

Michaelmas term 2014 – New student survey feedback

Summary

This survey, which has run since 2012, was sent to all new students who started their course in Michaelmas term 2013. The response rate was 27% (59/215), which was lower than last year.

As in previous years, questions were about your pre-arrival and arrival experience and focussed on areas where previous feedback had been less positive, or where the College/GCR Executive had tried something new in 2014.

Where we received mainly positive feedback, we will plan to continue offering similar provision to future cohorts. In areas where your feedback was more mixed, the GCR Executive and the College's Senior Administrative Officers have discussed how improvements could be made.

Pre-arrival communications and arrival in College

- Generally very positive: 88% felt that communications with the College/GCR pre-arrival was good or excellent. We will continue to send out weekly email newsletters for the 2015/16 cohort.
- 'I think this is what distinguishes St Antony's. It is by far the friendliest and warmest College among the ones that I have visited.'
- All the points made about the current College website were passed to the team developing the new website. This is due to go live in mid-February 2015. We hope that you will find the new site easier to navigate and making use of more images.

New Student Registration and College Induction

- This was the first year of running New Student Registration. Although 76% of respondents said that the process was good or excellent, we will be introducing some changes to make this smoother next year. This includes:
 - Offering clearer guidance to applicants from the point of admission onwards about the requirement to pay the full year's fees up front before the start of the academic year. This will also be featured on the new College website;
 - We will allow new students to complete New Student Registration as soon as evidence of the fee payment is confirmed (rather than waiting until the funds have fully cleared with the College);
- We will review the spread of College Inductions during 0th week to try and minimise potential clashes with departmental events.
- We will incorporate a shorter induction into the New Student Registration process for students who completed a course at St Antony's College in the previous year.

College arrangements during Welcome Week / matriculation

- 'I think the events at the college were absolutely integral to my induction/settling in experience. I would not feel as comfortable or confident in my life here if they had not happened.'
- We plan to organise the first meeting with College Advisers in the evening to minimise the need to reschedule appointments. It remains the College's procedure to allocate students to Advisers who are in different departments to their own, as explained during College Induction.

- We will review the photography arrangements for matriculation to see whether better value can be found by using another provider.

GCR arrangements during Welcome Week

- The GCR Executive worked really hard to put together a timetable of events to suit a range of interests and your feedback suggests that this format was largely successful.
- 'I was very happy with all the events the GCR held. I had a great time and I think they all really helpful to foster a community for the first years that is still present'

College accommodation and laundry facilities

- There is an ongoing review of the housekeeping facilities across all residential buildings.
- Accommodation rates are published in advance, and there is an annual consultation with the GCR to negotiate the rates for the forthcoming year.
- The cost of laundry services is cheaper than some colleges and within the median point of the range of colleges that responded to a recent collegiate survey on domestic facilities. The College is exploring plans to build a new laundry facility in the Founder's Building and recently opened a new small facility on the back side of the Lodge.
- The current laundry service provider will be under review in the near future; the issues raised in the survey regarding quality and reliability will be addressed directly with the provider.

Feedback compiled by Emma Sabzalieva, College Registrar (registrar@sant.ox.ac.uk)

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