

## St Antony's College student survey 2016/17

### What you said – what we're doing

#### About the respondents

94/468 responses = 20% response rate.

25% DPhil; 48% one-year Master's; 25% two-year Master's; 1% other.

74% started in 2016/17; 14% started in 2015/16; 2% in 2014/15; 6% in 2013/14; 3% in 2012/13 or earlier.

Region of origin: 1% Africa; 17% Asia/Australasia; 53% Europe (incl Russia and Turkey); 3% Latin America; 13% North America; 12% UK/Ireland.

Winners of the two £25 Amazon gift vouchers: Helena Ferreira Santos Lopes and Kacper Wanczyk.

#### Computing facilities

81% 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, difficulty in finding paper, 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 College induction, students with IT queries including problems should email [it-support@sant.ox.ac.uk](mailto:it-support@sant.ox.ac.uk). Contact details are available on the [College website](#).

#### There are not enough computers...

There are 8 computers, which is the maximum given the size of the room. The Library computer can be used during peak times.

[Web printing is also available](#), 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...

An automatic system logs 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.

#### I can't find paper when I need it...

Paper is kept in the Porters' Lodge and can be collected at any time.

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

82% agree/strongly agree that the College's provision of working space is good.

70% agree/strongly agree that the College's provision of social spaces is good, but students requested clarification about the booking system.

- Following previous student feedback, the use of KeepCups is being trialled in the Gulbenkian Reading Room only.
- The College Library acquired new, height-adjustable chairs for the start of 2017-18.
- An explanation of the room booking process:
  - Contact [accom-conf@sant.ox.ac.uk](mailto:accom-conf@sant.ox.ac.uk) for availability and prices. Events organised by the College's own societies or GCR are entitled to free room hire but other events are chargeable unless they are sponsored by a College centre.
  - The Accommodation / Conference office will provide a booking form which requires the signature of the GCR President, Head Porter & Domestic Bursar.
  - If an external speaker is involved, the Dean's signature is also required.
  - If outside catering is involved, a catering indemnity form will be required; if internal catering, the Steward's signature is required.

#### 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 were made for more books, especially for courses which are less commonly studied at St Antony's.

- Suggestions for book purchases (including duplicate copies) 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

'Making recycling more readily accessible would be an amazing step.'

'Have compost bins in the kitchens.'

'Exchange all plastic for biodegradable materials.'

'Spread information about how to be more eco-friendly on campus and in our lives.'

'Have automatic on/off lights to reduce electricity usage.'  
'Insulate the windows better.'

- The Domestic Bursary is exploring with the GCR Environmental Officers and OCC possible measures to reduce waste in College.
- Low energy bulbs continue to be fitted in College and LEDs are fitted in all refurbished places.
- 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.

### **Accommodation**

'I was annoyed by mess in the kitchen. There should be a rule to keep it clean and tidy.'

'Common areas in accommodation need to be provided.'

'Rooms are too hot in the summer.'

The water in my sink was too hot.'

79% of respondents living in College accommodation agreed or strongly agreed that the experience was good.

- Many refurbishment projects took place over the summer in on-site accommodation, and some are ongoing. These include:
  - Full refurbishment in 22 Winchester Road.
  - Carpeting and redecorating in 64-66 Woodstock Road and Founder's Flat 52.
  - Full refurbishment of the basement flat in 107 Woodstock Road.
  - Redecoration in 1 Church Walk.
- Other projects include:
  - Laundry upgrade.
  - Installation of new hot water cylinder and booster in 66 Woodstock Road.
  - Installation of replacement boiler in 83/85 Woodstock Road.

### **Academic environment and community**

'More mingling between DPhils and academic staff should be encouraged, for example formal dinners and social events.'

Everything is good with particular mention of the dynamism of the research centres.'

'I suggest that College Advisors meet with their students at least once at the start of the year, preferably once a term to check in.'

'It would be nice to have an introductory session in groups of 10 where each student presents themselves and their research.'

55% of respondents agree or strongly agree that College Advisor provision is good.

65% of respondents feel they have had good opportunities to meet Fellows; 62% of students feel they have had good opportunities to meet College researchers.

90% of respondents have enjoyed seminars / lectures hosted at College.

- Students are invited to attend the Termly Drinks Receptions for Senior Members, and the annual Forum.
- Students meet their College Advisors at a drinks reception in 0<sup>th</sup> week. Any Advisors not available will meet Advisees as soon as possible after that. Information about College Advisors is disseminated to all Advisors and Advisees at the beginning of each term. Any students having difficulty making contact with their Advisors should contact the Registry or Senior Tutor.
- A new termly event, the DPhil and Postdoc dinner, funded by the College and open to DPhil students and postdocs and attended by Governing Body Fellows, began in Michaelmas 2017.
- All students may apply for free wine / dinner from the College's [Research Conversation](#) if they form a shared interest group.

### **Health and Welfare support**

'It's hard to know what channels to use as there are so many.'

'I wish there were more events for mature students.'

'I would be reluctant to discuss personal issues with a fellow student. I am confident that they would respect confidentiality but would not feel comfortable.'

75% of respondents would seek, or have sought, support from College welfare services (Registry, Dean or Junior Deans, Peer Supporters, GCR Welfare, Health Services).

Support was sought as follows:

- College Nurse (38%)
- College GP (28%)
- College Registry, Dean, Senior Tutor (28%)
- Junior Deans and Peer Supporters (13%)
- College Advisor (10%)
- GCR Welfare Executive (5%)

Of those who have reached out to the above, 41% rated the experience excellent, 37% rated it good, and 18% rated it adequate.

78% of respondents would seek, or have sought, support from University welfare services (eg departmental resources, OUSU, Counselling Service). Support was sought as follows:

- NHS (34%)
- University Counselling Service (32%)

- Disability Advisory Service (9%)
- Nightline (5%)
- OUSU Student Advisory Service (3%)
- Private provision (1%)

38% rated the experience excellent, 22% rated it good, and 20% rated it adequate.

- 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.

The Peer Supporters reported on their provision as follows:

- Many students who undergo peer support do not actually reach out to us formally and many do not even notice they are receiving peer support. It is an informal point of contact for students who are experiencing personal, academic or health-related issues during their time at St. Antony's. We are here to listen, to offer an informal, confidential channel to welfare provision and to refer students to other services.

The Junior Deans reported on their provision as follows:

- The Junior Dean role was a new one at St Antony's in 2016. As such we worked hard to publicise our position through posters, emails, Facebook posts, weekly office hours, and being consistently present at college events. We will undertake these actions again this year, in an effort to make sure that all students are aware of our services. We have also advertised alternative ways of contacting the JDs (iMessage, WhatsApp) to combat Oxford's poor phone

reception. During induction week we clearly stated what students can expect from us in terms of confidentiality and their interactions with us around college.

The GCR Welfare reps reported on their provision as follows:

- Students seem to be fairly clear on the fact that the GCR Welfare VPs, whilst they are available for individual support if desired, have more of an organisational role in college. They are aware that the best people to turn to for 1 to 1 support and advice are the peer supporters and junior deans - this is good, as they have specific training to provide support. People understand our role as promoting a pleasant atmosphere in college and supporting welfare through organising events.
- The vast majority of people have accessed GCR welfare provision, with many of them through Sunday afternoon tea and cake, which regularly has over 60 attendees, providing a chance for people to relax, take a break, and catch up with friends. There is also a lively interest in other events, such as our regular yoga classes, welfare breakfasts, and events organised by the liberation officers. The survey did not capture those who accessed the mindfulness course organised by the GCR Welfare VPs - this ran with 30 attendees in Trinity term, and is currently running again in Michaelmas 2017. We would like to make this a regular event as it has had positive feedback.
- However there is still room for improvement, and we would like to see a continuation of strong welfare support in order for St Antony's to become known for really outstanding student welfare!