

St Antony's College student survey 2015/16

What you said – what we're doing

About the respondents

194/468 responses = 41% response rate.

51% female; 43% male; 6% not declared.

22% DPhil; 77% Master's; 1% Visiting Students.

68% started in 2015/16; 18% started in 2014/15; 7% in 2013/14; 4% in 2012/13; 2% in 2011/12 or earlier.

Region of origin: 4% Africa; 13% Asia/Australasia; 33% Europe (incl Russia and Turkey); 9% Latin America; 2% Middle East; 21% North America; 17% UK/Ireland.

Winners of the two £25 Amazon gift vouchers: Tomas Zak and Kerstin Schopohl.

Computing facilities

76% agree/strongly agree that access to computers, and printing, photocopying and scanning facilities, in College, is good.

Students were largely happy with the IT service but reported difficulty in finding a free computer at peak times, partly because machines were left logged in or reserved with belongings, lack of clarity about a point of contact for IT issues, and high printing costs.

Who do I contact in the in case of IT issues...

As mentioned in the Library and IT induction, any IT queries including problems can be emailed to it-support@sant.ox.ac.uk. Contact details are also available on the College website.

There are not enough computers...

There are 8 computers in the College Computer Room, which is the maximum given the size of the room. The Library computer can also be used in the same way as the Computer Room machines during peak times.

Web printing is also available from <https://papercut.sant.ox.ac.uk>, allowing users to upload standard document types from their own devices, and removing the need to use a computer to print.

People reserve computers leaving possessions on chairs and tables...

This has been a persistent problem for as long as the College has had a Computer Room; unfortunately we do not have the resources to police the use of the Computer Room 24 hours a day. Last year an automatic system was introduced to log off idle computers to stop people from intentionally leaving themselves logged in whilst away from the computer.

Printing is far too expensive/ free printing should be offered...

Offering free printing and photocopying is not financially viable, but a check of College and charges shows St Antony's to be competitive as well as offering cheaper than average colour printing.

Working space in College (including library reading rooms), and social spaces

'The existing spaces are very nice, although there is high demand for it and students would benefit from more.'

'24/7 Library opening has had a huge positive impact on my ability to study.'

'I used the Deakin Room several times & was extremely impressed with the booking system.'

72% agree/strongly agree that the College's provision of working space is good, but students requested more study space, especially in Trinity term, and access to group study rooms to allow small groups to convene.

68% agree/strongly agree that the College's provision of social spaces is good.

- Since last year's survey, the Library has begun opening 24 hours a day.
- The Deakin Room is still a bookable study space (via the Accommodation Office) between 5pm–10pm.
- A Pavilion meeting room is bookable (via the Lodge) for Skype interviews. The Accommodation Office may offer assistance if that room is unavailable.
- A new type of light fitting was trialled during the summer. Existing lighting in both the main reading room and Gulbenkian reading room will be replaced during 2016-17.

Library Collections & Acquisitions

'The Librarians were great & incredibly helpful when I needed to order new books.'

78% agree / strongly agree that these services are good. Requests for made for particular books could be ordered, especially for courses which are less commonly studied at St Antony's.

- Suggestions for book purchases are welcome! Individual books (or complete reading lists!) may be brought to the attention of the Librarian via the [College website](#), through the Library's suggestions book, by email, or in person.

Environmental awareness

'Mandatory food waste composting in residence halls, if not already.'

'Outdoor bins organized into recycling, compost and general waste'

'Saving energy through heating improvements - add double and triple layered glass.'

'Don't use plastic containers in hall.'

'Heating in the Hilda Besse should be regulated.'

- Recycling and general waste bins are available, but there are concerns about large compost bins as these attract pests. The Domestic Bursary is currently working with the College's Gardening Society towards housing small compost units in student kitchens. A test run has already taken place thanks to a donation from the Antonian Fund which funded three composting bins. The Domestic Bursary will continue to work with the Gardening Society if more provision is required.
- The plastic containers used in Hall are cost-effective and non-porous, which keeps them regulatory compliant. The purchase of these containers is market driven. If students have a cost-effective alternative, they are welcome to contact the catering teams with their ideas.
- Improvements to the Hilda Besse building in relation to overall energy efficacy are underway as part of a wider study. As the Hilda Besse is a listed building, all suggested improvements need to be handled sensitively. The College is working with historic England and local authorities in the pursuit of making improvements while protecting the building character and historical significates.

Accommodation

'Cleaning should be more scrupulous.'

'The older College houses (particularly the older College houses) need to be renovated and maintained.'

'Laundry facilities need to be cheaper.'

'The utensils provided are sub par.'

'The ineffective bathroom fan resulted in mould.'

76% of respondents living in College accommodation agreed or strongly agreed that the experience was good.

- Tighter cleaning controls and pre-arrival inspections have been implemented. Scott rotation, already implemented, ensures consistent standards over the year.
- Following a College-wide laundry survey we can confirm that St Antony's charges are amongst the lowest in Oxford. These rates will be held for the next 4 years.
- The laundry rooms have been refurbished, and new washers and dryers have been installed. These have the capacity for larger loads and are far more energy efficient. Feedback received thus far suggests that students have enjoyed the benefits of the upgrade.

- Audits are carried out each term on the basic kitchenware provided to students, and utensils are replaced as necessary at the start of each term.
- Many refurbishment and engineering projects took place over the summer in on-site accommodation, and some are ongoing. We are currently working with System Air to increase the air flow in the Founder's building.
- Refurbishment works have also been completed in 66, 83/85 and 107 Woodstock Road.
- Oxford has one of the highest property markets in the UK, and College prices are kept as low as possible.

College services

'The porters have done an amazing job to make St Antony's a friendly and welcoming environment.'

'The College doctor and especially the nurse have been incredibly valuable to me throughout the year as I faced some health issues.'

The maintenance staff are particularly efficient.'

- Positive feedback has been passed on to individual teams in recognition of their support for students.

Welfare support

'The welfare and peer support team were amazing.'

'I believe that the College relies too heavily on student support for welfare provision and that this needs to be mediated by a full-time welfare officer.'

'Welfare and peer support team for 2015/16 was awesome.'

'The College Advisor system did not add any value to the experience.'

'The arrivals briefing could be less administrative and more practical and social.'

'Add a complete College tour at the start of the year, including instructions on how to access facilities.'

'The College should have an introduction during Freshers' Week to UK medical and welfare support services. This is imperative for international students.'

- The College's welfare provision was restructured in Michaelmas term 2016 with the appointment of two Junior Deans, who are on call 24 hours a day except during College closure. The Junior Deans play a key pastoral role in the College. They are overseen by the Dean, who is the College's Welfare Lead. A termly Welfare meeting has been implemented, attended by key College and University staff, and relevant GCR Exec members and peer supporters.
- The Welcome Week timetable for new students included a designated Welfare Induction session to

allow all new students to meet key welfare representatives in an informal setting.

- The new Welcome Induction evening included a talk from the College nurse and doctor which explained how to access UK healthcare. Talks were also given from key College staff involved in welfare, and University staff including reps from the Disability Advisory Service, Careers Service, and Counselling Service.
- Students receive a termly email from the Registry with their College Advisor's contact details. Students should take the initiative to contact their Advisors, but if they have difficulties the Registry can help organise Advisor/student meetings beyond the initial dinner. The Registry continues to monitor and review the information disseminated to students and Advisors.
- The Careers & Wellbeing Programme is advertised via email. We continue to collaborate with the University Careers Service.

Academic environment

'I think the College community could benefit from encouraging greater interaction between students and academic staff. A simple step would be hosting some type of event (reception etc) during Welcome Week to allow incoming students to meet academic staff, Visiting Fellow, and others at the College.'

'Many of us here would like the chance to interact with the Senior Fellow & other academics. Although most of them are happy to share their research with us, I think the College can do more to facilitate such opportunities.'

- Students are invited to attend the Termly Drinks Receptions for Senior Members, and the annual Forum.
- The 2016 Welcome Week programme changed this year to include a drinks reception so that students could meet their College Advisors, and fellow Advisees, before the each formal welcome dinner.
- The new College website and Weekly Bulletin promote the many seminars and activities available to students to meet Fellows and researchers.