New to UCL survey questions (2019)

Demographic questions (hidden from respondent)

What is your level of study?

- o Undergraduate (e.g. BA, BSc)
- o Postgraduate Taught (e.g. Master's, PGCE, PGDip)
- o Postgraduate Research (e.g. MRes, PhD, MPhil, Doctorate)
- o Foundation degree or short course
- o Affiliate programme

Domicile

- o UK
- o EU (non-UK)
- o Overseas (non-EU)

Ethnicity

Department

Programme

Mode of study

- o Full time
- o Part time
- o Mixed mode/flexible

Are you primarily:

- o A distance learner
- o A face-to-face (on campus) learner

Admissions and decisions

1. **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 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

2. **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 (please specify below)
   - 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

3. **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

4. **Please respond to the following statement**

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

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

[Distance learners routed to question 27]

Arriving at UCL

6. 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 app						
Campus maps and tours						
UCL Students website						
The 'New students' section on the UCL Students website						
Student newsletter (myUCL)						
UCL social media channels (e.g. UCL official Facebook page, @UCL Twitter account, UCL Instagram)						
New Students' Guide						
FAQs section in askUCL						
Countdown to UCL emails						

[UK students routed to question 8]

7. 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 bank account						
Information on the UCL Students website about the visa process						
International Student Orientation – social events						
International Student Orientation – Welcome talks						

8. During my first week at UCL:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	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					

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	Not applicable
Staff during the Welcome week and central enrolment process have made me feel welcome (non-departmental staff)					

Academic welcome

9. **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 Faculty (e.g. Engineering)					
Organised by Department/division (e.g. Biosciences					
Organised by Programme (e.g. MSc Psychology)					

10. **Do you have any particularly positive or negative feedback from the welcome or induction events you attended that you wish to highlight? Please be as specific as possible:**

[UG and PGT only, PGR go to question 14]

11. **Thinking about your experience of arriving in your department:**

More info: *Information from departments could include handbooks, induction packs and other course materials

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	Not applicable
The introductory information I received from my department was clear and useful (click above for more information)					
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					

12. **Have you already met/arranged to meet your personal tutor?** [Undergraduate and PGT only]

   ○   Yes
   ○   No

o   I haven't heard of this

13. Have you had the opportunity to meet your transition mentor? [Undergraduate only]
o   Yes
o   No
o   I haven't heard of this

14. Have you met/arranged to meet your principal supervisor? [PGR students only]

o   Yes
o   No
o   Not applicable

15. Please answer the following statements about your department or research unit [PGR students only]

	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					
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					

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

Support Services

17. 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 the Student Centre						
Disability support services						
Immigration advice						
International student support (excluding immigration advice)						
IT support						
Student Fees Office (setting and settlement of tuition fees)						
UCL Student Funding (scholarships, bursaries, funding advice)						
Support and advice from Students' Union						
UCL Careers						
Wellbeing, mental health or psychological support						

18. I have been successfully able to:

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	I haven't heard of this	Not applicable
Access online learning (e.g. Moodle, Lynda.com etc.)						
Access software (e.g. MS Word, SPSS) on Desktop anywhere or Desktop@UCL						
Access Wi-Fi						
Find a computer						
Use one or more of the libraries within UCL						
Access online library resources (e.g. e-journals, e-books)						

Accommodation

19. Where are you living while studying at UCL?

- o UCL managed accommodation
- o University of London managed accommodation
- o Privately rented house/flat/room
- o Private halls or a student hostel
- o Living at home
- o Staying with a host family
- o Other

[If not UCL managed accommodation, routed to question 23]

20. Please select your halls or house

List of UCL managed halls and houses

21. Please answer the following statements about your accommodation

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree
The UCL staff and student ambassadors checking me in made me feel welcome				
My accommodation was clean and everything was in good working order when I moved in				
All relevant pre-arrival and arrival information was easy to find				
The moving in process was well-organised and straight forward				
I am aware of all the support available to residents in my halls or house				
I feel safe in my accommodation				

22. Is there anything about your experience in UCL accommodation so far that you wish to highlight?

Settling in

23. Please answer 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					

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

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

26. Is there anything you would have liked more information about?

Distance Learners

[Non-distance learners routed to Q.29]

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

	Definitely agree	Mostly agree	Mostly disagree	Definitely disagree	Not applicable to me
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					

28. **Do you have any comments about your experience so far at UCL?**

About you

29. Did any of your parents attend university?

o Yes

o No

o I don't know

30. Do you have a disability or a mental health condition? (your response will be anonymised)

o Yes

o No disability

o Prefer not to say

Please tick all that apply

o Mental health condition (e.g. depression, anxiety disorder)

o Specific learning disability (e.g. dyslexia, dyspraxia)

o Other disability (e.g. long-term health condition, physical disability)

[No and Prefer not to say go to Thank you page]

31. Did you have this disability or mental health condition before starting UCL?

o Yes

o No

o Prefer not to say

32. 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

Please contact Bettina Baumann (B.Baumann@ucl.ac.uk) in the Office of the Vice-Provost (Education and Student Affairs) if you have questions about this survey.