

## Graduation Survey 2007



This survey was conducted between the 9<sup>th</sup> April and the 4<sup>th</sup> June 2007 on graduates of the University of Hull. The data was collected by our website, [www.hullstudent.com](http://www.hullstudent.com) (Uni-servity system, no longer in service) and by face to face personal interviews in the Student Union foyer and in the Library reception. A total of 237 people answered the questionnaire. The aim of the survey is to gauge student opinion and perception of the Students Union organisation and its services and facilities.

This is the first time that this survey has been undertaken, the plan is to repeat this survey every year to gauge changing trends and also measure improvements against changes in the operational plans and strategies of the organisation. This survey will act as a benchmark in the future.

## KEY SUCCESS FACTORS

Mission Statement:

**“To be first choice, every time”**

KSF1

To strive to be a truly democratic organisation; one where its members have influence over the facilities and services provided and can determine future events.

KSF2

To provide effective support and accurate, impartial advice to individuals and groups.

KSF3

To represent effectively members within H.U.U, the University and the community of Hull and in the National arena.

KSF4

To encourage member participation at every level by providing:

- a wide range of opportunities in a safe environment;
- appropriate training development and recognition for skills learned and tasks achieved.

KSF5

To invest continually and expand our services to meet the needs of our members, to better our competitors and, at all times, to provide the best possible value for money.

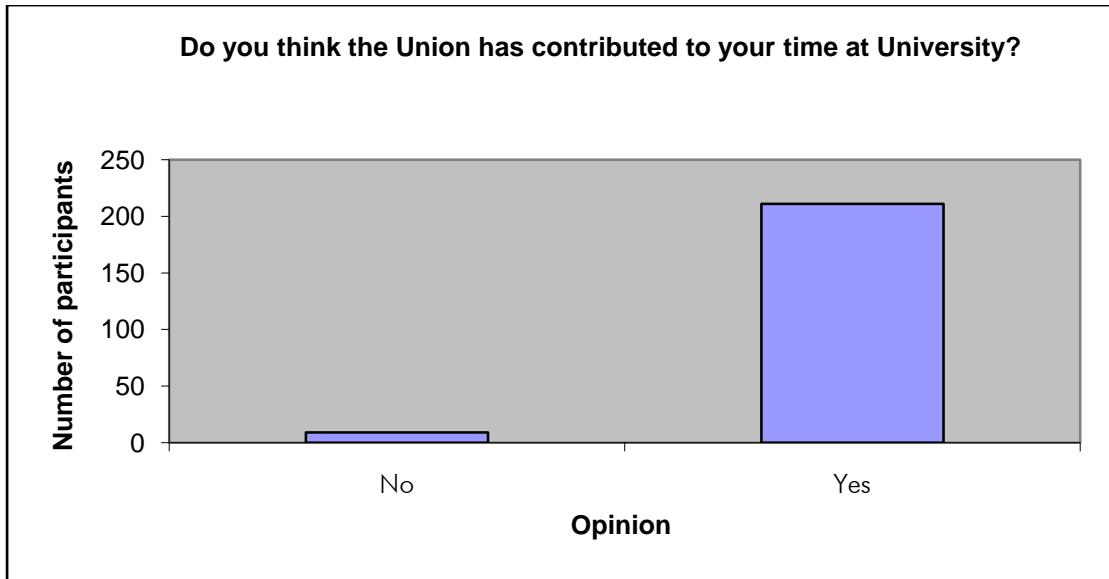
KSF6

To recruit, train, develop and retain staff who have the skills and aptitude appropriate to the job they undertake and also appreciate the ethos of H.U.U.

KSF7

To improve continuously everything we do, to become - 1st choice every time.

1. Do you think the Union has contributed to your time at university? **Key Success Factors 1,2,4,5,7**



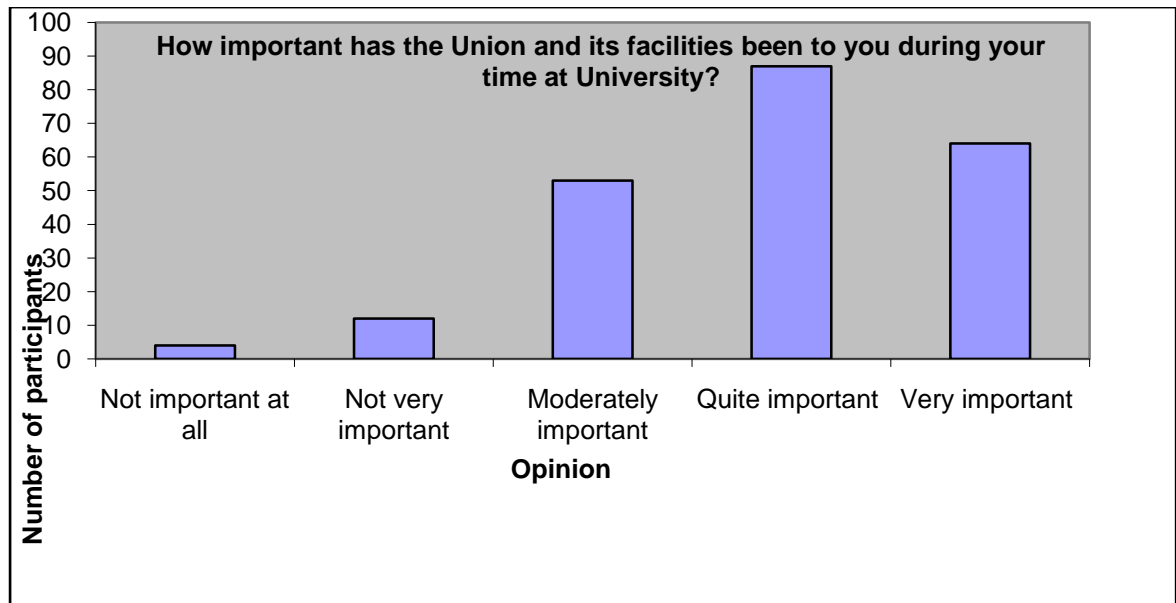
No 9  
Yes 211

Only a small percentage (4%) of the students actually felt the union had not contributed to their time at university where as the vast majority felt it gave a positive contribution. It is possible that the negative response from some parties is down to the Union taking disciplinary action against someone or their friend which caused resentment towards the Union. It could be that there is segment of students that the Union does not appeal to. This survey does not identify which segment this might be.

Action point for next year's survey

Next year insert a comment section so if the answer is no the reasons that the member does not feel that the Union has contributed can be ascertained.

2. How important has the Union and its facilities been to you during your time at university?  
Key Success Factors 1,2,3,4,5,7



Not important at all 4

Not Very important 12

Moderately Important 53

Quite Important 87

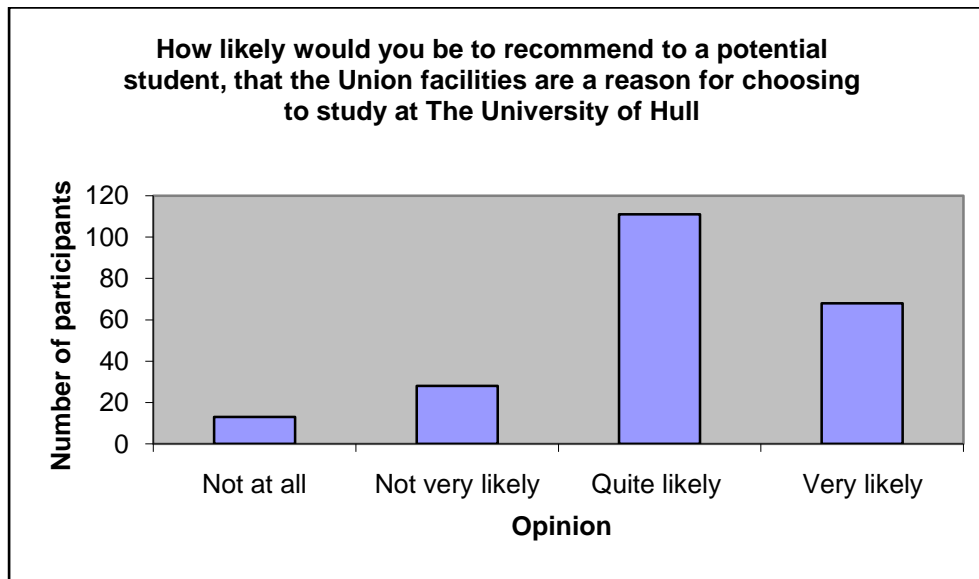
Very Important 64

In terms of the facilities provided from the union, the students overwhelmingly indicated that they Union's facilities were important during the time at University. A break down of each service and how students regarding each service can be found in question 10. This is a positive indication that students value the student's Union for the facilities and services it offers. Many of HUU's important services are only accessed by students when they are needed. Eg. Unless someone has a problem then they may never come into contact with the advice centre and they not be aware of its existence.

Action points

Marketing Campaign to raise awareness of all services HUU offers. A proposal for this is currently being completed and will be ready by end of December. Graphically demonstrating the income and expenditure of the Union, by way of a pint glass, will show the financial results of the Union and will also demonstrate what the Union has to offer and how the Union can affect and benefit students while they are at University. A marketing plan will also be produced for the non – commercial areas of the Union in terms communicating the facilities and services the Union offers. This will be completed by end of January.

3. How likely would you be to recommend to potential students, that the Union facilities are a reason for choosing to study at the University of Hull? **Key Success Factors 2,3,4,5,7**



When asked if they would recommend the union as a reason for choosing the University of Hull almost half the students chose quite likely to very likely. This is a very positive message.

Not at all 13

Not very likely 28

Quite Likely 111

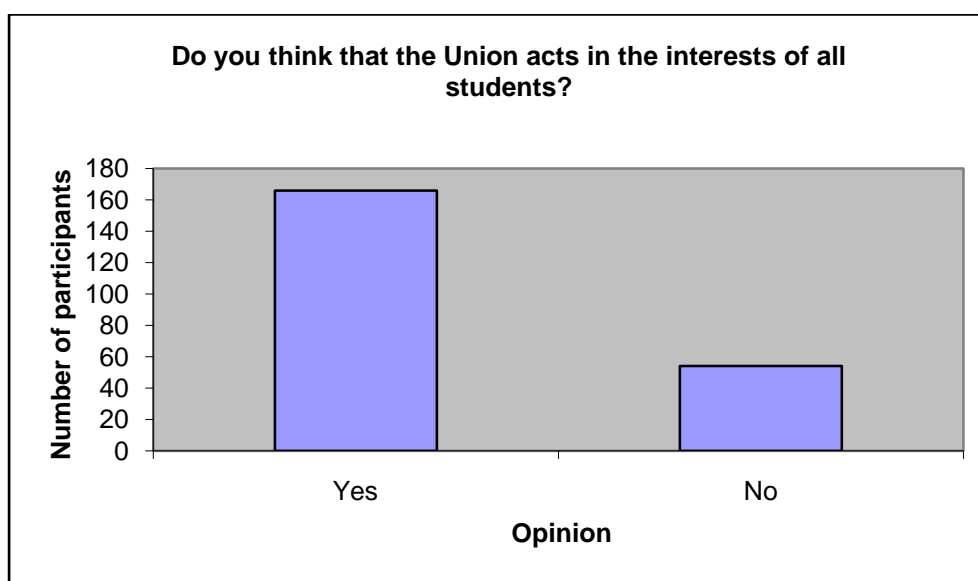
Very Likely 68

Action points

All survey results will be displayed for viewing on [www.hullstudent.com](http://www.hullstudent.com). This will allow new students to gauge the opinion of current students into the standard and the positive impact HUU has on students while they are studying. It also shows that HUU is viewed by students as having an input as to whether to study at the University of Hull.

4. Do you think that the Union acts in the interests for all students?

Key Success Factors 1,2,3,4,



When asked if student feel that the union acts in the interest of all the students, around 80% said yes. This shows that 20% of the student population do not feel that the Union is acting on their behalf. Here are a selected number of responses:

Yes 166

No 54

Please note the following comments are taken directly from the survey, they have not been edited or spell checked.

### Positive comments :

As a disabled, LGBT student, I feel that the union has acted in my interests

As an international student, I felt welcome and part of a positive environment. Very helpful

Because it has different services for all the cultures and it is always open to new ideas

It provides facilities for all kinds of groups, from LINKS to Drama soc to sport societies and has fuction rooms and meeting rooms to meet all needs.

There are a lot of opportunities which the union offers to a wide variety of students.

Always keeps us updated with news that affects us, and makes decisions with the interests of students in mind

There are a number of support services that cater for all students in different ways. Also the union building itself very accessible with facilities for any disabled students which makes all students feel like everything has been accounted for.

there are plenty of facilities and ive never known someone who hasnt found what they required in the union or around campus

Various bars, each with a different atomsphere. Cafe for those who don't drink

I think that it does but not all students are aware of the sheer variety of services provided by the union

The large number of societies and facilities cater for the wants of most if not all students

The union is not just bars and sports. There are so many services available and so many societies. If they cannot help you directly they will be able to assist in finding the right help. If you don't find what you're looking for you did not look hard enough

## Negative comments

There has never been any ska or punk bands as far as I can remember and the 'indie' night that used to be on on a Friday night didn't play 'indie' or even rock music.

The Union is an important aspect of student life, however it has a commercial character and instead of acting in the interest of students it has a business like role, being profit-orientated

The pint campaign as mentioned on page 4 will provide a transparent overview of Union finances and the reason that prices are at the price level required.

all signs around the Union (and the whole campus) are all in English - where's the chinese/hindi/german/etc etc?

Make life for societies easier. You seem to be against them not for them. A union is for students, not the university. Be student orientated.

Societies have been placed into 5 categories which combines large and small societies together so small societies can benefit from the larger ones by running events together. Student Activities Co-ordinator will be invited to attend finance meetings where society grants are discussed allow the committee to questions and for the society to be represented by the person who has day to day contact with the society.

sometimes i think too much emphasis is placed on making a profit rather than making it more affordable

Pint campaign see page 4

They should help subsidize things for students and not mint money out of them!

Pint campaign see page 4

The scheme does not look out for the students - the union should do something about that.

The Union has withdrawn from the scheme due to the failing of the scheme. This action should bring about a review of the scheme.

It seems that the union is more focused on sports trams and getting entertainment in, and this gives the impression sometimes that not all students can be involved in the union. I think the union needs to find a way of making it so that more students feel that they can be involved in other things with in the union as well, eg HUSSO/RAG/JAM RADIO etc.

Pint campaign (see page 4) in reception demonstrating what HUU offers with details of who to contact to get involved.

Do not feel union gives all societies help reach potential ie. the vastly under-funded radio station that could act as a brilliant promotional tool for the uni (for example york uni last year won best station and got promotion from radio one... another missed opportunity!)

Pint campaign (see page 4) demonstrating where money in the union is spent.

In my experience, the Union is undemocratic and self-serving. Without any reference to the HUU members, the Resnikov was destroyed, and replaced by a horribly themed bar that lacks any of the atmosphere conducive to real socialising. Where before we had choice of music, we now have constant R&B TV at full volume. It is no longer possible to watch cricket with the commentary on. The furniture is ill-fitting. YOU WHO ARE SUPPOSED TO REPRESENT US DESTROYED WHAT WAS A SUPERB SOCIAL SPACE. Furthermore, YOU wasted a large amount of money on something which

Achieving a 'business plan' to make money out of us seems more important.

Pint campaign (see page 4)

Seems to be run for/ run by clique

During voting run a promotional campaign designed to make it easy for people to stand the election. This years campaign is planned to be wide reaching and inclusive by the introduction of a voting brand as well as improved publicity of the elections

I may not agree with the sabs all the time but this year they at least pretend to do stuff.

I don't feel that the Union caters enough for the rnb, hip-hop, bashment, basically the "urban" music lovers and students who do not like cheese, dance trance or indie music!

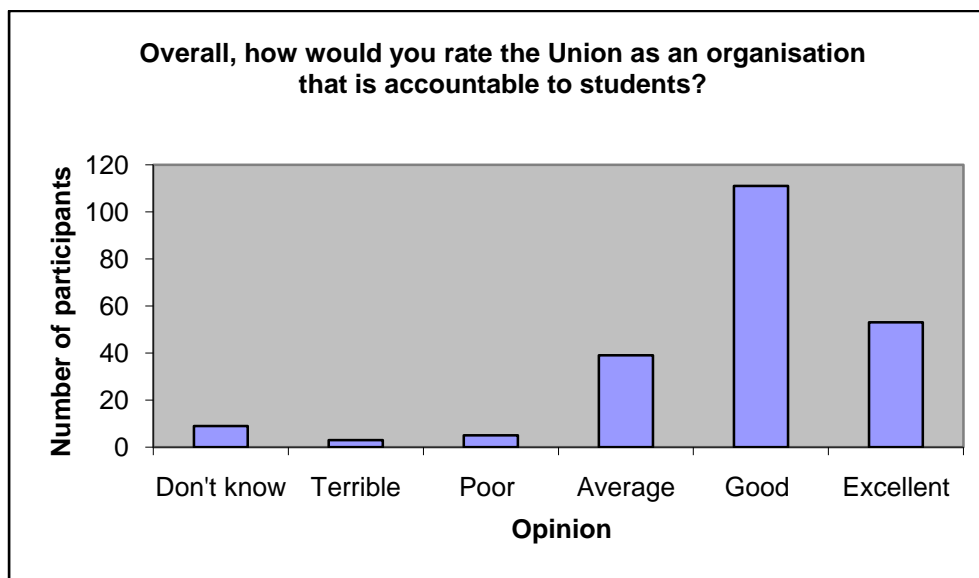
seems as if it just wants to suck money out of pockets; needs moe student interest events like student out, bands,

Pint campaign (see page 4)

### ***Other actions to be taken***

The HUU accounts to be placed on [www.hullstudent.com](http://www.hullstudent.com) to be seen to be transparent. By placing the accounts on the website then students can see for themselves that HUU is run to to make a profit but to give students good value and the best student experience they can have.

5. Overall how would you rate the Union as an organisation that is accountable to students?  
 Key Success Factors 1



Don't know	9
Terrible	3
Poor	5
Average	39
Good	111
Excellent	53

Overall, students would rate the Union as an organisation that is accountable to students on a good scale. This is a very positive result and shows that HUU is perceived as accessible and accountable to the majority students. Participants were asked to comment on how HUU could become more accountable. Here are some selected responses.

Please note the following comments are taken directly from the survey, they have not been edited or spell checked.

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### Accountability Comments

A clear structure of blame! On numerous occasions I've wanted to complain but my comments either fall upon death ears or get sarcastic comments. Once when i was complaining about Union advice I was told "If i told you to jump off a cliff, would you have done that." Typical, of their on arrogance.

The Union complaint procedure to be placed on the website and on a board in reception. Commercial areas also have values boards in each area demonstrating the values of each department and have the contact details of the head of department for each area.

Higher profile council.... don't think its an easy thing to do though

Council is now very prominent on [www.hullstudent.com](http://www.hullstudent.com) and all minutes and documents are displayed and are available for download. Councillors are displayed

more surveys like this

3 surveys are carried out throughout the year. Graduation, Welcome week and Satisfaction survey

Sometimes information that is not entertainment related is not accessible enough - union council should be better explained and publicised as many students aren't even aware such a body exists. I'm sure if this was improved union council would have diversity in terms of its members.

The introduction of [www.hullstudent.com](http://www.hullstudent.com) has increased the traffic on the website. All council documents are displayed as well as all other departments of the Union. Every society and welfare department has a mini-site enabling them to advertise and communicate their activities and allows members to find out how to join societies.

Make people more aware of procedures in which they can make their opinions known. Also make the student body more aware of the important people within the union. For example people tend to know the sabbs, but not any of the managers or any of the non sabbatical hierarchy. If people knew who they could go to with problems, or knew how the union was run in more detail it would be of use to the student body.

Introduced you said we did campaign, every page on [hullstudent.com](http://hullstudent.com) has a feedback section allowing member to comment on specific stories and provide feedback. Survey on line through [hullstudent](http://hullstudent.com) is now much easy to use and more coherent. Head of Departments on display in reception and each commercial manager has a photograph inside their department giving contact details.

find ways of getting more students involved (i don't know how this would be done) and thus the union would have a better chance of performing in a way that suited all students.

Pint Campaign (see page 4)

More referendums.. apart from voting for sabbatical candidates I don't feel I have a voice in the union

Open forums take place once a month and referendums are planned from votes at these open forums. They are currently taking place

It could try and get more people involved in things, or tell people more about the facilities it offers. I didn't know about a lot of things that the union offered till late on into my degree

Pint Campaign (see page 4)

Greater publicity regarding union decisions & council (through Hullfire?) for those students unlikely to make the effort to find the information for themselves.

[www.hullstudent.com](http://www.hullstudent.com) now has all minutes displayed on the website, major decisions are placed as news story on the front of the website.

I know that it is hard, but get students more involved with the actual voting of sabbaticals. Also maybe see who they actually are rather than just a picture of cartoon characters on the way into the union

All sabbs photos are now on the website and in reception. E-elections are taking place this year to try and improve access to voting, new brand for voting and a marketing campaign to encourage people to stand as well as voting in the elections.

more reporting back to students about what's happening. make them more involved in the decision making process

This happening through [www.hullstudent.com](http://www.hullstudent.com)

just more accessible information, in particular from the sabbs - we voted them in and it would be nice to know that they're actually doing the things they said they would.

A 1/2 time report will be created on [www.hullstudent.com](http://www.hullstudent.com) by end of week 10 outlining how the sabbs have met their election pledges or not as the case may be. If pledges have not been made a brief explanation of the reasons why will also be displayed. Sabbs are now also completing blogs on-line outlining their activities day to day.

Again help out societies make life easier for them concerning money and transport. To do this make sure they are aware what they can and cannot do.

The societies handbook has been updated with clearer information regarding transport and how to obtain grants. A good commercial relationship has built up with Beerhouse minibus hire offering great rates including 1 day hire at weekends for societies.

They do it all very well

Clean toilets more often

The president has campaigned to the University on behalf of student to have the toilets on the ground floor re-furbished. Temporary maintenance to improve the condition has been carried out and £80 000 has been promised for renovation over the summer.

### **Other Actions taken, or to be taken**

The You said we did boxes are now checked weekly and all complaints through emails are forwarded to relevant head of department concerned. All commercial areas now have values displayed and the contact details of the manager responsible.

We have no done away with the cartoon characters and use photo graphs off the actual sabbatical officers.

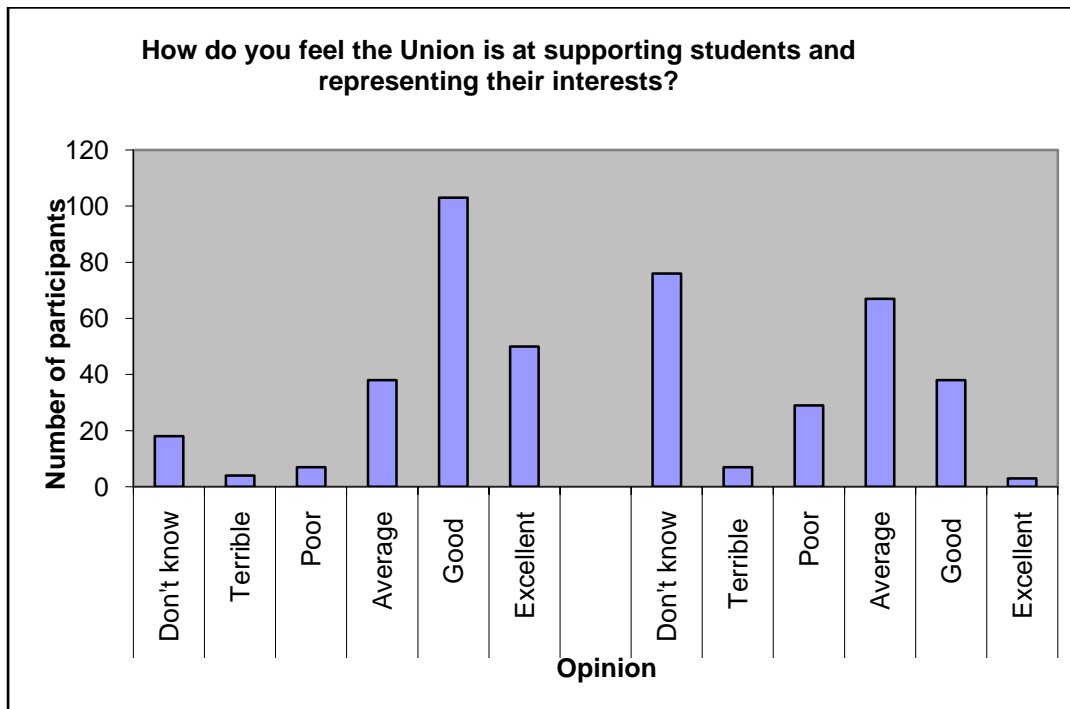
Sabbatical open surgeries now taken place and are advertised as such.

Representation has been made to the University regarding the state of the toilets on the ground floor. The toilets are generally clean but the toilets are run down and need painting.

Similar to how the union spends its money board, the Union needs to advertise all the facilities that it has on offer. A section on the ground floor of the Union outlining all activities and financial expenditure on these facilities would improve peoples perception of the Union and increase members awareness of everything HUU has to offer.

Council minutes and reports from Executive officers are on [www.hullstudent.com](http://www.hullstudent.com) for student to be able to see the actions of the executive officers and council.

6. How do you feel the Union is supporting students and representing their interests?  
 Key Success Factors 2,3



**University**

Don't Know 18  
 Terrible 4  
 Poor 7  
 Average 38  
 Good 103  
 Excellent 50

**The Government**

Don't Know 76  
 Terrible 7  
 Poor 29  
 Average 67  
 Good 38  
 Excellent 3

Students felt the union represented their interests within the university well, mainly choosing good to excellent. We are not perceived to be as strong representing student views to the government This figure may be people's opinion of NUS as a national organisation.

Action points:

The General Manager and President have worked very closely with NUS on a national level in regards to the Governance review of the NUS.

[www.hullstudent.com](http://www.hullstudent.com) will contain a section dedicated to NUS and news for the NUS to inform students via our communication of the differences NUS is making nationally.

Sabbatical officers are also encouraged to feedback representation they have made or successfully campaigned with the University through their blogs on [www.hullstudent.com](http://www.hullstudent.com).

7. What could HUU do to make your membership more worthwhile?

**Please note the following comments are taken directly from the survey, they have not been edited or spell checked.**

Made the shop prices more affordable.

Shop manager regularly carries out price comparisons with local stores, these are displayed in the shop.

Included a NUS card on the membership card

This is not possible as NUS Extra is provided on a national level and costs £10. It would be prohibitive to effectively charge every student £10 to come for a membership card.

No, but in general few people know of the advice and career centres, which is a shame.

A communication plan focusing on marketing student areas to be completed by End of January 2008

The website is too cluttered with information and is often difficult to navigate. Re-designing the website would be advantageous

A new website was introduced on the 18<sup>th</sup> June 2008 which is web 2.0 compatible and is much easier to navigate and use

provided hot meals after 5pm for part-time mature students who often have to attend study straight from work. part-time mature students lose out on a lot of things. The union gives the impression it is aimed at only students under the age of 22.

Food is now served in Sanctuary to 8pm on a weekday evening, and now from 12 – 6pm on weekends. This is proving very successful. This is being targeted and marketed in the University Library and in University Staff rooms

cheaper stuff

no, perfect...accept what is the point of NUS extra...cant even get into the union with it even though it has the HUU logon on it?!? that needs sorting out plus food in union shop?!?! were students!! they've upped the prices, people now go else where

The price comparison survey in the shop would help change the perception of high prices in the shop

I think th Union in general should consider the needs of the students when organising discounts etc

The email that is sent out often arrives late - i.e. the day after the publicised event. As a result some quality nights have been missed cos we weren't aware.

New website system, email are sent out within 3 hours of being sent. Delivery reports are available 1 hour after that.

I think the union is outstanding and one of the best in the country. It would be difficult to improve on it without significantly more funding. I think that the music puts people off going to Sanctuary!

Music in Sanctuary has no been changed to a prescribed music channel rather than the choice of the bar staff

cheaper drinks...sounds stupid but i have visited many other unions of other unis and the bars are aimed towards cheaper drinks for students which means that they actually have more students using the facilities than going to other bars outside the union

Improved the website and made it more user friendly, the current incarnation is very poor.

New website introduced 16<sup>th</sup> June 2007 that is more user friendly and has more functionality. Freshers survey to judge members opinion of this website.

not anything massive pressing, i feel my membership was worthwhile and fulfilling

Quality of on-campus food is in no way comparable to what you pay for it... also been very disappointed with the calibre of bands appearing at the uni. Have friends at other uni's who have had far far better live acts

Given more insentives to get involved with projects or team sports. Give more information about what is available within the union itself.

Incentives such as Society of the month has been introduced which gives the society £50 for the winner and a trophy and put forward to be Society of the year for presentation in the Volunteering and society awards.

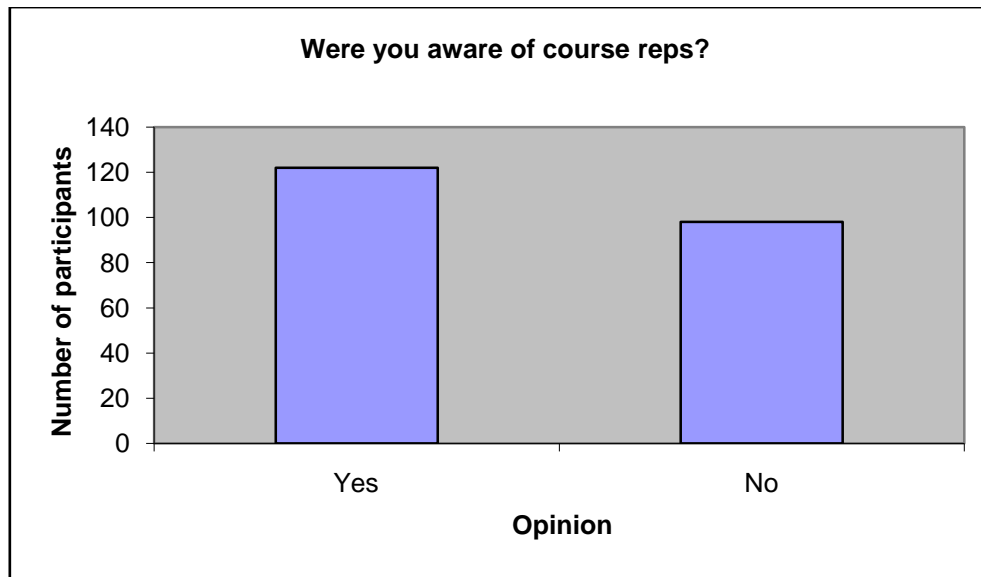
On the whole no but I do think that the union should organise an end of year event that ensures that all finalists can attend. Despite the fact that the union does a fantastic job organising the end of year ball, not everyone can get a ticket and I feel that finalists should have an event that they can definately go to to celebrate finishing their degree.

The Entertainments team are planning on turning the selling of tickets in to more of an event. Last year the tickets only just sold out on the first day. There are enough tickets to meet the demand

It was good cant think of anything that would have improved my experience

Enabled the society I'm in to do what it required without so much red tape and bureaucracy to go through. Make things easier for students to do. Prices in the restaurants are too steep unless you want a greasy breakfast. Lower prices.

8. Were you aware of course reps?  
 Key Success Factors 3



Yes 122  
 No 98

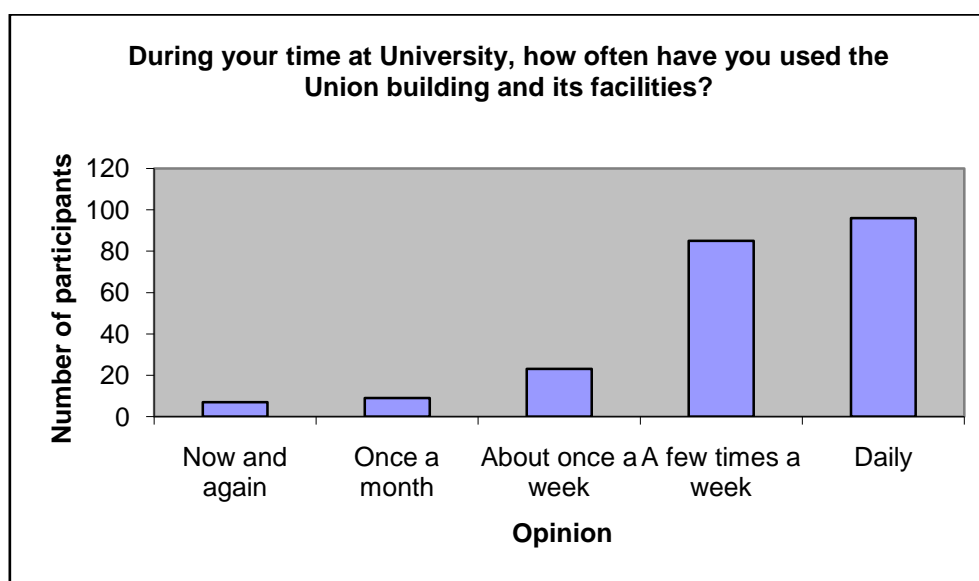
When asked if the students were aware of their course reps, more students said they were aware of course reps. This is a poor result as one of the main objects of HUU is to represent the students to the departments.

As a result of this survey The Vice president Academic Representation has put pressure on departments in meetings to ensure that each department advertises the representatives and what they can do on notice boards. The VP (AR) took photographs showing the way in which department now advertise the reps to all the students. This has vastly improved since last year and now means that all students should know who their student rep is and what they can do for them.

Photographs showing Academic rep promotion:



9. During your time at university, how often have you used the Union building and its facilities?  
 Key Success Factors 5,6



Now and again	7
Once an month	9
About once a week	23
A few times a week	85
Daily	96

The majority of the students used the union building and its facilities daily to a few times a week. This is a good result as it shows that although the Student Union's geographical position on campus is weakening the majority of students use HUU on a regular basis. This shows that we are the centre of campus for the majority of students. The decrease in day time drinking has meant that HUU has had to find more diverse ways of maintaining footfall such as the Internet Café etc. This strategy seems to be ensuring the footfall remains high.

#### Action points

The internet café has been introduced on the ground floor of the main building and has proved very popular. There are more plans to introduce further computers on the 2<sup>nd</sup> floor during the millennium makeover.

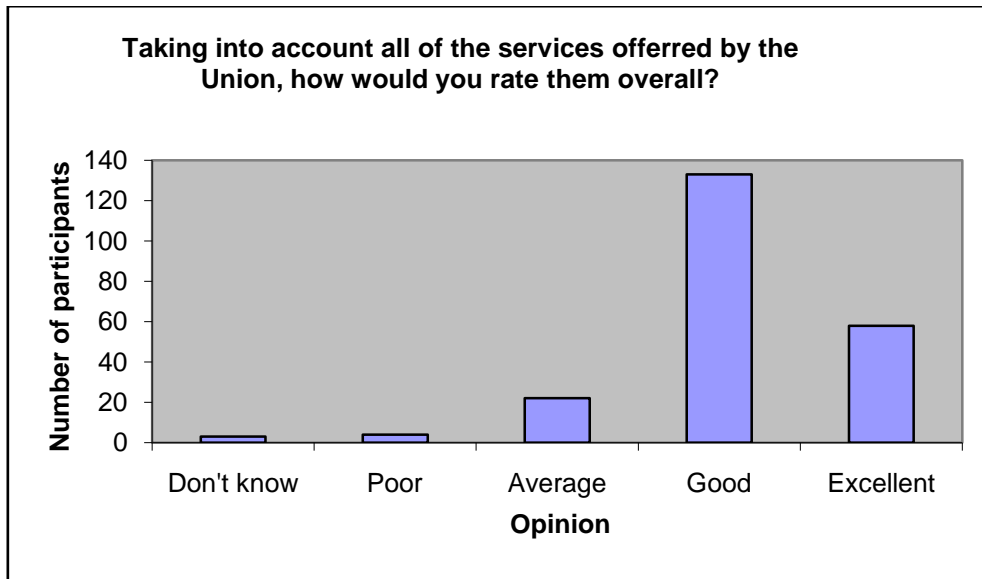
We have introduced a heated smoking area which is the only one on campus and attracts regular use.

We have introduced a new menu in Sanctuary and improved the menu in the Continental as a result of the you said we did comment cards. The new menu in the Sanctuary now means that food is served until 8pm in the evening and at weekends from 12pm – 6pm

The shop is now open until 8pm Monday until Wednesday as a result of customer feedback

The advice centre is being relocated to the 3<sup>rd</sup> floor in a new purpose build welfare hub. The new external staircase will provide much better access to these services and open them up to members who before were oblivious that they existed as they were hidden away on an un-accessible 3<sup>rd</sup> floor.

10. Taking into account all of the services offered by the Union, how would you rate them overall?  
 Key Success Factors 5,6,7



Don't know	3
Poor	4
Average	22
Good	133
Excellent	58

Taking into account all services offered by the union, the overall rating was good. There is room for improvement as our mission statement, 1<sup>st</sup> choice every time, means it should be our goal to be the best at what we do (KSF 7). The results show that HUU should not be complacent; there is still much room for improvement before the members view our services as being excellent.

#### Action points

To continue to monitor our performance and our perceived performance we carry out the following market research

You said, we did comment cards introduced October 2007. These are proving very popular and a good source of feedback. The majority of these cards are being filled out with valuable feedback on them. Boxes are now located in all commercial areas as well as high footfall areas.

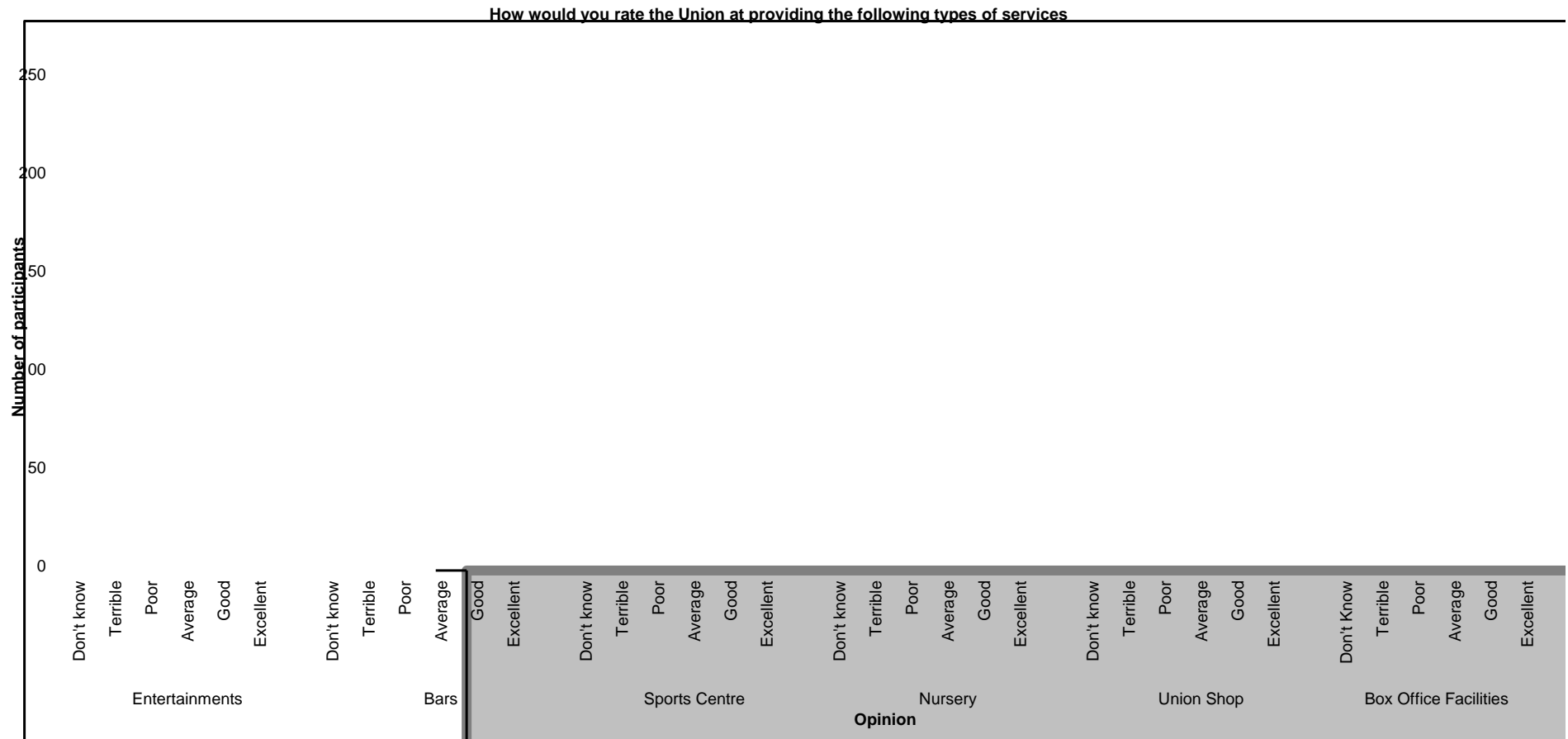
The values of each department are displayed in each commercial department, along with a photograph of the head of department.

HUU carries out focus groups on all aspects of the Union and the information gained at these focus groups is fed back to the Head of department concerned.

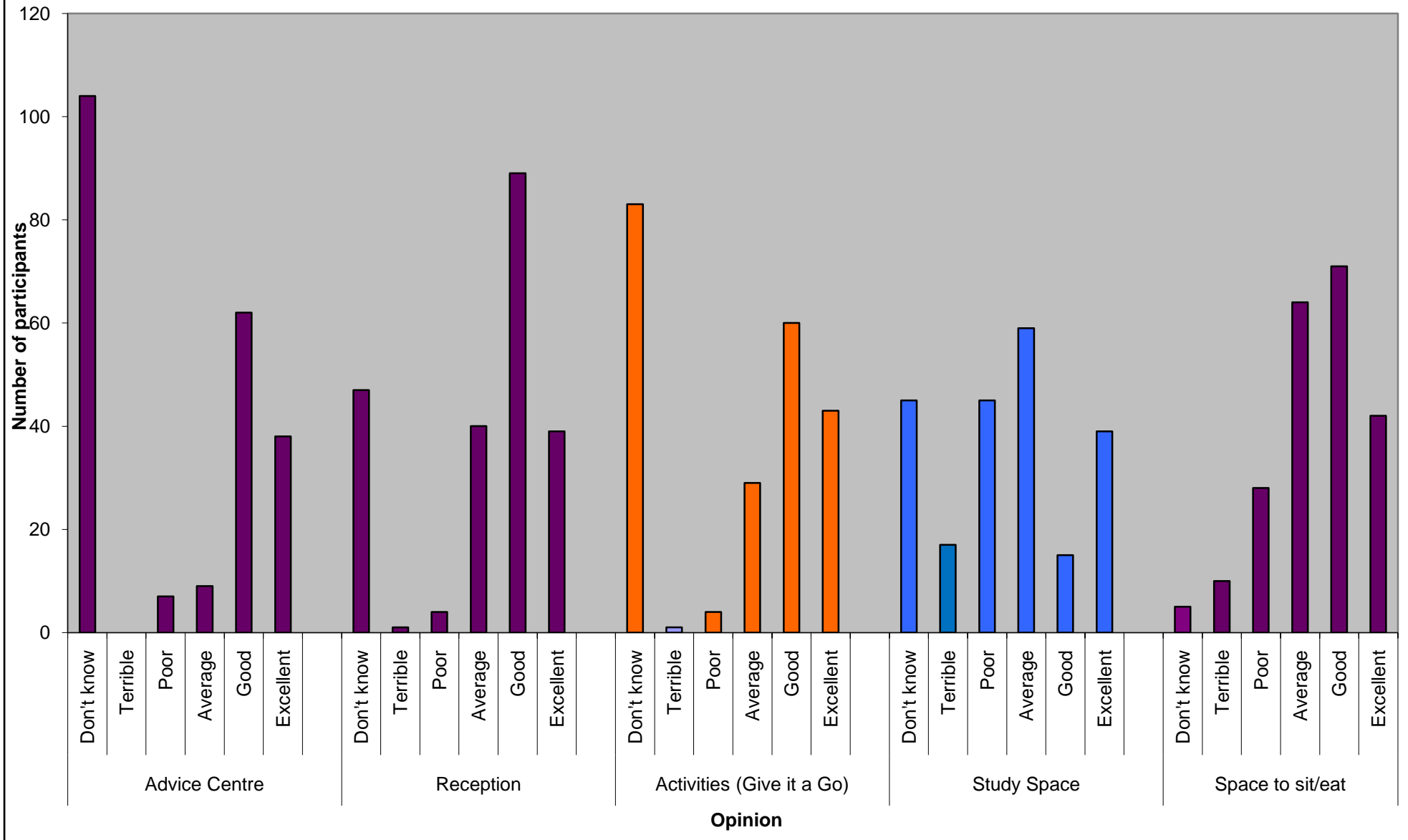
To gather feedback on our services and how these can be improved we also carry out 3 surveys a year. A Freshers survey, a satisfaction survey and a Graduation survey

11. How would you rate the Union at providing the following types of services?

Key Success Factors 5,6,7



### How would you rate the Union at providing the following types of services



Action points.

Give it a go. In February there will be a give it a go week, where all activities will be half price in an effort to raise awareness to the scheme.

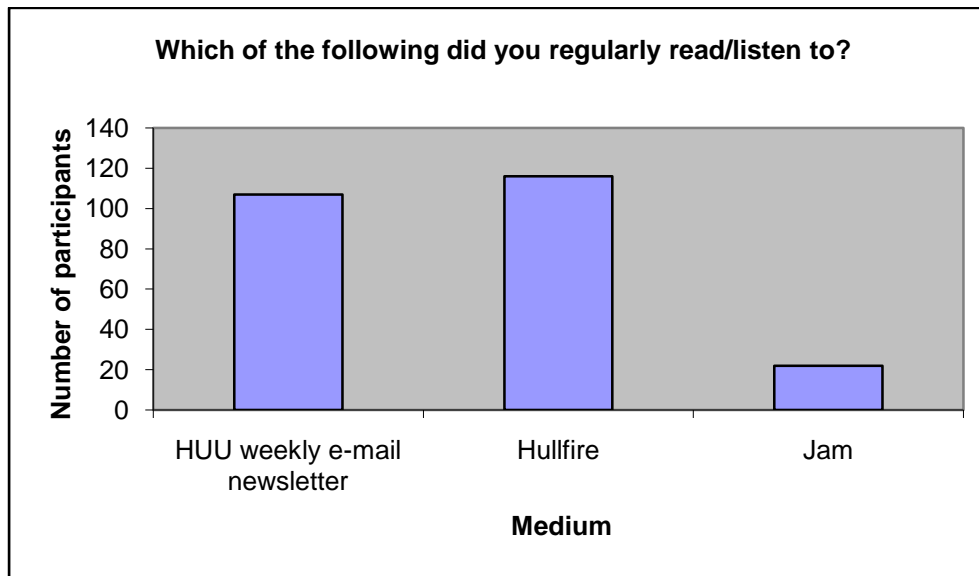
Improved publicity has taken place this year with a new give it a go handbook and calendar details being produced and distributed. The new notice board located outside the Student Activities centre will also help publicise the service.

Give it a go has also undergone a re-branding exercise this year with monthly calendars being produced to communicate to students the activities that are happening.

Study Space : This result shows that HUU is poor at providing study space for students. This combined with results from the International Office survey shows that HUU do not provide enough space to study in a quiet space to meet the needs of our members. Although investment in this facility is not an activity that can be viewed as an investment that will see a direct return, the development of our study areas will increase the footfall of the Student's Union and make the Student's Union accessible to students who may not currently venture into the student's union. The Internet Café has proven that areas like this will bring additional students into HUU. Consideration should be given to the redevelopment of the second floor in terms of providing space for student to study in an informal and relaxed environment. The satisfaction survey should contain questions to investigate students perception of the study space available. This should be followed by focus groups to ascertain the customers needs and wants in terms of the provision that we do not currently have.

12. Which of the following did you regularly read/listen too?

Key Success Factors 4



HUU Weekly newsletter	107
Hullfire	116
Jam	22

This shows that the weekly email and Hullfire are send as 2 sources of information from information about the Student's Union. Jam Radio though is not seen as being a regular source of information. JAM was previously on an AM frequency and as a result not of the highest quality. Now that Jam is broadcast online at [www.hullstudent.com](http://www.hullstudent.com) the quality should improve and hopefully the listenership. The graduation survey and the satisfaction survey 2008 will provide a better reflection of this.

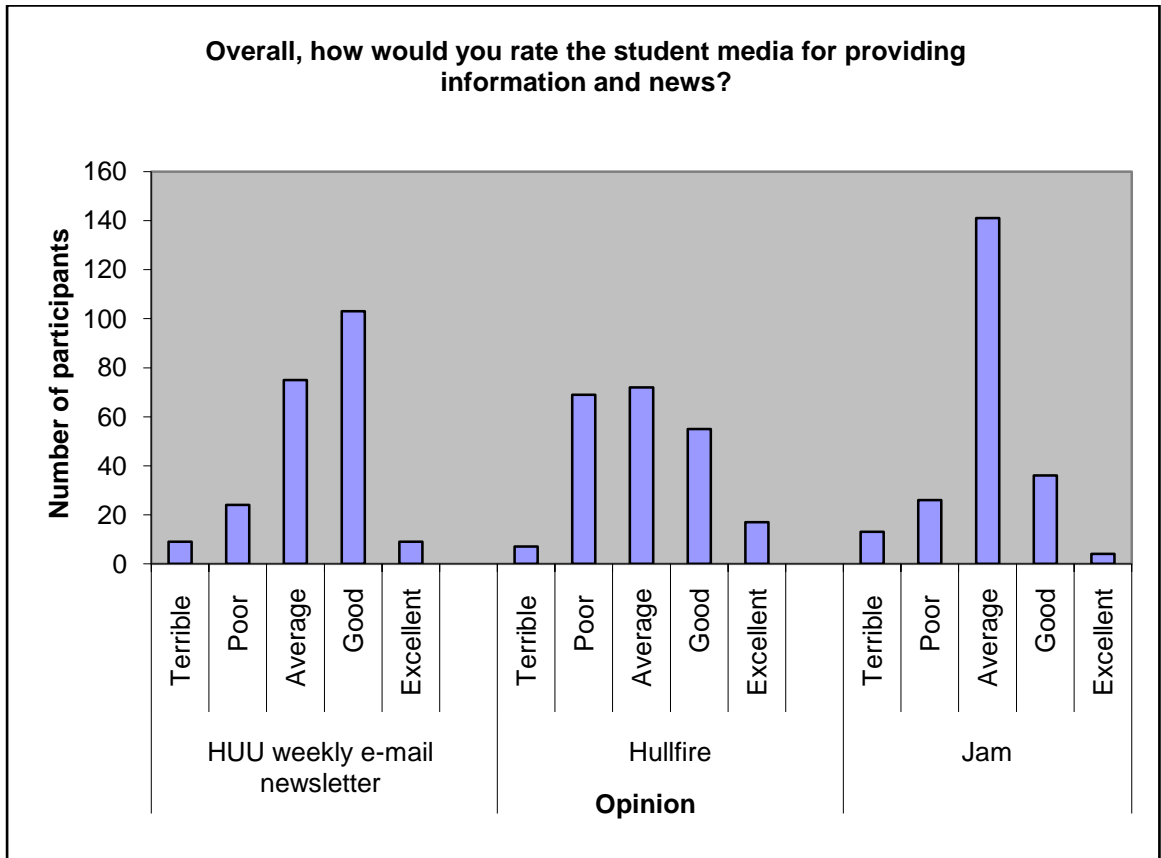
Action points

The weekly emails are now sent on a new platform that allows email tracing to take place. The platform also allows html emails to be sent to members allowing for cleaner and re-directable links to be used.

Hullfire is now distributed more widespread than before including halls of residence and the University

Jam is now available on-line making it easier to listen to and more accessible to students.

13. Overall, how would you rate the student media for providing information and news?  
Key Success Factors 5,7



The weekly email received a good response, Hullfire was mainly average to poor and Jam radio was average. The HUU email is dedicated to providing information where as Hullfire is there for articles as well as news. The fact that Hullfire is a magazine and not a newspaper will indicate to the readership that Hullfire is an article magazine as opposed to being seen as a source of information. If the goal of Hullfire is to be a source of information and news then consideration should be given to returning that back to a newspaper. Magazines are seen as sitting on coffee tables for a “good read” when the reader has the time. A newspaper is a pick up and read and source information and news quickly.

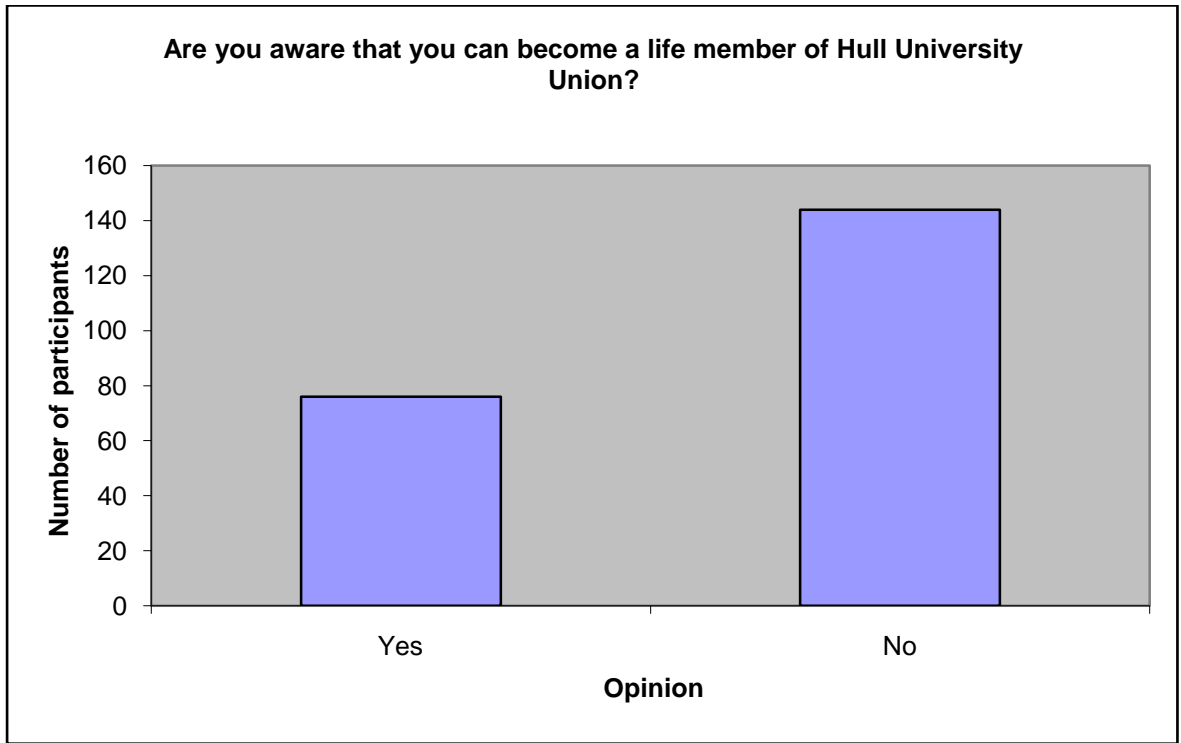
#### Action Points

The HUU weekly email has become better with information being sourced from the weekly Ops meeting and also from marketing material that we produce so the newsletters are now full of more relevant information and are now more informative than every before.

Hullfire, now concentrates on local issues rather than national issues. This is shown in recent edition of Hullfire that have been asking students opinions on matters that affect them on campus.

14. Are you aware that you can become a life member of the Hull University Union?

Key Success Factors 5



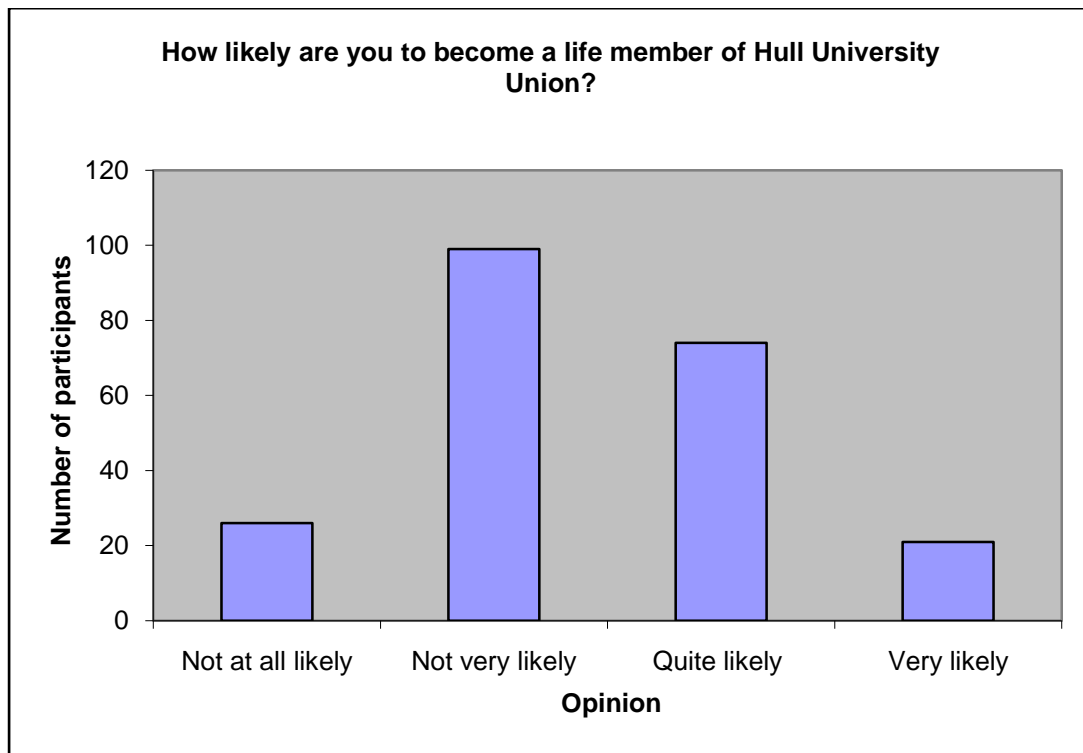
Yes	76
No	144

The majority of graduating students were not aware that they could become a life long member of the University of Hull Union. Leading towards graduation time consideration should be given to advertising the fact that you can become a life member of Hull University Union.

See action points after next question

15. How likely are you to become a life member of the Hull University Union?

Key Success Factors 5



Not at all likely	26
Not very Likely	99
Quite Likely	74
Very Likely	21

Out of all the graduating students, the average response to becoming a life member of the union was not very likely but this could be due to the lack of information on it.

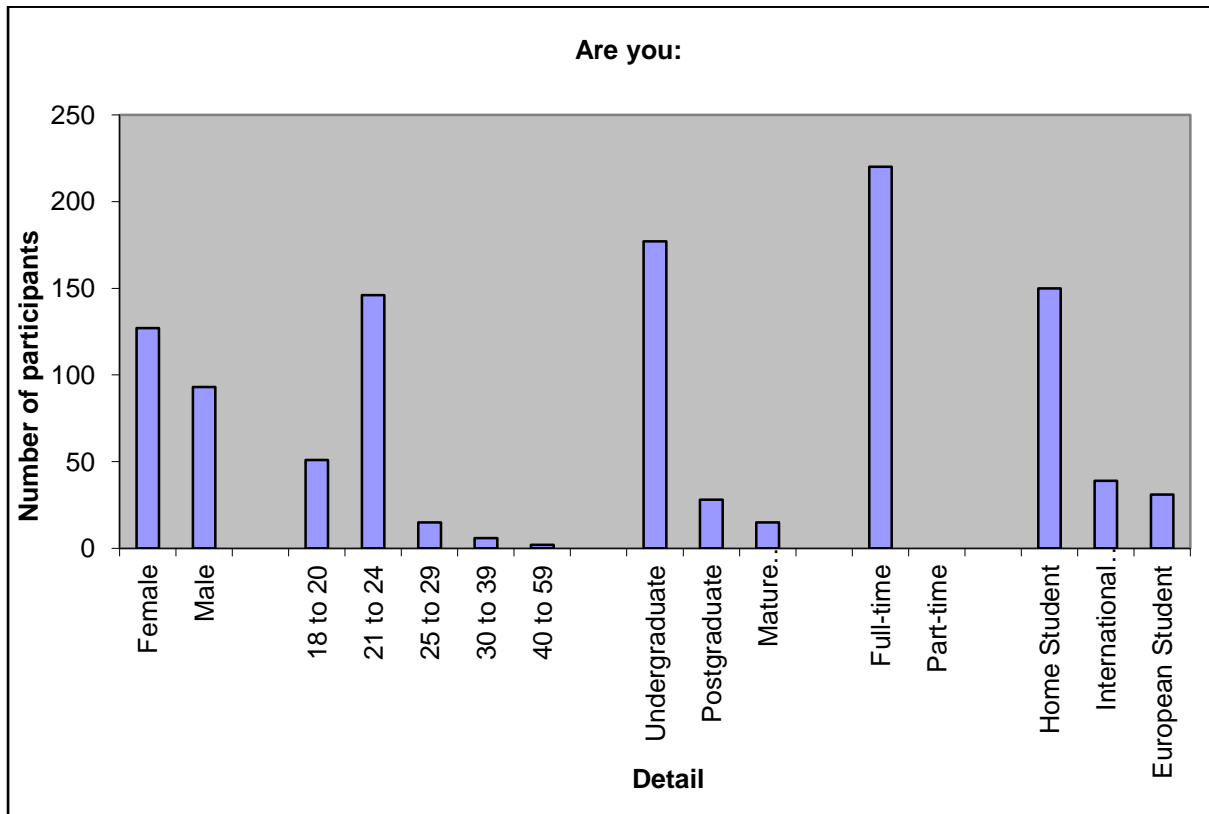
#### Action Points

After the Easter break a campaign to raise awareness to the fact that members can apply for life membership to the Student's Union will be carried out. Information on how to sign up will be available on the website and also within Hullfire encouraging members and informing them of the benefits to signing up.

People who sign up for life membership will not be stored on the website database allowing emails to be sent to ex students should this be necessary in the future for promotional purposes.

16. Are you:

17.



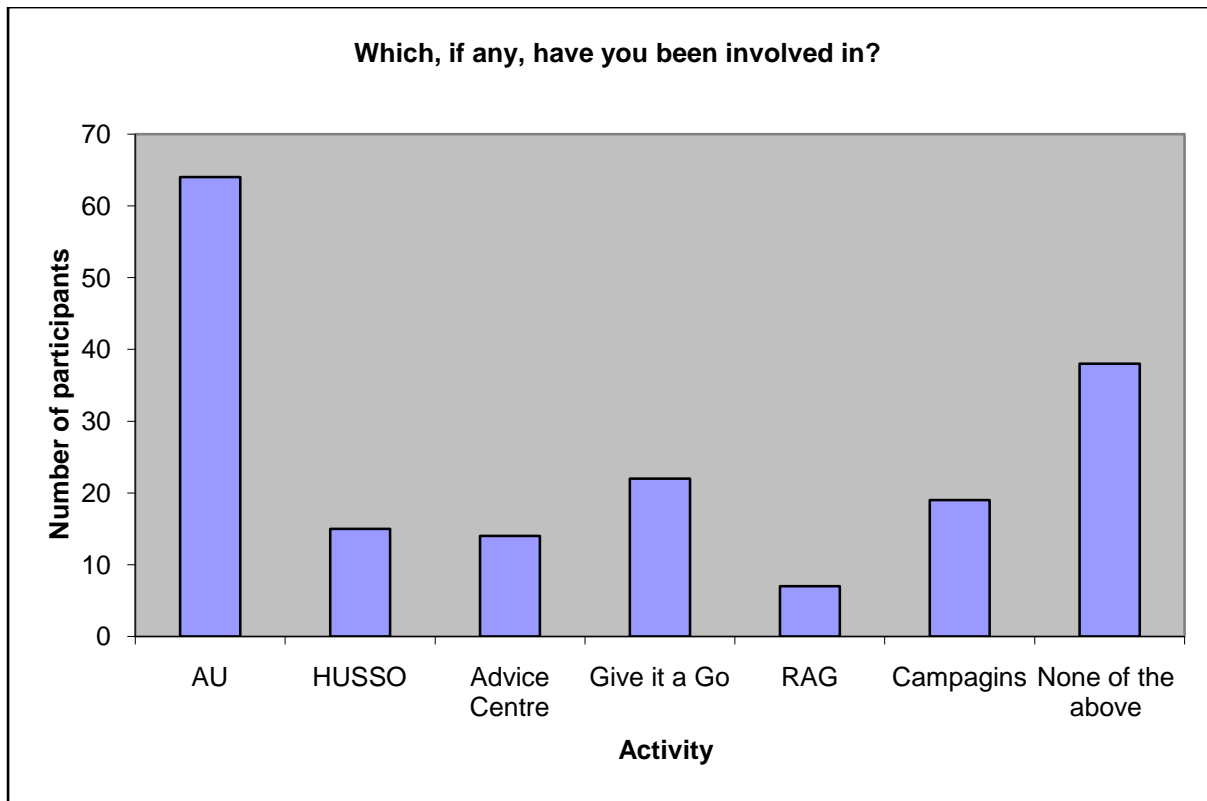
The majority of those who graduated were 21 – 24 and undergraduates in full time courses. Most of these students were home students. This represents a relatively good cross section of the campus. Part time students were not covered in this service, as they were not on campus when the survey took place.

Action points

Face to face surveys should be carried out outside the library and out side part time lectures to try and include a larger cross section of the student population. This survey was carried out across lunch times when part time students are not likely to be on campus which would explain lack of part time students.

18. Which, if any, have you been involved in?

Key Success Factors 4



AU	64
HUSSO	15
Advice centre	14
Give it a go	22
Rag	7
Campaigns	19
None of the above	38

Action points

Next year include Societies as one of the criteria. The large number of none of the above could be due to the fact that Societies were omitted.

Following on from the pint campaign to be run in the reception of the Union, by increasing the awareness of the activities people may be more interested in playing a role or a part in the different areas.