New to UCL 2024

This survey is for all students who have started a new programme of study or research degree at UCL this academic year. It helps UCL better understand the experiences of new students and how to best support them.

We'll ask you about lots of different topics ranging from admissions to departmental welcome activities, to your housing!

The survey only takes around 15 minutes to complete, and all responses are considered, with feedback passed to the relevant departments within UCL. When you complete the survey, you will be automatically entered into a prize draw for a chance to win one of the following prizes:

- 1x £500 cash prize
- 50x £10 Love2Shop vouchers

Data protection

All responses collected through this survey are stored by Qualtrics, on behalf of UCL. All data collected in this survey will be held securely. UCL will not identify any individuals when reporting the results and will use our best efforts to ensure that no individuals can be identified by implication. The data will only be used by UCL to understand and enhance the student experience.

Some information held in your student record, for example your programme of study, is attached to your response so that you do not have to provide it again. This data helps UCL understand and meet the needs of students like you. This information will never be used to identify you, and results from the survey are only reported in groups of five or more to maintain anonymity, and potentially identifying data is removed in reporting.

Your responses are anonymised, but please ensure you do not inadvertently identify yourself or another individual in a comment.

Anonymised comments will be analysed for themes by Student Voice on behalf of UCL. All data will be processed in accordance with UCL's Privacy Notice. If you wish to withdraw your responses from the survey, please contact: student.engagement@ucl.ac.uk

Please tick the box below to confirm that you consent to the data being used in the way described (if you do not consent then please close this browser window to exit the survey).

☐ I give my consent for my responses to be stored by Qualtrics and used by UCL as described above.

Admissions and decisions

Which factors most influenced your decision to study at UCL? (choose up to 3)

- ☐ Attending a UCL summer school
- ☐ Content of degree programme
- ☐ Earning potential of degree
- ☐ I wanted to stay at UCL (studied here previously)
- ☐ Information on the website
- ☐ Information provided to offer holders
- ☐ League table position
- ☐ Location
- ☐ Quality of digital education options
- ☐ Quality of research
- ☐ Quality of student support
- ☐ Recommended by friends/family
- ☐ Recommended by school or university
- ☐ Reputation
- ☐ Scholarships or bursaries available
- ☐ Specific member of UCL staff
- ☐ Visiting UCL at an Open Day
- ☐ Other _____

Which of the following were the most influential resources in choosing your programme of study? (choose up to 3)

- ☐ Advert for UCL
- ☐ Google search
- ☐ League tables
- ☐ My school, college or previous university
- ☐ Open Day
- ☐ Other website
- ☐ Prospectus (printed)
- ☐ Recommended by friends or family
- ☐ Recommended by teacher or academic
- ☐ Recruitment fair or exhibition
- ☐ Social media
- ☐ Studied at UCL previously
- ☐ The UCL website
- ☐ UCAS
- ☐ Virtual event
- ☐ Other _____

What, if anything, might have stopped you from studying your chosen degree programme here? (choose up to 3)

☐ Accommodation available
☐ An offer from our competitors
☐ Online application process
☐ Campus and facilities
☐ Career prospects
☐ Cost of living in London
☐ Degree structure or syllabus
☐ Feeling that I wouldn't fit in at UCL
☐ Information about UCL in the media
☐ League table ranking
☐ Length of wait for a decision
☐ Personal circumstances
☐ Poor or lack of communication from UCL
☐ Scholarships available
☐ Student support available
☐ Tuition fees
☐ Other _____

The information provided to me about my programme or research pathway before I arrived was accurate

o Definitely agree
o Mostly agree
o Mostly disagree
o Definitely disagree

Are there any issues with the accuracy of information provided to you pre-arrival that you wish to highlight?

_____

Location

Which campus is most of your learning based at? Please choose the option which best fits your situation.
o UCL Bloomsbury
o UCL East (Stratford, not including Here East)
o My learning is split evenly between more than one campus e.g. UCL Bloomsbury and UCL East
o Other London location (e.g. Here East, Canary Wharf School of Management, Royal Free, etc.)
o Other non-London location
o I'm a distance learner
o Other (please specify)_____

Please respond to the following statements about your experience as a distance learner:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	Not applicable
The information I received from my department, programme or research unit (e.g. course handbook, induction pack) was clear and useful	○	○	○	○	○
As a distance learner I feel welcome and part of my course cohort	○	○	○	○	○
I was clearly informed about what technology I need (e.g. computer, software, browser) as a distance learner	○	○	○	○	○
I was clearly informed about the digital skills I would need to carry out parts of my study	○	○	○	○	○
I have been supported, or know where to get that support, to use that technology	○	○	○	○	○
I found module selection to be straightforward	○	○	○	○	○
I have a good understanding of the content and structure of my programme or research pathway this year	○	○	○	○	○
I have had opportunities to interact with other online learners	○	○	○	○	○
I know who to go to with questions about my studies	○	○	○	○	○
The time commitment involved in my programme has been made clear to me	○	○	○	○	○

Overall experience

Would you recommend UCL to others thinking of applying here?

o   I would actively encourage others to apply to UCL
o   I would encourage others to apply to UCL if asked
o   I would discourage others from applying to UCL if asked
o   I would actively discourage others from applying to UCL

Is there anything you would have liked more information about?

_____

If you could change one thing about your arrival experience at UCL, what would it be?

_____

About you

We're asking you this demographic question to help our Disability & Neurodivergent Support team understand more about the experiences of students who are disabled or have a long-term health condition, including mental health and other neurodivergent conditions.

Do you have a disability or a mental health condition? (your response will be anonymised)
o Yes
o No
o Prefer not to say

How would you describe your disability? (Please tick all that apply)

☐ Mental health condition (e.g. depression, anxiety disorder)
☐ Specific learning disability (e.g. dyslexia, dyspraxia)
☐ Other disability (e.g. long-term health condition, physical disability)

Did you have this disability or mental health condition before starting UCL?
o Yes
o No
o Prefer not to say

Have you declared your disability and/or pre-existing mental health condition to the Student Support and Wellbeing services?
o Yes, as part of my application
o Yes, after applying
o No
o Not applicable

Arriving at UCL

As a new student I have found the following useful:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	I haven't heard of this	Not applicable
Welcome to UCL emails	○	○	○	○	○	○
The 'New students' section on the UCL Students website	○	○	○	○	○	○
UCL social media channels e.g. Instagram, TikTok, Facebook and X	○	○	○	○	○	○
FAQs section in askUCL	○	○	○	○	○	○
Digital Education at UCL online course	○	○	○	○	○	○
UCL's Introductory Programme (IP)	○	○	○	○	○	○
The UCL Go app	○	○	○	○	○	○
Campus maps and tours	○	○	○	○	○	○
A Student's Guide to UCL Talk	○	○	○	○	○	○
Support Services Fair	○	○	○	○	○	○
Weekly student email newsletter	○	○	○	○	○	○
UCL Students website	○	○	○	○	○	○

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	I haven't heard of this	Not applicable

As an international student, I have found the following useful:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	I haven't heard of this	Not applicable
Information on the UCL Students website about accessing healthcare in the UK	○	○	○	○	○	○
Information on the UCL Students website about how to open a UK bank account	○	○	○	○	○	○
Information on the UCL Students website about the visa process (if applicable)	○	○	○	○	○	○
International Student Online Orientation Course	○	○	○	○	○	○
International Student Orientation Webinars	○	○	○	○	○	○
International Student Seminars (Safety, Library, Careers, or Religion & Faith)	○	○	○	○	○	○
International Student Q&A Talks	○	○	○	○	○	○

During my first week at UCL:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	I haven't heard of this	Not applicable
The enrolment process was straightforward	○	○	○	○	○	○
I found the social events in the first week helped me to settle in	○	○	○	○	○	○
I found the Welcome Fair useful	○	○	○	○	○	○
Staff during the Welcome week and central enrolment process have made me feel welcome (non-departmental staff)	○	○	○	○	○	○
I found the support offered by the Helpdesks helpful	○	○	○	○	○	○

Induction

The welcome or induction events I attended organised by my faculty, department or programme were useful and informative

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	Not applicable
Organised by my Faculty (e.g. Engineering)	○	○	○	○	○
Organised by my Department/division (e.g. Biosciences)	○	○	○	○	○
Organised by my Programme (e.g. MSc Psychology)	○	○	○	○	○

Do you have any particularly positive or negative feedback from the welcome or induction events (including online events) you attended that you wish to highlight? Please be as specific as possible:

Academic welcome

Thinking about your experience of arriving in your department:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	Not applicable
The introductory information I received from my department was clear and useful	○	○	○	○	○
Staff in the department or programme have made me feel welcome	○	○	○	○	○
Welcome events helped me to get to know other students on my programme	○	○	○	○	○
I found module selection to be straightforward	○	○	○	○	○
I have a good understanding of the content and structure of my programme of study this year	○	○	○	○	○
The timetable works efficiently for me	○	○	○	○	○
I know who to go to with questions about my studies	○	○	○	○	○
I've been able to make social connections with peers in my department or on my programme	○	○	○	○	○

Have you already met/arranged to meet your personal tutor?
o   Yes
o   No
o   I haven't heard of this

Have you had the opportunity to meet your transition mentor?
o   Yes
o   No
o   I haven't heard of this

Have you met or arranged to meet your principal supervisor?
o   Yes
o   No
o   Not applicable

Please respond to the following statements about your department or research unit:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	Not applicable
The introductory information I received from my department or research unit was clear and useful	○	○	○	○	○
I found the Doctoral School Welcome Events informative	○	○	○	○	○
Staff in my department or research unit have made me feel welcome	○	○	○	○	○
Department arrival events helped me to get to know other students	○	○	○	○	○
I have a good understanding of what is expected of me as a UCL research student	○	○	○	○	○
I have a good understanding of what I can expect from my principal supervisor	○	○	○	○	○
I have a clear plan of how to begin my research	○	○	○	○	○
I know who my Departmental Graduate Tutor is and how to contact them	○	○	○	○	○
I am aware of the opportunities open to me through the Doctoral Skills Development Programme	○	○	○	○	○

Have you been made aware of the online Doctoral School Code of Practice?
○ Yes
○ No

Do you have any further comments about arrival in your faculty, department, programme or research unit at this stage?

_____

Support services

I am confident that I know how to access the following UCL student support or advice services if I need them:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	I haven't heard of this	Not applicable
Administrative support from Student Support and Wellbeing Services	○	○	○	○	○	○
Disability and Neurodivergent services	○	○	○	○	○	○
Immigration advice	○	○	○	○	○	○
International student support (excluding immigration advice)	○	○	○	○	○	○
IT services	○	○	○	○	○	○
Student Fees Office (setting and settlement of tuition fees)	○	○	○	○	○	○
UCL Student Funding (Financial support and funding advice)	○	○	○	○	○	○
Support and advice from Students' Union UCL	○	○	○	○	○	○
UCL Careers	○	○	○	○	○	○
Wellbeing, mental health or psychological support	○	○	○	○	○	○

I have been successfully able to:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	I haven't heard of this	Not applicable
Access digital learning platforms (e.g. Moodle, LinkedIn Learning, Zoom, MS Teams etc.)	○	○	○	○	○	○
Access software (e.g. MS Word, Excel, etc.) on a UCL computer or Desktop@UCL Anywhere	○	○	○	○	○	○
Access Wi-Fi on campus (Eduroam)	○	○	○	○	○	○
Change my password and register for Multi-factor Authentication	○	○	○	○	○	○
Find a computer on campus	○	○	○	○	○	○
Use one or more of the libraries within UCL	○	○	○	○	○	○
Access online library resources (e.g. e-journals, e-books)	○	○	○	○	○	○

You're over halfway through... remember there's a prize draw if you complete the survey where you could win up to £500!

Accommodation and Housing

Where are you living while studying at UCL?
o   Living at home (with parent/guardian)
o   Private rental
o   Private student accommodation (e.g. IQ, Chapter, etc)
o   UCL Accommodation (including partner Unite and Urbanest sites)
o   University of London Halls (UoL)
o   Other (please specify) _____

Please select your type of private rental?
o   A tenancy with a landlord or lettings agent
o   Subletting
o   Other (please specify) _____

We'd like to understand more about students not living in UCL Accommodation. Why are you not living in UCL halls?
o   I did not meet the eligibility criteria
o   I met the eligibility criteria but my application was unsuccessful
o   It was not an affordable option
o   I wanted to save money by living in alternative accommodation (e.g. living at home)
o   I wanted to live in a more premium accommodation option (e.g. private student halls)
o   I do not like the student accommodation environment
o   I wanted to choose who I live with
o   I wanted to choose where I live
o   UCL Accommodation's reputation
o   Other (please specify) _____

To help us understand more about our students' living costs, how much do you pay for your rent per week?
o   £100 - £150 per week or less (approx £430 - £650 per month)
o   £151 - £200 per week (approx £650 - £869 per month)
o   £201 - £225 per week (approx £870 - £975 per month)
o   £226 - £250 per week (approx £976 - £1080 per month)
o   £251 - £300 per week (approx £1081 - £1300 per month)
o   £301 - £350 per week (approx £1301 - £1515 per month)
o   £351 - £400 per week (approx £1516 - £1730 per month)
o   £401 - £450 per week (approx £1731 - £1950 per month)
o   £451 - £500 per week (approx £1951 - £2165 per month)
o   £501+ per week (approx £2166+ per month)
o   I don't pay rent
o   Prefer not to say

So we can understand how our students are spread around London and beyond, please select the area of London you live in?

Your area might be your council borough, the name of the nearest tube station, or the ward you're registered to vote in. If you're not sure, check what appears on a maps app when you type in your address.

▼ I don't live in London: Dropdown list of towns and cities, for selection by student

How do you normally travel to UCL?

- ☐ Walk or wheel as a pedestrian
- ☐ Bicycle or scooter
- ☐ Bus
- ☐ Tube (London Underground or Overground)
- ☐ Train (National Rail)
- ☐ Car
- ☐ Other

On a scale of 0 to 10 how satisfied are you with your housing?

- ○ 0
- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6
- ○ 7
- ○ 8
- ○ 9
- ○ 10

Would you be interested in living in UCL Accommodation beyond first-year if it was an option?

- ○ Yes
- ○ No
- ○ Maybe

If UCL Accommodation was available beyond first-year in these locations, which would you be interested in?

- ☐ Canary Wharf
- ☐ Stratford
- ☐ Neither of the above

Which factors are most important when you are organising your accommodation? (choose up to 3)

- ☐ Facilities
- ☐ Living with friends
- ☐ Living with other UCL students
- ☐ Location close to campus
- ☐ Price
- ☐ Quality of accommodation
- ☐ Study space
- ☐ Transport links

Settling in

Please respond to the following statements about settling in to UCL:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	Not applicable
I feel safe on campus and in the local area	○	○	○	○	○
Based on my experience so far, I feel welcome and part of the wider UCL community	○	○	○	○	○
Based on my experience so far, I feel part of the community in my department or research unit	○	○	○	○	○
Overall, I am satisfied with my experience of arrival at UCL	○	○	○	○	○

Have you signed up for a club or society?
- ○ Yes
- ○ No, and I probably won't
- ○ No, but I intend to
- ○ No, not sure if I will sign up
- ○ I can't remember if I signed up