

## Michaelmas term 2015 – New student survey feedback

### Summary

We have disseminated the New Student Survey since 2012 to ensure that you have the opportunity to tell us about your first term in College. Your feedback is important to us, and the survey results are discussed by relevant College departments and the GCR Executive to help us to plan for the next academic year.

The response rate was 69.7% (173/248), which was very encouraging. The winner of the prize draw, a pair of tickets to attend High Table as guests of the Warden, was James Burman.

We asked questions about your pre-arrival and Welcome Week experience, focusing on areas in which feedback had been less positive in past years, or where the College / GCR Executive had run new events / arrangements.

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 2015.

Where feedback was mixed, the GCR Executive and the College's Senior Administrative Officers have discussed how improvements could be made.

### Pre-arrival communications

*'The College website as well as the GCR Facebook page was very informative.'*

- The introduction of a new College website in 2016 allows us to improve and increase the information available to new students. Most respondents commented that the website had been a very helpful port of call during the application process.
- **Following some helpful suggestions about the content of the College website, we will review this information for the 2016/17 cohort.**
- *'The weekly email newsletters were excellent and very helpful; every important aspect seemed covered.'*
- The Registry team and GCR sent out a weekly newsletter during the summer covering a range of issues such as accommodation, arrival arrangements, health and welfare, and finance and funding.
- **We will continue to send email newsletters for the 2016/17 cohort, adding and amending content in conjunction with other College departments and the GCR.**

### Arrival in College

*'I felt extremely welcome and the student volunteers were wonderfully nice and kind. St Antony's immediately became home.'*

*'The College did an excellent job, both formally and informally, and on a fantastic range of events. Couldn't really have asked for more.'*

95% of you said you were made to feel welcome on your arrival at College. The student volunteers who were on hand to help you move in were a big part of this, and this is an arrangement we will repeat in 2016.

*'As someone living out of College I feel a bit out of the loop. Perhaps running some living-out meetings would provide additional support and help people to get to know each other.'*

- **In 2016 we will work with the GCR to run a session offering advice and support specifically for mature students (i.e. students over the age of 25) and for students who are living out of College accommodation.**

### New Student Registration, College Induction and the Warden's Welcome Dinner

- In 2015 we encouraged students to pay their battels bill online rather than as part of registration; this simplified the process.

- In 2016 we will review the battels information we send out in the weekly newsletters based on the questions we received about the payment process.
- Although 94% of respondents rated these sessions as good or excellent, we hope to introduce some changes to the structure of College Induction sessions and the Warden's Welcome Dinner in 2016 based on your comments.

#### **GCR activities**

*'The GCR did an amazing job of organising activities to help students get to know each other.'*

- 94% of respondents rated the optional activities run by the Registry and GCR as good or excellent. The GCR Executive worked hard to put together a timetable of events to suit a range of interests and your feedback suggests that this format was largely successful.
- We will repeat and develop these successful events in 2016. The GCR will further develop the Clubs and Societies night following your comments.

#### **College Adviser First Term meetings**

97% of new students met their College Adviser during Michaelmas term, either at the lunch / dinner meetings organised during 1<sup>st</sup> week or at a separate meeting organised later. 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 arrangements for meeting advisers in 2016 to ensure that advisees are content with their first meeting and confident in their understanding of the role of the Adviser.

#### **College accommodation and laundry facilities**

- In 2015, for the first time, we were not able to offer accommodation to all students who requested it. We are aware that this caused difficulties for students and will take the following action in 2016:

Students who live too far from Oxford to visit and seek accommodation before the beginning of Michaelmas term will be given priority should we have a shortfall of accommodation in future.

We will carefully review the number of rooms allocated to continuing students to ensure that new students are not disadvantaged.

The College's new website includes detailed information about accommodation provision: <http://www.sant.ox.ac.uk/current-members/accommodation> We will review the information available in light of your comments and update as necessary.

- The cost of laundry services is cheaper than some Colleges, and the number of machines available is higher.
- The College is looking into the possibility of using a different service provider.

*Feedback compiled by Helen ETTY, College Registrar ([registrar@sant.ox.ac.uk](mailto:registrar@sant.ox.ac.uk)), February 2016*