

Student Experience Survey 2023-24

Introduction

The Student Experience Survey (SES) is an annual survey of Imperial students which is run to gather feedback on a range of College services and Imperial College Union.

This 2023-24 survey was run between Wednesday 17 January and Monday 19 February and was open to all non-final year undergraduates and all postgraduate research students.

Participation rates

A total of 2,347 students responded to the survey this year, 16% of the 14,577 students contacted, you can find the audience breakdown in the tables below.

% complete	2020/21	2021/22	2022/23	2023/24
0-24%	863	681	893	471
25-49%	674	702	643	329
50-74%	88	70	32	52
75-99%	57	54	51	78
100%	2,491 (17.0%)	1,910 (13.4%)	1,313 (8.5%)	1,423 (9.8%)
Total	3,079 (25.0%)	4,173 (28.4%)	2,932 (18.9%)	2,347 (16.1%)

	First year students	Other years	Total
UG	679	734	1417
PGR	362	572	934
Total	1,041	1,306	2,347

Teams and services included in the College question set

Teams responsible for questions in the SES are asked to produce an action plan in response to the results, outlining any existing projects or additional measures to improve any issues that have arisen.

- Campus Services
 - Accommodation
 - Catering
 - Student Hub
 - Sport
- Centre for Academic English
- Digital Learning Resources (EdTech)
- Estates
 - Building quality
 - Commuting and travel
- Financial Support
- Graduate School
- Library Services
- Registry
 - International Student Support
 - Timetabling
- Strategic Planning
- Student Services
 - Welcome Week
 - Disabilities Advisory Service
 - Student Counselling and Mental Health Advice Service
 - Chaplaincy
 - Careers Service

Report and Action Plans

This report contains the question list, and the action plans. The reports and action plans from previous years are also available on the College webpage:

<https://www.imperial.ac.uk/student-experience-survey>

The interactive Power BI app will shortly be updated and can be used by any member of College Staff to filter data by student study and demographic data. [Click here to access the Power BI app.](#)

Where possible questions in the survey follow the Definitely agree – Definitely disagree scale used in the NSS [prior to 2023. Any new questions added to the survey will use the new NSS format \(with a four point response scale\) where possible.](#) The format used to represent this data is a 100% stacked bar graph labelled with the number of respondents. Where data exists from the 21/22 SES this is presented as an additional faded bar.

Highlights

k-1 There has been a significant decline in student satisfaction in the buildings at Imperial. Student satisfaction in the quality and condition of buildings is at 56% positive response rate for 23/24, down from 69% in 22/23. However, this decline is less prominent in student belief that the quality and condition is fitting for a world leading institution (down 50% from 55%), and there has not been significantly more students commenting that it has disrupted their learning, teaching, or research, with 18% of students saying it does 'about half the time or more' in 23/24 compared to 15% in 22/23.

t-1 – There has been a slight decline in the positive response rate to the belonging questions compared to 2022/23. However, this is still higher than the 20/21 low point, suggesting positive responses may have recovered from a pandemic decline into a stabilised average. This year 69% students agreed that they were happy during the first term of the year, last year it was 71%, 2021/2 year this was 69% and in 2020/21 this was only 57%.

r-1-4-1 – Whilst there is still variation between departments satisfaction rates, the College is maintaining its overall student satisfaction rate. When asked "Overall, I am satisfied with my experience at Imperial so far" 75% of students agreed (76% in 22/23 and 21/22, 68% in 20/21).

Equality, diversity and inclusion

Students are asked to optionally provide the following characteristics at the end of the survey: *Ethnicity, gender, gender identity, sexual preference, religion, caring responsibilities and pregnancy*

All survey questions can be split by any characteristic to look for disparity in response, however considerations do need to be made where there are a very small number of

respondents with certain characteristics. This can be done via the Power BI App or for more support contact studentexperiencesurvey@imperial.ac.uk.

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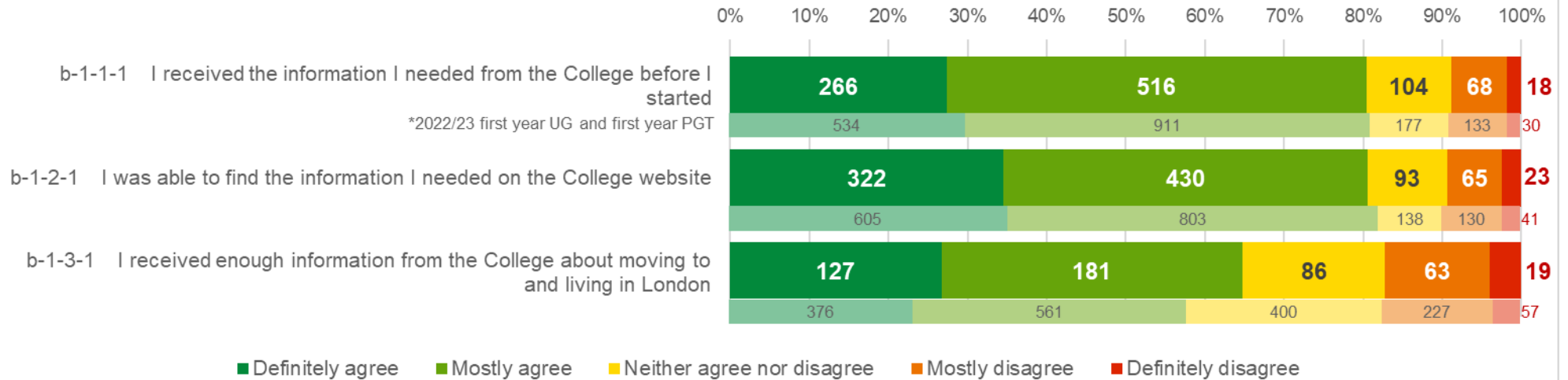
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B-1 - College pre-arrival

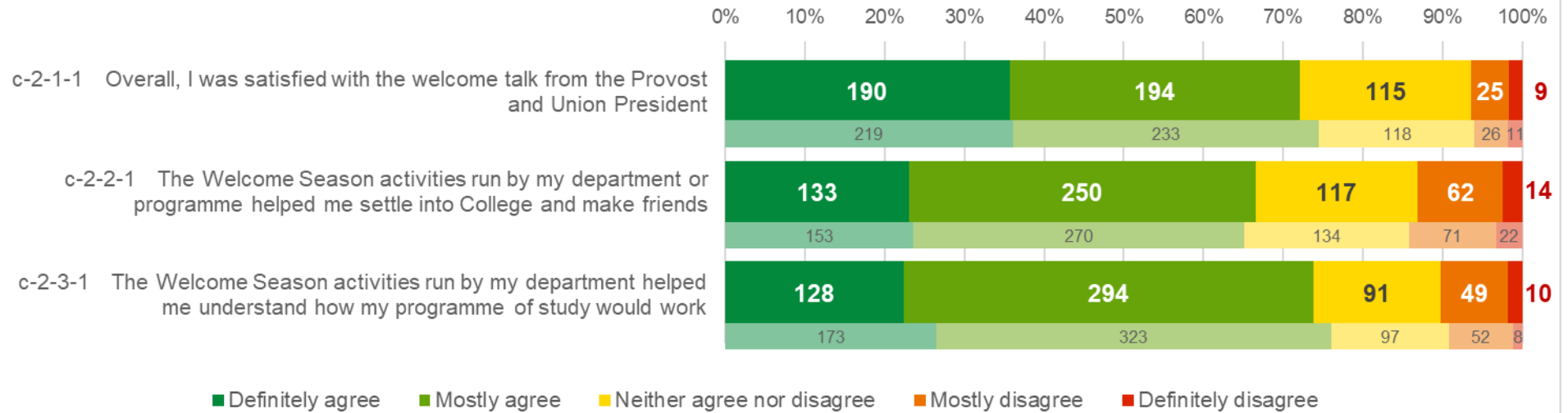
First year UG and first year PGR





Student Experience Survey 2023/24 C-2 - College Welcome Season Induction (UG)

First year UG

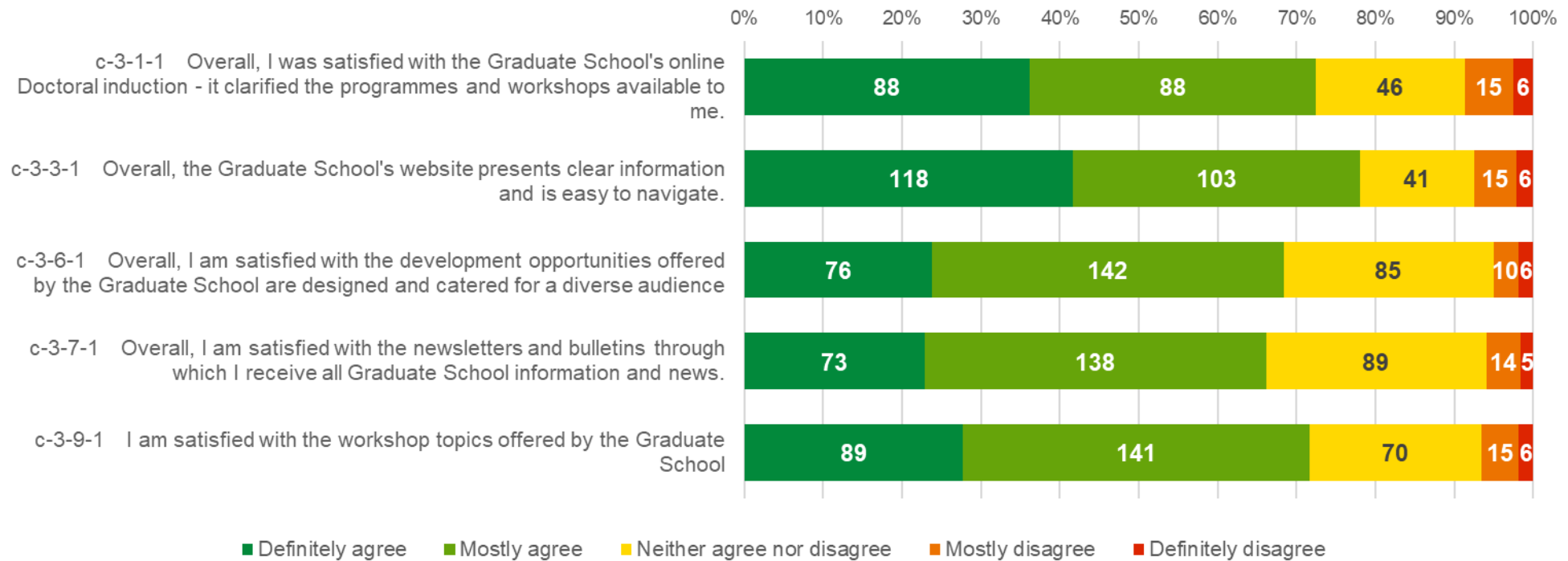




Student Experience Survey 2023/24

C-3 - College Welcome Season Induction (PGR)

First year PGR

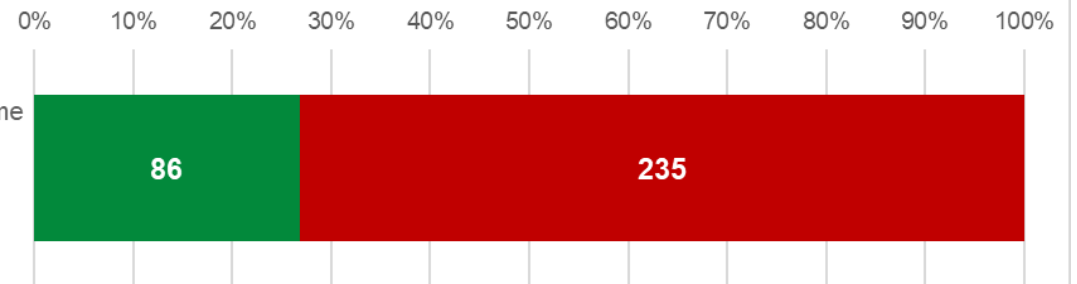




Student Experience Survey 2023/24 C-3 - College Welcome Season Induction (PGR)

First year PGR

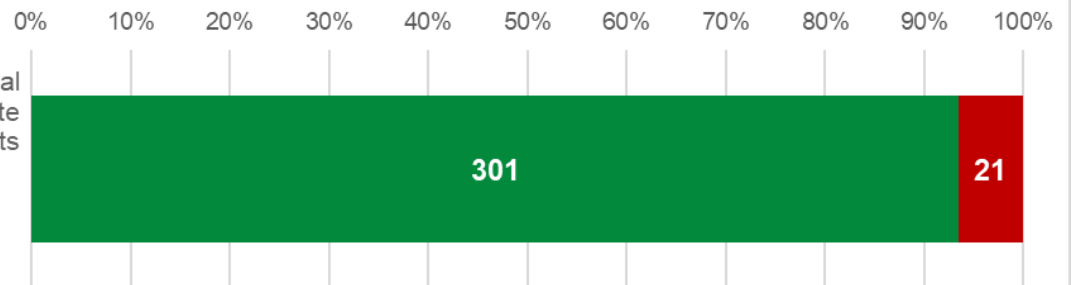
c-3-10-1 I have engaged with the postgraduate coaching programme



Student Experience Survey 2023/24 C-3 - College Welcome Season Induction (PGR)

First year PGR

c-3-X-X I am aware of the Graduate School, which provides professional development workshops, events, coaching and support to all Postgraduate Students

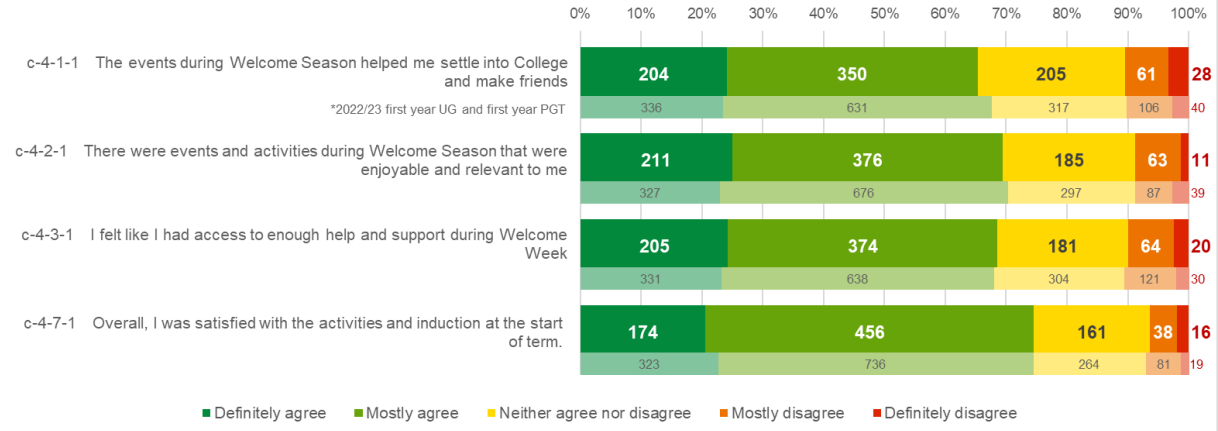


■ Yes ■ No

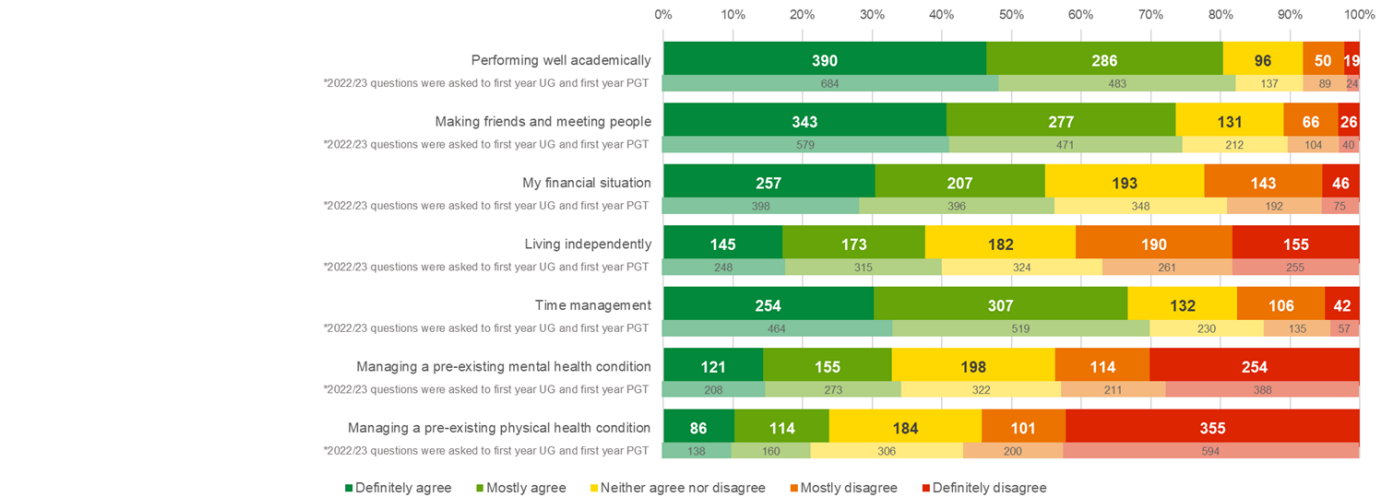


Student Experience Survey 2023/24 C-4 - Welcome Season Overall

First year UG and first year PGR



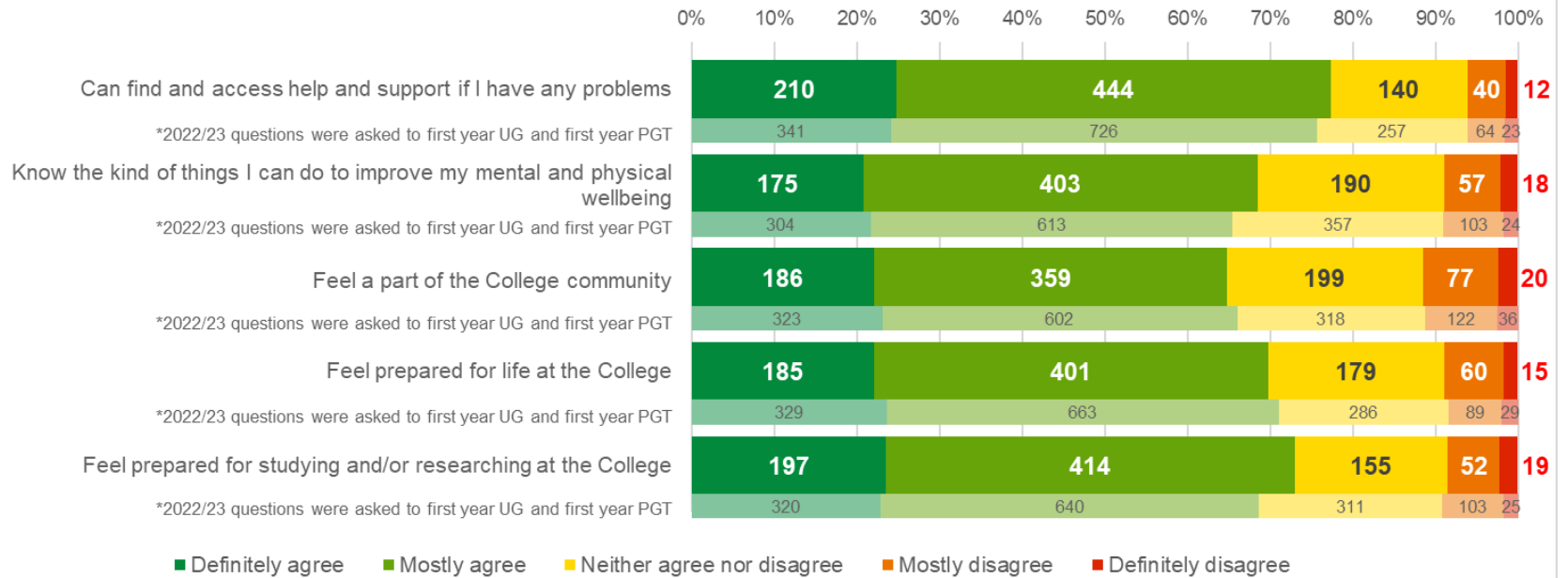
Student Experience Survey 2023/24 C-4-5_1 Before I started at the College I was concerned about -



Student Experience Survey 2023/24

C-4-6_1 After my induction and Welcome activities, I feel confident that I: -

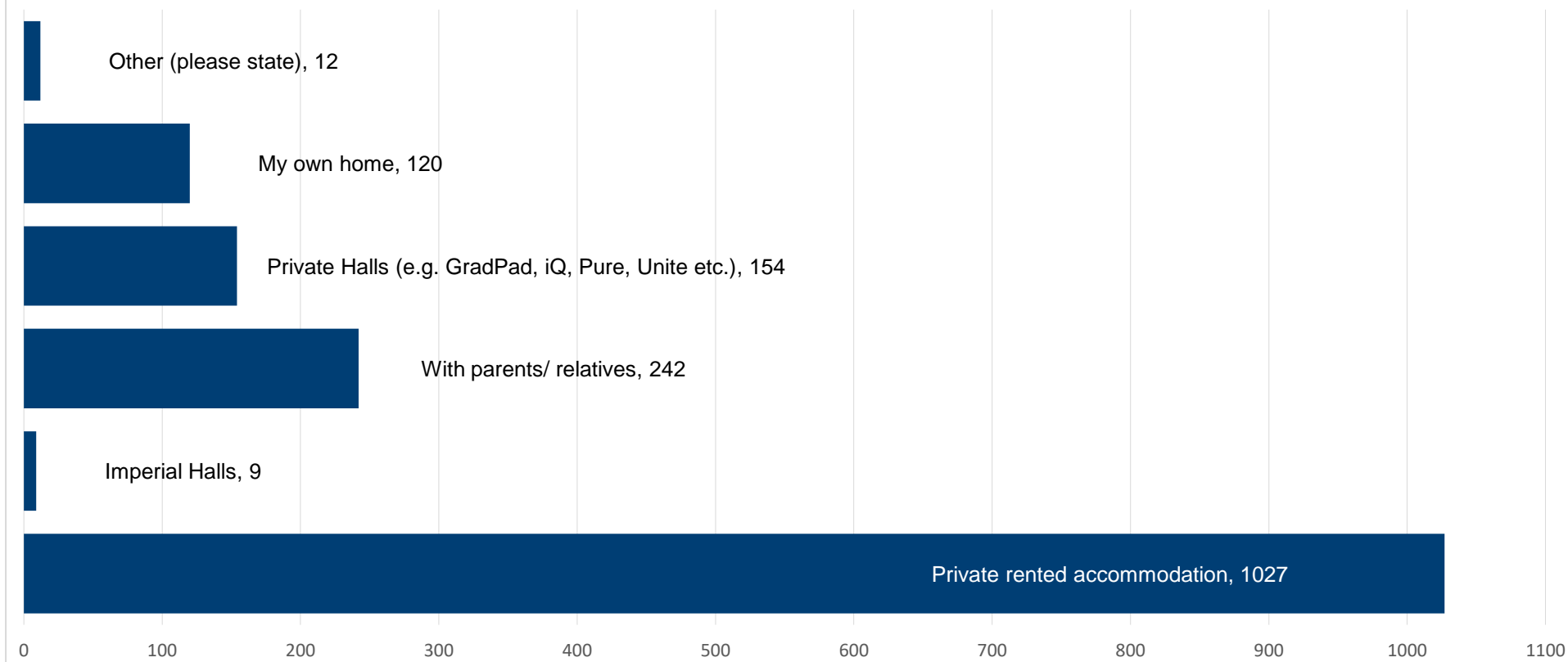
First year UG and first year PGR





Student Experience Survey

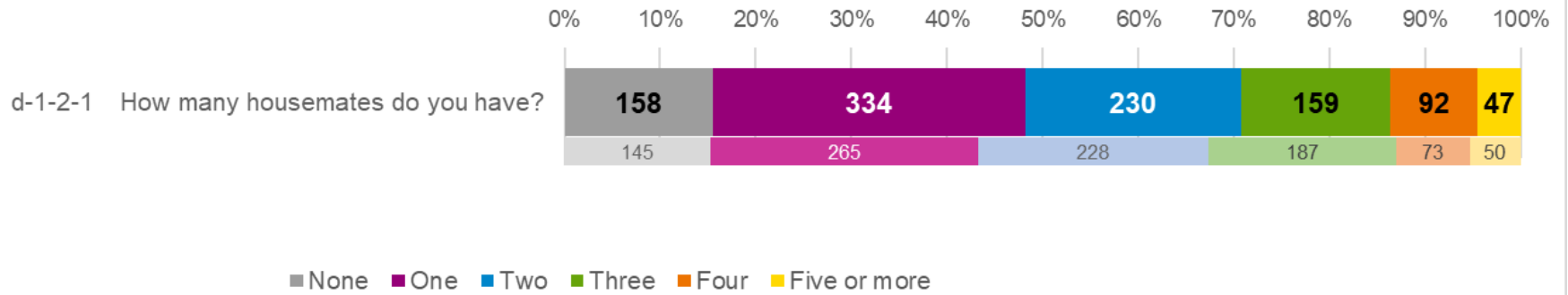
d-1-1-1 Where do you live?





Student Experience Survey 2023/24 D-1 - Accommodation Part 1

All students not living in halls





Student Experience Survey 2023/24

D-2 - Accommodation

First year UG in halls

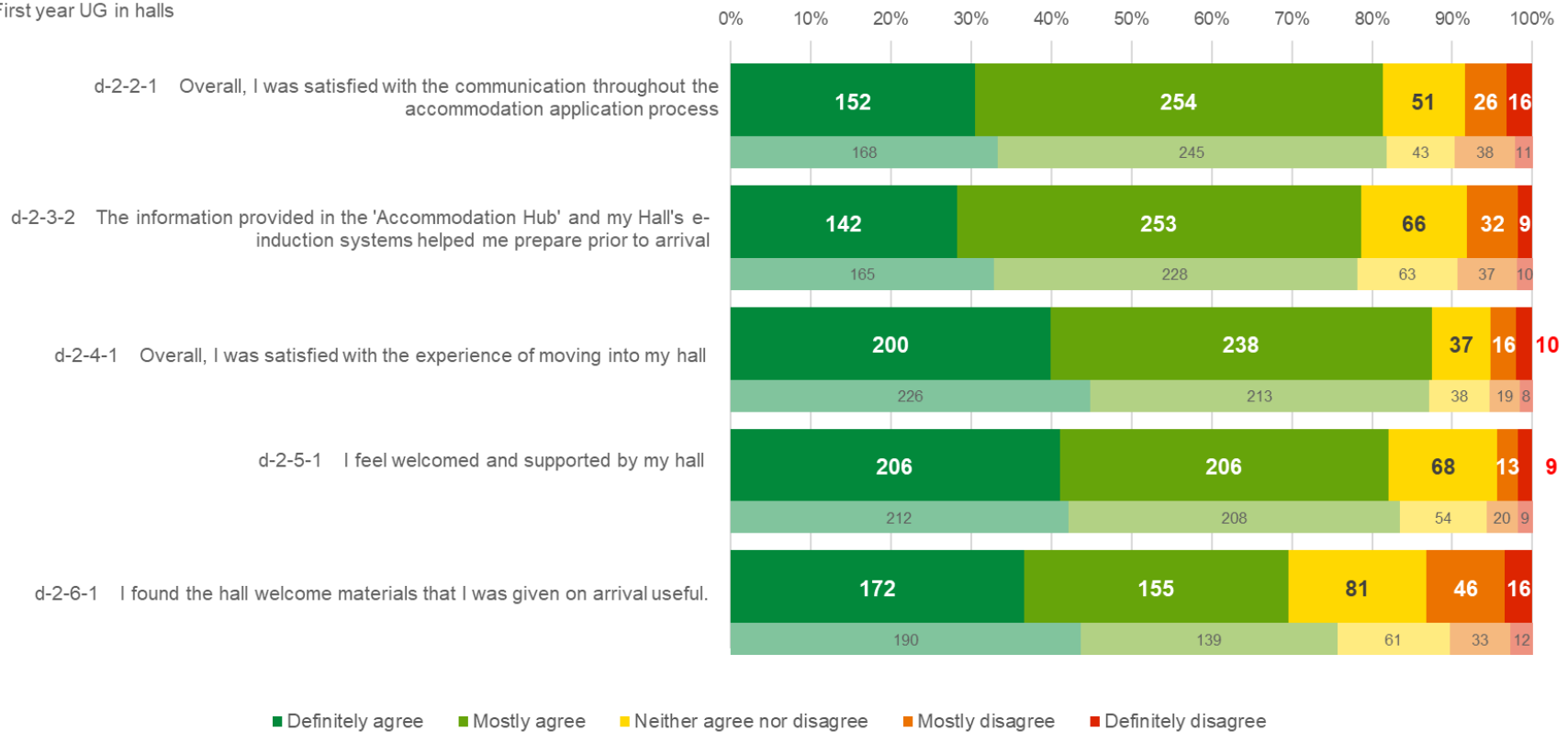
d-2-1-x When you were deciding on your accommodation preferences, which factors were most important to you?

Factors	Importance (1 = highest, 8 = lowest)									Weight
	1	2	3	4	5	6	7	8	9	
Price	148	84	80	52	33	28	26	33	12	2.80
Location	138	86	67	50	51	32	34	30	8	2.96
Having a single room	110	95	79	39	29	34	33	45	32	3.15
Having an en-suite bathroom	55	121	108	48	41	32	36	30	25	3.40
Age and condition of hall	11	16	36	62	84	80	79	86	42	4.50
Transport links	13	43	61	127	81	74	52	31	14	4.29
Hall amenities and facilities	8	22	32	63	96	88	98	67	22	4.62
Local amenities	4	11	23	42	68	107	97	114	30	4.42
Having a twin room	9	18	10	13	13	21	41	60	311	6.86



Student Experience Survey 2022/23 D-2 - Accommodation Part 2 (Halls)

First year UG in halls

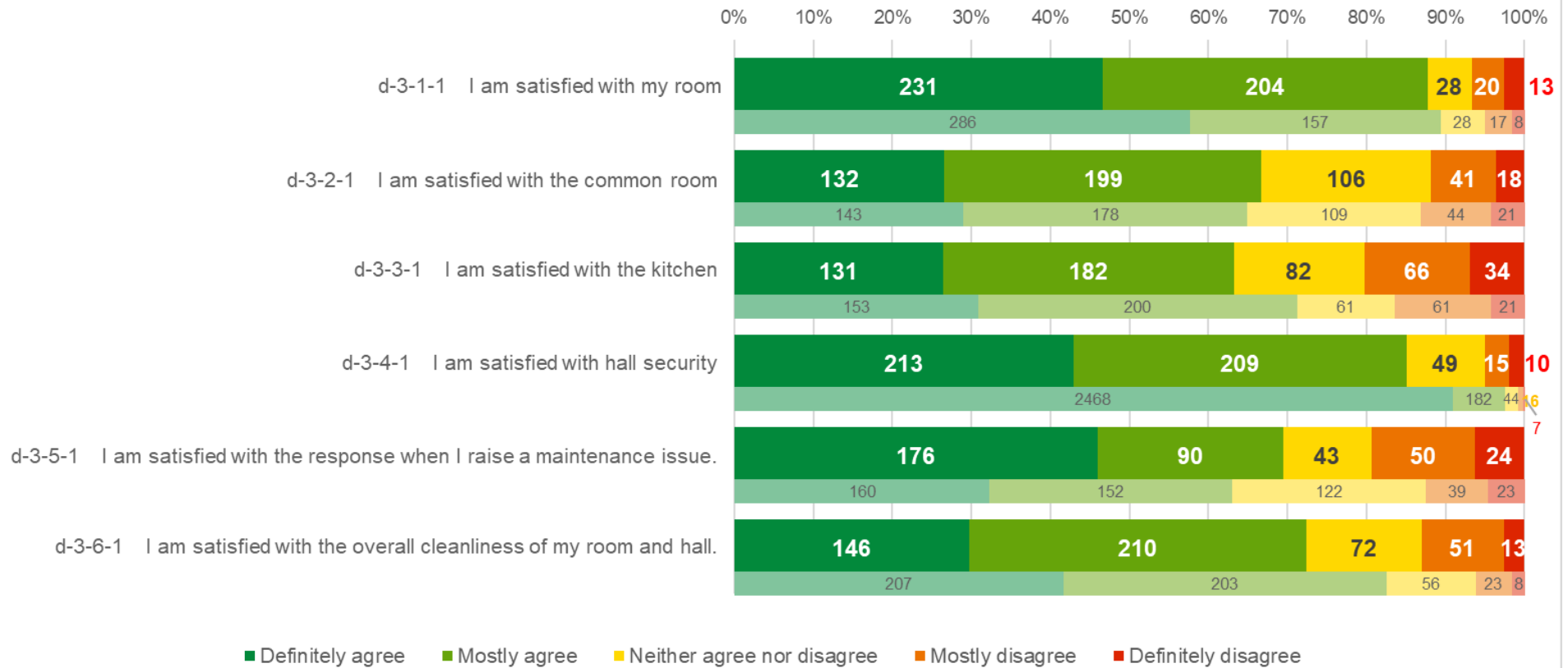




Student Experience Survey 2023/24

D-3 - Accommodation Part 3 (Halls first impressions)

First year UG in halls

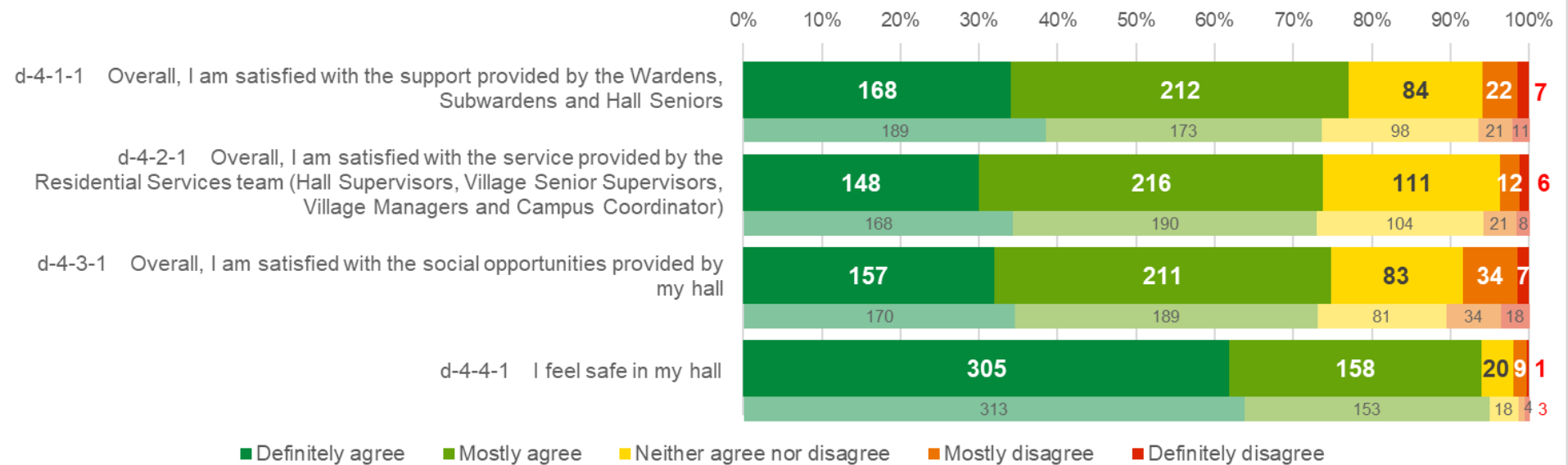




Student Experience Survey 2023/24

D-4 - Accommodation Part 4 (Halls welcome, support and events)

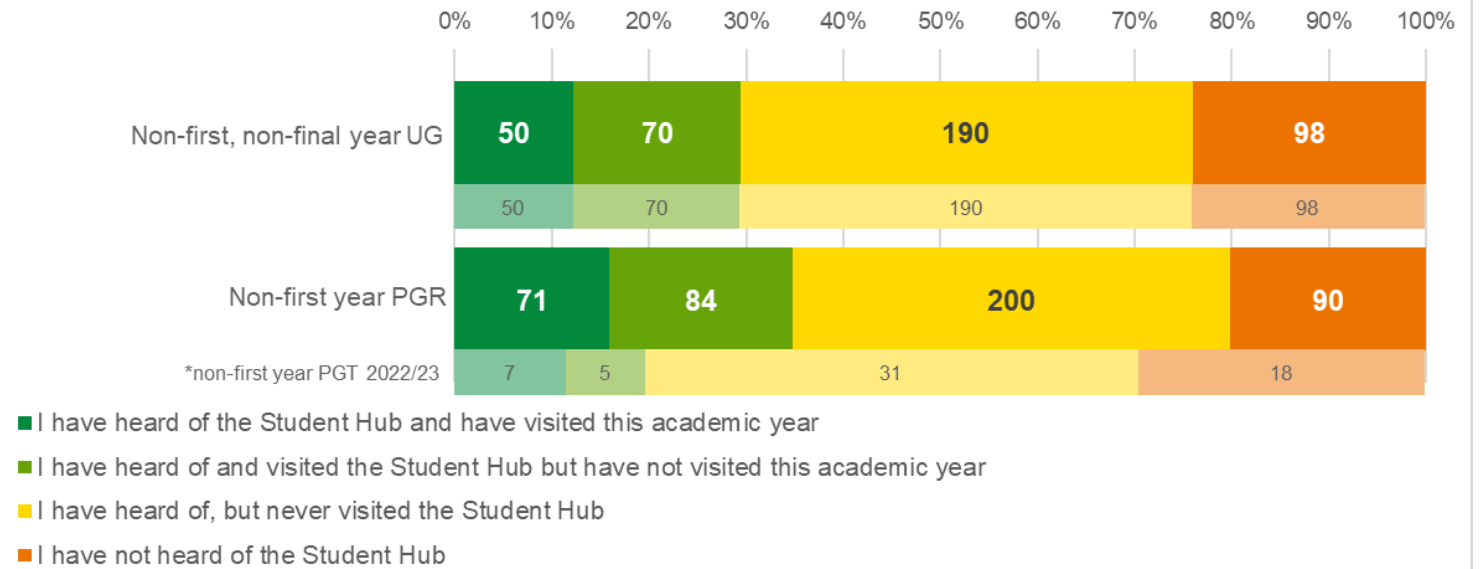
First year UG in halls





Student Experience Survey 2023/24 F-1 - Student Hub

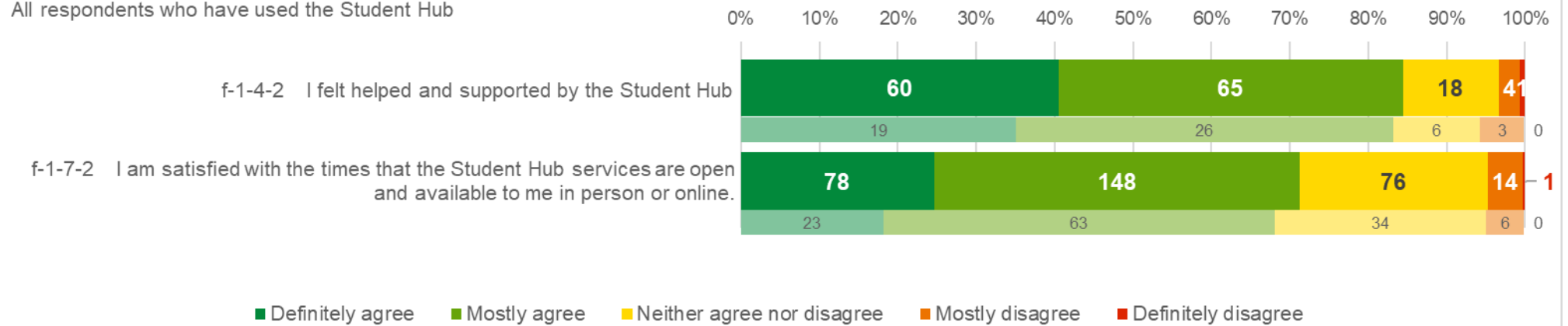
All respondents



Student Experience Survey 2023/24

F-1 - Student Hub

All respondents who have used the Student Hub

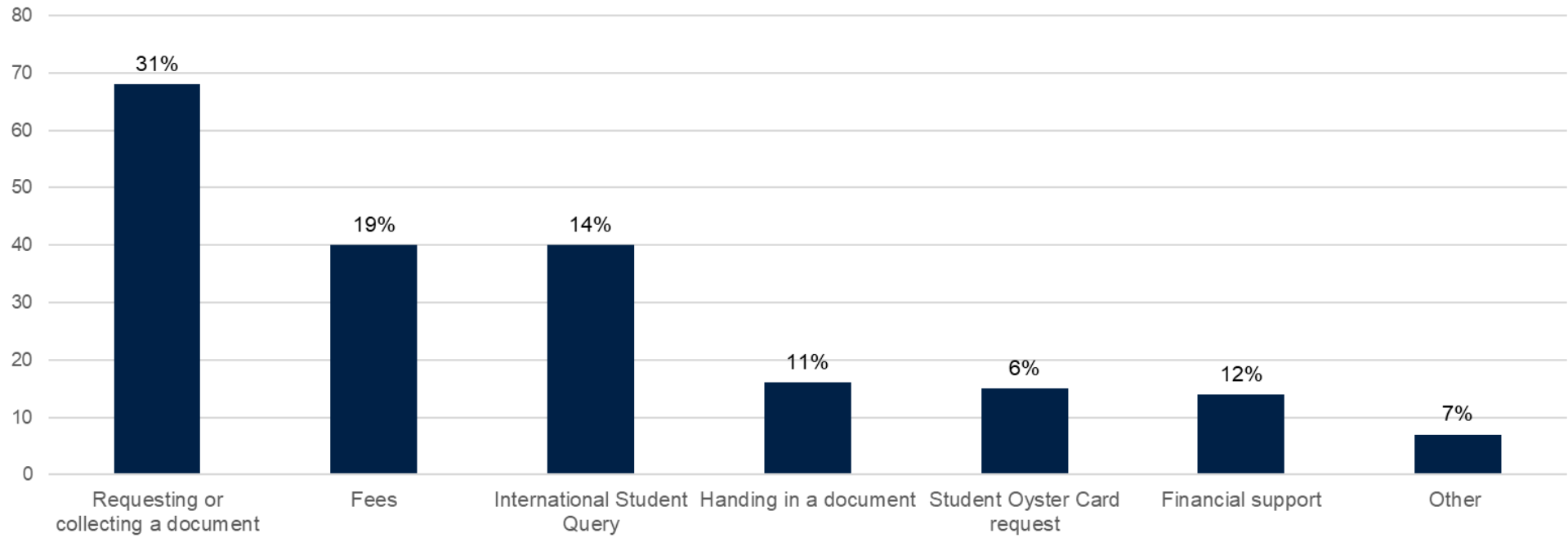




Student Experience Survey 2023/24

F-1 - Student Hub

All respondents who made an enquiry at the Student Hub



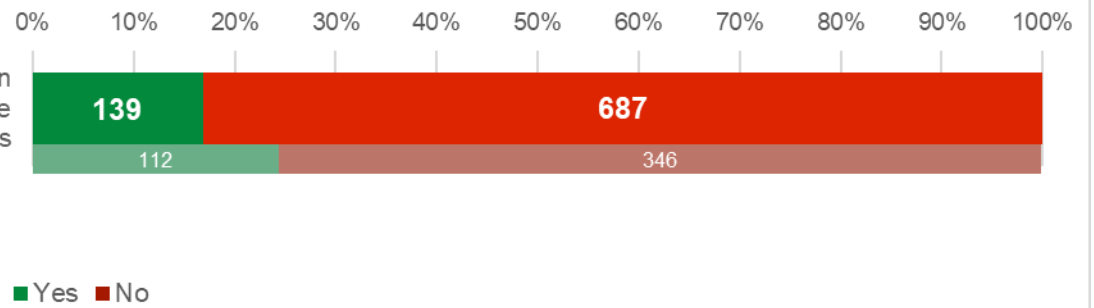


Student Experience Survey 2023/24

F-1 - Student Support - Student Accommodation Office

Non-final, non-first year UG and non-first year PGRs

f-1-9-2 Have you ever attended one of the Student Accommodation Office's Private Accommodation events or used any of their private accommodation services



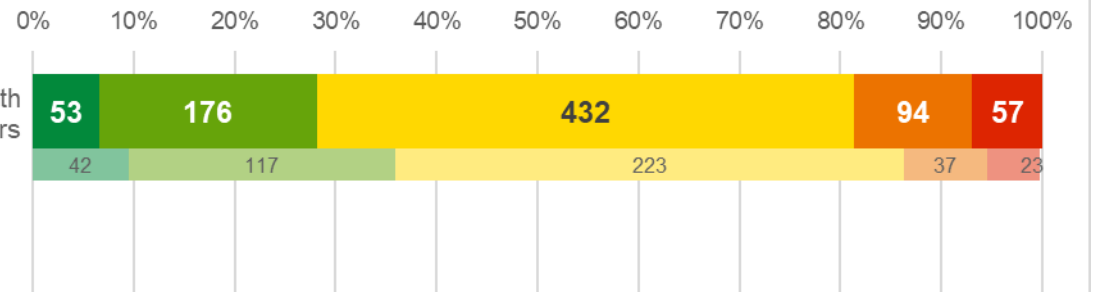


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F-1 - Student Accommodation Office

All respondents who have used the Student Accommodation Office

f-1-12-1 Overall I am satisfied with the range and support available to me with regards to Private Accommodation matters

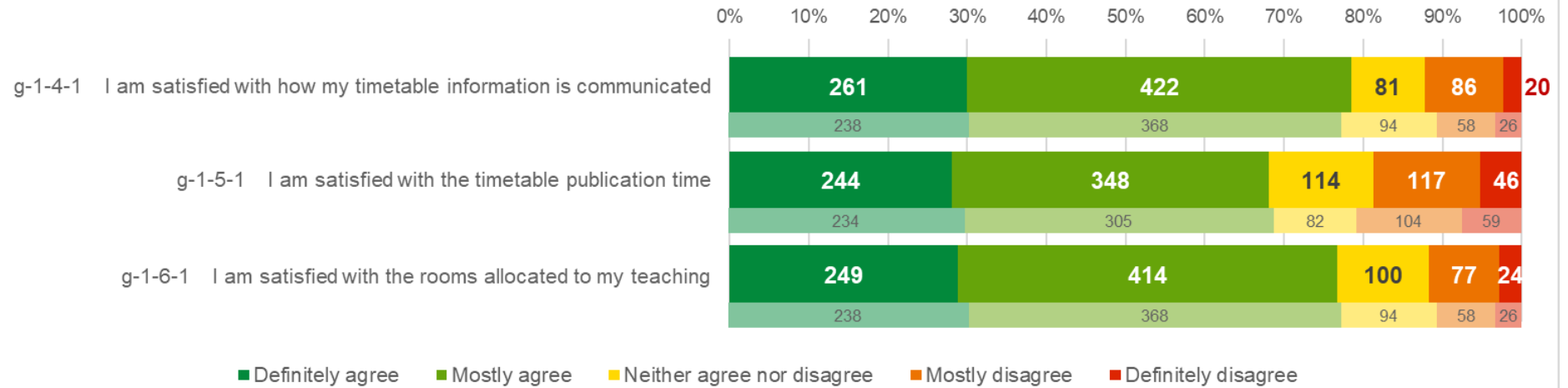


■ Definitely agree ■ Mostly agree ■ Neither agree nor disagree ■ Mostly disagree ■ Definitely disagree



Student Experience Survey 2023/24 G-1 - Timetabling (UG)

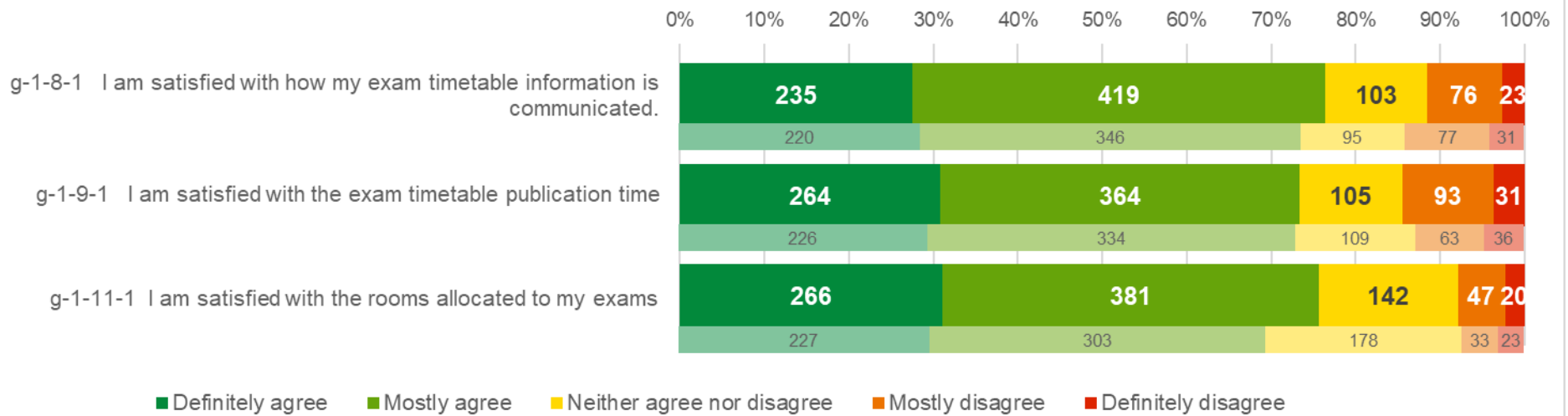
Non-final year UG





Student Experience Survey 2023/24 G-1 - Timetabling (UG)

Non-final year UG





Student Experience Survey 2023/24

G-1 - Timetabling (UG)

Non-final year UG

g-1-7-1 Please rank the following options in terms of how important they are to you when considering your timetable:

Factors	Importance (1 = highest, 9 = lowest)								Weight
	1	2	3	4	5	6	7	8	
Coursework allocation across week or year	284	162	103	98	71	47	28	14	2.79
Sufficient time for lunch and travel	207	195	157	120	53	40	21	14	2.86
Supporting learning	112	141	128	128	115	103	65	15	3.79
Socialising	31	84	129	167	174	122	74	26	4.44
Suitable learning resource allocation (e.g. room type)	82	131	154	122	133	100	72	13	3.92
External commitments (e.g. caring)	25	38	66	95	141	198	191	53	5.37
Part-time work	24	46	50	63	85	159	291	89	5.76
Other	42	10	20	14	35	38	65	583	7.06



Student Experience Survey 2023/24

G-1 - Timetabling (UG)

Non-final year UG

g-1-10-1 Please rank the following options in terms of how important they are to you when considering your exam timetable:

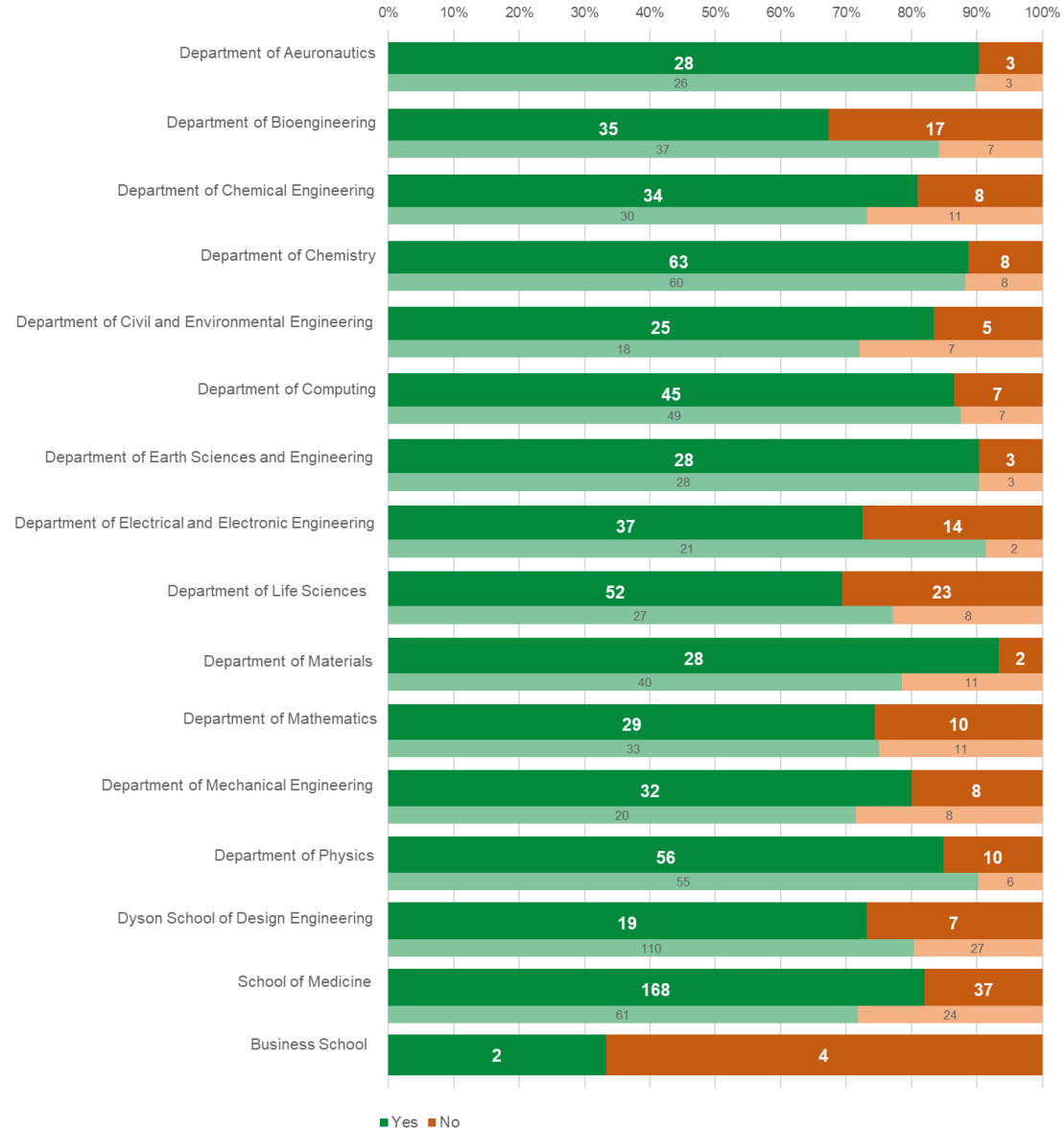
Factors	Importance (1 = highest, 9 = lowest)						Weight
	1	2	3	4	5	6	
Supporting learning & revision	164	193	217	146	35	16	2.67
Number of assessments per week	382	212	105	39	22	11	1.88
Suitable learning resource allocation (e.g. room type, remote assessment platform)	63	120	214	255	95	24	3.35
External commitments (e.g. caring)	28	34	81	168	350	110	4.44
Time of Day	117	193	132	132	133	64	3.21
Other	17	19	22	31	136	546	5.45



Student Experience Survey 2023/24 H-2 - UG Academic and Pastoral Support

Non-final year UG

h-2-7-1 Are you aware that your department has a Senior Tutor whose primary responsibility is to provide pastoral care and support?





Student Experience Survey 2023/24 H-2 - UG Academic and Pastoral Support

Non-final year UG

h-2-1-1 Overall, I am satisfied that the staff within my department are interested in my wellbeing

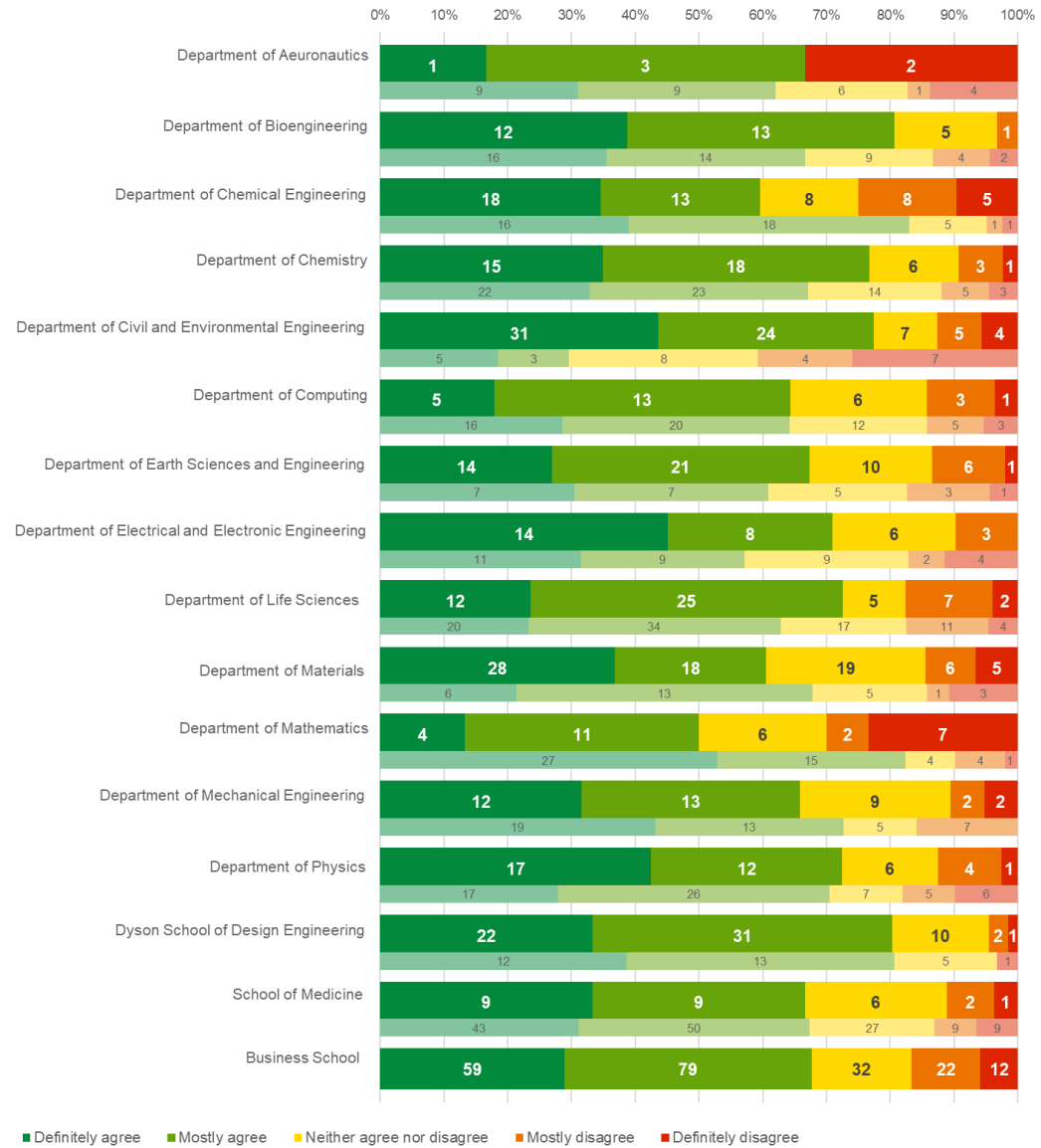




Student Experience Survey 2023/24

H-1-5-1 I am satisfied with the advice and support given to me by my Personal Tutor

Non-final year UG

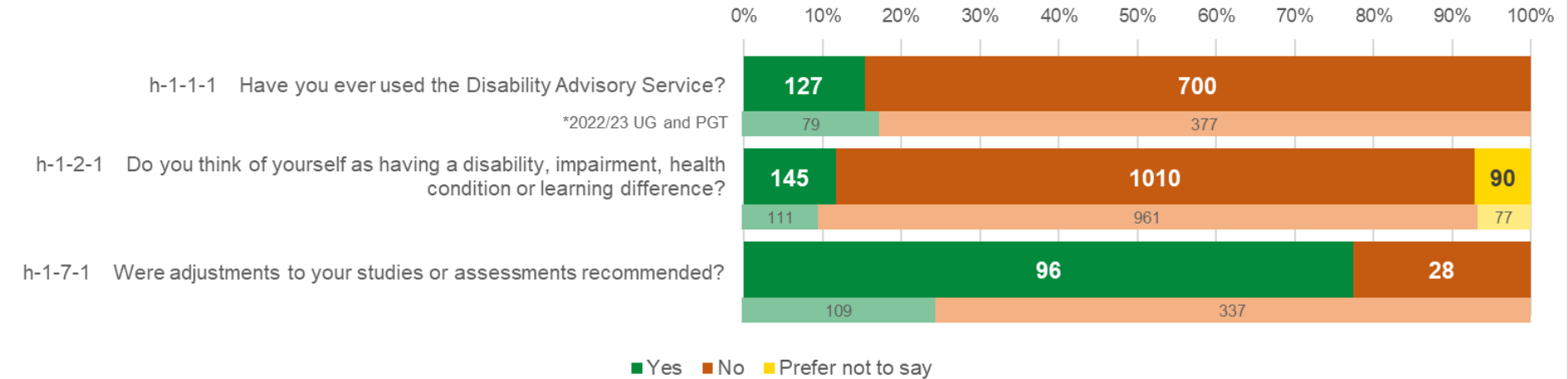




Student Experience Survey 2023/24

H-1 - Student Support - Disability Advisory Service

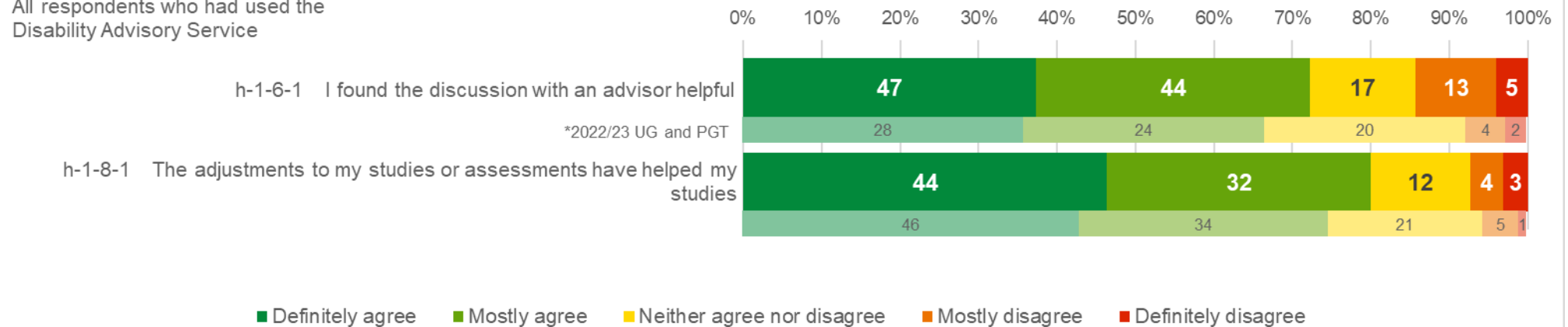
All respondents



Student Experience Survey 2023/24

H-1 - Student Support - Disability Advisory Service

All respondents who had used the Disability Advisory Service

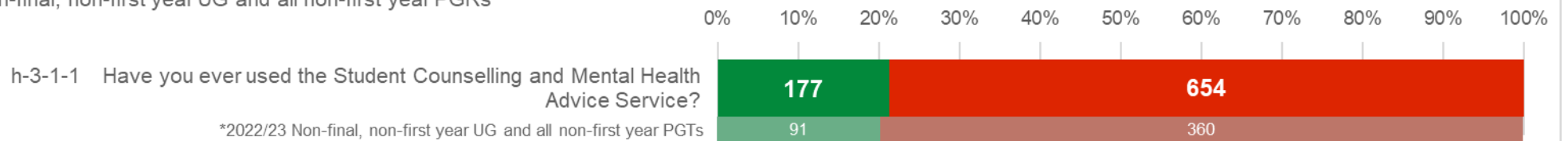




Student Experience Survey 2023/24

H-3 - Student Support - Counselling

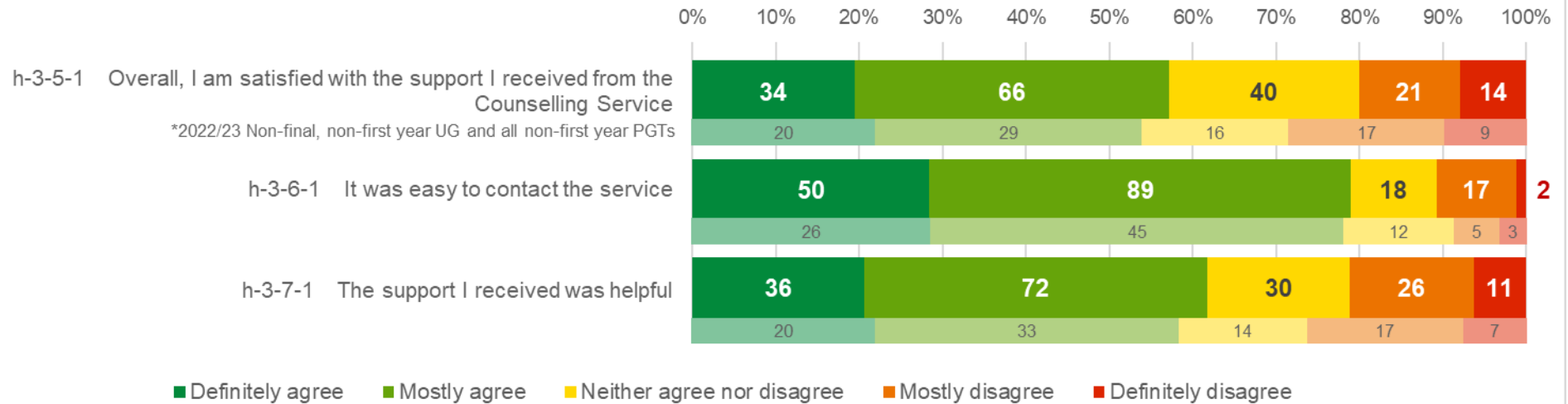
Non-final, non-first year UG and all non-first year PGRs



Student Experience Survey 2023/24

H-3 - Student Support - Counselling

Non-final, non-first year UG and non-first year PGRs

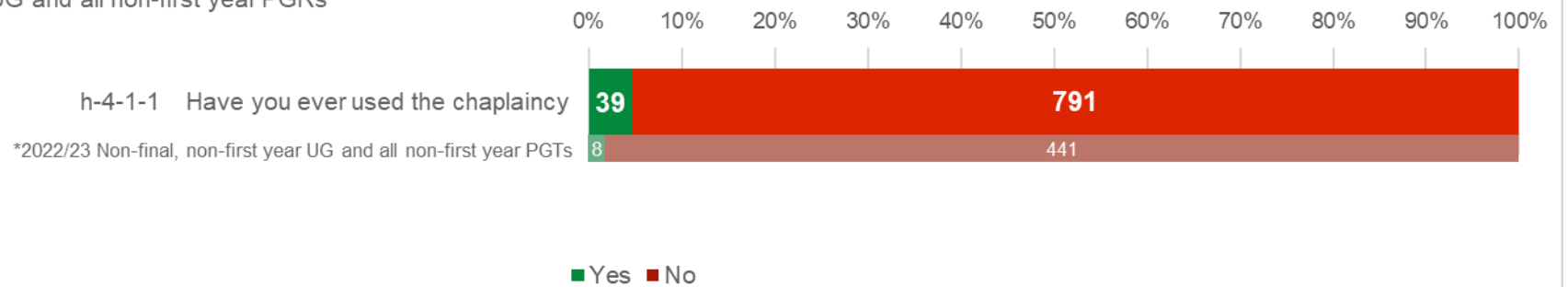




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H-4 - Student Support - Chaplaincy

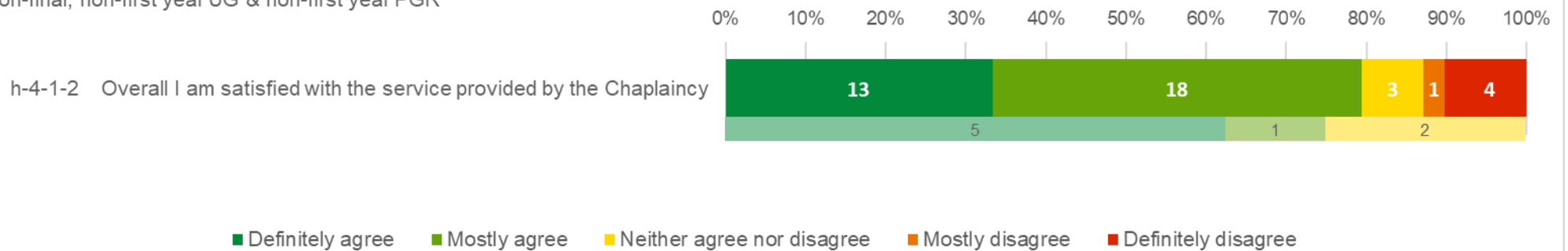
Non-final, non-first year UG and all non-first year PGRs



Student Experience Survey 2023/24

H-4 - Student Support - Chaplaincy

Non-final, non-first year UG & non-first year PGR

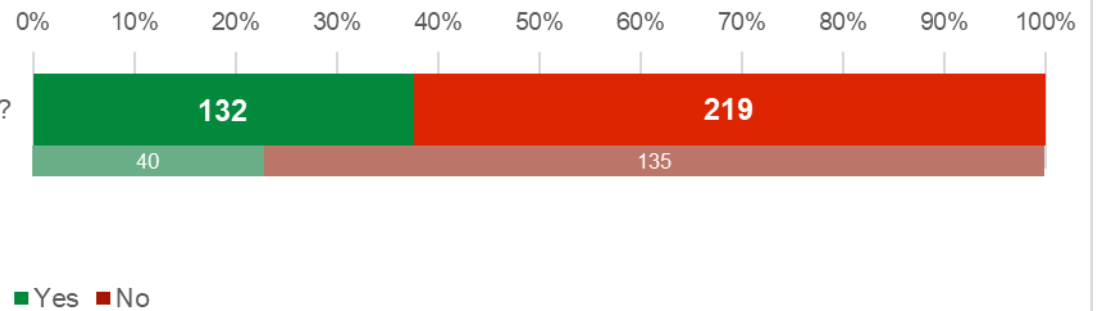




Student Experience Survey 2023/24 H-5 - Student Support - International

All non-Home students

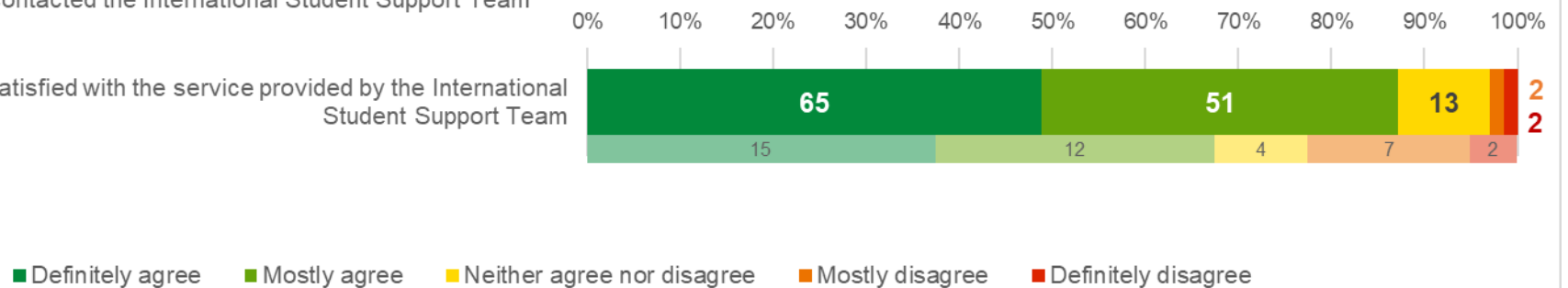
h-5-1-1 Have you ever contacted the international student support team?



Student Experience Survey 2023/24 H5 - Student Support - International

Respondents who have contacted the International Student Support Team

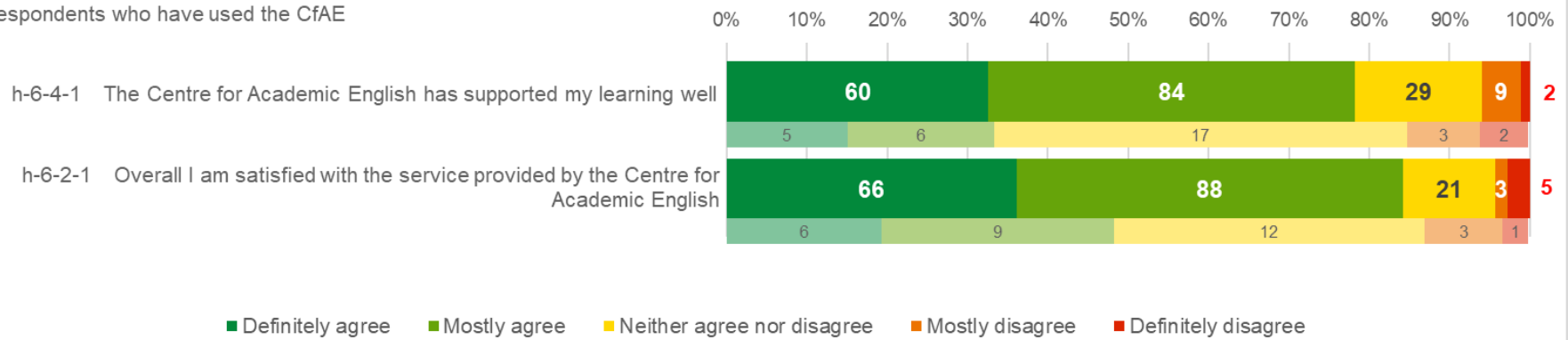
h-5-1-2 Overall I am satisfied with the service provided by the International Student Support Team





Student Experience Survey 2023/24 H-6 - Centre for Academic English

Respondents who have used the CfAE

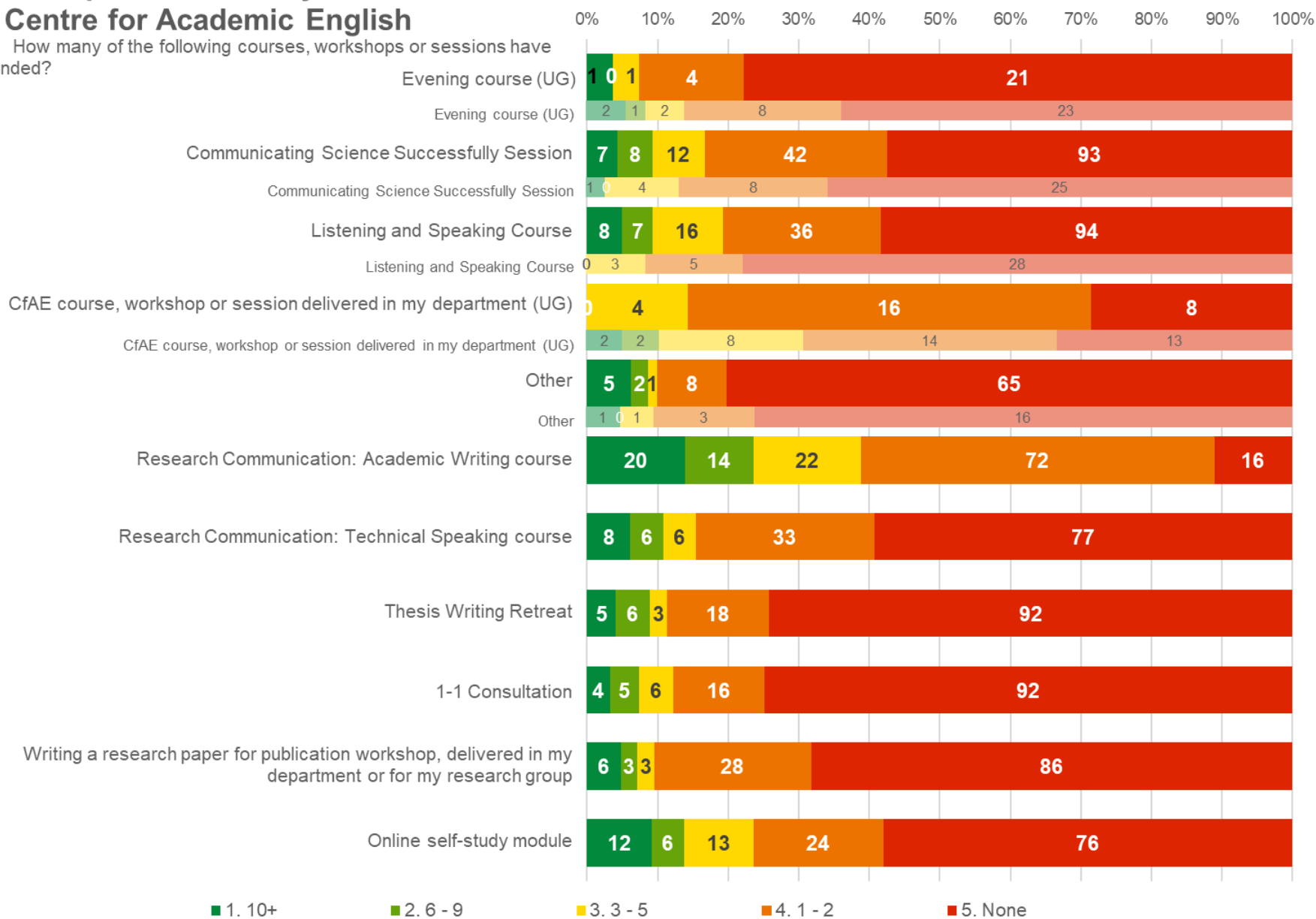




Student Experience Survey 2023/24

H-6 - Centre for Academic English

h-6-3-x How many of the following courses, workshops or sessions have you attended?

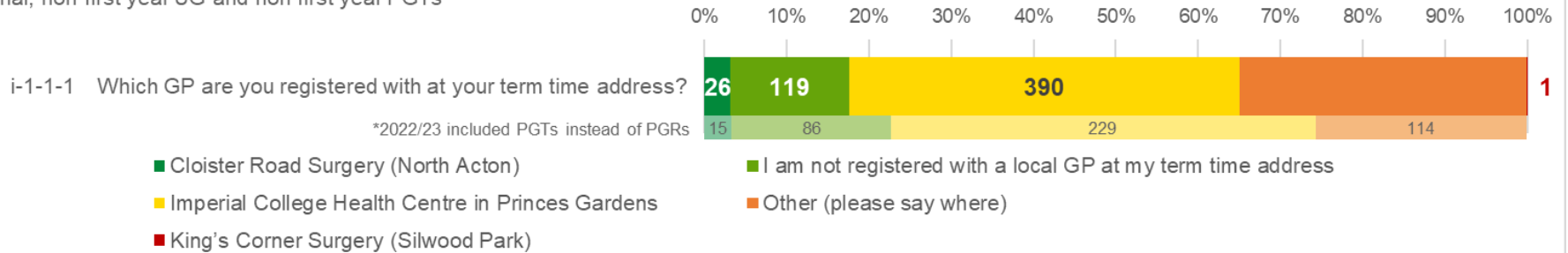




Student Experience Survey 2023/24

I-1 - Health

Non-final, non-first year UG and non first year PGTs

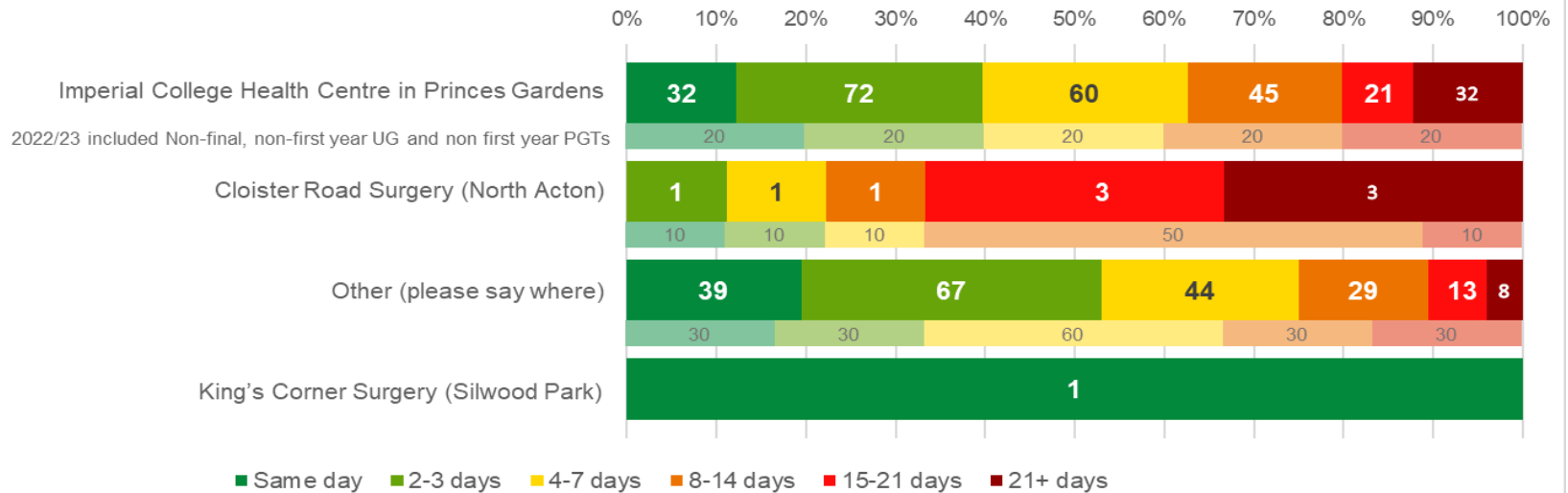


Student Experience Survey 2023/24

I-1 - Health

Non-final, non-first year UG and non first year PGRs

i-1-2-1 How much time was there between making an appointment and seeing or speaking to a doctor or nurse?

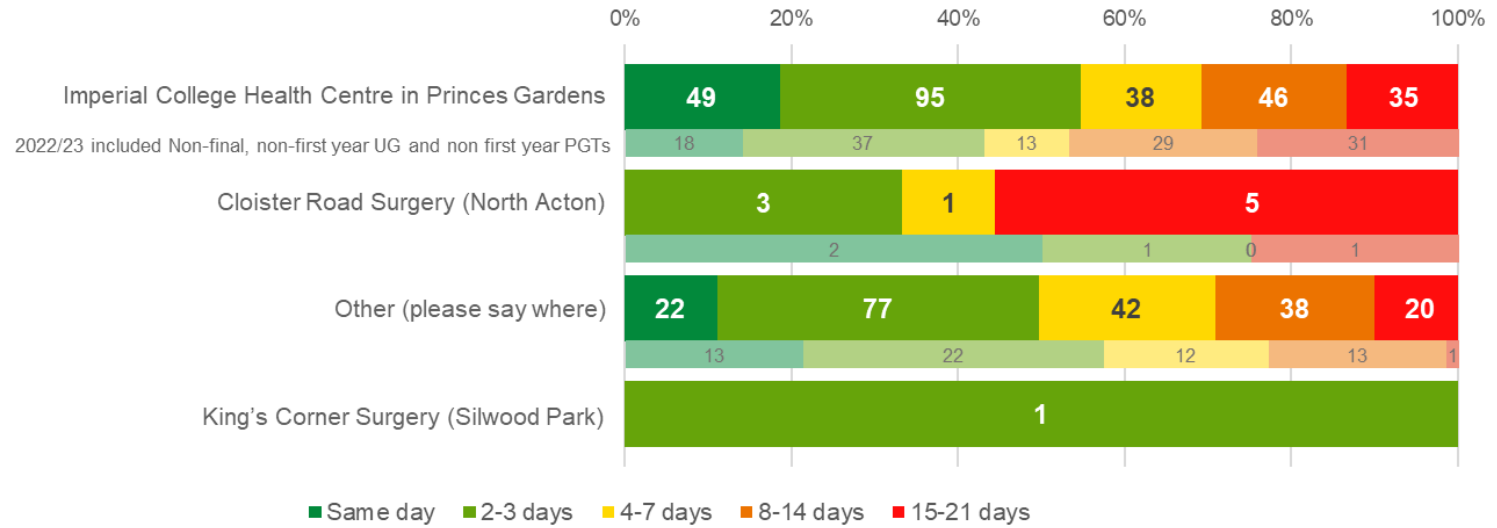




Student Experience Survey 2023/24 I-1 - Health

i-1-3-1 Overall, I was satisfied with the waiting time for an appointment

Non-final, non-first year UG and non first year PGRs



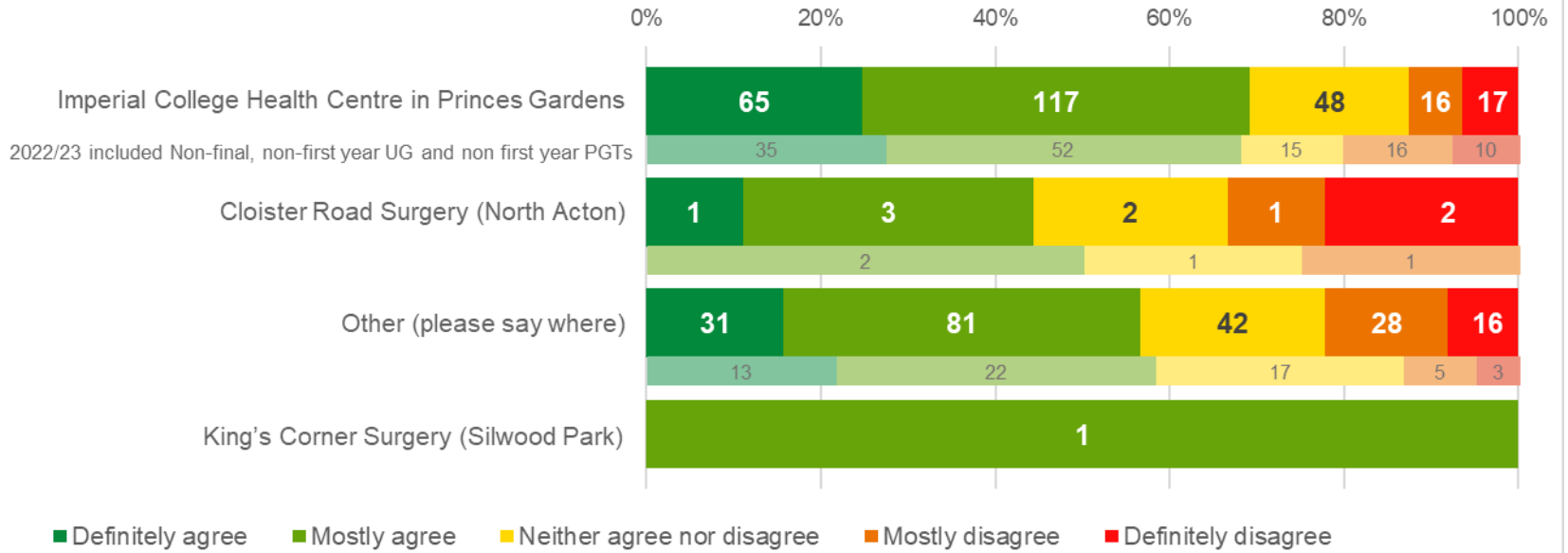


Student Experience Survey 2023/24

I-1 - Health

i-1-4-1 I was satisfied with the service at reception

Non-final, non-first year UG and non-first year PGRs

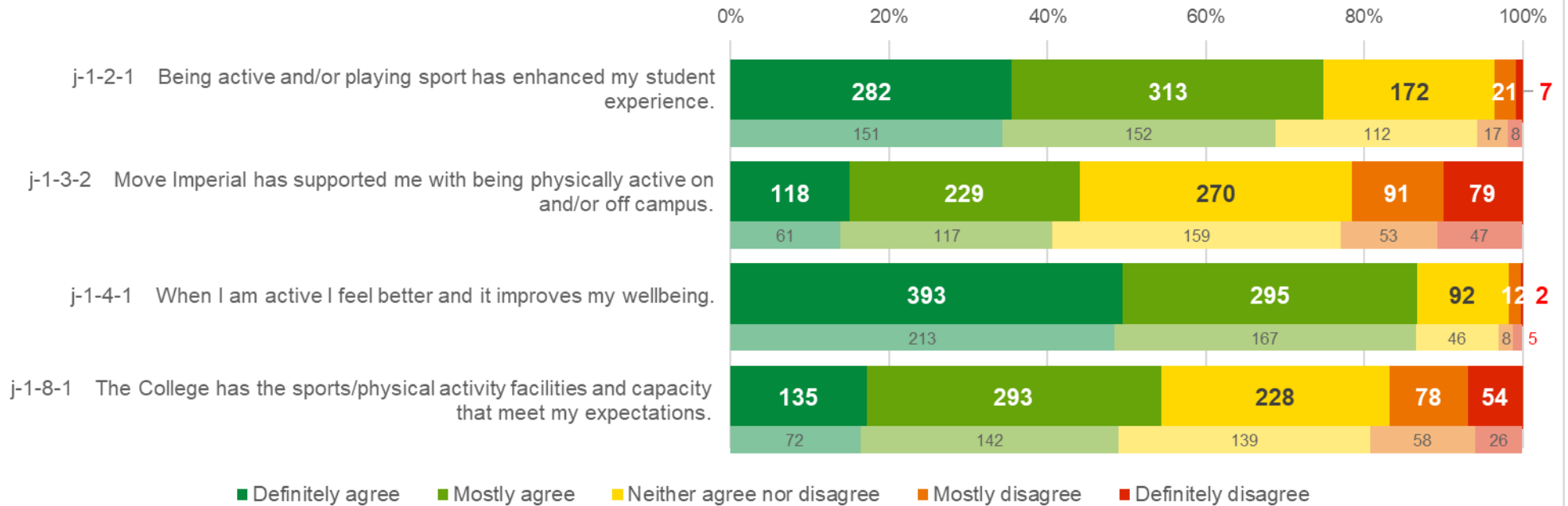




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J-1 Sport

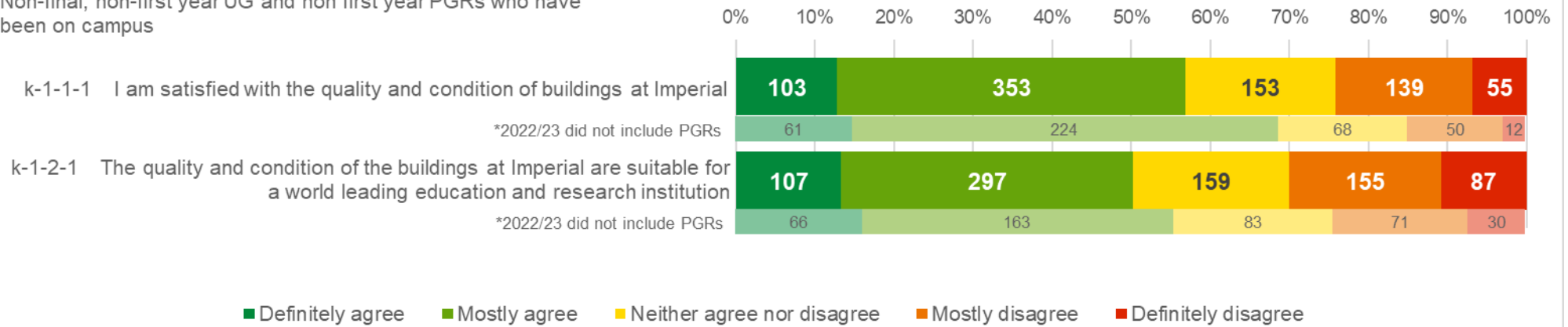
Non-final, non-first year UG and non-first year PGRs



Student Experience Survey 2023/24

K-1 - Buildings

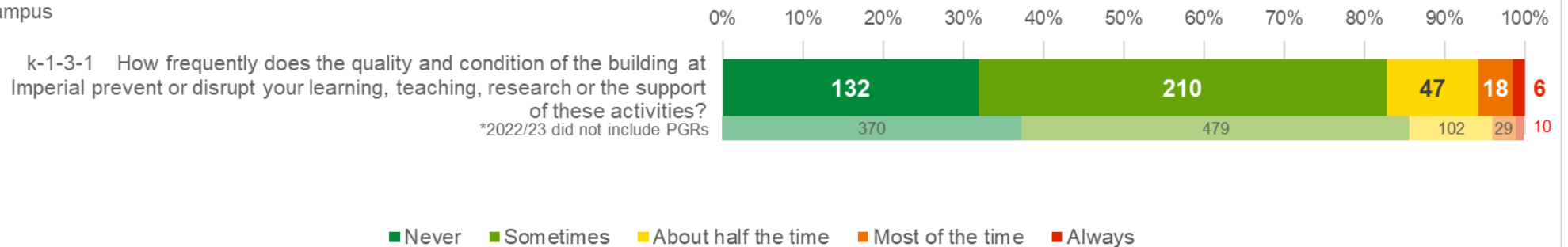
Non-final, non-first year UG and non first year PGRs who have been on campus



Student Experience Survey 2023/24

K-1 - Buildings

Non-final, non-first year UG and non-first year PGRs who have been on campus

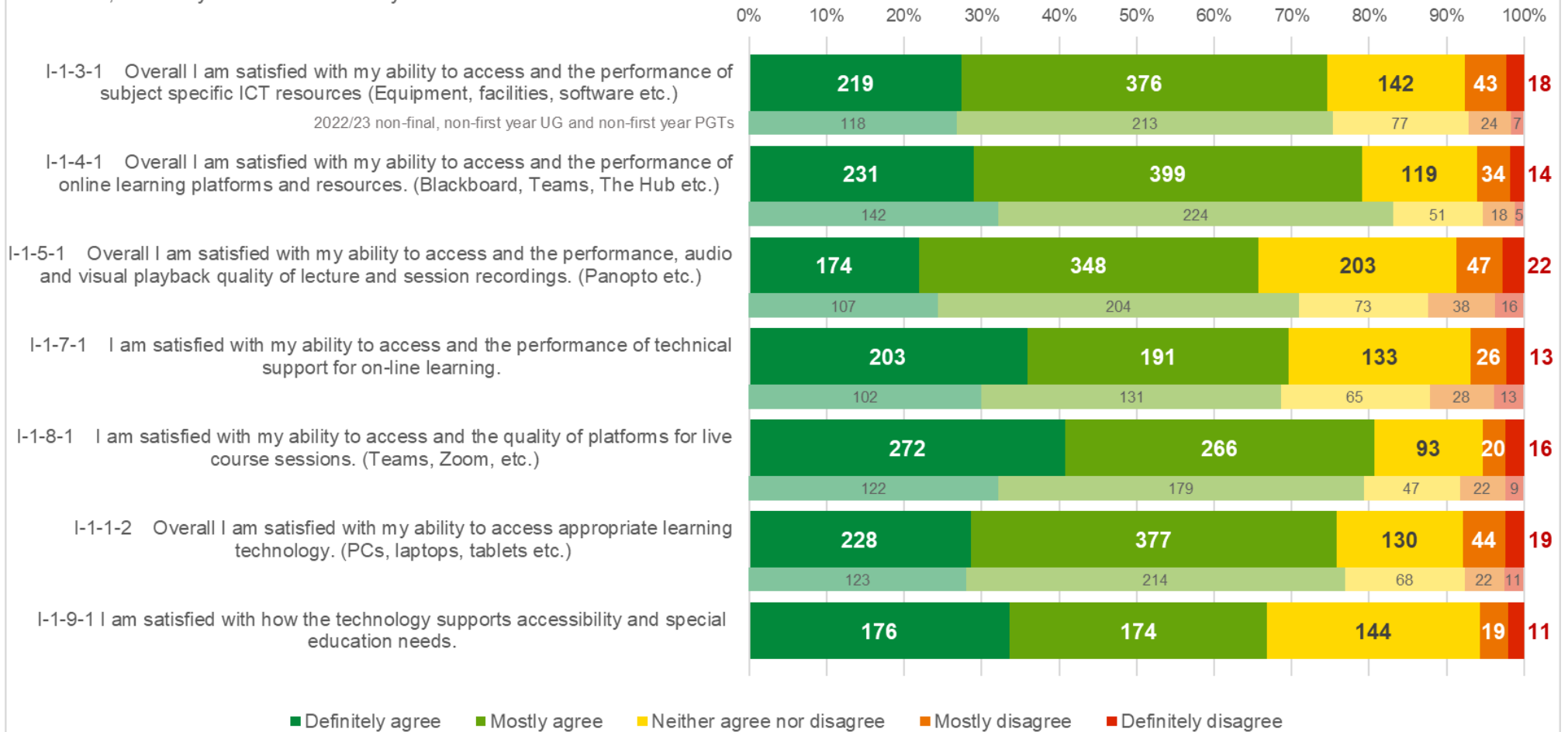




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L-1 - Digital Learning Resources

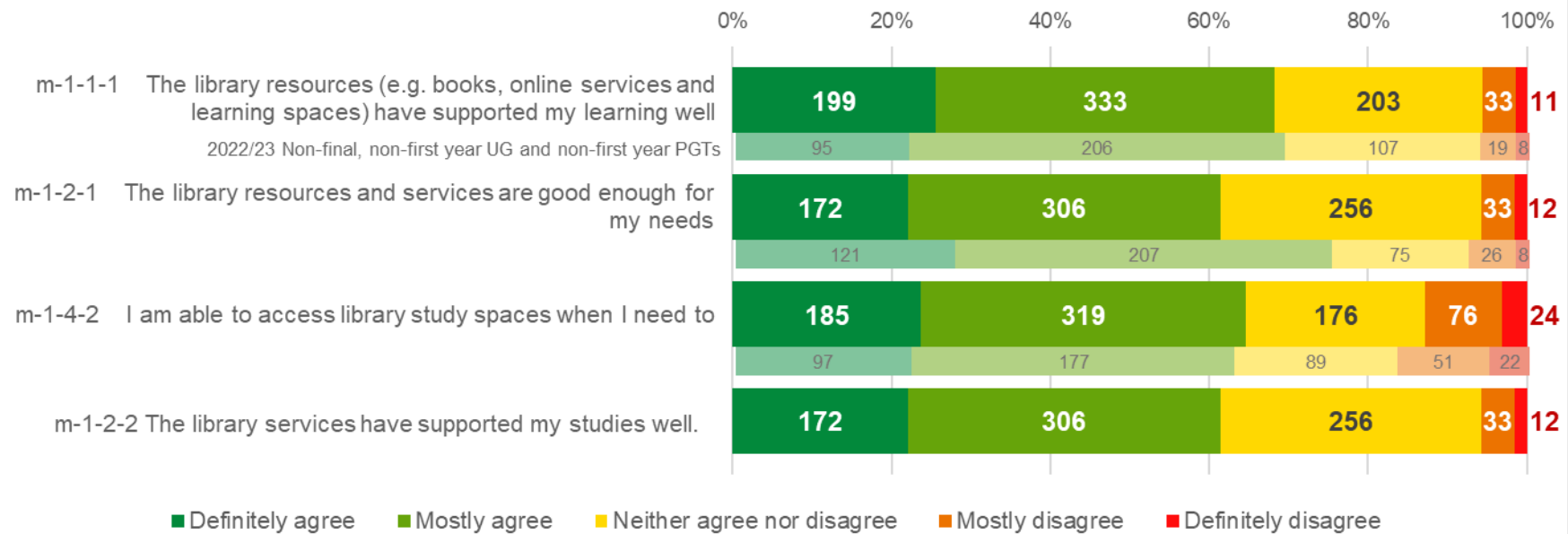
Non-final, non-first year UG and non-first year PGR





Student Experience Survey 2023/24 M-1 - Library

Non-final, non-first year UG and non-first year PGRs

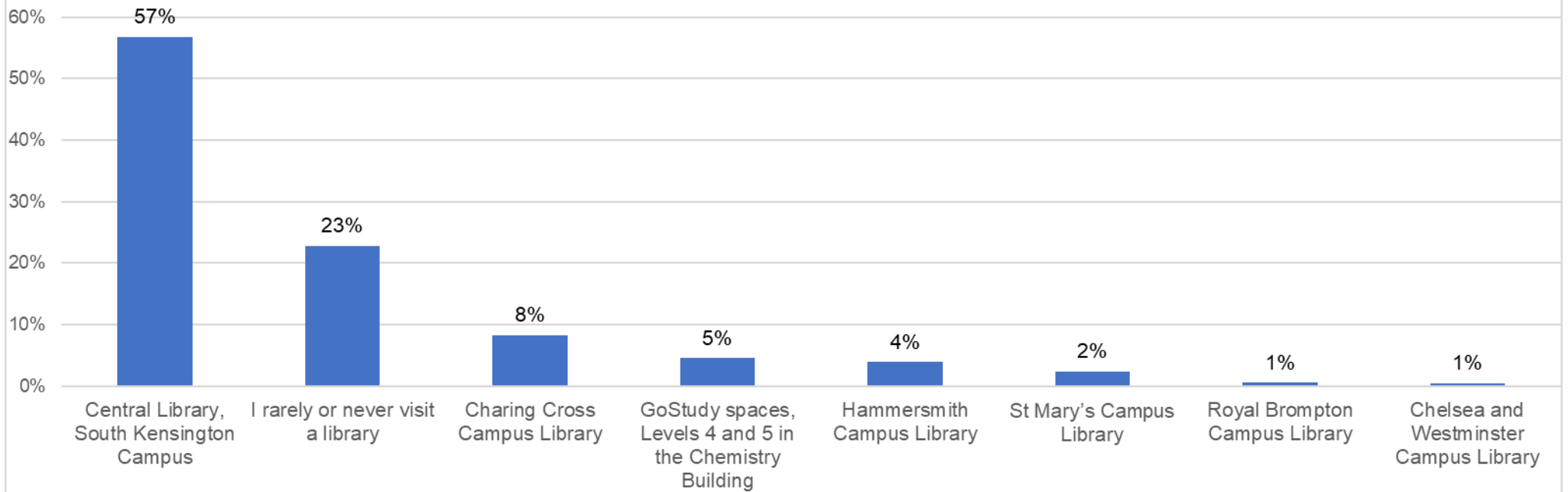




Student Experience Survey 2023/24

m-1-6-1 Which Library Space do you visit the most

Non-final, non-first year UG and non-first year PGRs

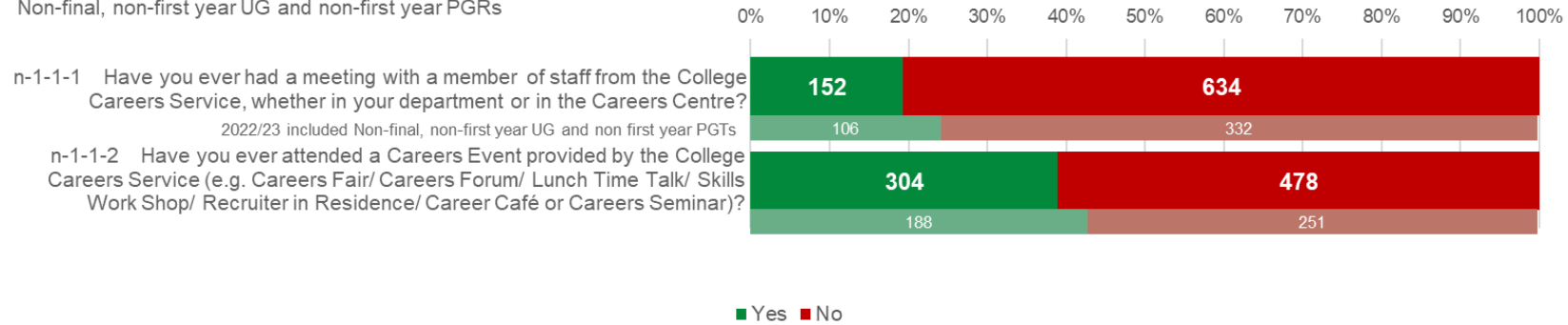




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N-1 - Careers Service

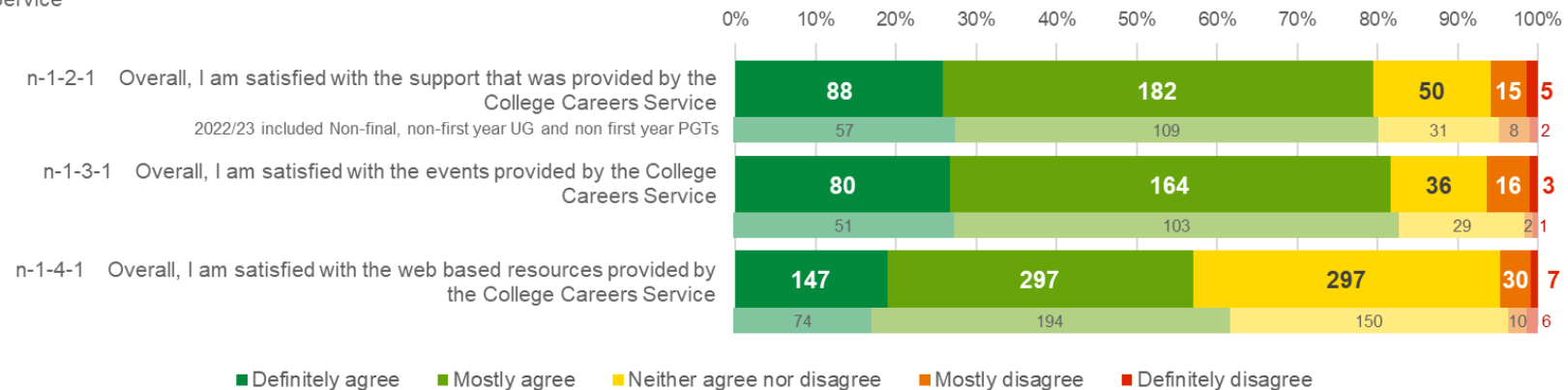
Non-final, non-first year UG and non-first year PGRs



Student Experience Survey 2023/24

N-1 - Careers Service

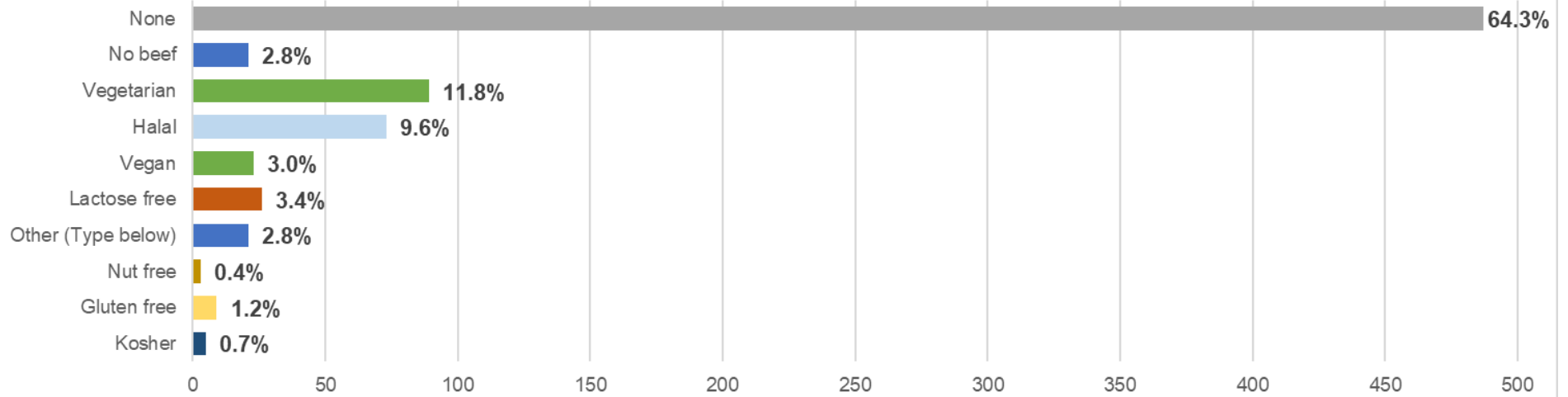
Non-final, non-first year UG and non-first year PGR users of the Careers Service





Student Experience Survey 2023/24
O-1 -Catering

e-3-8-1 Do you have any dietary requirements?



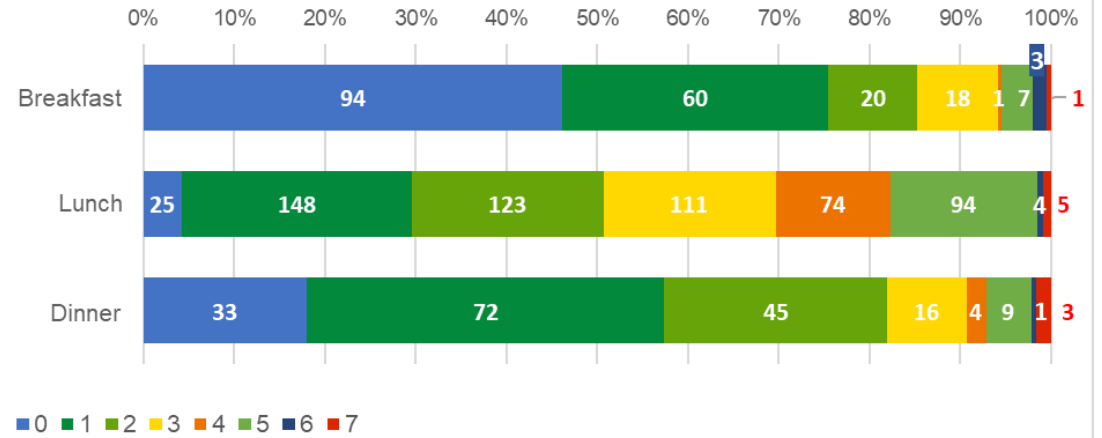


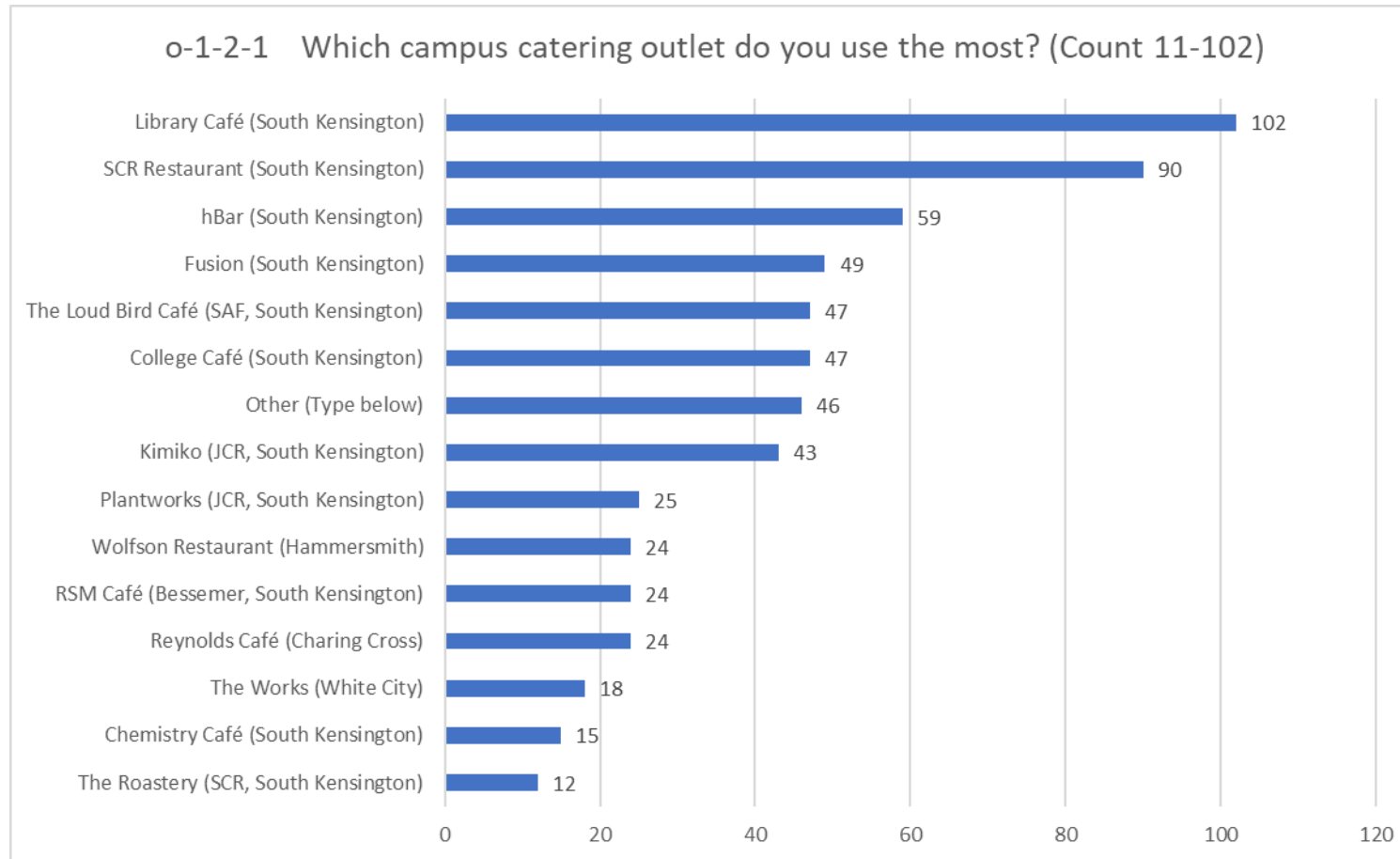
Student Experience Survey 2023/24

O1 - Catering

O-1 Catering

o-1-7-1 How many days a week do you buy the following meals on campus?





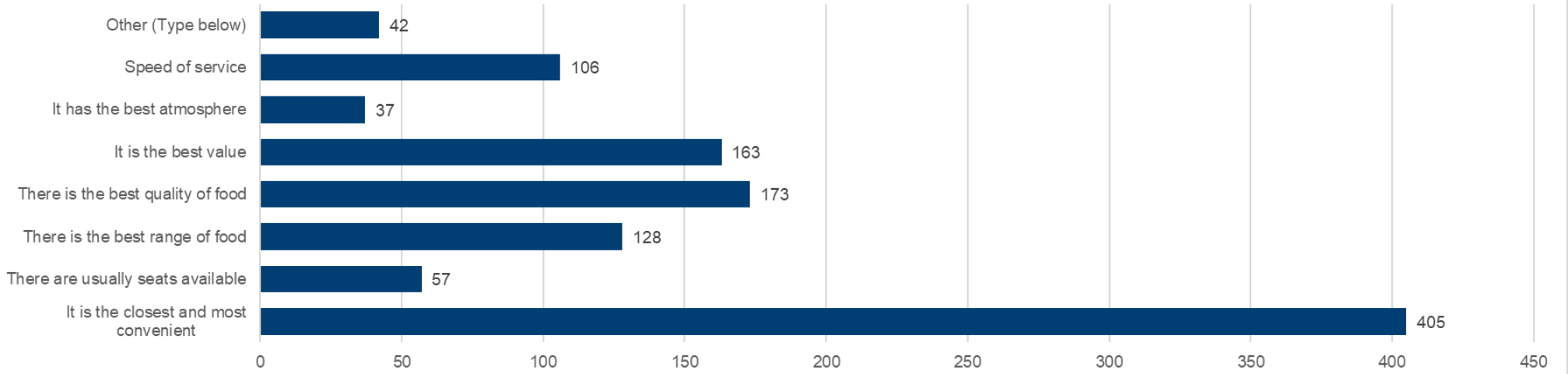


Student Experience Survey 2023/24

O-1 - Catering

o-1-3-1 Why do you use this outlet the most?

Non-final, non-first year UG and PGR students who have





Student Experience Survey 2023/24

O-1 - Catering

Non-final, non-first year UG who have been on campus

o-1-4-1_x When you are buying food, which factors are most important to you?

Factors	Importance (1 = highest, 8 = lowest)								Weight
	1	2	3	4	5	6	7	8	
Value for money	278	173	105	72	25	22	15	10	2.38
Quality	134	152	169	120	69	32	15	9	3.06
Portion size	40	145	133	107	110	79	49	37	4.03
Healthiness	57	89	108	152	142	99	34	19	4.09
Proximity	60	60	96	118	117	107	79	63	4.61
Dietary requirements	99	36	40	29	57	92	128	219	5.56
Sustainability	13	21	33	45	90	147	200	151	6.11
International cuisine	19	24	16	57	90	122	180	192	6.17

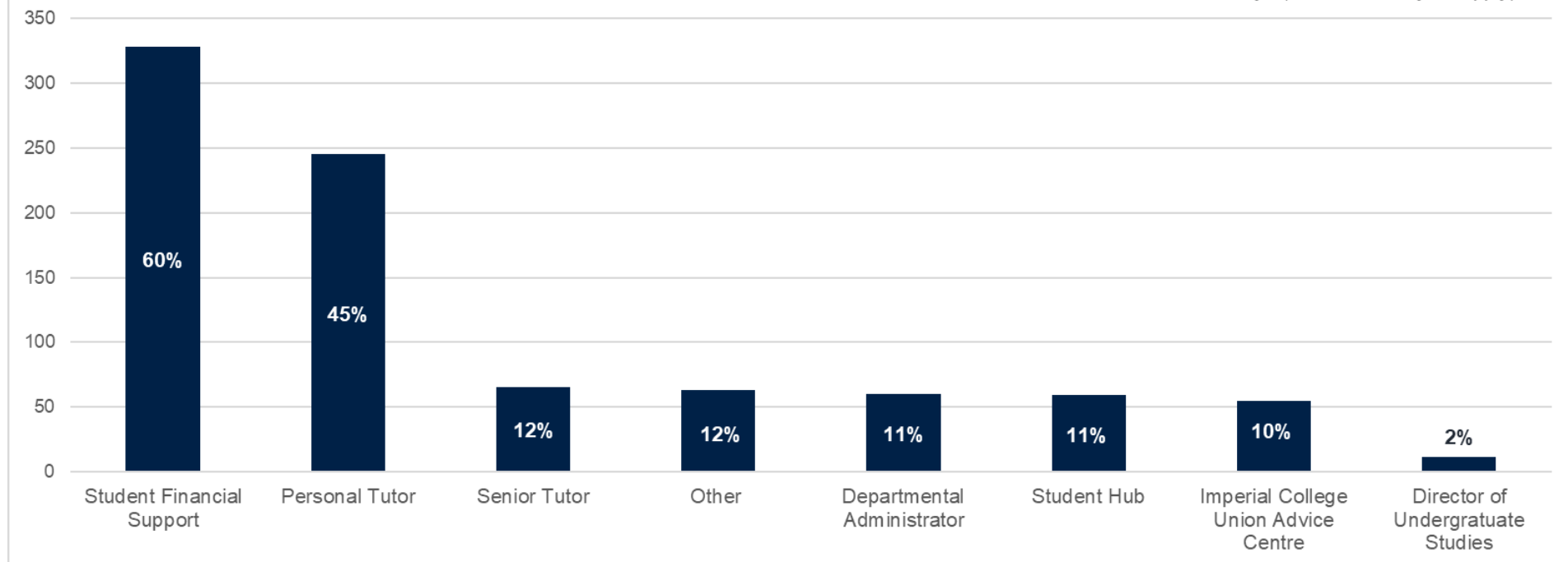


Student Experience Survey 2023/24

P-2 - Student finances

Non-final, non-first year UG

p-2-1-1 Who in College would you approach if you found yourself in financial difficulty? (Select as many as apply)

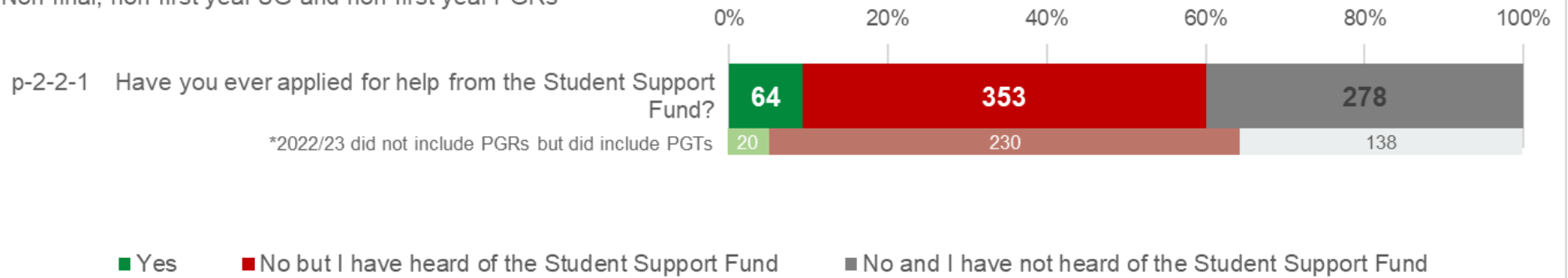




Student Experience Survey 2023/24

P-2 - Finances

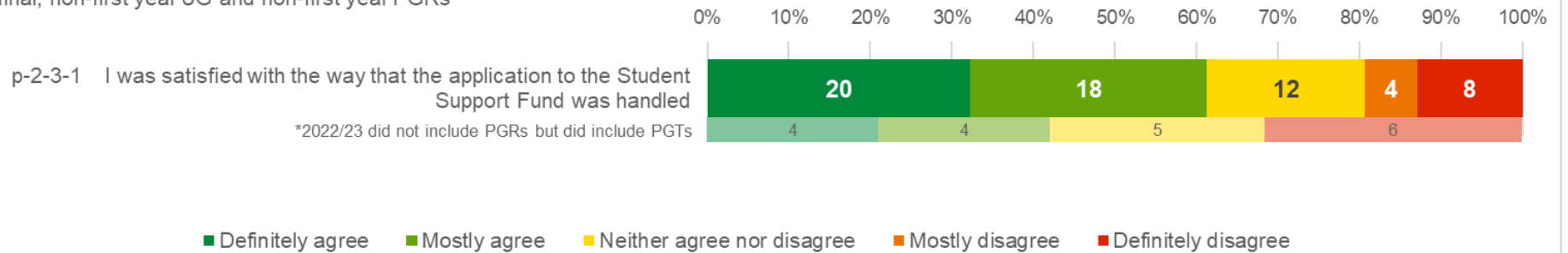
Non-final, non-first year UG and non-first year PGRs



Student Experience Survey 2023/24

P2 - Finances

Non-final, non-first year UG and non-first year PGRs



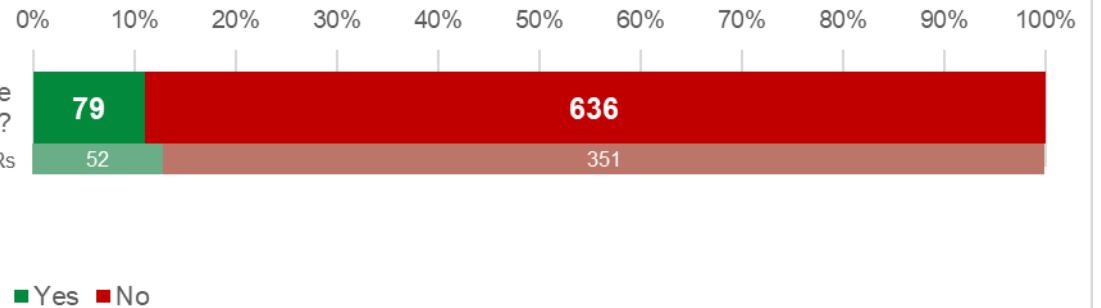


Student Experience Survey 2023/24 - Finances

Non-final, non-first year UG and non-first year PGRs

p-2-4-1 During your time at the College have you had any contact with the College's Credit Control team?

*2022/23 did not include PGRs

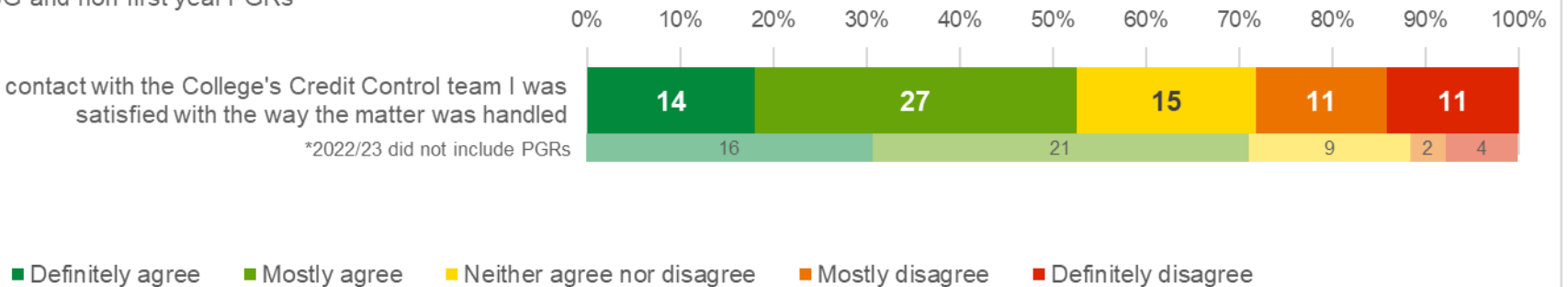


Student Experience Survey 2023/24 P2 - Finances

Non-final, non-first year UG and non-first year PGRs

p-2-5-1 When in contact with the College's Credit Control team I was satisfied with the way the matter was handled

*2022/23 did not include PGRs



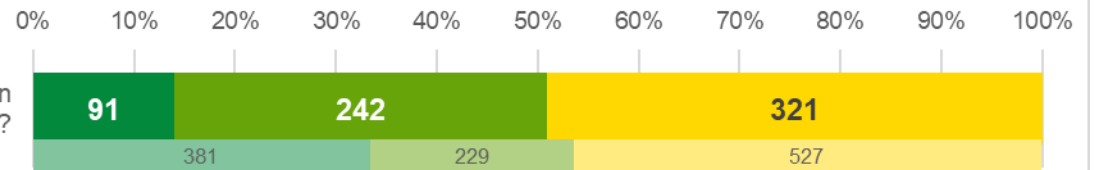


Student Experience Survey 2023/24

Q-1 - Commuting and travel

All Respondents

q-1-9-1 Does the length of your commute impact upon your participation in Union activities or social opportunities?



■ No - it has had no impact on my participation

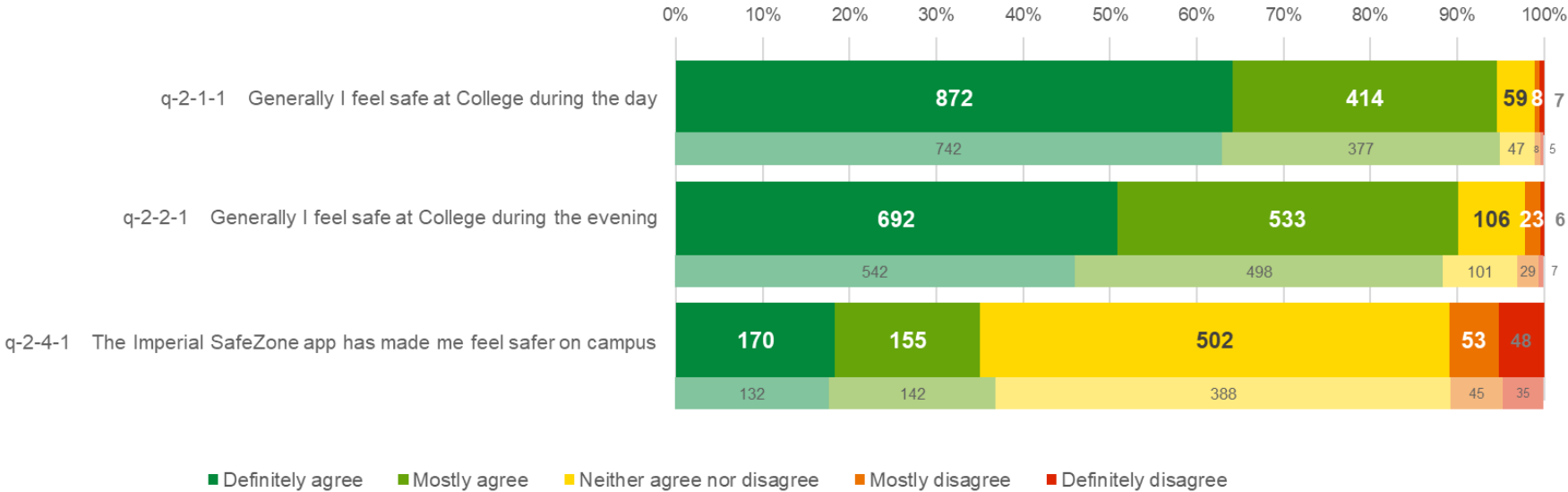
■ Yes - It has encouraged me to participate

■ Yes - it has discouraged me from participating

Student Experience Survey 2023/24

Q-2 - Safety

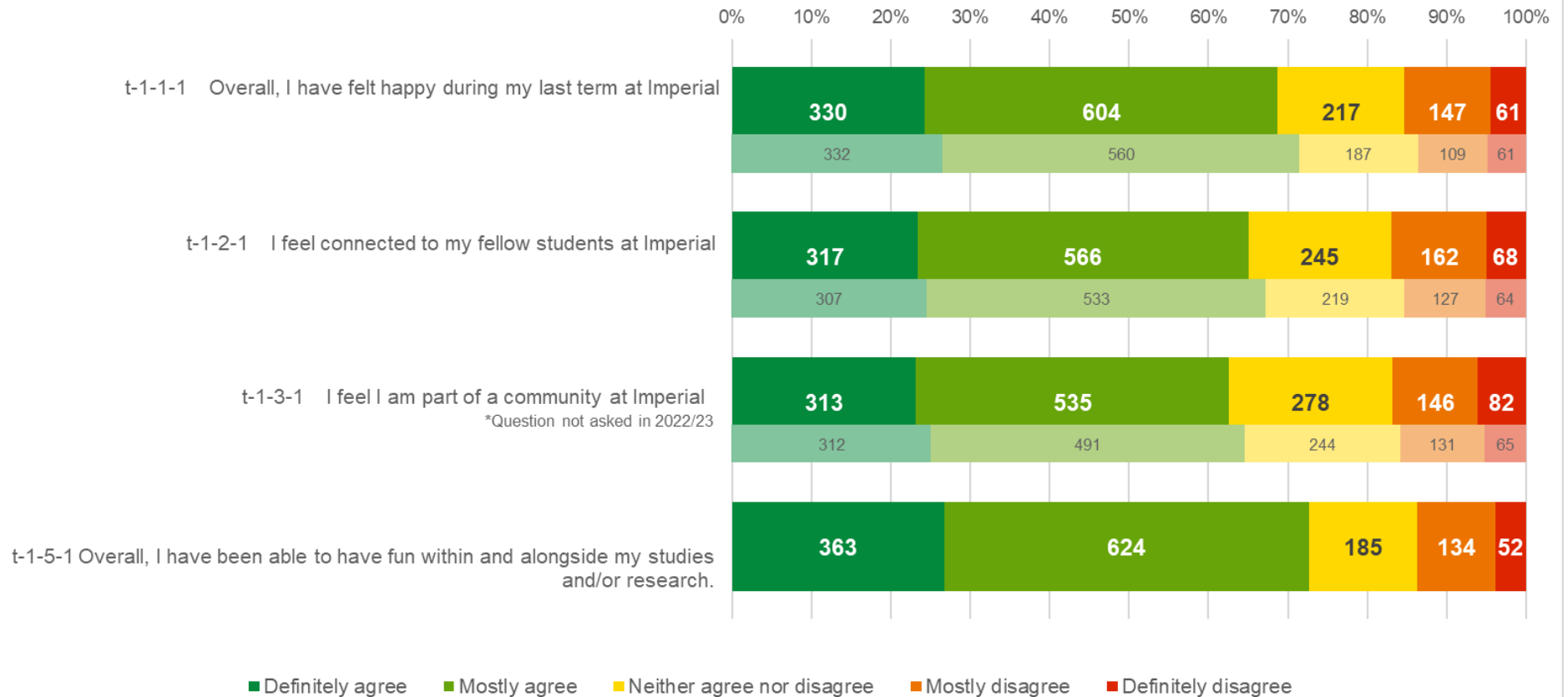
All participants who have been on campus





Student Experience Survey 2023/24 T-1 - Belonging

All respondents - non-final year UG and PGR students





Student Experience Survey 2023/24

R-1 - Overall

All respondents

