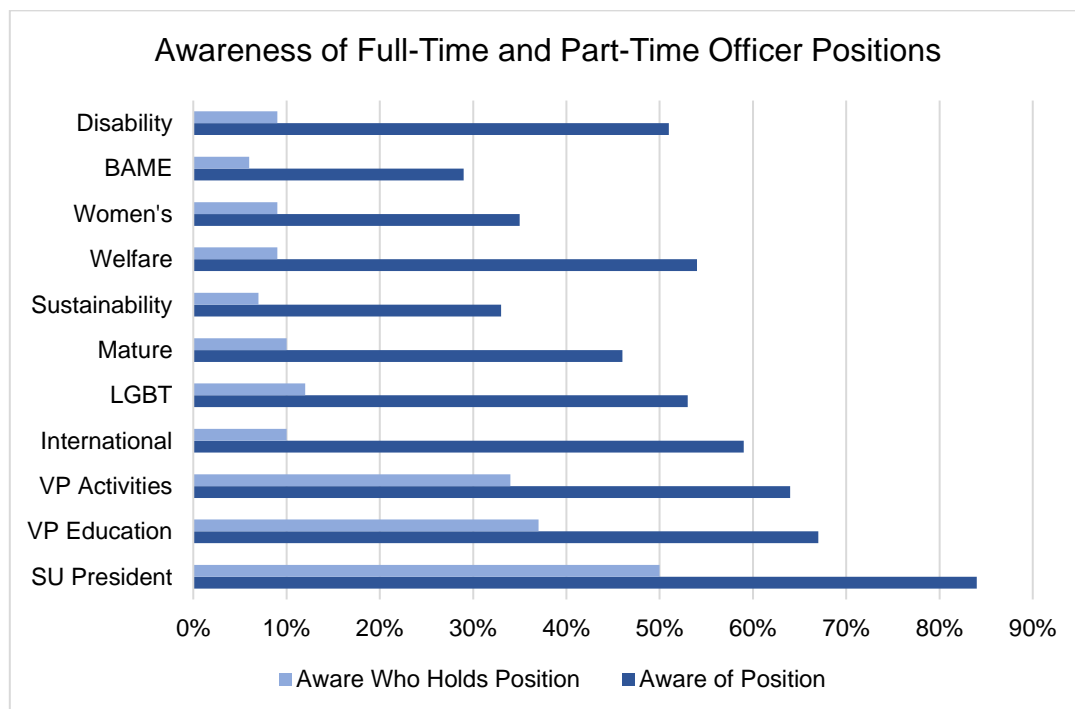


Fig.8 – % respondents aware of each Officer position and who is currently in these positions

In total, only 38% respondents know where to go in order to raise concerns or speak to their elected Officers and 85% don't know how to submit an idea to the Students' Union. Knowledge and engagement with the Academic Representation system was mostly positive. In total, 73% respondents were aware of the Course Rep system and how to use it and 73% know who their Course Rep is.

For the most part, there was no variation with the above figures when taking into account demographic differences. The only slight variance across all these questions was that third year students have higher levels of knowledge of Full-Time Officers, whilst first year students have slightly higher levels of knowledge of Part-Time Officers (figs.9&10).

	President	VP Education	VP Activities
Foundation Year	33%	15%	13%
First Year	47%	36%	30%
Second Year	56%	38%	40%
Third Year	61%	47%	46%
Fourth Year	42%	36%	29%
Masters	31%	23%	18%
Doctorate	38%	0%	25%

Fig.9 - % respondents aware of who hold Full-Time Officer positions by level of study(fewer than 40 respondents for both Foundation and Doctorate)

	International	LGBT	Mature	Sustainability	Welfare	Women's	BAME	Disability
Foundation Year	8%	13%	8%	8%	13%	8%	8%	10%
First Year	12%	15%	11%	9%	9%	11%	6%	9%
Second Year	10%	10%	10%	8%	8%	10%	7%	7%
Third Year	8%	12%	10%	5%	9%	6%	4%	9%
Fourth Year	14%	21%	7%	7%	14%	14%	7%	21%
Masters	13%	7%	9%	4%	6%	5%	4%	5%
Doctorate	0%	0%	0%	0%	0%	0%	0%	0%

Fig.10 - % respondents aware of who hold Part-Time Officer positions by Institute (fewer than 40 respondents for both Foundation and Doctorate)

Campaigns

There is a significant degree of variance in terms of awareness of WSU campaigns. Mental Health Awareness has by far the highest levels of awareness (73%), which contrasts greatly with #GenerationVote (25%).

Active involvement with WSU campaigns is limited, with less than 50% respondents involved with one or more campaign. Only Mental Health Awareness (44%) and Don't Rent Yet (36%) had involvement from 20% or more respondents (fig. 11).

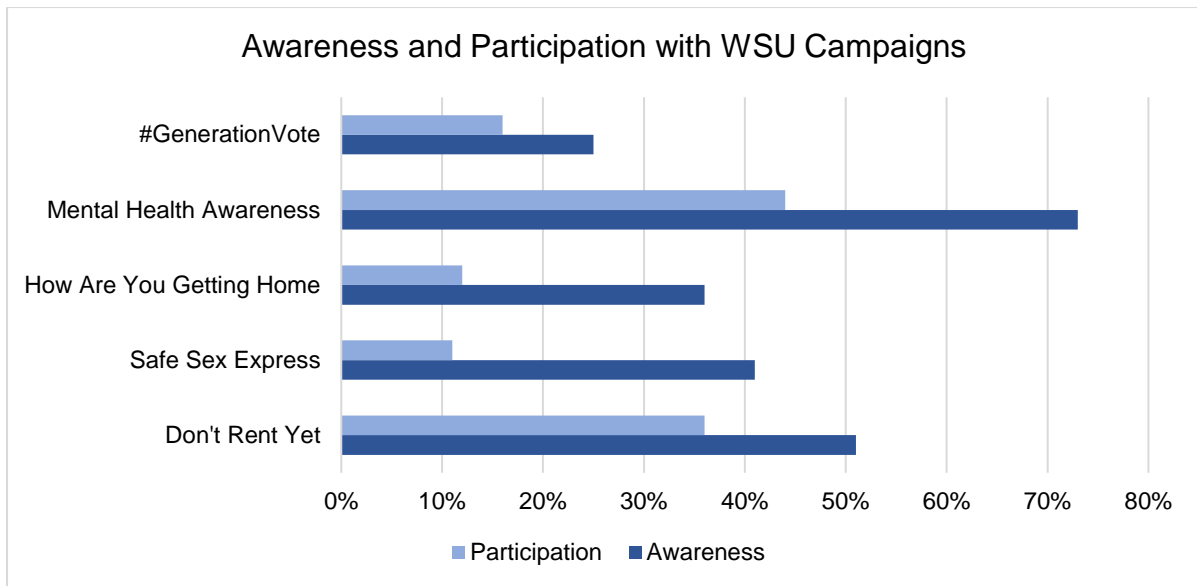


Fig.11 - % respondents aware of and/or involved with WSU campaigns

Awareness of campaigns is consistent with the above figures across all demographics, with Second year students recorded only very slightly higher levels of awareness when compared to other year groups.

In terms of active involvement with campaigns, there are a numbers of variances, specifically across different Institutes. Many of these variances may be explained by the differing interests of students on specific courses, and the links some of these campaigns have to academic work. For example, the Institute of Health & Society had far higher involvement with Mental Health Awareness than any other Institute (fig.12).

	Don't Rent Yet	Safe Sex Express	How Are You Getting Home	Mental Health Awareness	Generation Vote
Arts	31%	5%	7%	52%	14%
Education	40%	5%	16%	40%	17%
Health & Society	21%	10%	12%	61%	12%
Humanities	42%	8%	6%	40%	15%
Science & the Environment	36%	18%	9%	32%	18%
Sport & Exercise Science	38%	21%	19%	38%	17%
Worcester Business School	48%	14%	12%	26%	20%
International College	100%	0%	0%	0%	0%
Partner Institution	0%	0%	0%	67%	33%
Joint Honours	63%	0%	25%	63%	25%

Fig.12 - % respondents involved with WSU campaigns by Institute (fewer than 20 respondents for each of International College, Partner Institution, and Joint Honours)

Events

As with campaigns, there is a large degree of variance in terms of awareness of WSU events. Welcome Week (90%) has the highest level of awareness, which contrasts significantly with awareness of Student Volunteering Week (27%).

In most cases, levels of participation in events is much lower than levels of awareness, and there is some correlation between the two. Again Welcome Week has the highest levels (83%) and Student Volunteering Week the lowest (8%) (fig. 12).

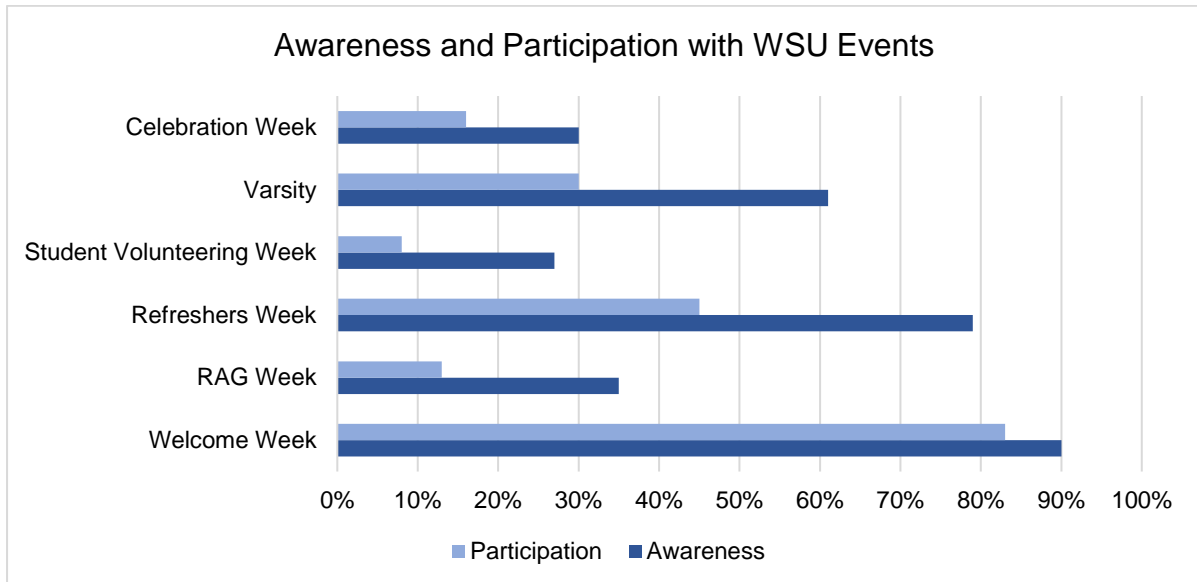


Fig.12 - % respondents aware of and/or involved with WSU events

A small majority of respondents (54%) either agreed or strongly agreed that WSU had a positive impact on their student experience, with only 10% disagreeing or strongly disagreeing (fig. 13).

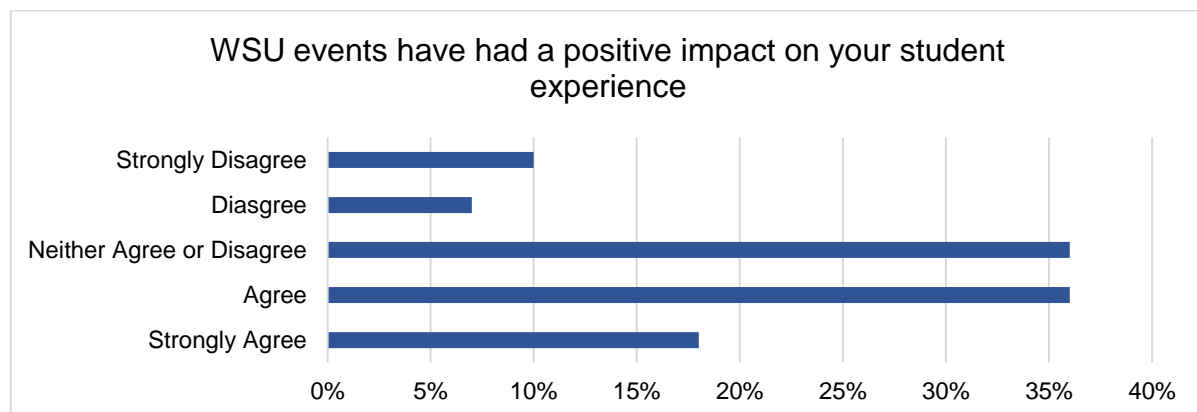


Fig.13 - % respondents who agree/disagree WSU events have had a positive impact on their University experience

Respondents were asked what events they would like to see WSU providing more of. There were a number of recurring responses to this question; more mental health events, more charitable events, employability and careers-focused events, events in conjunction with organisations in the community and local area, and more events promoting and enacting positive political action.

Awareness of WSU events is consistent with these figures across all demographics. One minor variance is that first year students have slightly lower awareness than other year groups of RAG Week, Varsity, and Celebration Week.

As with campaigns, there are measurable differences in terms of active involvement with WSU events, specifically at Institute level. Again, these differences may be explained by links between particular events and academic/course content. For example, this would explain the significantly higher number of Sport & Exercise Science students involved with Varsity when compared with other Institutes (*fig.14*).

	Welcome Week	RAG Week	Refreshers Week	Student Volunteering Week	Varsity	Celebration Week
Arts	91%	18%	55%	7%	18%	13%
Education	88%	9%	46%	7%	28%	12%
Health & Society	84%	9%	35%	6%	21%	12%
Humanities	83%	19%	52%	8%	17%	17%
Science & the Environment	84%	6%	34%	6%	27%	18%
Sport & Exercise Science	74%	19%	53%	9%	68%	23%
Worcester Business School	81%	11%	47%	9%	28%	17%
International College	67%	0%	33%	0%	0%	0%
Partner Institution	50%	0%	25%	0%	0%	25%
Joint Honours	79%	21%	43%	7%	36%	21%

Fig.14 - % respondents involved with WSU events by Institute (fewer than 20 respondents for each of International College, Partner Institution, and Joint Honours)

Help and Advice

A total of 65% respondents were aware that WSU provides independent and confidential advice to all University of Worcester students. However, only 37% knew how to book an appointment with an advisor and only 20% had ever used the Help & Advice service.

When asked if being involved with WSU enhanced their employability, 57% respondents either agreed or strongly agreed, with 8% disagreeing or strongly disagreeing (*fig.15*).

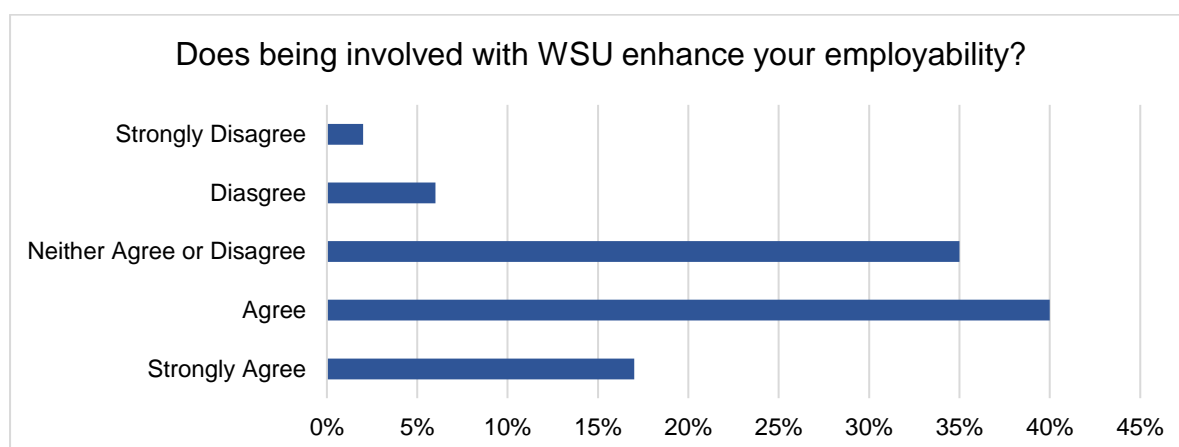


Fig.15 - % respondents who agree/disagree WSU enhances their employability

When asked what Help & Advice should be provided for students, there was a significant degree of variance. Over 70% of respondents felt WSU should provide guidance on employability, health & wellbeing, finances, and housing issues. This contrasts with less than 50% for both consumer contracts and University policies and procedures (fig. 16).

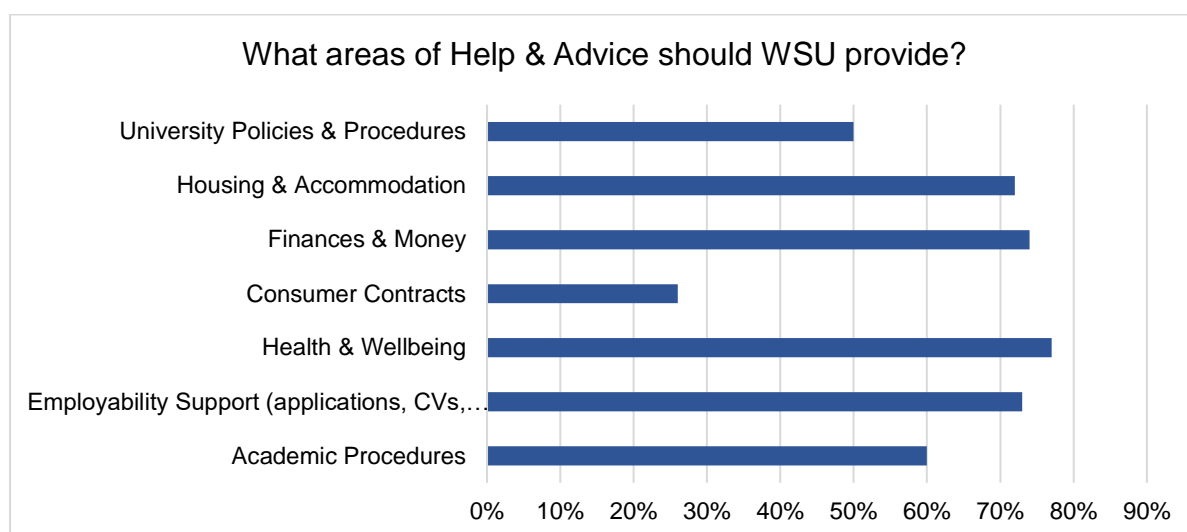


Fig. 16 - % respondents who think WSU should provide Help & Advice on specific areas

In terms of year groups, there is very little variance across all of these figures. When looking at responses from different Institutes, some differences can be observed in terms of what areas of Help & Advice respondents believe WSU should provide. For example, Health and Society students scored lower for both employability and housing when compared to other Institutes (fig. 17). Differences at the Institute level may be explained by the fact that some courses more readily lead into full-time employment, courses may be more relevant to certain areas of Help & Advice, and some courses attract students with less/more need for the services provided.

	Academic Procedures	Employability	Health & Wellbeing	Consumer Contracts	Finances	Housing	University Policies
Arts	55%	76%	78%	31%	77%	72%	46%
Education	60%	81%	78%	27%	74%	74%	49%
Health & Society	62%	64%	82%	27%	77%	64%	52%
Humanities	62%	74%	83%	27%	74%	72%	49%
Science & the Environment	61%	79%	72%	29%	70%	73%	53%
Sport & Exercise Science	55%	68%	76%	16%	71%	74%	44%
Worcester Business School	57%	74%	66%	22%	73%	75%	47%
International College	100%	40%	80%	20%	40%	60%	60%
Partner Institution	73%	73%	73%	27%	91%	91%	64%
Joint Honours	65%	76%	94%	35%	82%	82%	65%

Fig. 17 - respondents who think WSU should provide Help & Advice on specific areas by Institute (fewer than 20 respondents for each of International College, Partner Institution, and Joint Honours)

The Hangar

In total, 55% respondents have attended an event in The Hangar at some point during their time at University. When asked if The Hangar represented good value for money, 75% respondents felt that it did.

Despite this, 51% respondents state that they don't attend any events at The Hangar on a regular basis. The most popular nights at The Hangar by quite some distance are Karaoke, Quiz Night, and Sports and Societies Night (*fig.18*).

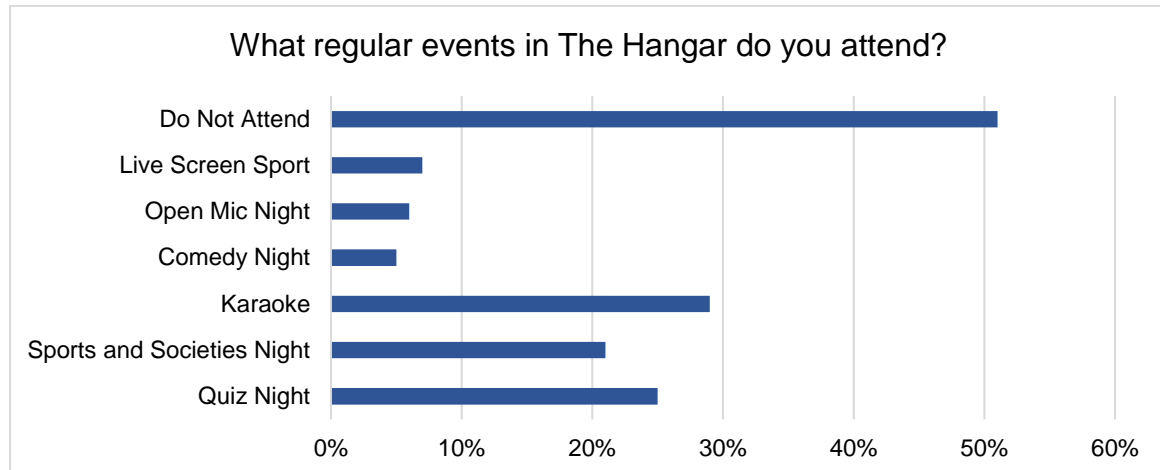


Fig.18 - % respondents who attend regular events in The Hangar

Respondents were asked what type of events they would like to see hosted in The Hangar on a more regular basis. The most common responses to this question were; movie nights, dances and balls, live music, board game nights, bingo, and daytime events for students unavailable in the evening.

Respondents were also asked if there was anything they would like to see The Hangar doing differently. The most common responses to this question were; better information given on events and opening hours, more events held during the day, increased seating in the downstairs area, and longer opening hours at the weekend.

Finally, respondents were asked what products they would like to see in The Hangar. The most common responses to this question were; non-alcoholic drinks, a wider range of gins, bar snacks, real ales, and more vegan options.

By a significant margin, students living in halls on St John's Campus are more likely to attend Hangar events than students living in other types of accommodation. Of those living in Worcester, students living on City Campus or in the city centre are the least likely to attend, showing the impact location has when trying to attract students (*fig.19*).

In terms of level study, there is a small degree of variance when it comes to attendance of regular Hangar events. Students in their third year are more likely to attend a Hangar event compared to other year groups, this is especially so for Quiz Night and Karaoke (*fig.20*).

At the Institute level, there are a few differences that can be observed. Respondents who are part of the Institute of Arts and Institute of Sport and Exercise Science are by far the most likely to attend Hangar events. Perhaps predictably, Arts are more likely to attend Karaoke, and Sport and Exercise Science more likely to attend Sports and Societies Night. Respondents who are part of the Institute of Education and the Institute of Health & Society are the least likely to attend regular events. This is likely due to the fact these students spend less time on campus when compared to students in other Institutes (*fig.21*).

	Quiz Night	Sports & Societies Night	Karaoke Night	Comedy Night	Open Mic Night	Live Screen Sports	Do Not Attend
City Campus Halls	11%	7%	25%	0%	11%	4%	57%
St John's Halls	45%	34%	56%	9%	9%	13%	18%
City Centre Halls	6%	18%	29%	6%	0%	0%	59%
University managed accommodation	39%	28%	50%	6%	8%	8%	31%
Student Rented in Worcester	36%	33%	41%	8%	8%	11%	31%
Commuting from home	10%	8%	8%	2%	3%	3%	80%

Fig.19 - % respondents who attend regular events in The Hangar by accommodation type

	Quiz Night	Sports & Societies Night	Karaoke Night	Comedy Night	Open Mic Night	Live Screen Sports	Do Not Attend
Foundation Year	19%	3%	13%	3%	0%	3%	72%
First Year	22%	22%	34%	3%	5%	5%	47%
Second Year	27%	25%	29%	8%	9%	10%	46%
Third Year	36%	26%	37%	7%	6%	9%	42%
Fourth Year	29%	29%	21%	7%	7%	14%	43%
Masters	10%	6%	11%	5%	3%	4%	84%
Doctorate	0%	0%	0%	0%	0%	0%	100%

Fig.20 - % respondents who attend regular events in The Hangar by level of study (fewer than 40 respondents for both Foundation and Doctorate)

	Quiz Night	Sports & Societies Night	Karaoke Night	Comedy Night	Open Mic Night	Live Screen Sports	Do Not Attend
Arts	31%	20%	48%	7%	11%	4%	35%
Education	23%	20%	22%	5%	8%	9%	62%
Health & Society	20%	17%	24%	5%	4%	4%	62%
Humanities	26%	21%	26%	2%	8%	5%	50%
Science & the Environment	28%	21%	34%	4%	1%	5%	43%
Sport & Exercise Science	31%	39%	33%	6%	5%	18%	32%
Worcester Business School	22%	16%	29%	7%	9%	7%	54%
International College	20%	20%	20%	20%	0%	20%	80%
Partner Institution	0%	0%	0%	0%	0%	0%	100%
Joint Honours	47%	32%	42%	5%	5%	5%	32%

Fig.21 - % respondents who attend regular events in The Hangar by Institute (fewer than 20 respondents for each of International College, Partner Institution, and Joint Honours)

Welcome Desk

In total, 54% of respondents stated they had either contacted or visited the SU Welcome Desk during their time at University.

Of those that had used Welcome Desk, 68% stated they were either satisfied or very satisfied with the service they received, with only 2% stating they were dissatisfied or very dissatisfied (*fig.22*).

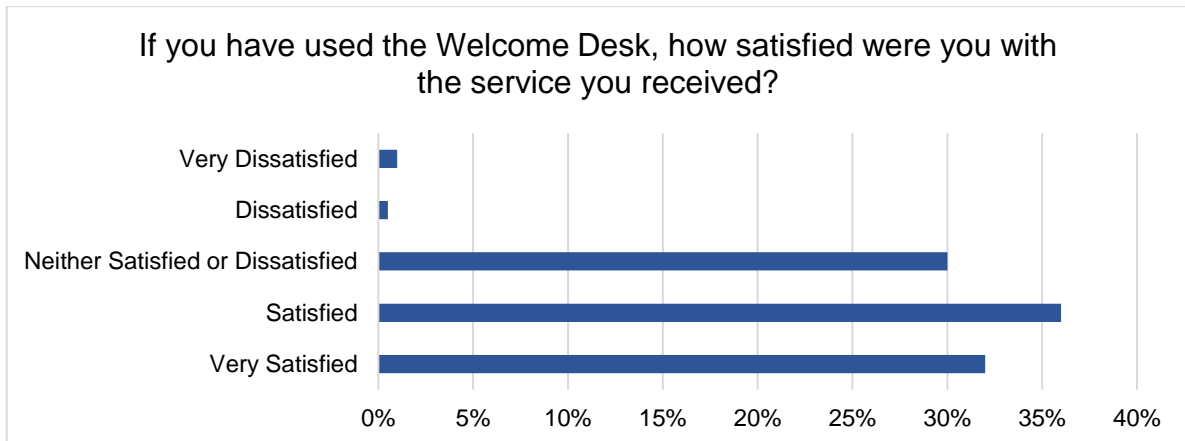


Fig.22 - % respondents satisfied/dissatisfied with service received at Welcome Desk

Respondents were also asked about their knowledge of NUS Extra. 60% were aware that NUS Extra cards are available to purchase from Welcome Desk, and 82% were aware of the deals available on the NUS Extra card.

	Yes	No
Are you aware NUS Extra cards can be purchased from Welcome Desk?	60%	40%
Are you aware of the discounts available on NUS Extra?	82%	18%

Fig.23 - % respondents aware they can purchase NUS Extra at Welcome Desk and the deals on offer

There is some variance in terms of who has used the Welcome Desk service, both in terms of level of study and Institute. Of the year groups with a high enough sample size, almost two thirds of those in their third year have used Welcome Desk during their time at University. In comparison, approximately one half of first year students will have used Welcome Desk (*fig.24*).

At Institute level, almost three quarters of Sport and Exercise Science students have used the Welcome Desk. These students are more likely than others to be involved with Clubs and therefore use related services at Welcome Desk. Students who are part of the Institute of Education and the Institute of Health and Society are the least likely to have used the Welcome Desk. These students are the most likely to spend the least time on campus due to the nature of their courses (*fig.25*).

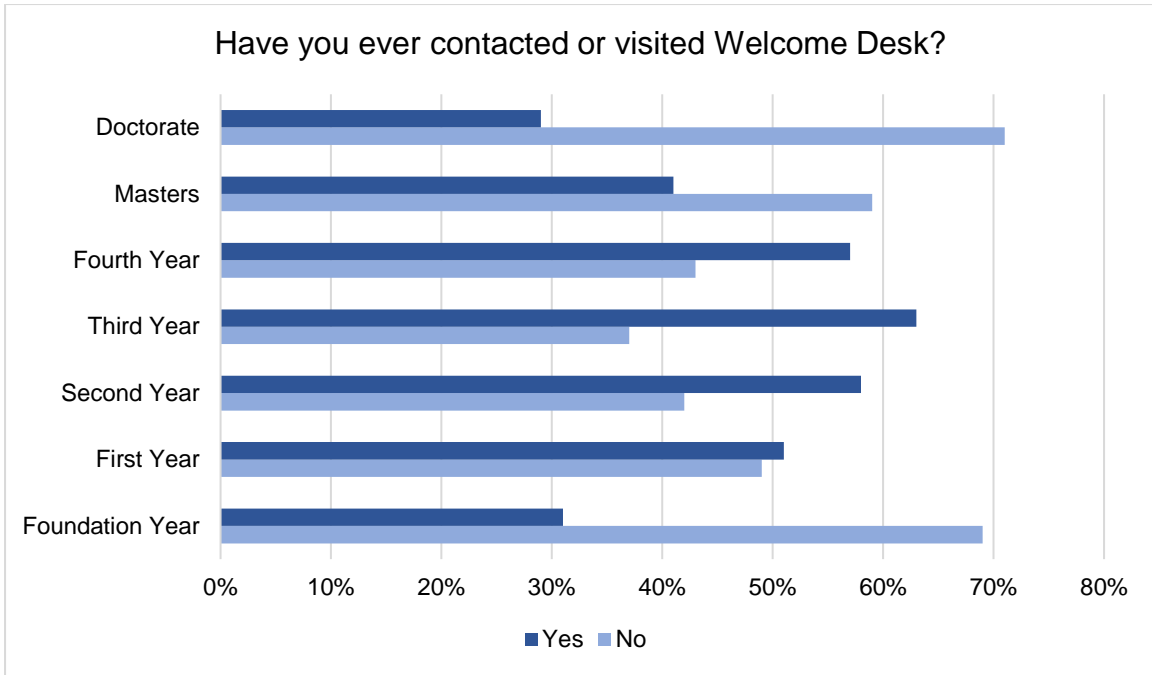


Fig.24 - % respondents who have contacted or visited Welcome Desk by level of study (fewer than 40 respondents for each of Foundation, Fourth Year, and Doctorate)

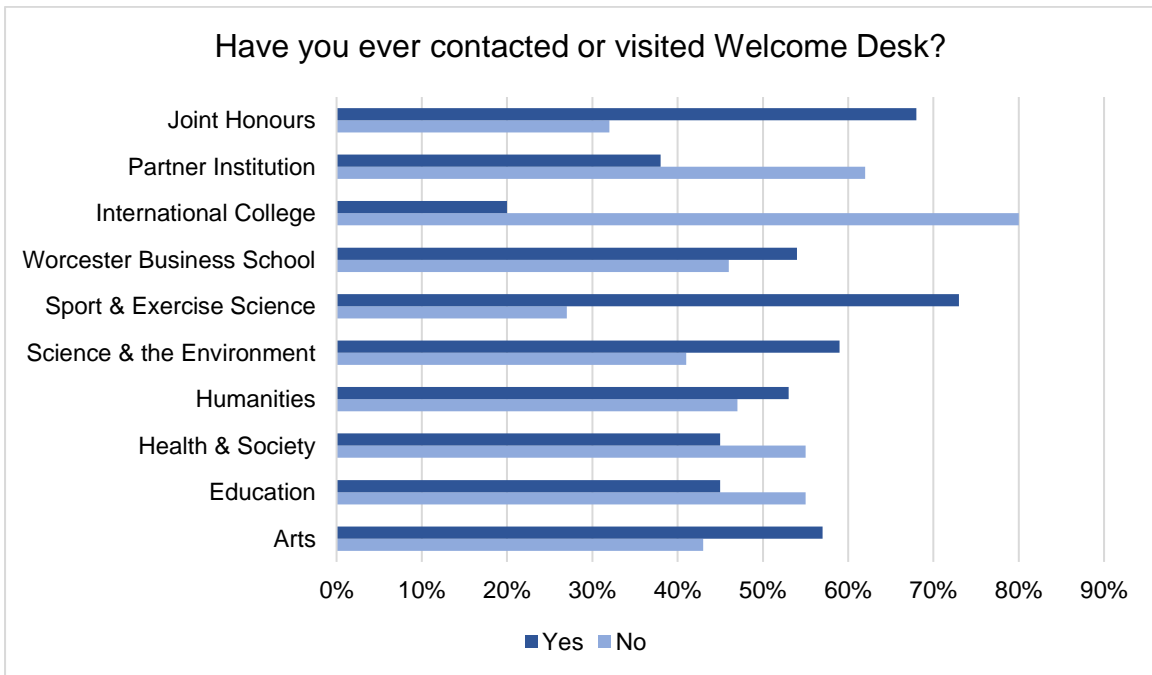


Fig.25 - % respondents who have contacted Welcome Desk by Institute (fewer than 20 respondents for each of International College, Partner Institution, and Joint Honours)

Students' Union Communications

In terms of receiving communications from the SU, respondents are more likely to have seen or heard information via the WSU Facebook page, direct email, and word of mouth. They were least likely to have seen or heard information via the WSU Instagram, WSU Twitter, and WSU information stands (fig.26).

When asked which platforms they wanted to see or hear information about WSU on, respondents stated a preference for the WSU Facebook page, direct email and physical media (posters, flyers, etc.). The least preferred platforms were #TeamWorc Facebook, the WSU website, and WSU Twitter (fig.27).

Respondents were also asked whether they felt WSU communications were relevant to them. 58% felt either agreed or strongly agreed with this statement, with only 11% disagreeing or strongly disagreeing.

Finally, respondents were asked if they were aware that students, Clubs, and Societies are able to promote their activities through WSU, with 67% aware that this is possible.

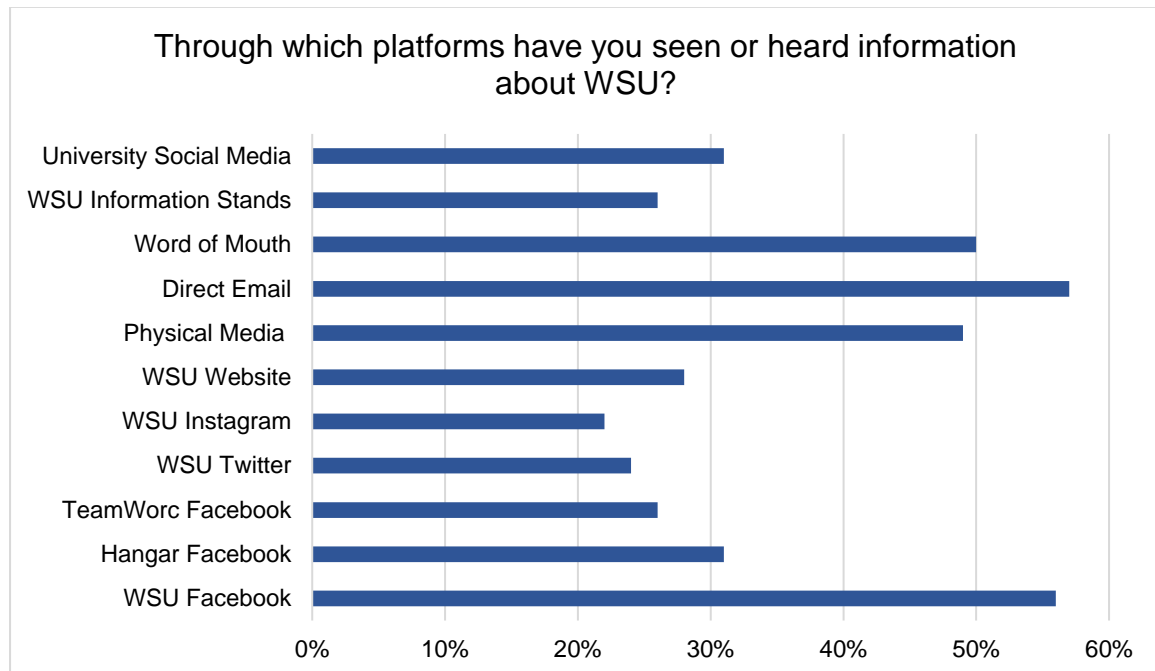


Fig. 26 - % respondents who have seen/heard information on various WSU platforms

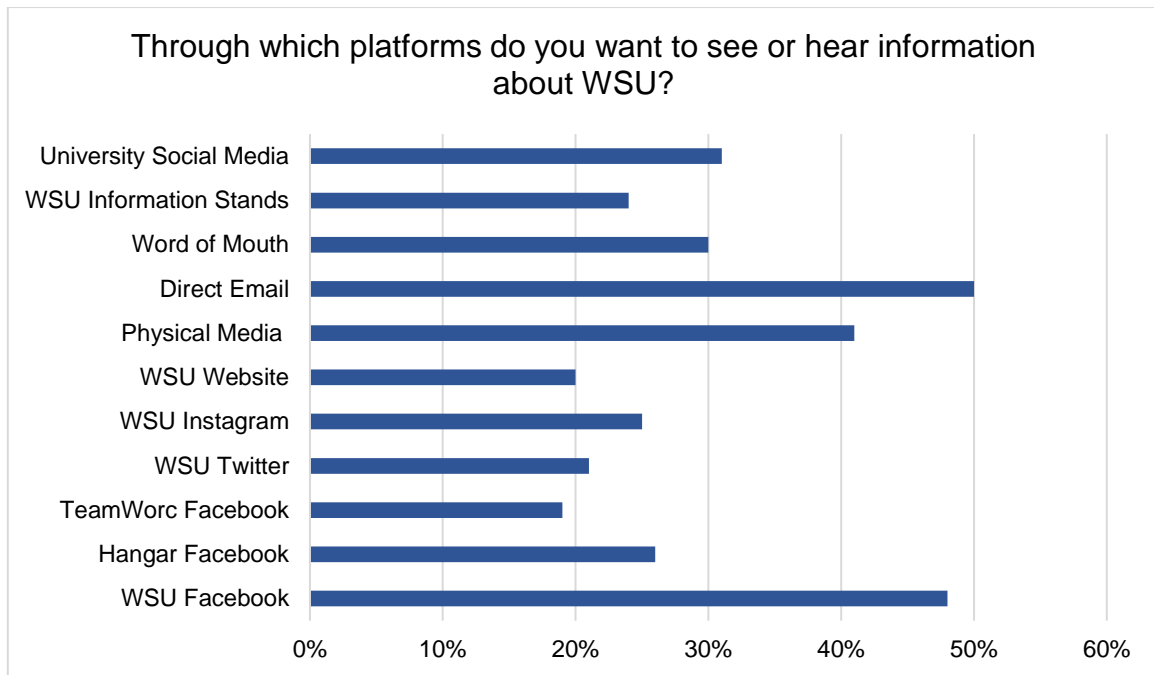


Fig. 27 - % respondents preference for what platforms they see/hear information about WSU

There is very little variance with the above figures in terms of level of study and only a small degree more when Institute is taken into account. The variances at Institute level also seem to correlate with the general levels of engagement with WSU from students in each institute.

	WSU Facebook	Hangar Facebook	TeamWorc Facebook	WSU Twitter	WSU Instagram	WSU Website
Arts	60%	45%	29%	25%	32%	38%
Education	57%	29%	26%	23%	21%	28%
Health & Society	44%	20%	19%	19%	16%	19%
Humanities	64%	35%	27%	32%	25%	32%
Science & the Environment	54%	31%	22%	16%	20%	30%
Sport & Exercise Science	68%	39%	49%	39%	41%	34%
Worcester Business School	58%	29%	16%	23%	12%	23%
International College	25%	25%	25%	0%	0%	75%
Partner Institution	20%	0%	10%	0%	0%	20%
Joint Honours	58%	37%	37%	26%	26%	32%

	Physical Media	Direct Email	Word of Mouth	WSU Information Stands	UoW Social Media
Arts	59%	59%	52%	25%	40%
Education	39%	59%	48%	26%	29%
Health & Society	41%	54%	46%	22%	32%
Humanities	62%	72%	54%	25%	30%
Science & the Environment	54%	54%	48%	33%	24%
Sport & Exercise Science	50%	51%	61%	29%	38%
Worcester Business School	49%	52%	48%	25%	27%
International College	25%	50%	50%	25%	25%
Partner Institution	0%	80%	10%	0%	10%
Joint Honours	68%	68%	68%	37%	47%

Figs.28 & 29 - % respondents who have seen/heard information on various WSU platforms by Institute (fewer than 20 respondents for each of International College, Partner Institution, and Joint Honours)

Further Feedback

Respondents were asked to rate their overall satisfaction with WSU. In total, 68% were either satisfied or very satisfied with WSU, with only 6% dissatisfied or very dissatisfied (fig.30).

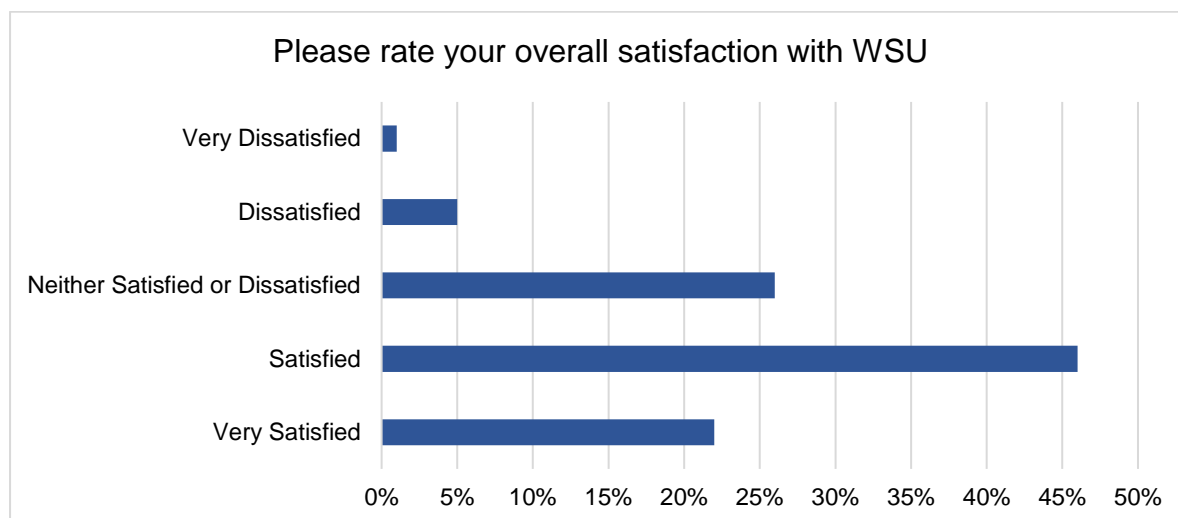


Fig. 30 - % respondents satisfied/dissatisfied with their overall experience of WSU

In terms of demographics, there was only slight variance with the above figures when taking in to account level of study and Institute. By a very small margin, first and second year students were the most satisfied overall, although third year students recorded the highest percentage of respondents 'very satisfied' with WSU. At the Institute level, Sport and Exercise Science students recorded the highest levels of satisfaction, with Arts students recording the lowest levels of dissatisfaction (figs. 31 & 32).

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Foundation Year	9%	47%	41%	0%	3%
First Year	24%	48%	24%	4%	0%
Second Year	23%	50%	22%	4%	1%
Third Year	28%	42%	24%	6%	0%
Fourth Year	14%	43%	43%	0%	0%
Masters	13%	40%	37%	9%	1%
Doctorate	0%	25%	75%	0%	0%

Fig. 31 - % respondents satisfied/dissatisfied with their overall experience of WSU by level of study (fewer than 40 respondents for each of Foundation, Fourth Year, and Doctorate)

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Arts	29%	42%	28%	1%	0%
Education	23%	46%	27%	3%	1%
Health & Society	24%	37%	35%	4%	0%
Humanities	28%	44%	20%	7%	1%
Science & the Environment	18%	53%	22%	7%	0%
Sport & Exercise Science	25%	54%	17%	3%	1%
Worcester Business School	10%	50%	26%	12%	2%
International College	20%	40%	20%	0%	20%
Partner Institution	8%	25%	67%	0%	0%
Joint Honours	26%	63%	11%	0%	0%

Fig.32 - respondents satisfied/dissatisfied with their overall experience of WSU by Institute (fewer than 20 respondents for each of International College, Partner Institution, and Joint Honours)

The final question was a free text option for respondents to give any other feedback on WSU. Just over one third of respondents chose to provide further feedback and the majority of this was positive. In terms of where improvements could be made to WSU and its services, the most common responses were; better overall support for mature students, better overall support for students on post-graduate courses, and better representation of students on City Campus.

A large number of respondents provided some very positive feedback and words of encouragement:

- I think the Students' Union has been great the past year
- The SU have done a great job this year, keep it up!
- Amazing! Keep doing what you're doing!
- Everyone is very helpful and professional
- Thank you very much for all the help and support
- The range of services are fantastic
- I've loved being part of the SU! Uni wouldn't have been the same without it!
- I love Worcester Students' Union!

Summary and Recommendations

Engagement in this survey, which was WSU's first major survey in many years, was good at 912 students. Alongside other national and University surveys conducted on Worcester students, it gives further and more detailed intelligence and feedback from the membership on how WSU can continue to evolve and improve to meet their needs and remain relevant to them.

Whilst overall satisfaction levels were also good there is a determination that this percentage increases year on year in line with WSU organisational KPIs (Key Performance Indicators). The findings of the survey largely correlate with WSU's Strategic Plan and 5 Core Goals, which suggests the organisation has been and is heading in the right direction.

The survey results suggest a number of overarching recommendations can be made to support improvements to WSU services and how these are delivered and promoted:

- Ensure that strong levels of awareness of what WSU does and its events are converted to actual engagement and participation from students
- Develop communications so that students hear from WSU in the ways that are most relevant to them
- Create greater awareness amongst students of who their Full-Time Officers are and what they do
- Create greater awareness amongst students of the Part-Time Officer roles, who their Part-Time Officers are, and what they do
- Increase levels of engagement with students from City Campus, the Arts, International students, and those on vocational courses
- Increase awareness of the Help & Advice service and increase the number of students accessing the service
- Develop a wider range of activities and events that support students' wellbeing
- Develop WSU support for students' future careers and employability
- Continued development of the WSU entertainments programme, services offered by The Hangar, and daytime events

Work on how WSU can address the above recommendations will be undertaken throughout the 2018-19 academic year and progress monitored alongside the organisational KPIs.