

Welcome to your Student Life Pulse data dashboard!

University of Surrey Students' Union

Your Student life Pulse data dashboard helps you to explore your results from your Pulse survey. You can see your results at two different levels:

Annual view

Use this when you want a top level view of your results for this academic year.

The annual view shows your year to date results which you can use to explore the key trends for this academic year and get a quick overview of the priorities for your Students' Union.

Tracking view

Use this when you want to explore a specific question or set of questions over time.

The tracking view gives a full view of your Student Life Pulse results, broken down at the annual, Pulse period and monthly level. It has all you'll need to understand how student life and perceptions of the Students' Union have changed over time.

Ready to get started?

Take me to....



Annual view

Use the next and previous page buttons to look through results. Go back to the tracking view of the question using the link on the page.



Tracking view

Use the next and previous page buttons to look through results. Go back to the annual view of the question using the link on the page.



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You can access this anytime using the link on each page



Help page

You can access this anytime using the icon in the top of each page



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Find out more about Student Life Pulse and a detailed methodology.

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Tracking view

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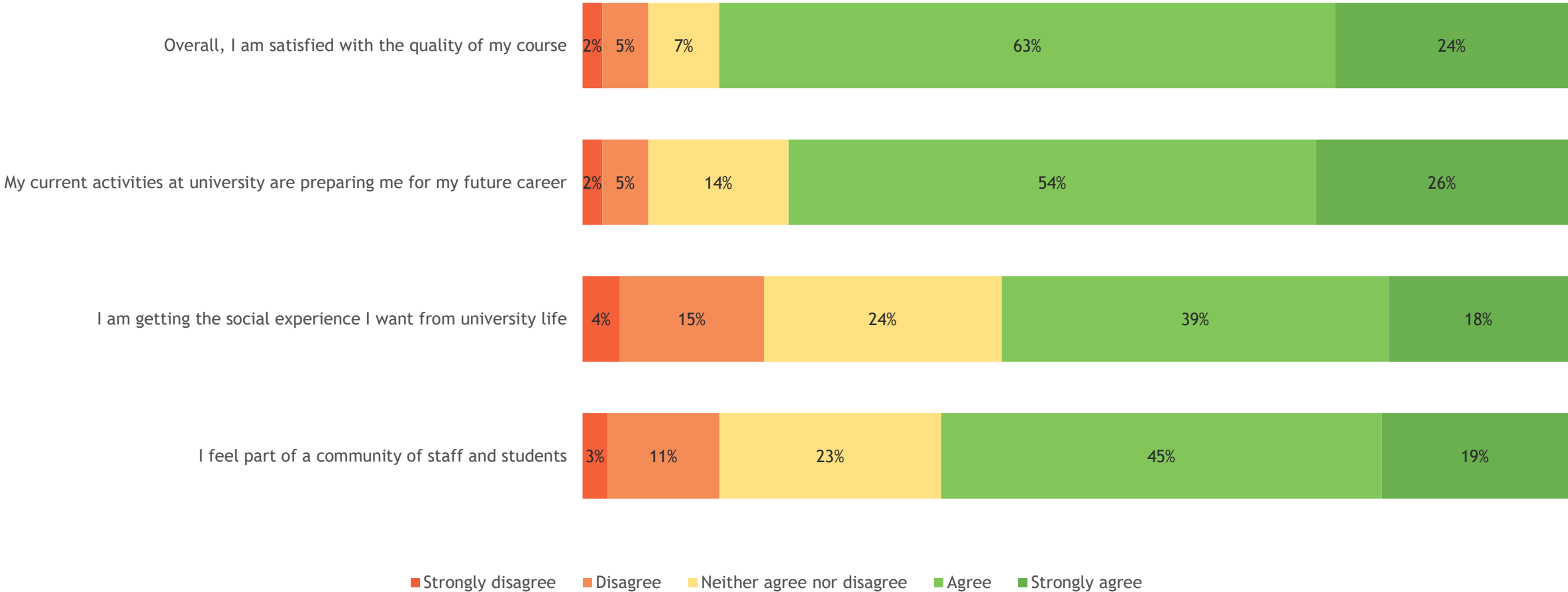
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Student life metrics

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'To what extent do you agree or disagree with the following statements?' this year to date.

Base: All respondents (555)

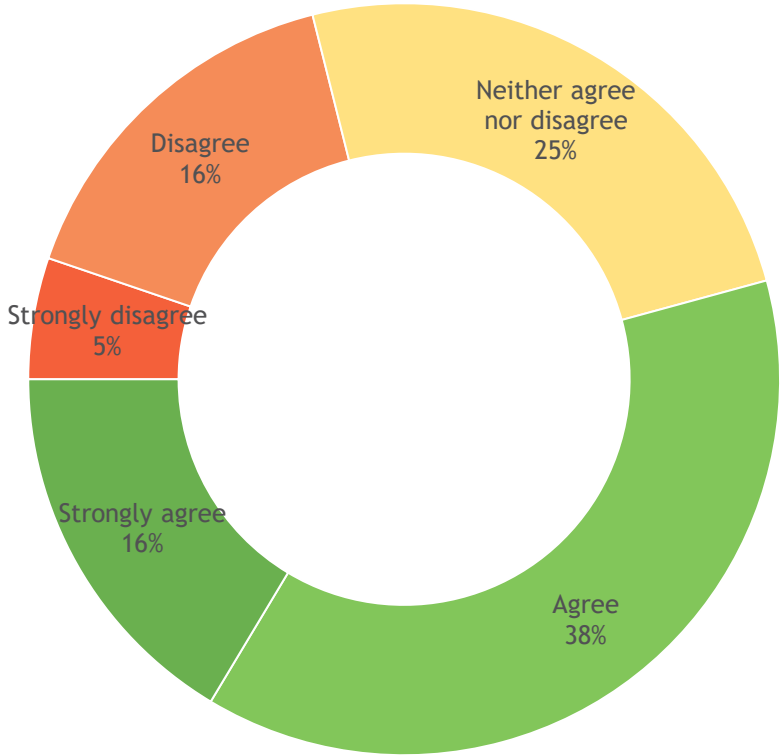


Full university experience

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To what extent do you agree or disagree with the following statement: I feel I am able to have a full university experience

Base: All respondents (555)



You said you do not feel you are able to have a full university experience. Which three of the following stop you from doing this the most?

Base: Respondents who do not feel they are getting the full university experience (117)

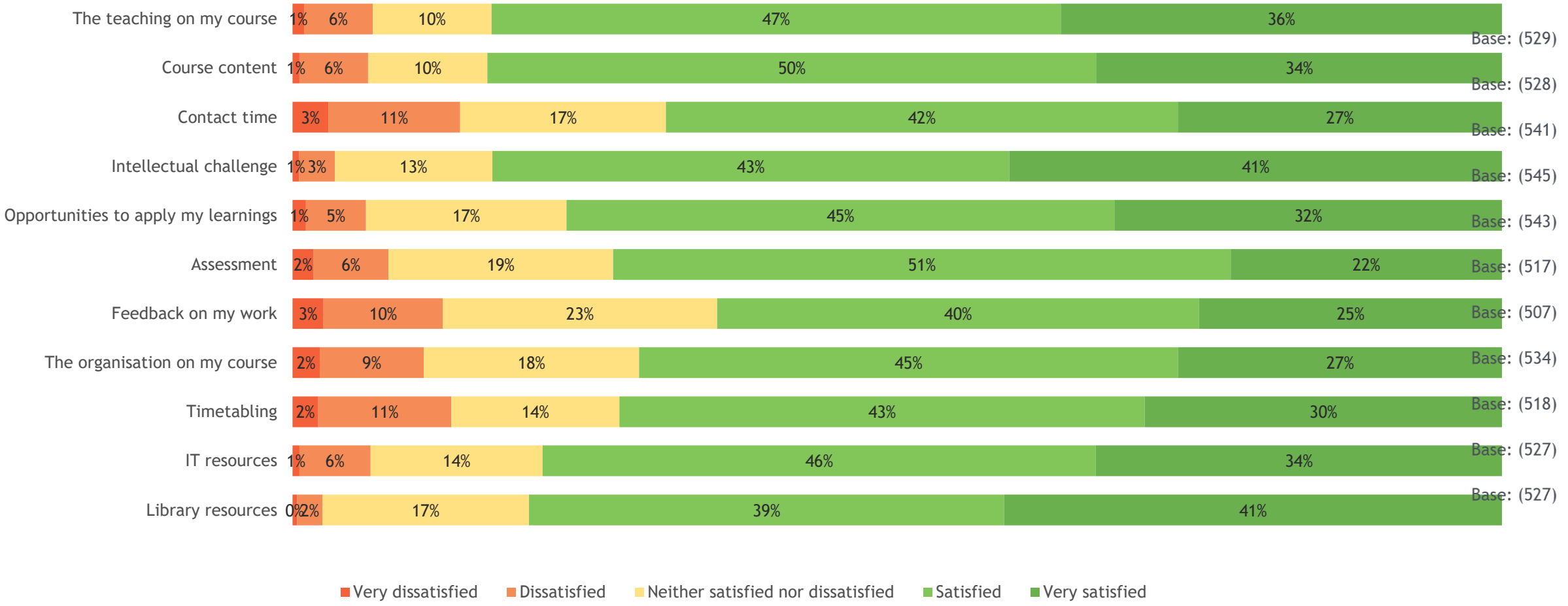


Satisfaction with academic life

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'How satisfied or dissatisfied are you with the following aspects of your academic life?' this year to date.

Base: All respondents, excluding 'Not applicable'

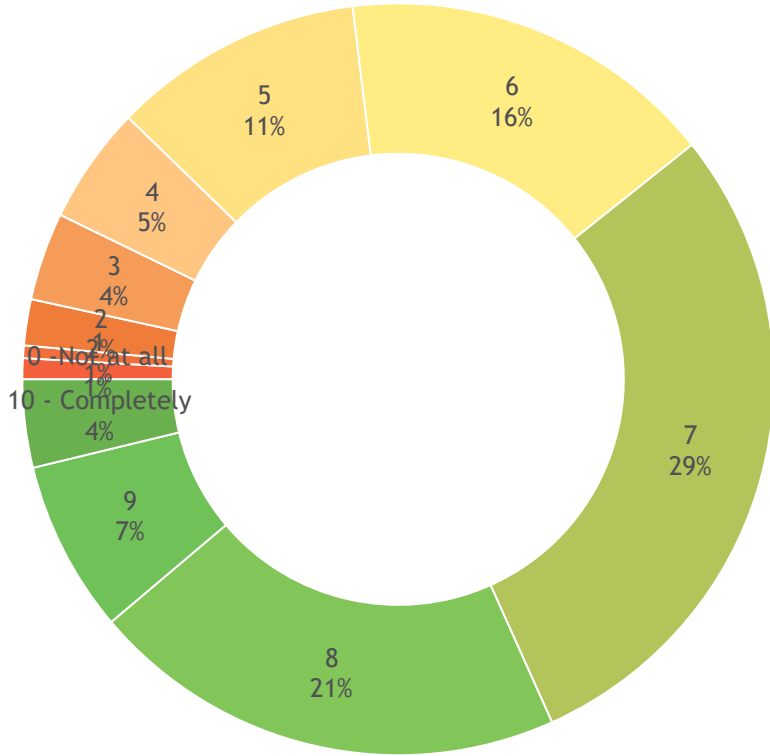


Student wellbeing

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'For each of these questions, please give an answer on a scale of 0 to 10, where 0 is 'Not at all' and 10 is 'Completely'.' this year to date.

Base: All respondents (555)

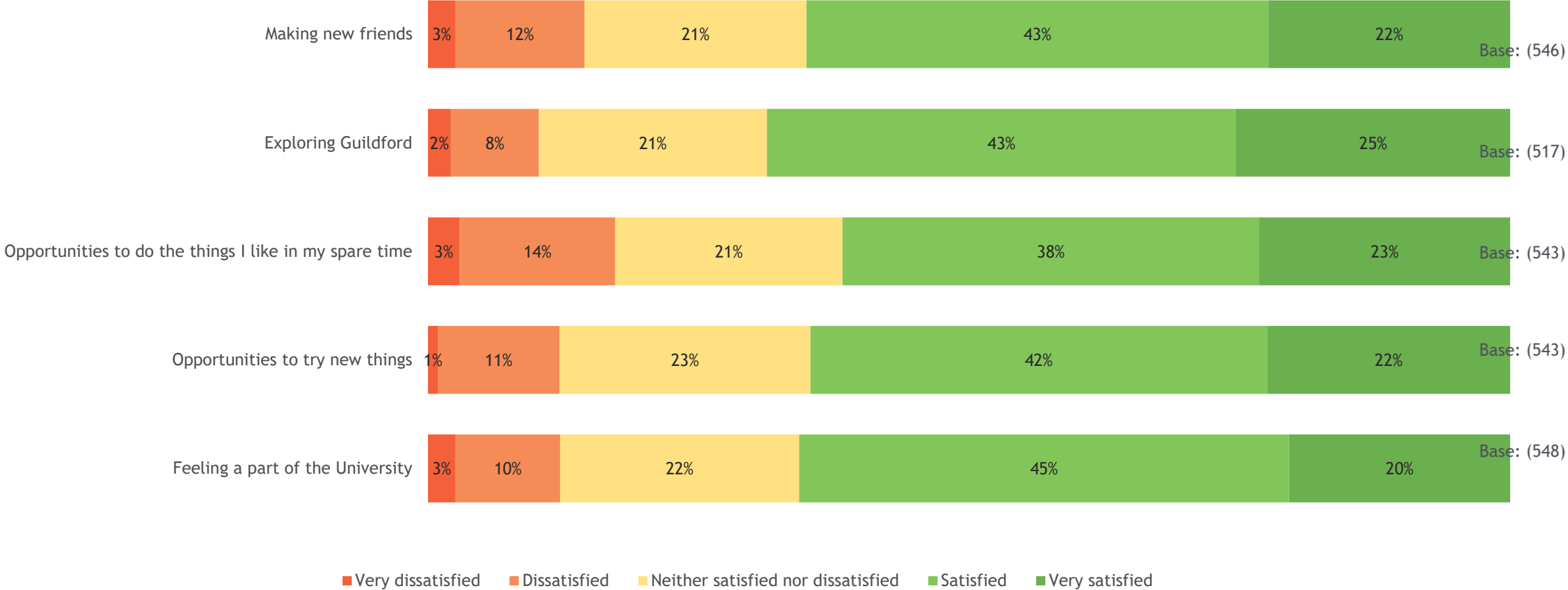


Satisfaction with the social experience at university

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'How satisfied or dissatisfied are you with the following aspects of your university life?' this year to date.

Base: All respondents, excluding 'Not applicable'

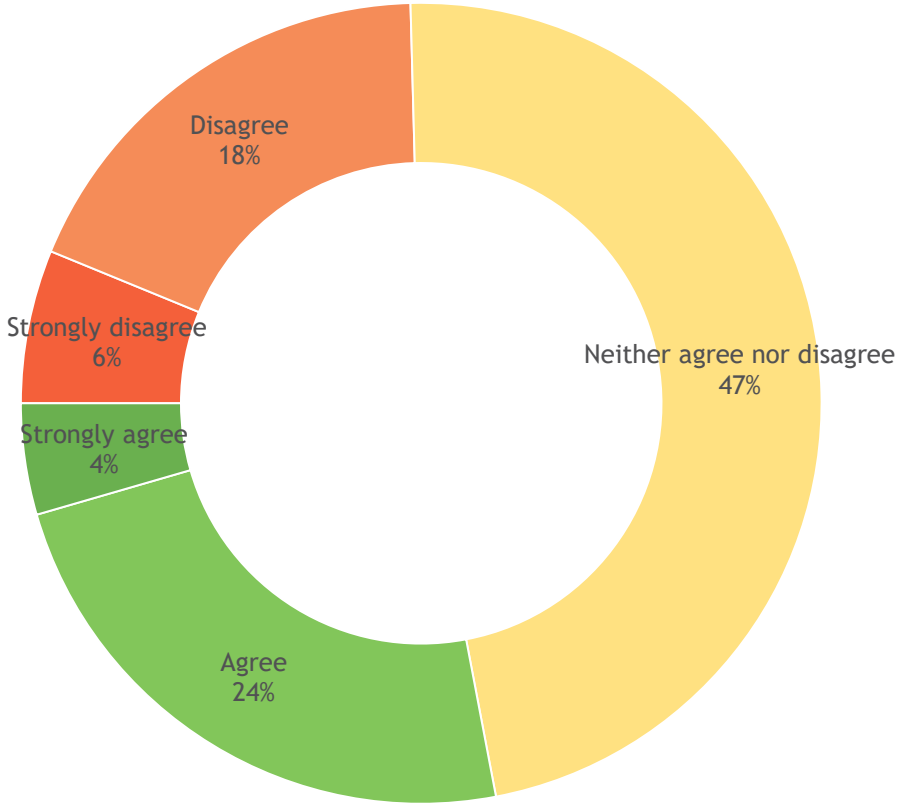


The SU's role in student employability

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'The Students' Union is making me more employable?' this year to date.

Base: All respondents, excluding 'I don't know' (468)

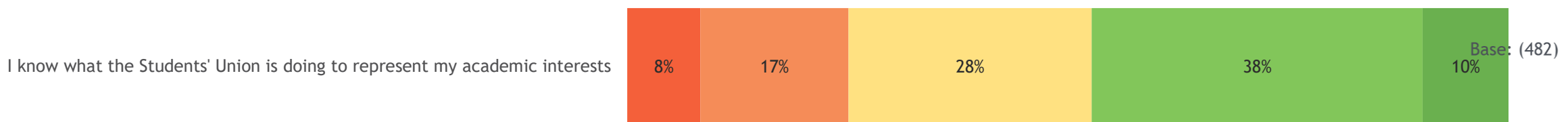
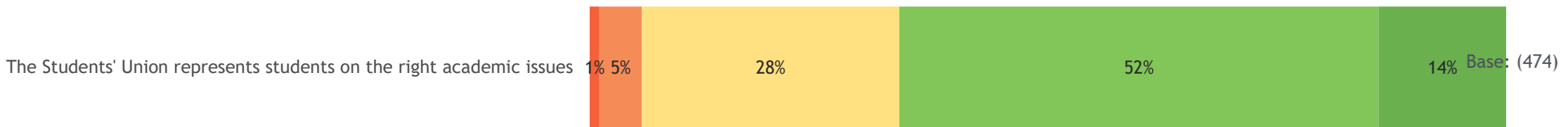
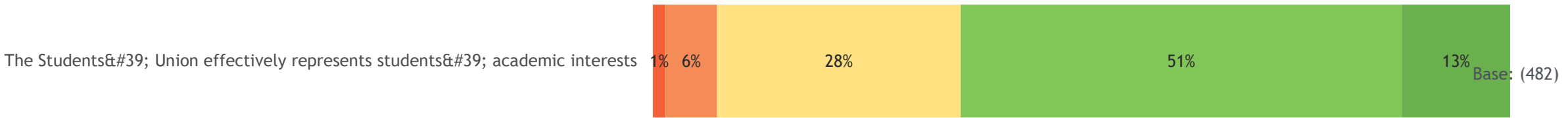


The SU's role in the academic experience

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'To what extent do you agree or disagree with the following statements?' this year to date.

Base: All respondents, excluding 'I don't know'



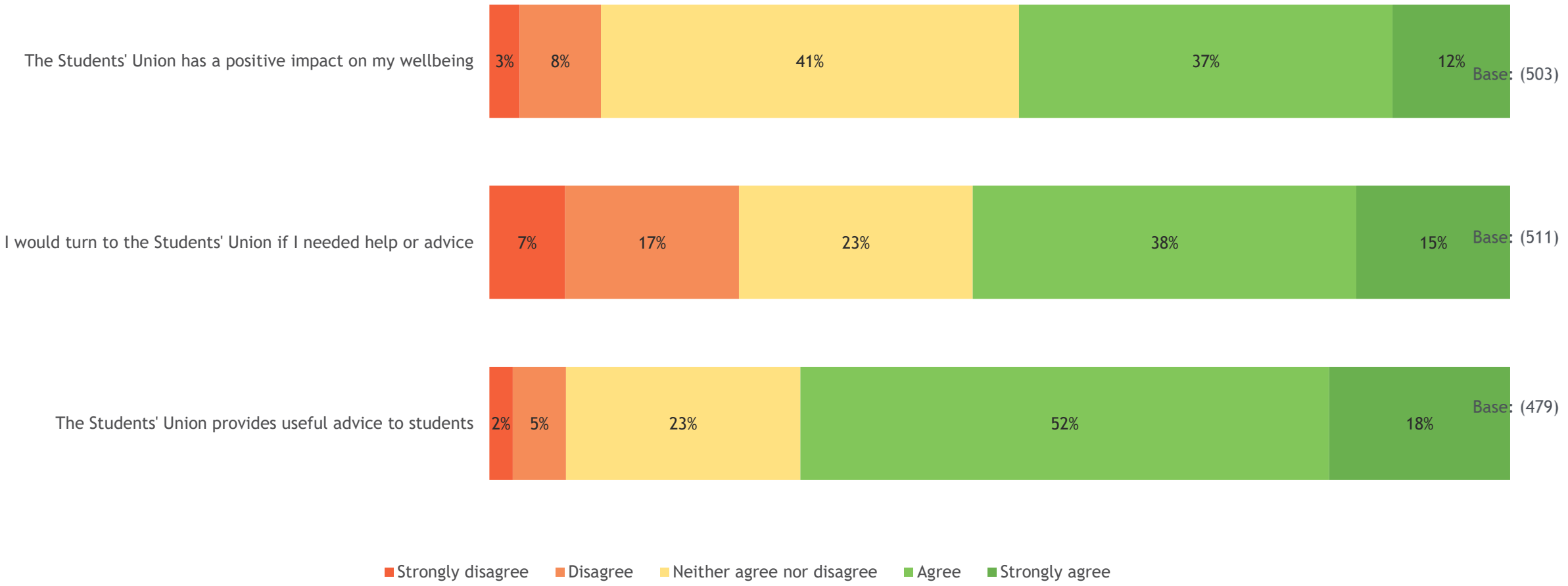
Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

The SU's role in student wellbeing

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'To what extent do you agree or disagree with the following statements?' this year to date.

Base: All respondents, excluding 'I don't know'

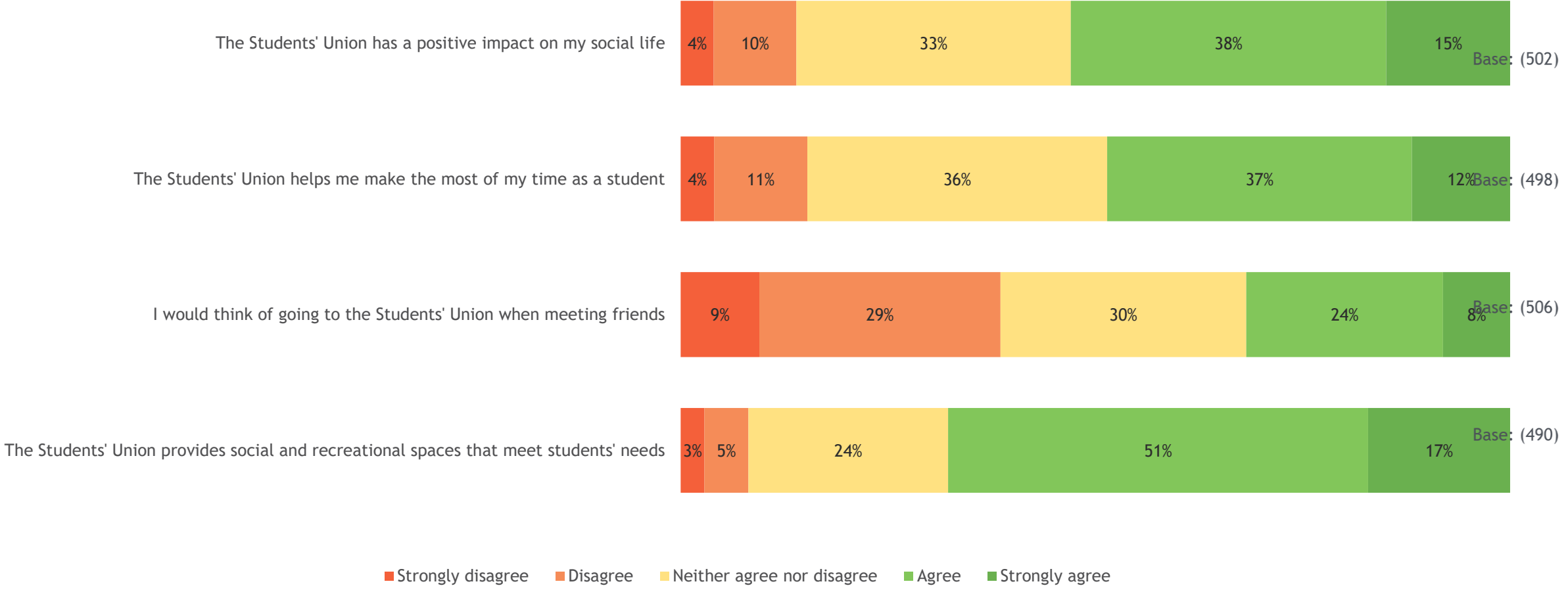


The SU's role in the social experience

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'To what extent do you agree or disagree with the following statements?' this year to date.

Base: All respondents, excluding 'I don't know'

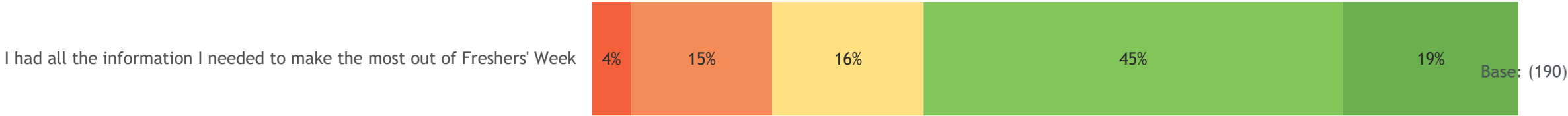


Perceptions of the Freshers' Week experience

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'To what extent do you agree or disagree with the following statements about Freshers' Week?' this year to date. This question is asked in Pulse 1 only.

Base: All first-year respondents, excluding 'Not applicable'

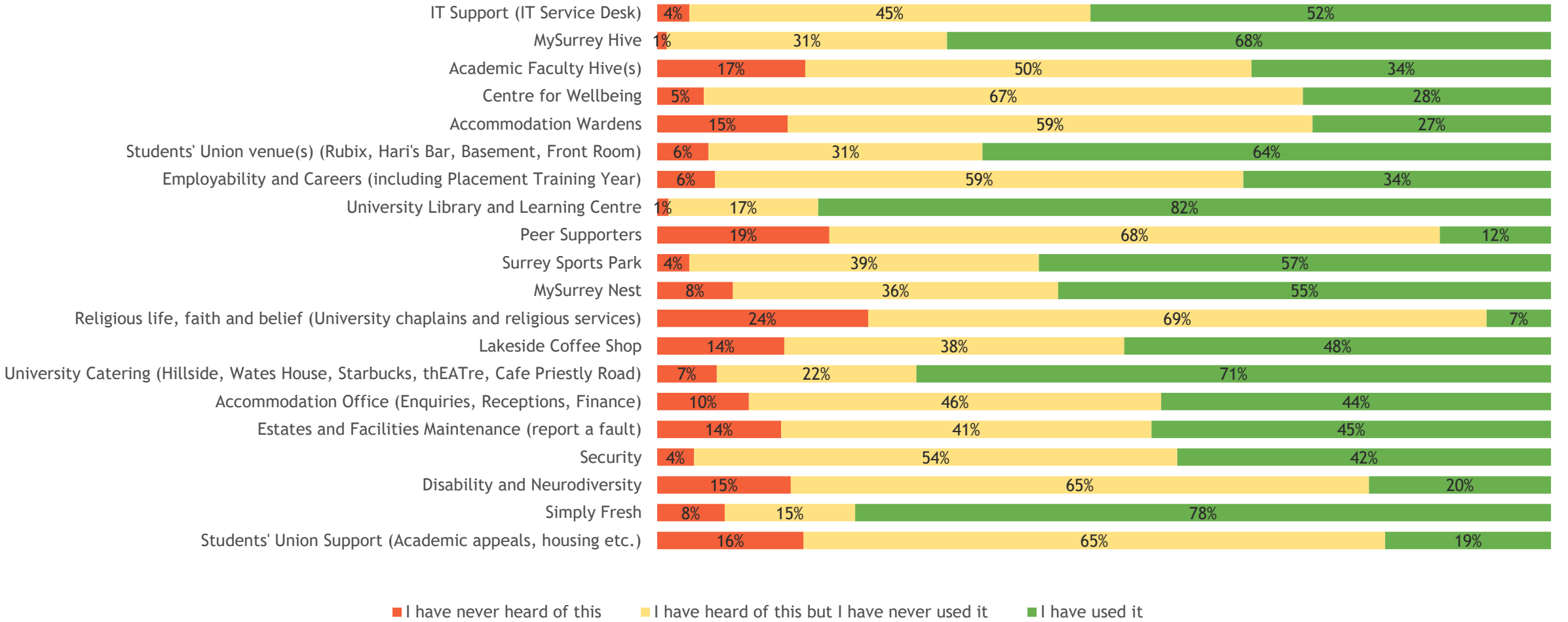


Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Awareness of campus services

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'Which of the following services have you heard of or used?' this year to date.
 Base: All respondents (2279)

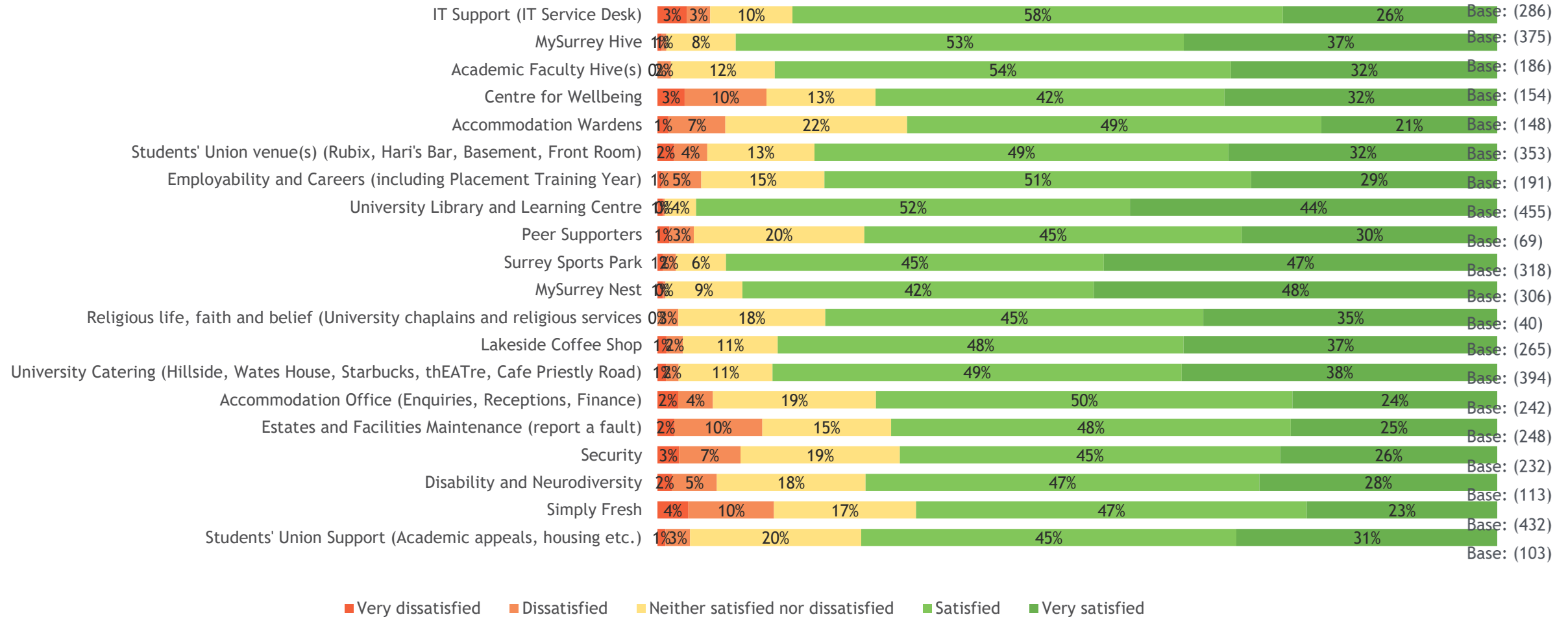


Satisfaction with campus services

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'How satisfied or dissatisfied are you with the following services?' this year to date.

Base: All respondents who have used that service

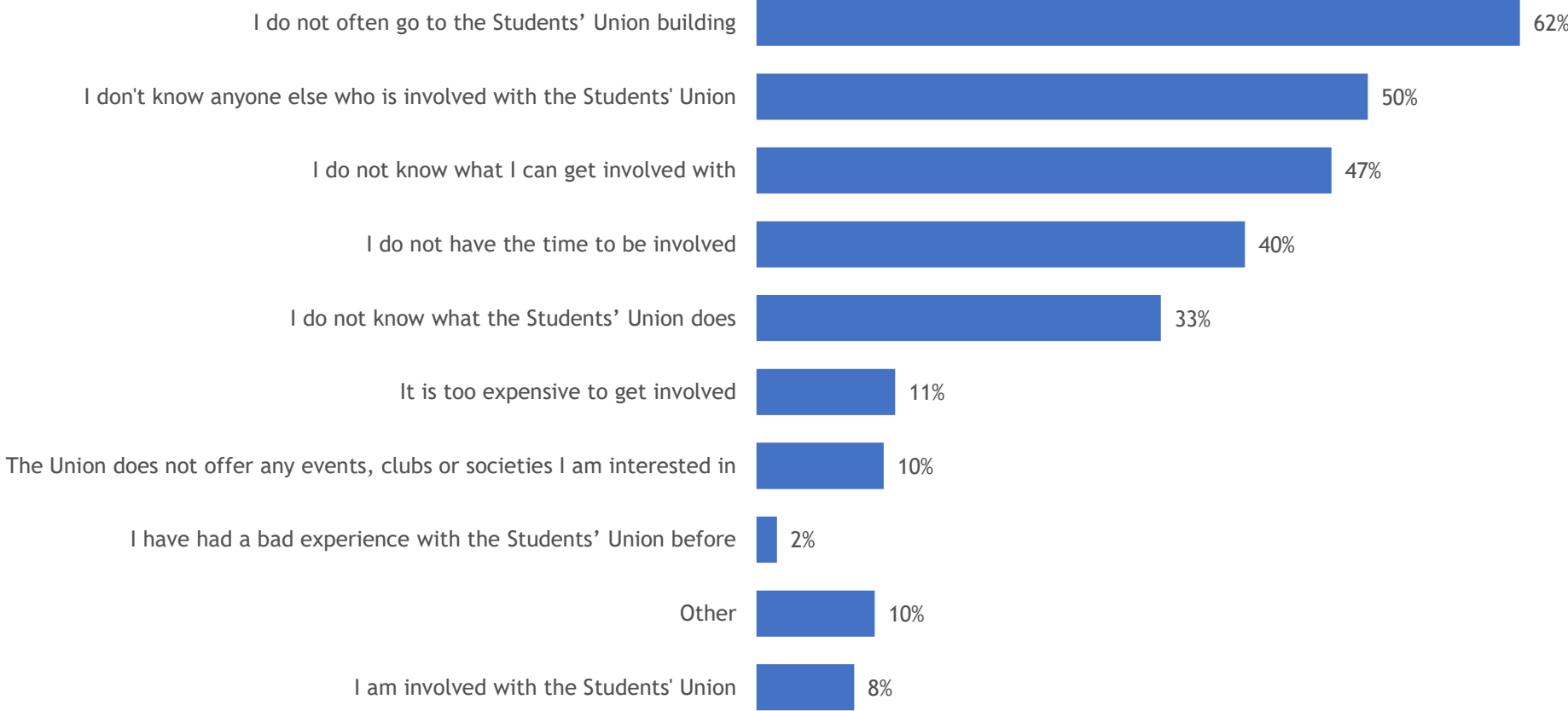


Reasons for not being involved with the SU - Last academic year

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'The following is a list of reasons that students may not get involved with their Union. Which of these reasons apply to you?'. This question is asked only in Pulse 3 and is displaying last year's data.

Base: All respondents (540)

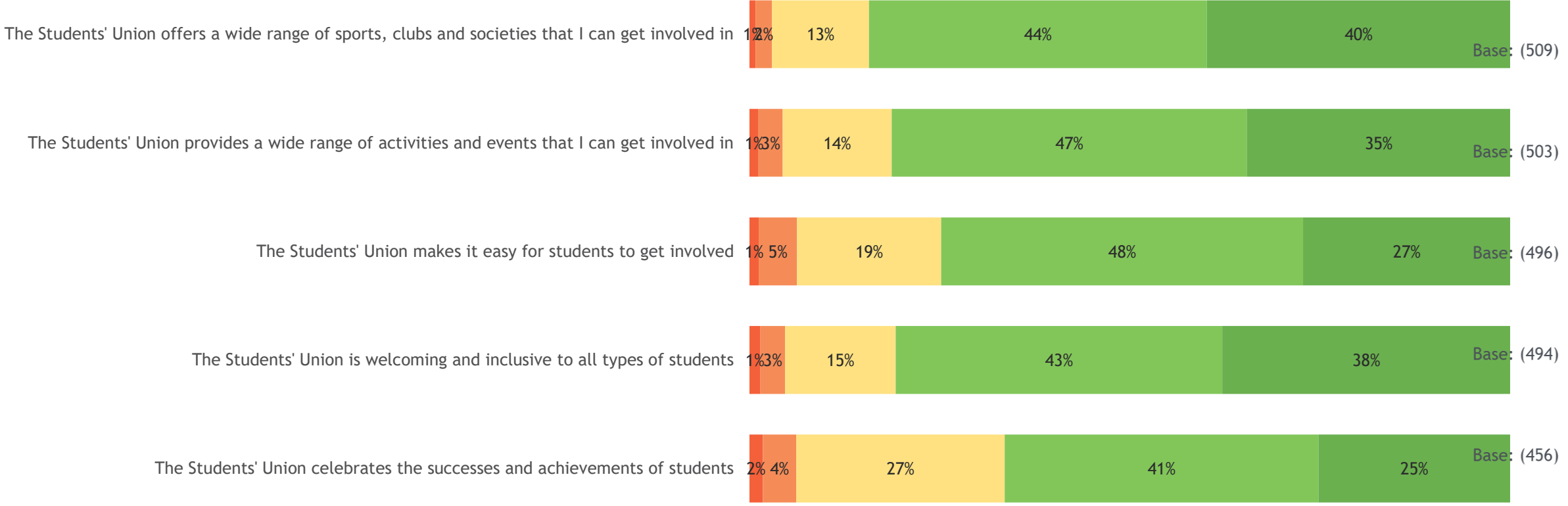


Perceptions of being involved with the SU

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'To what extent do you agree or disagree with the following statements?' this year to date.

Base: All respondents, excluding 'I don't know'



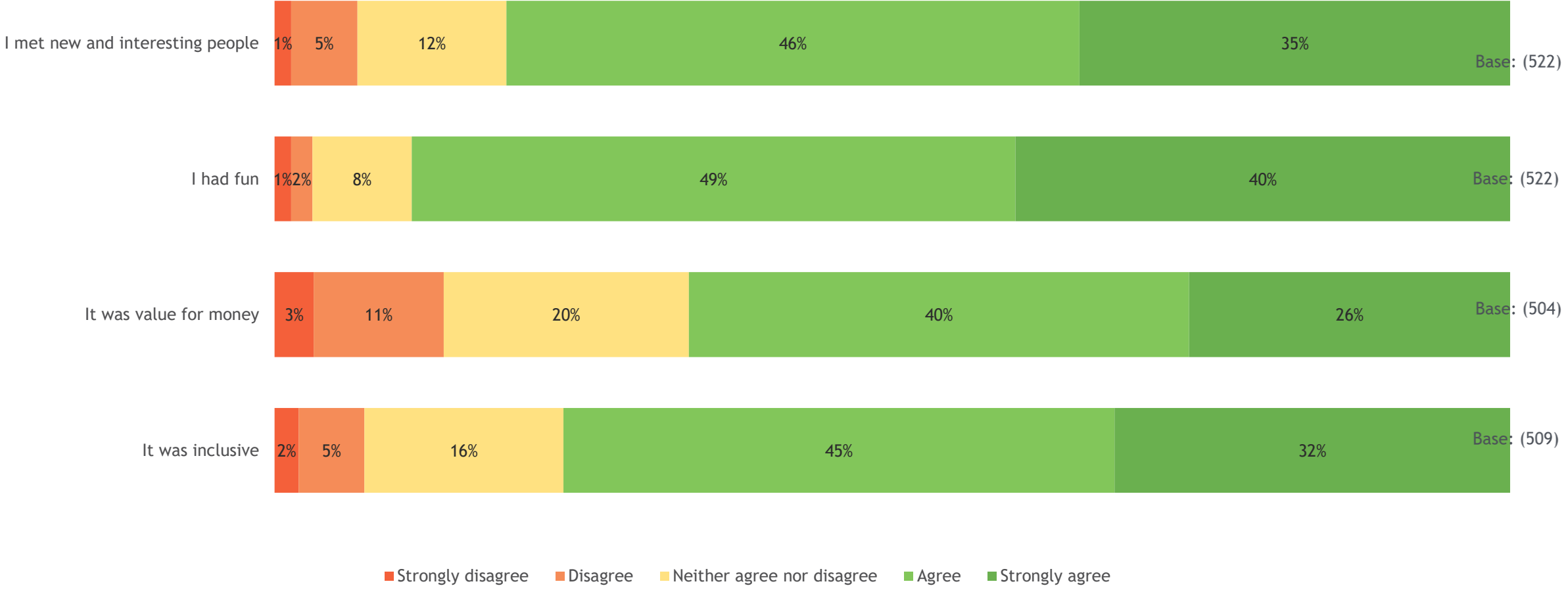
Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Perceptions of the SU's clubs and societies - Last academic year

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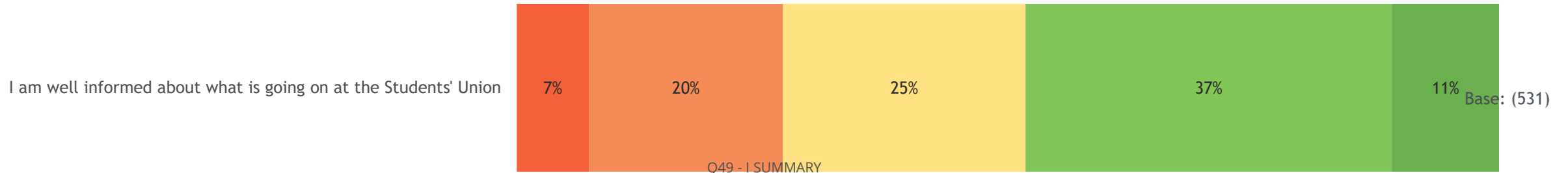
'To what extent do you agree or disagree with the following statements about your experience of clubs and societies?' this year to date. This question is asked only in Pulse 2 and is displaying last year's data.

Base: All respondents, excluding 'I don't know'



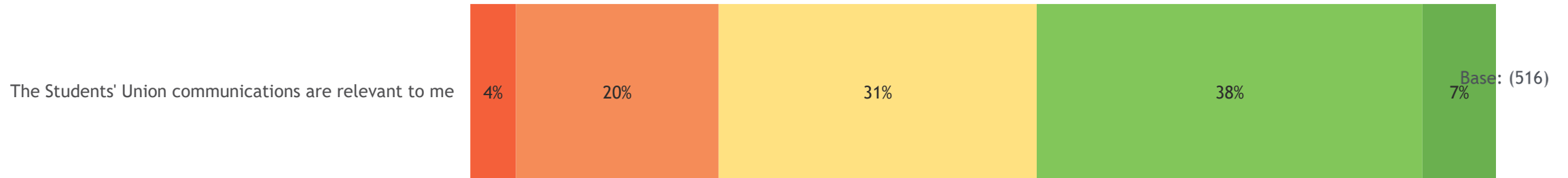
Row %	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	NET
I met new and interesting people	1%	5%	12%	46%	35%	100%
I had fun	1%	2% ▼	8% ▼	49%	40% ▲	100%
It was value for money	3% ▲	11% ▲	20% ▲	40% ▼	26% ▼	100%
It was inclusive	2%	5%	16%	45%	32%	100%

Base: All respondents, excluding 'I don't know'



Q49 - I SUMMARY

sample size = from 504 to 522; total sample size = 2273; 1769 missing; 95% confidence level



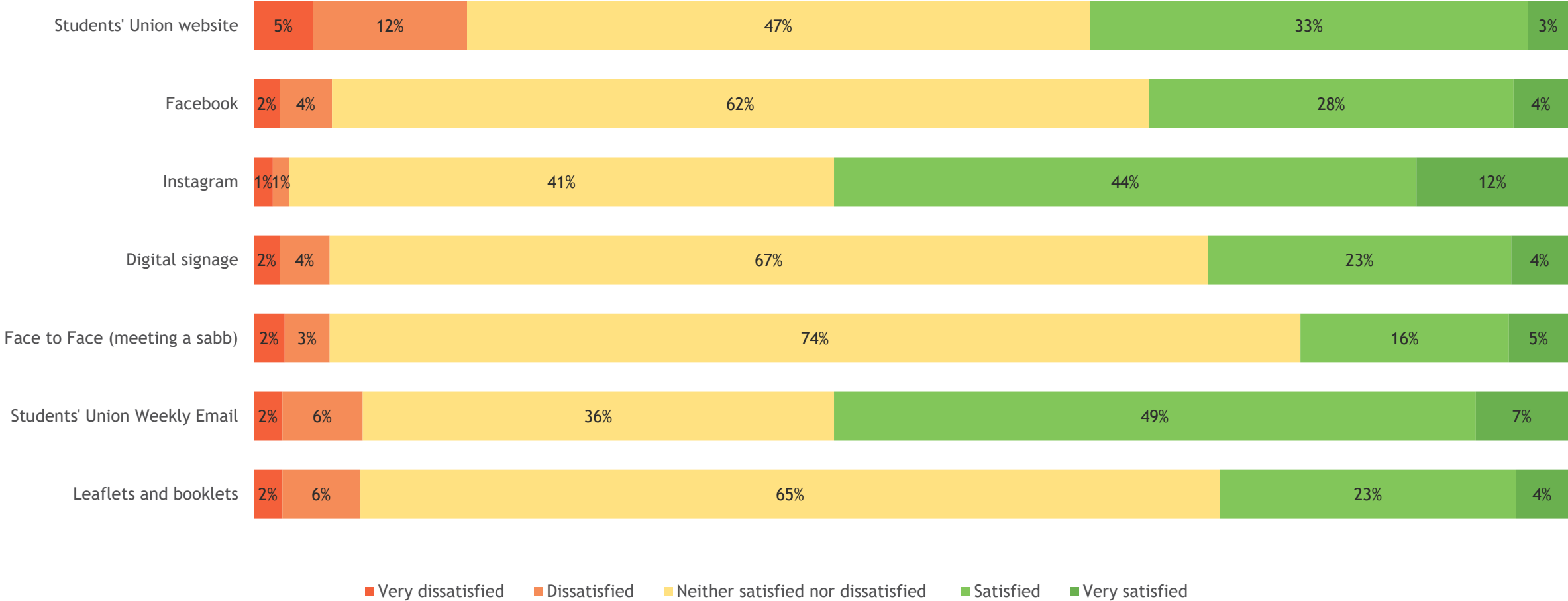
■ Strongly disagree
 ■ Disagree
 ■ Neither agree nor disagree
 ■ Agree
 ■ Strongly agree

Satisfaction with the SU's communication channels

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'How satisfied or dissatisfied are you with the following Students' Union communication channels?' this year to date.

Base: All respondents (555)

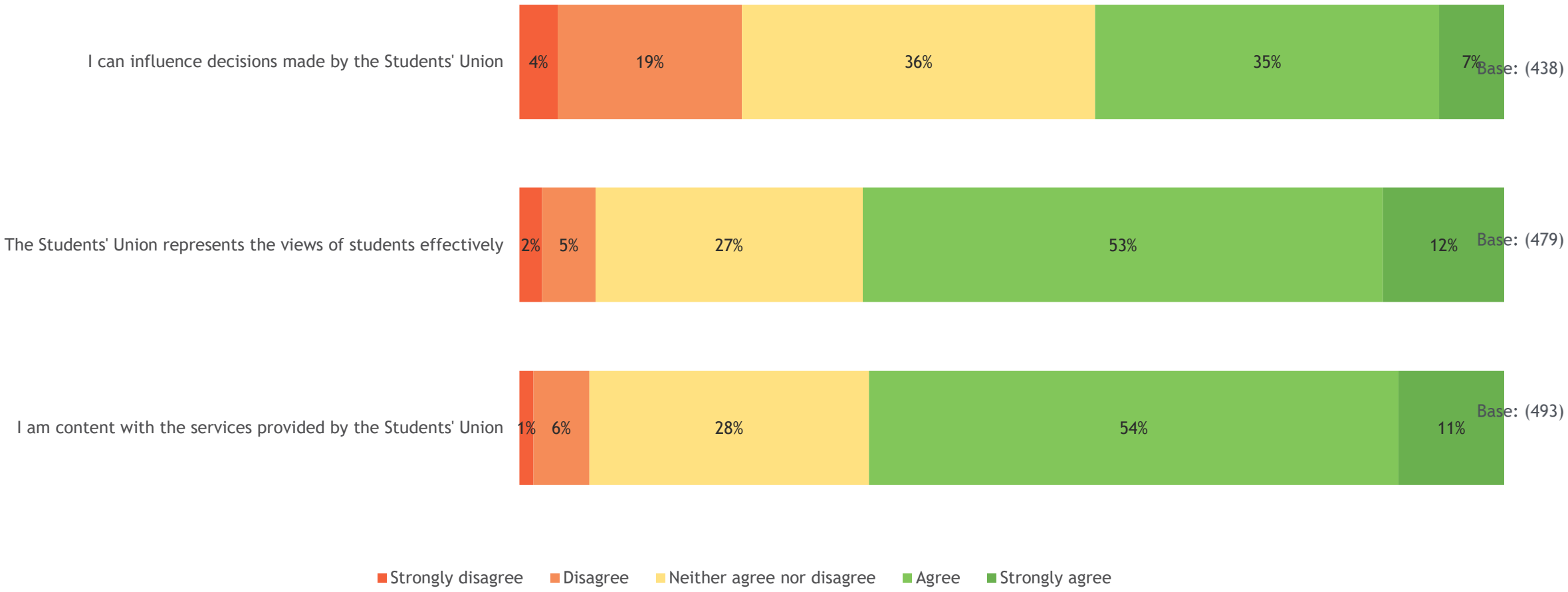


Perceptions of the SU's representative role

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'To what extent do you agree or disagree with the following statements?' this year to date.

Base: All respondents, excluding 'I don't know'

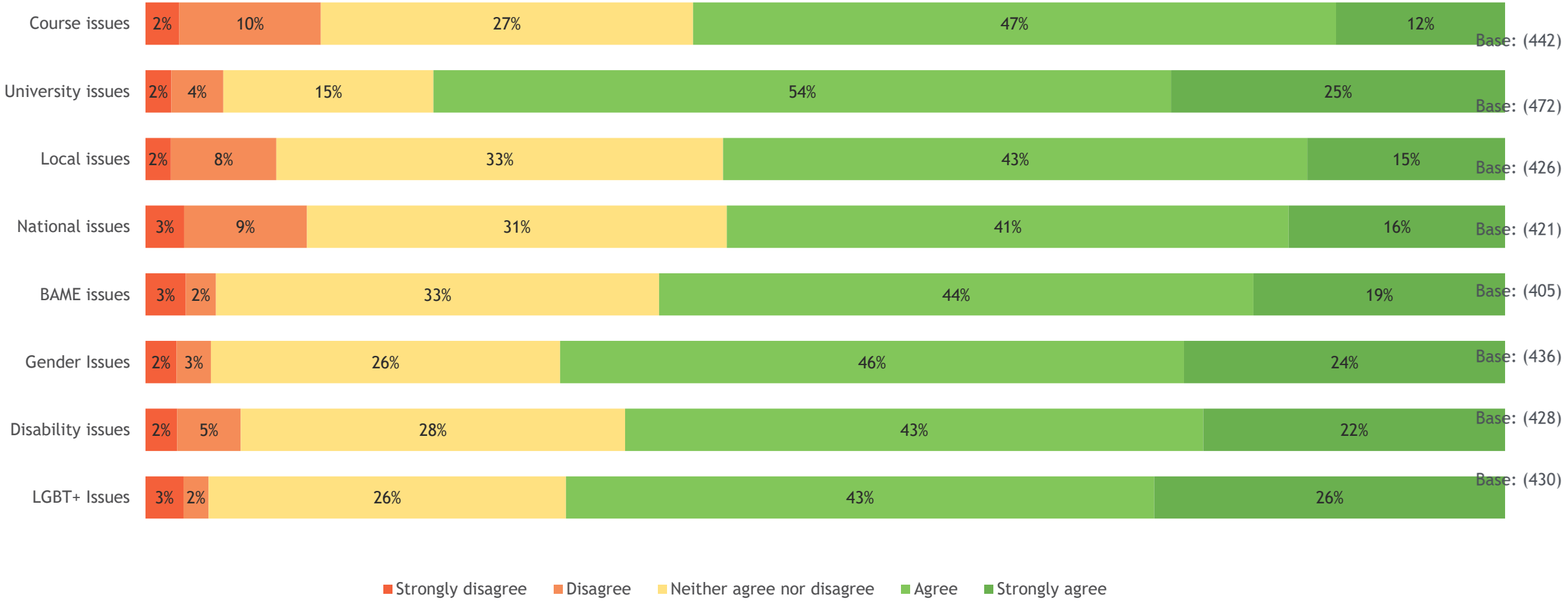


Issues the SU represents students on

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'To what extent do you agree or disagree that the Students' Union represents students' interests on...?' this year to date.

Base: All respondents, excluding 'I don't know'

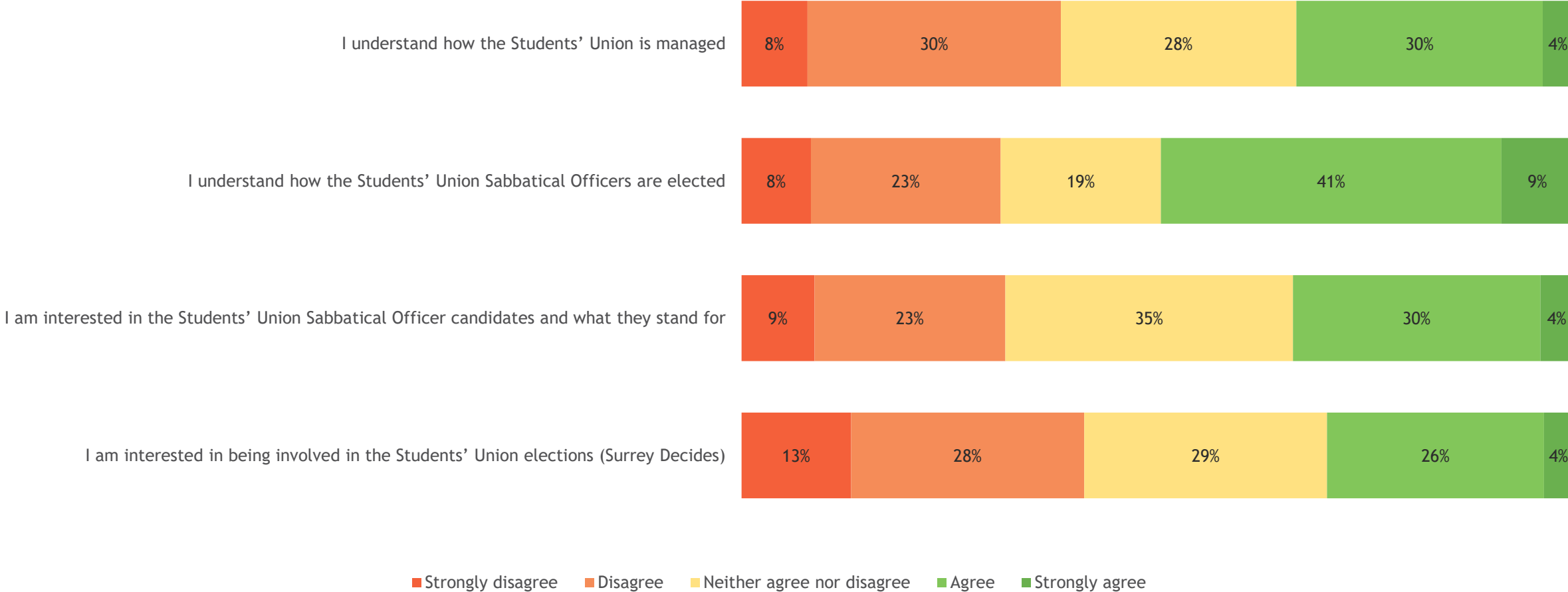


Understanding of elections - Last academic year

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'To what extent do you agree or disagree with the following statements.' this year to date. This question is asked only in Pulse 2 and is displaying last year's data.

Base: All respondents (706)

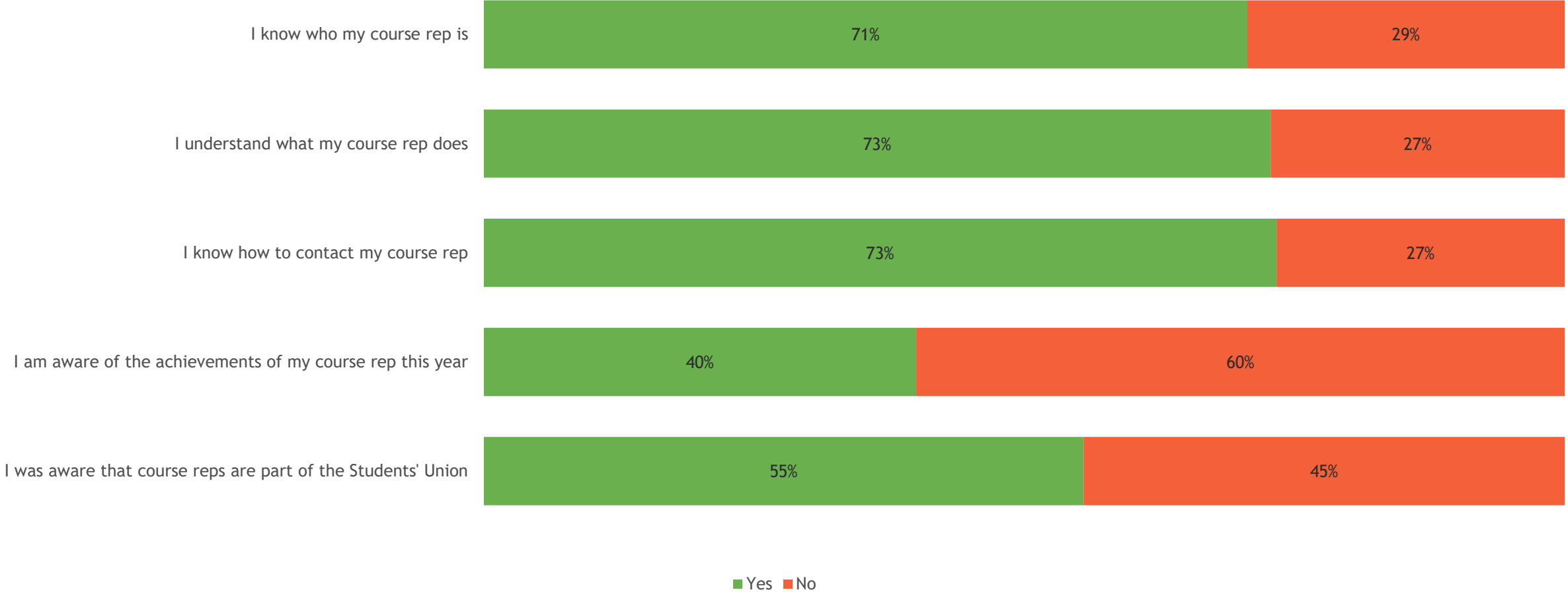


Knowledge and understanding of course reps

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'Please provide a yes or no answer to the following statements.' this year to date.

Base: All respondents (555)

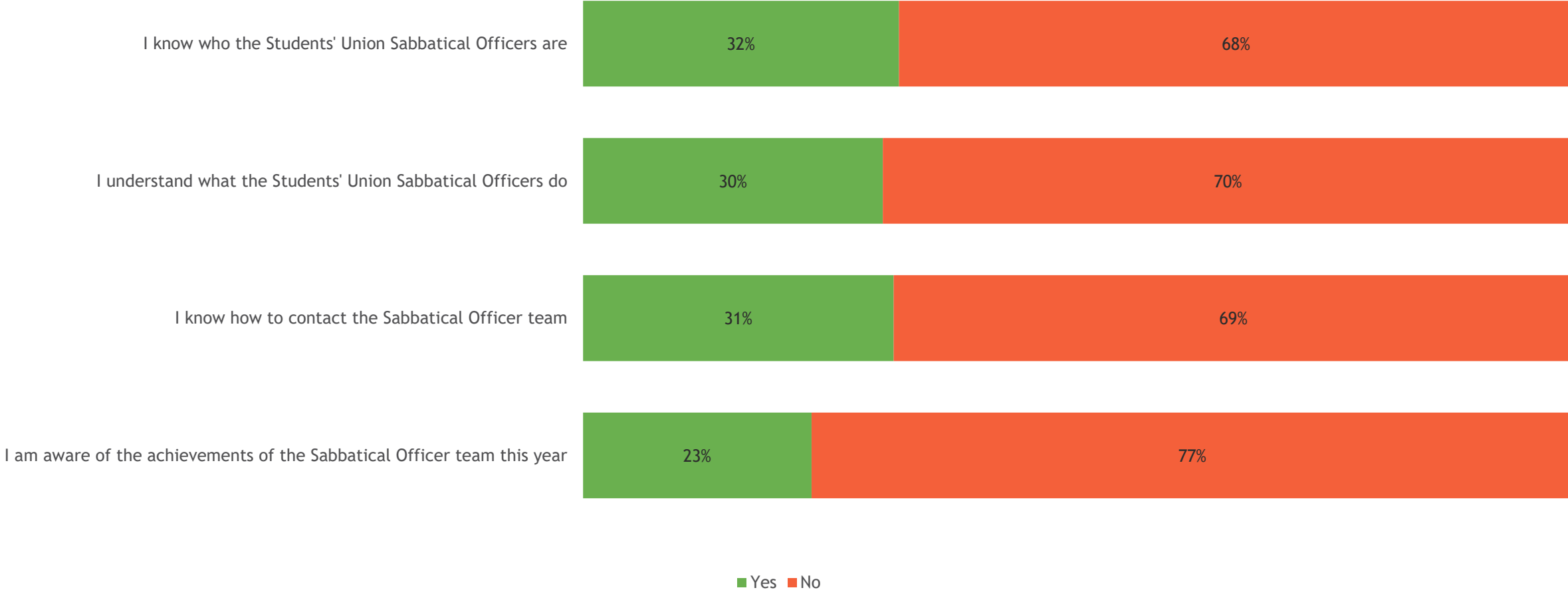


Knowledge and understanding of Sabbatical Officers

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'Please provide a yes or no answer to the following statements.' this year to date.

Base: All respondents (555)

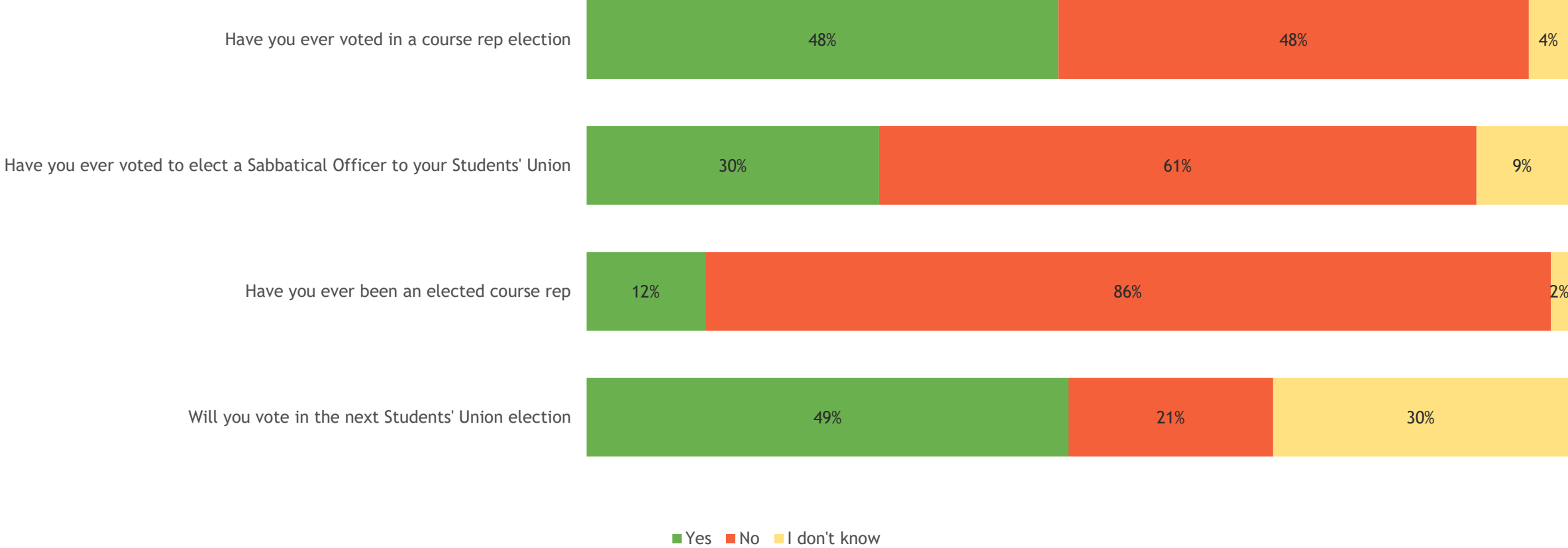


Voting in elections - Last academic year

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'Please answer yes or no to the following questions about your involvement with your Union.' this year to date. This question is asked only in Pulse 2 and is displaying last year's data.

Base: All respondents (0)

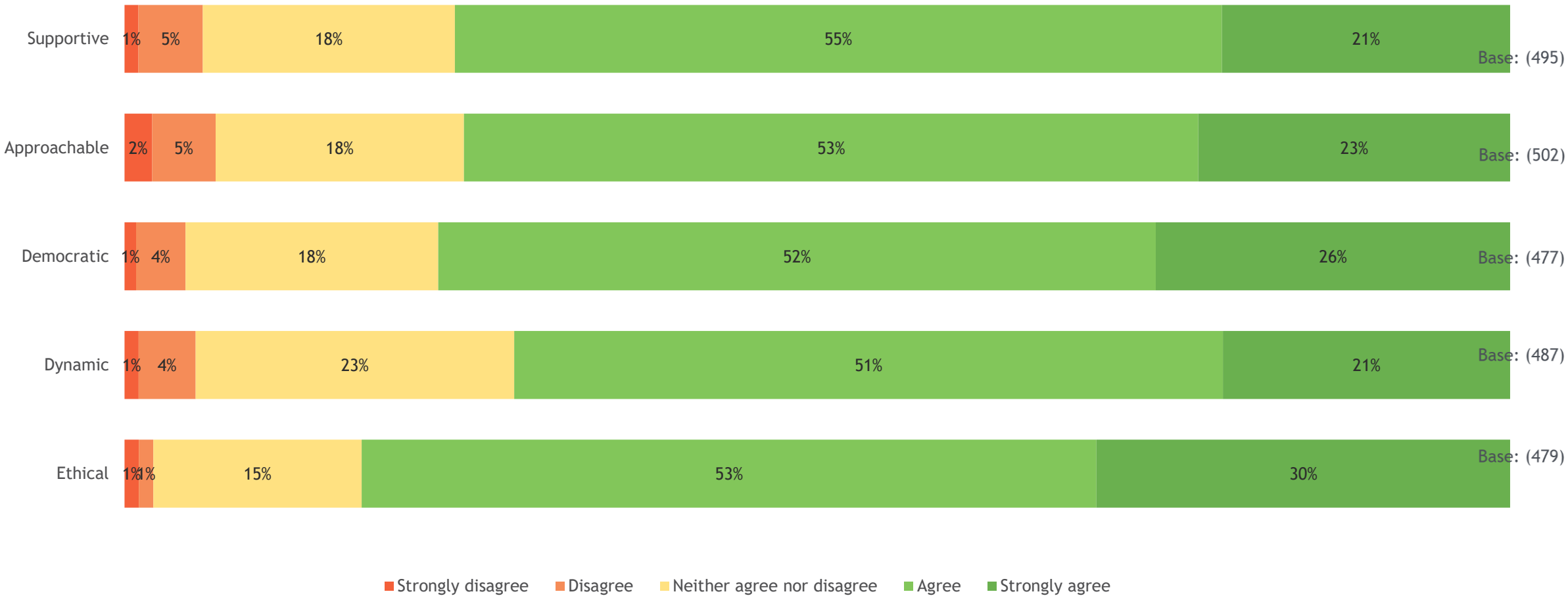


The SU's values

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'How strongly do you agree or disagree the Students' Union is...?' this year to date.

Base: All respondents, excluding 'I don't know'

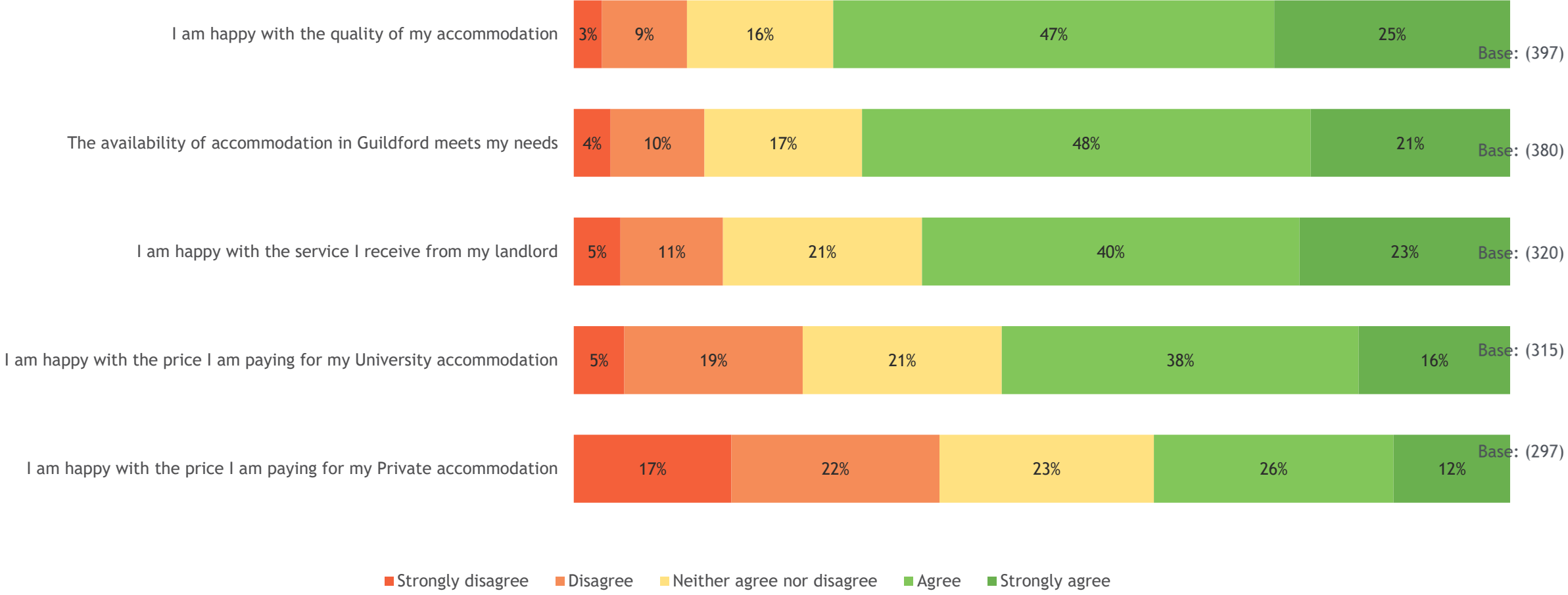


Housing

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'How strongly do you agree or disagree the Students' Union is...?' this year to date. This question is asked in Pulse 1 only.

Base: All respondents, excluding 'Not applicable'

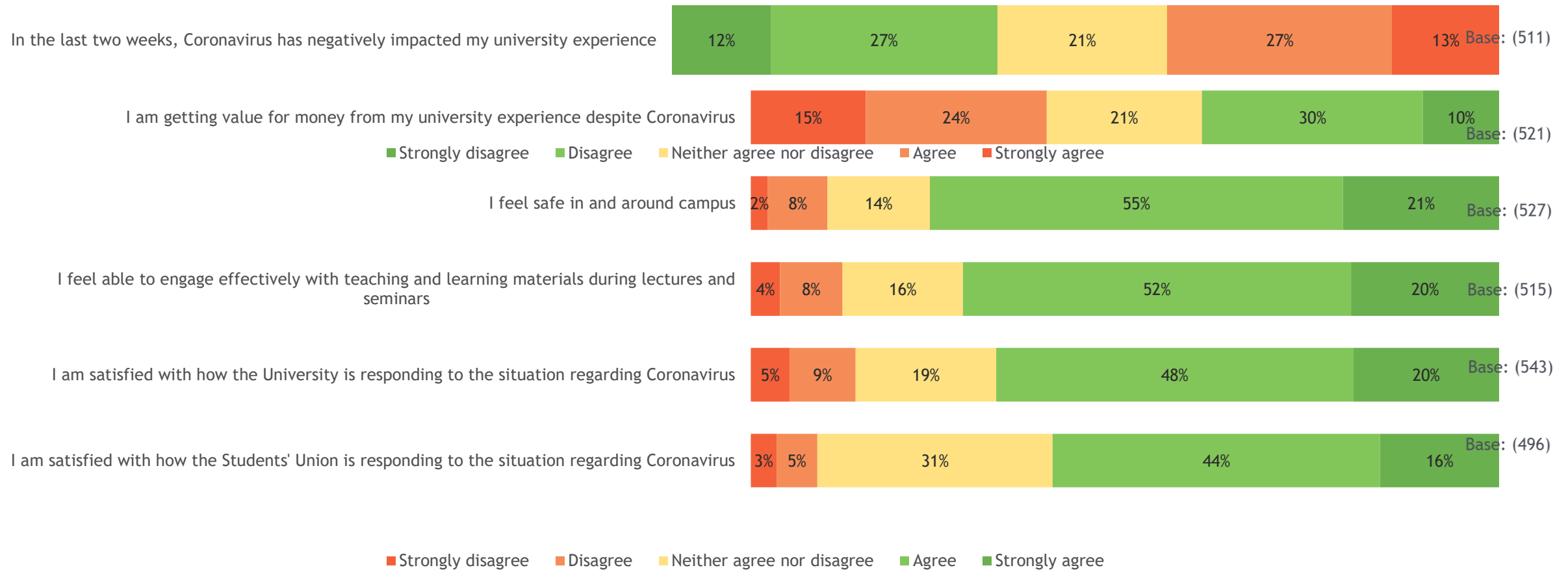


Coronavirus and the university experience

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'To what extent do you agree or disagree with the following statements about the impact of Coronavirus on your university experience?' this year to date.

Base: All respondents, excluding 'Not applicable'

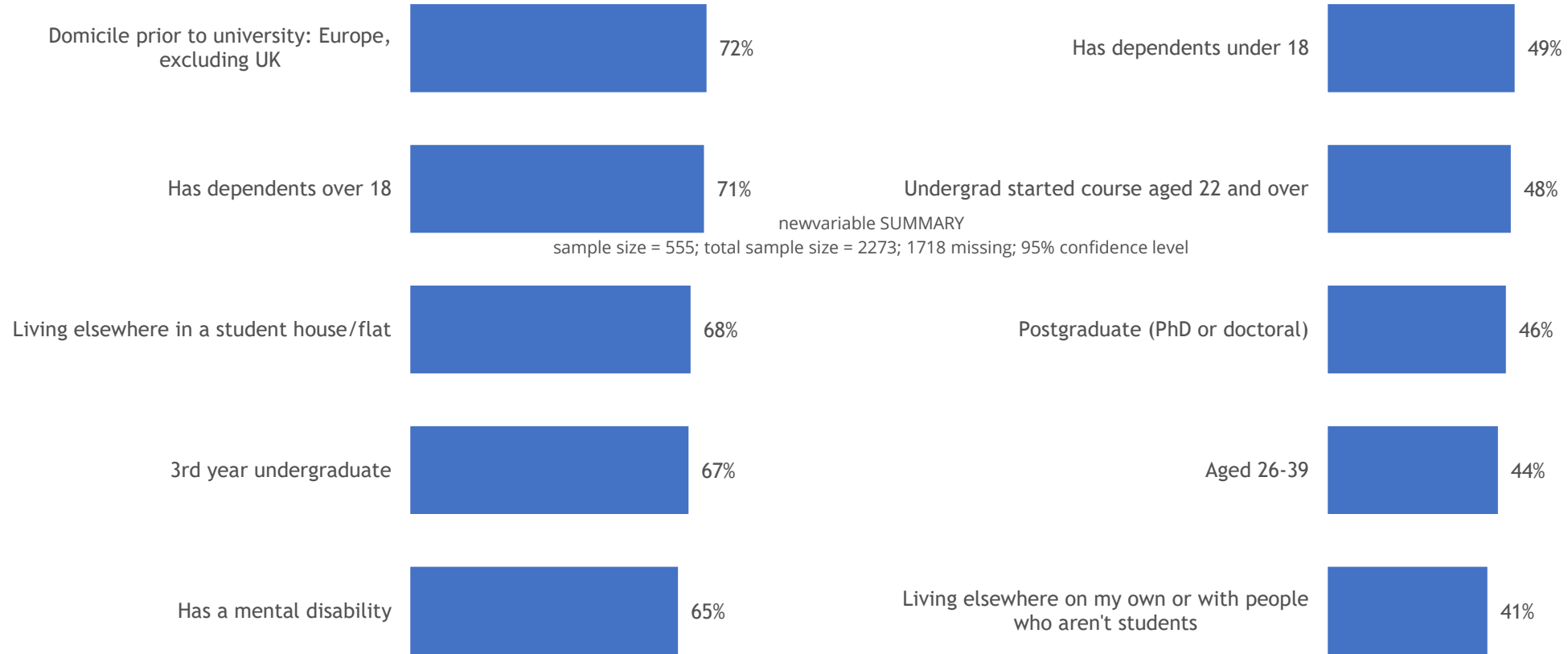


	%
Undergrad started course aged under 22	59% ▲
Undergrad started course aged 22 and over	11% ▼
NET	100% ▲

'Overall, how satisfied or dissatisfied are you with your Students' Union?' by demographic group. Showing the proportion who stated they were satisfied. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of satisfaction

Five groups with the lowest level of satisfaction



Demographic breakdown: Overall satisfaction with course quality

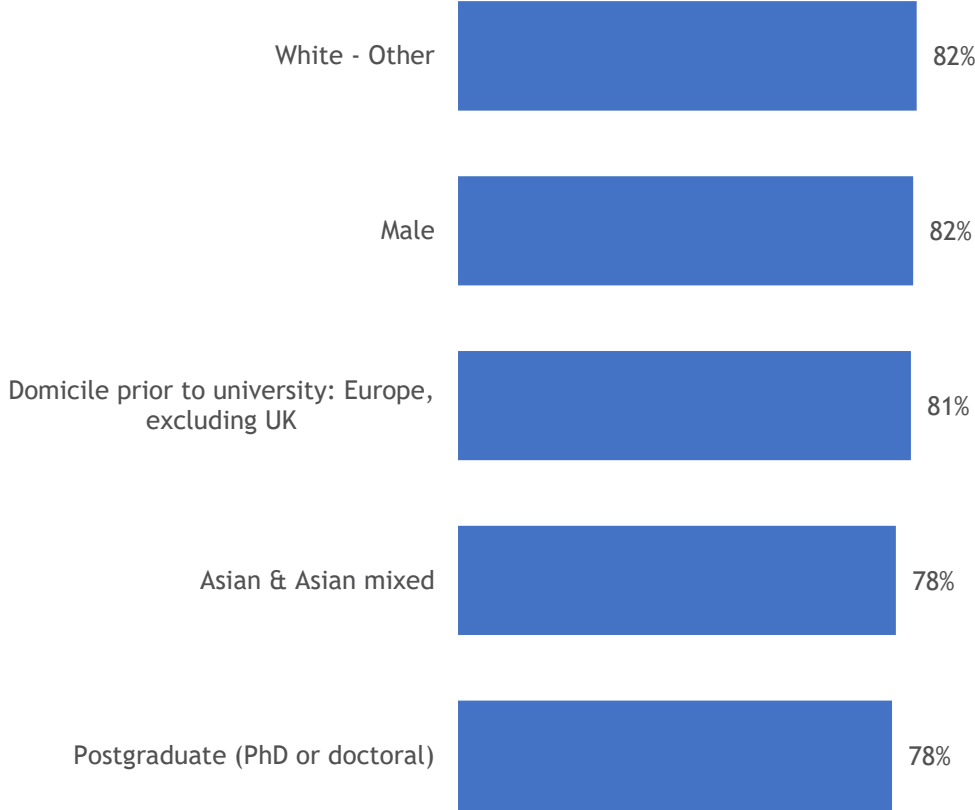
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'Overall I am satisfied with the quality of my course' by demographic group. Showing the proportion who stated they agree. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement

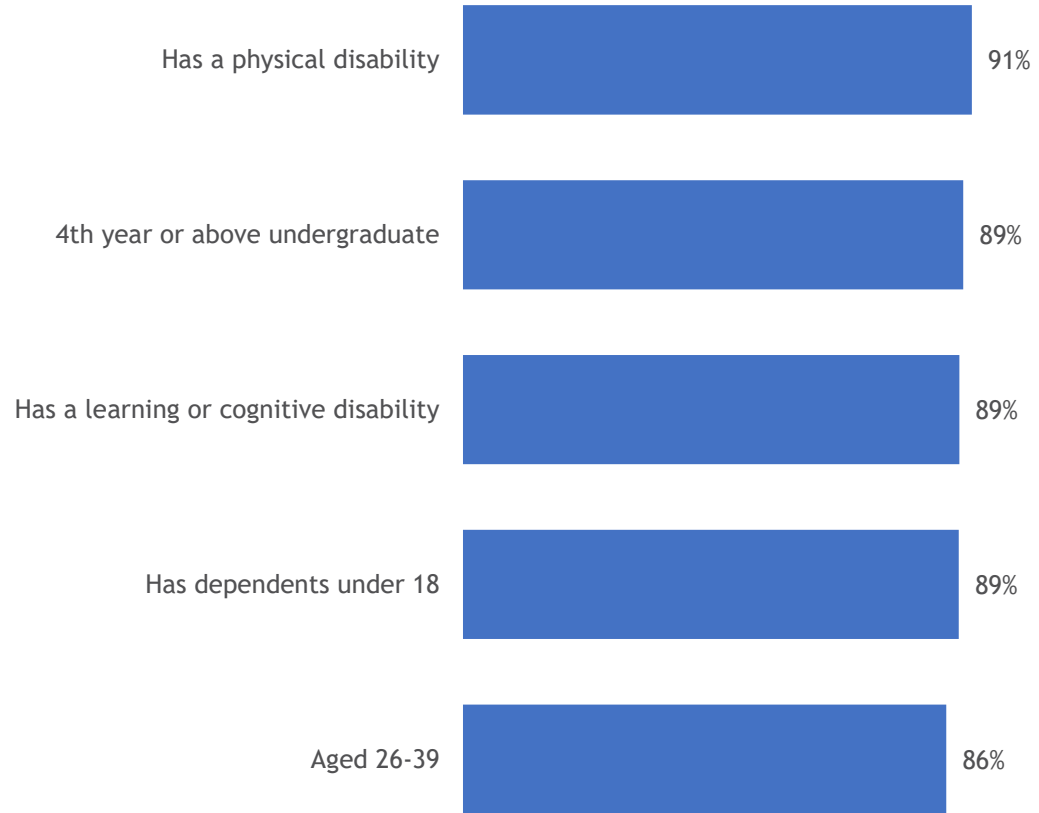


Demographic breakdown: Career preparedness

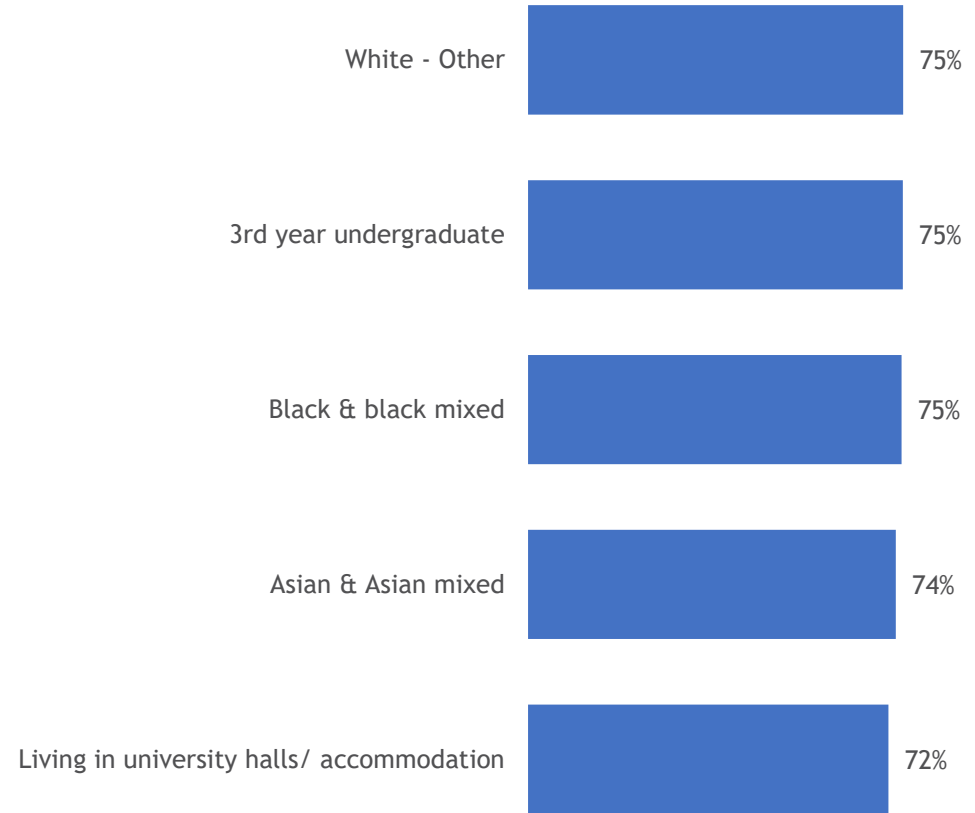
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'My current activities are preparing me for my future career' by demographic group. Showing the proportion who stated they agree. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement

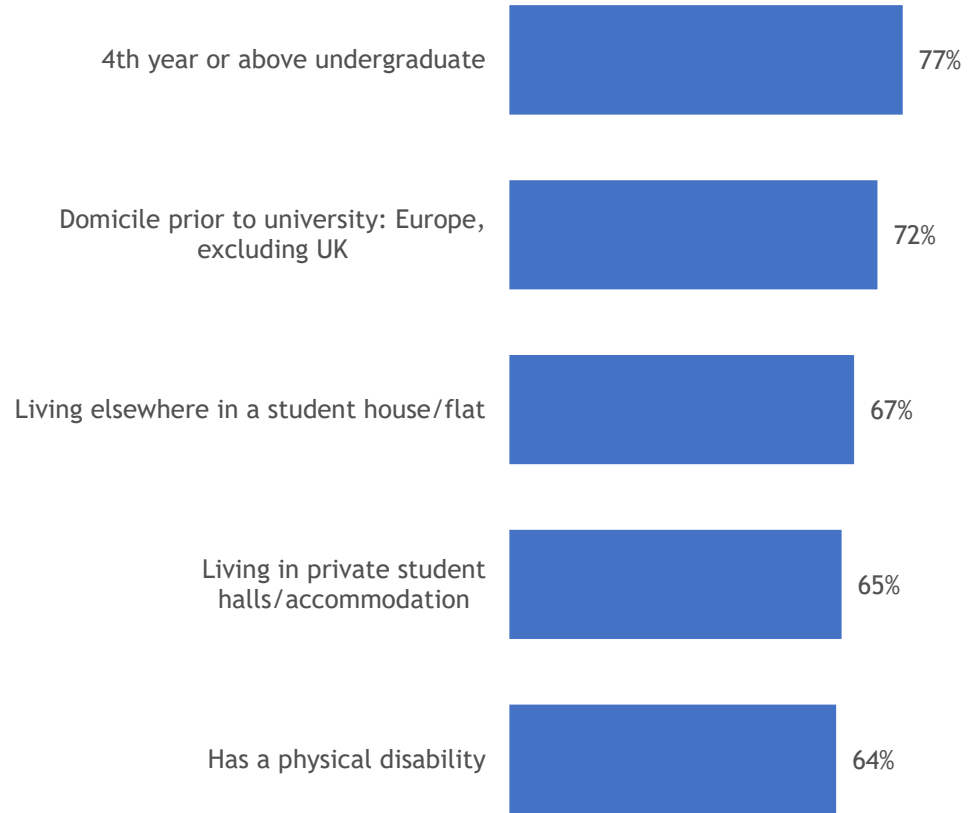


Demographic breakdown: Perceptions of the social experience at university

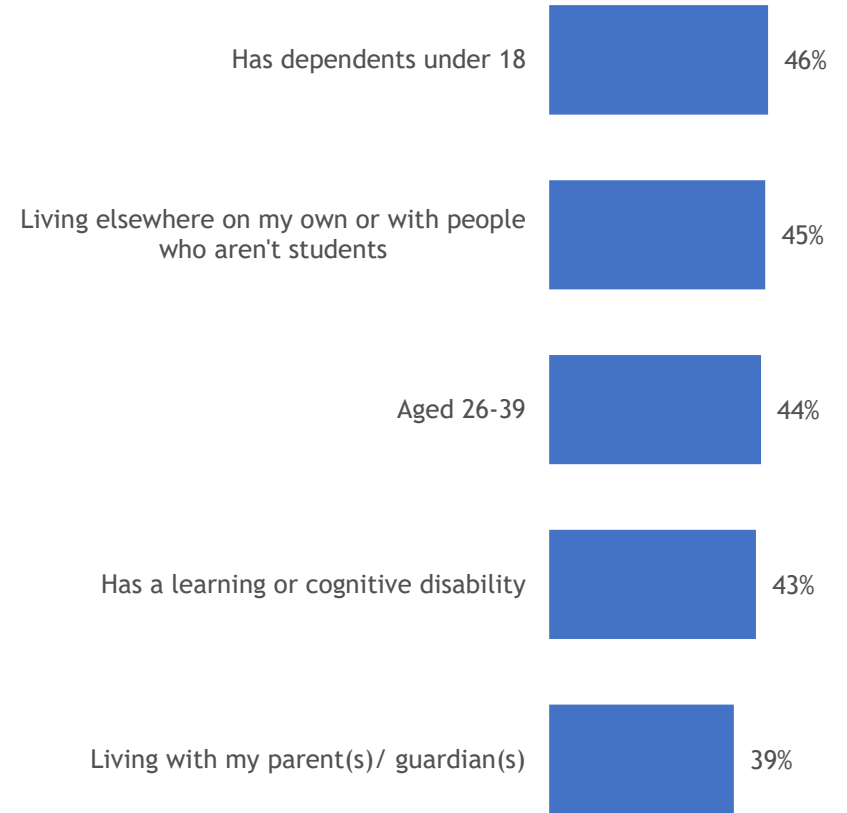
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'I am getting the social experience I want from university life' by demographic group. Showing the proportion who stated they agree. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement



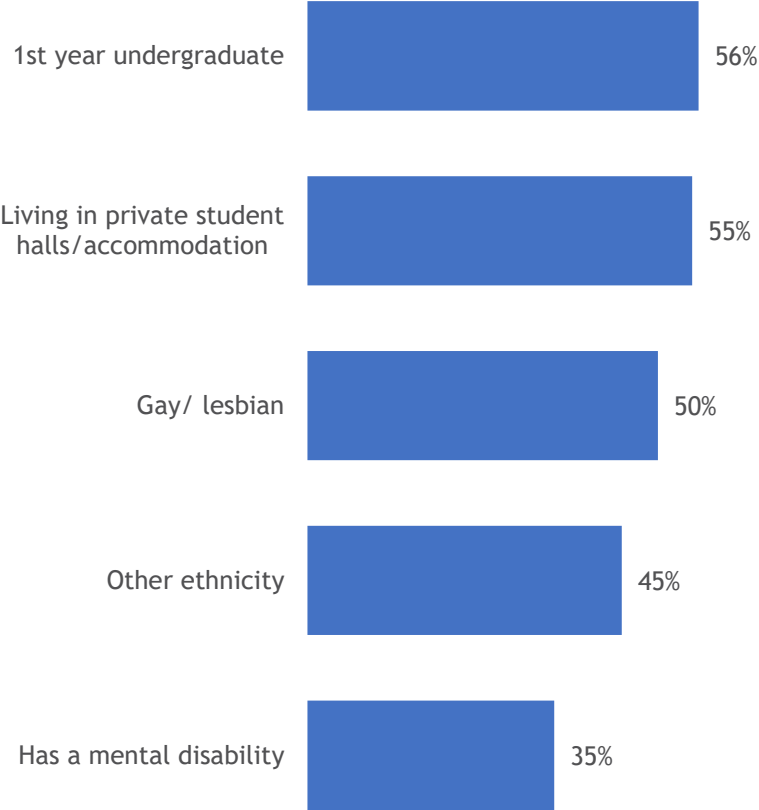
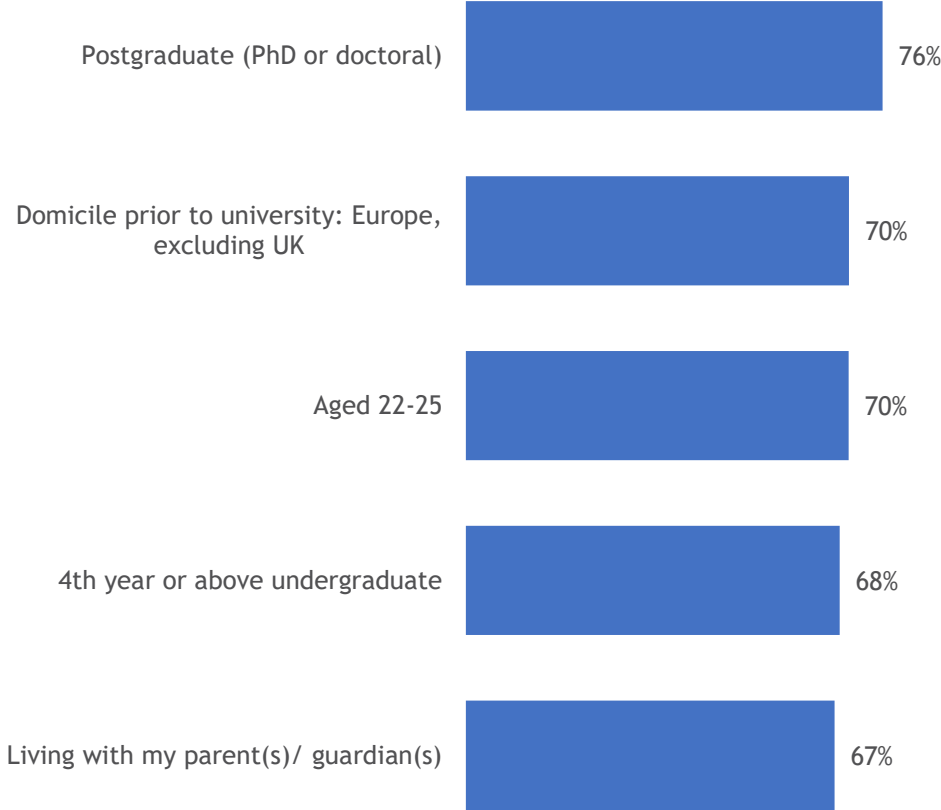
Demographic breakdown: Overall life satisfaction

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'Overall, how satisfied are you with your life nowadays?' by demographic group. Showing the proportion who scored 7-10. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of satisfaction (scoring 7-10)

Five groups with the lowest level of satisfaction (scoring 7-10)

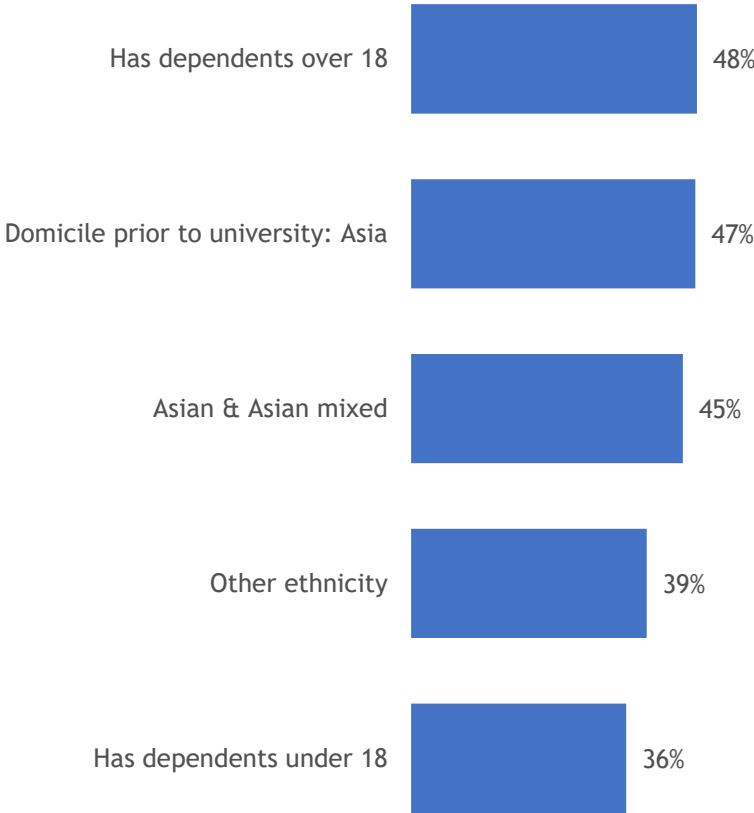


Demographic breakdown: The SU's role in employability

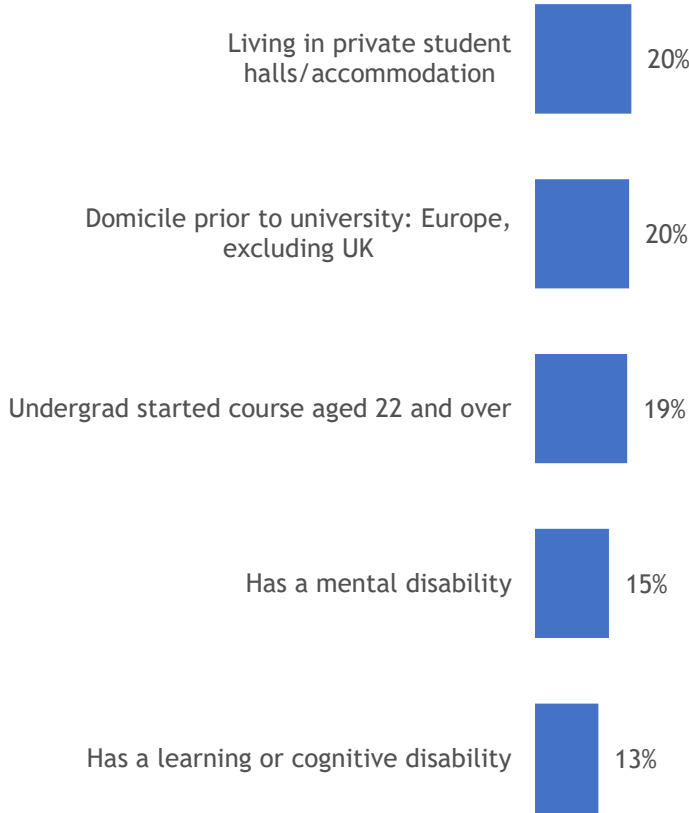
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'The Students' Union is making me more employable' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement



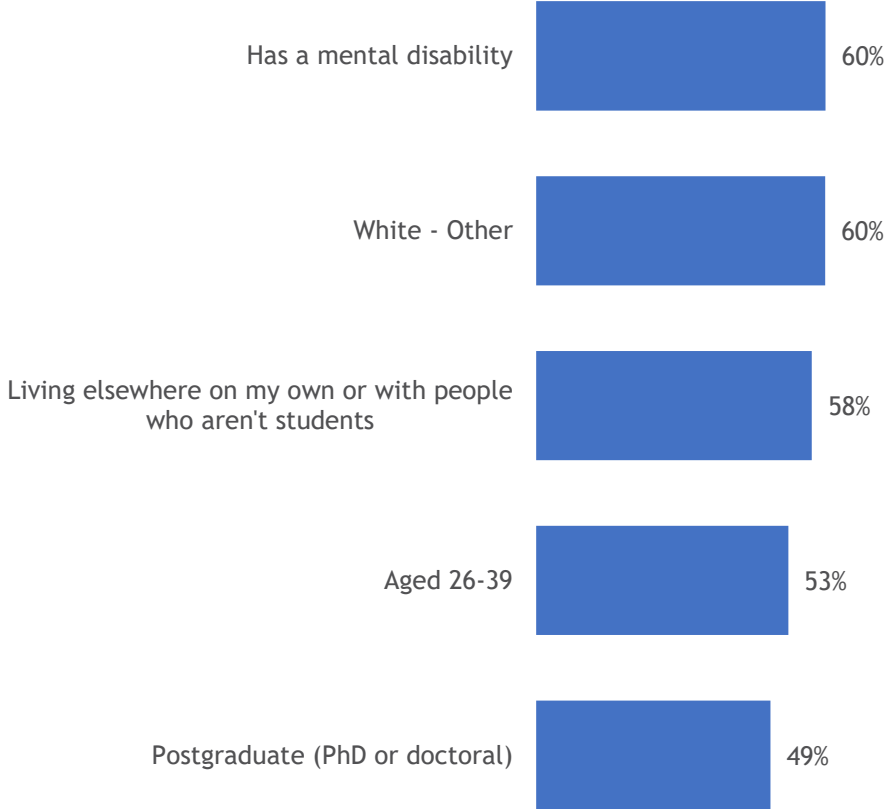
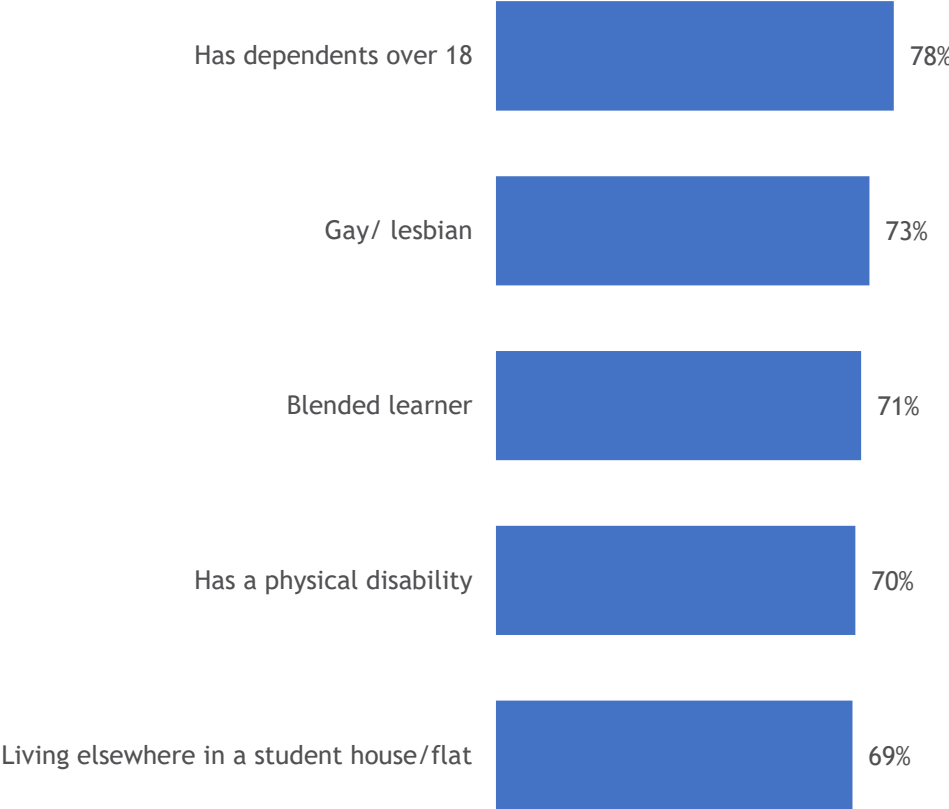
Demographic breakdown: Representing academic interests

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'The Students' Union effectively represents students' academic interests' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement

Five groups with the lowest level of agreement



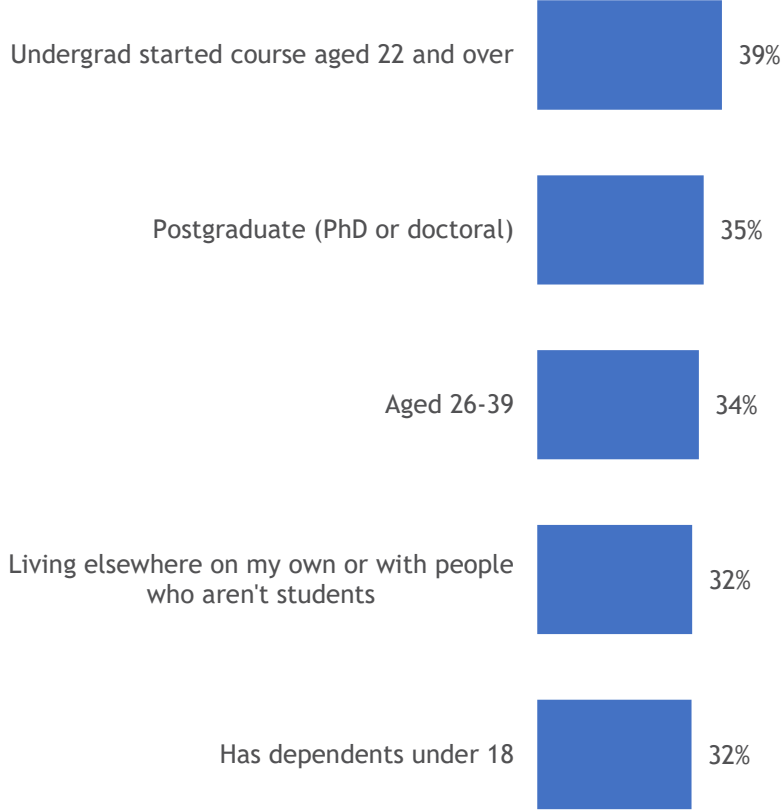
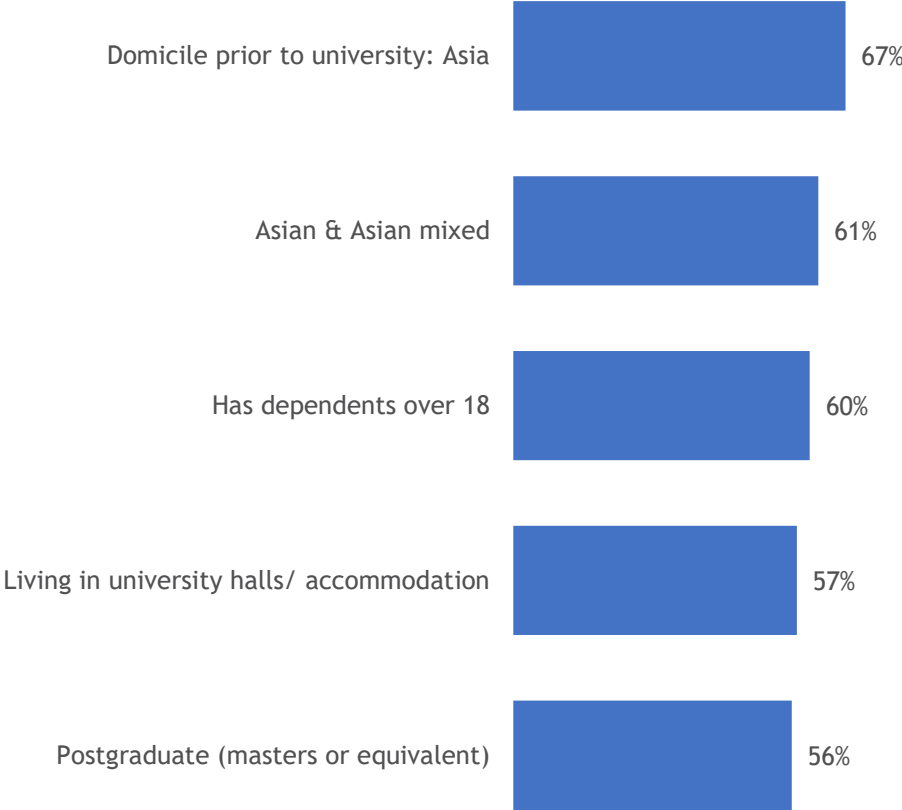
Demographic breakdown: The SU's role in student wellbeing

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'The Students' Union has a positive impact on my wellbeing' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement

Five groups with the lowest level of agreement

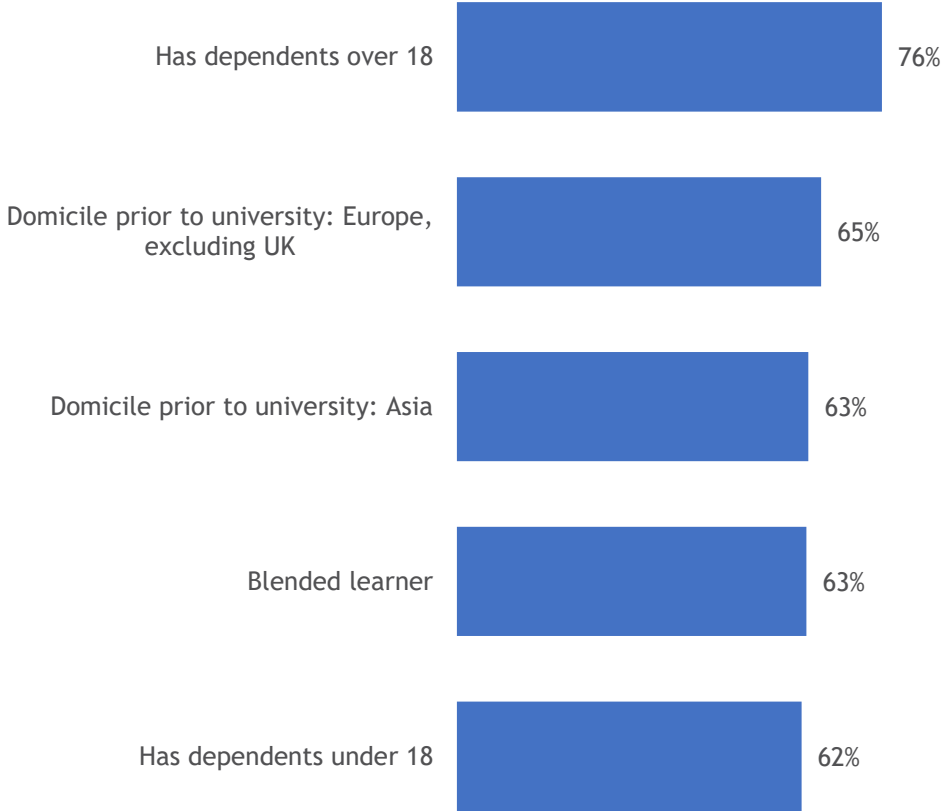


Demographic breakdown: Turning to the SU for advice

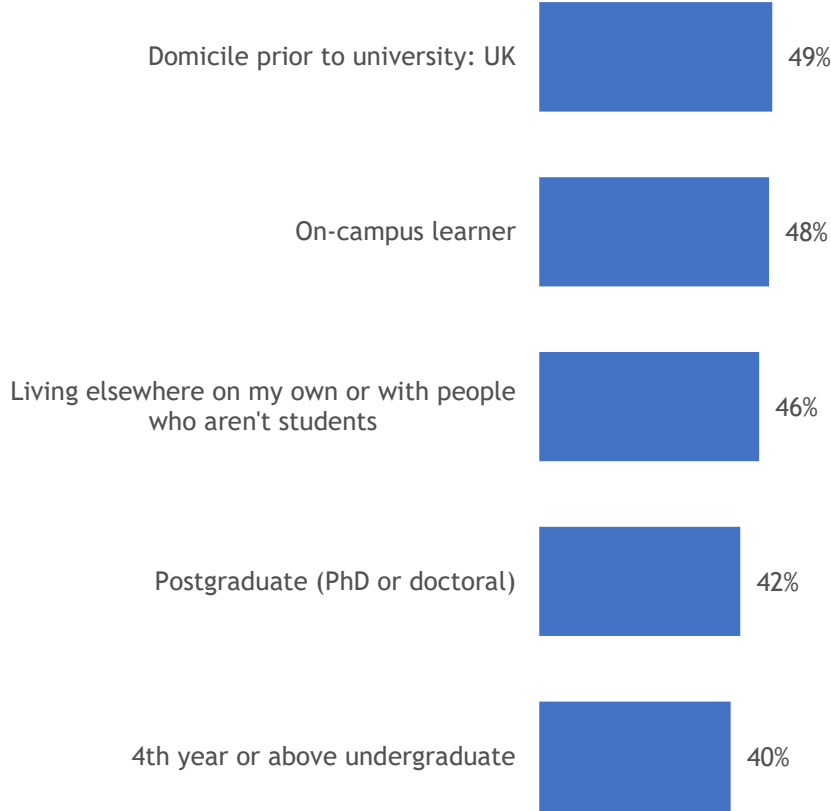
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'I would turn to the Students' Union if I needed help or advice' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement



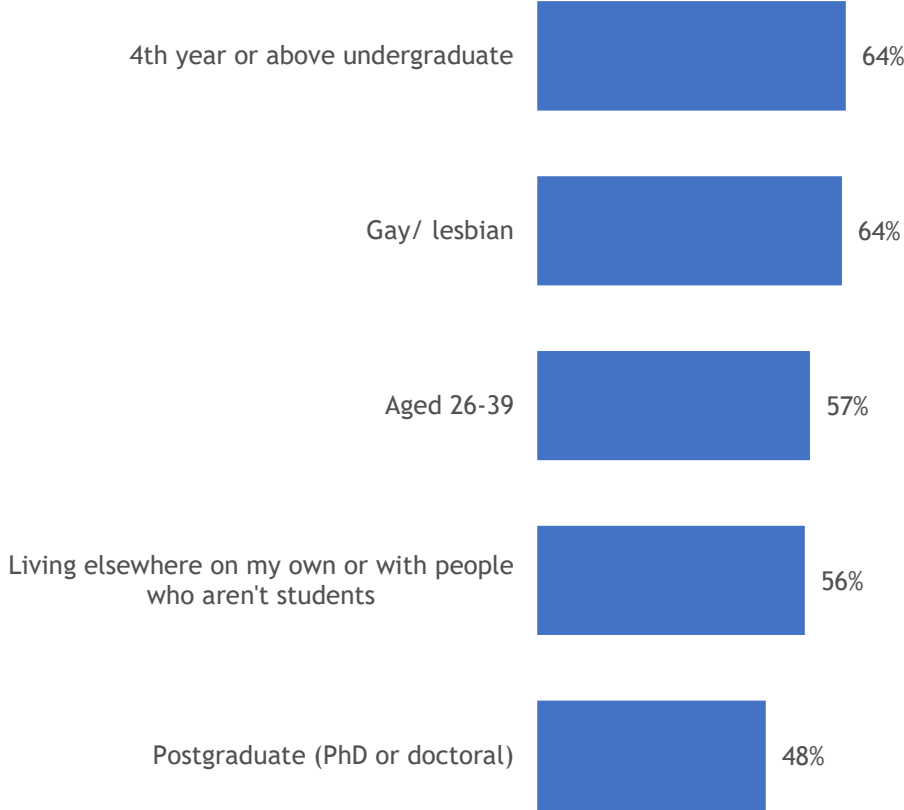
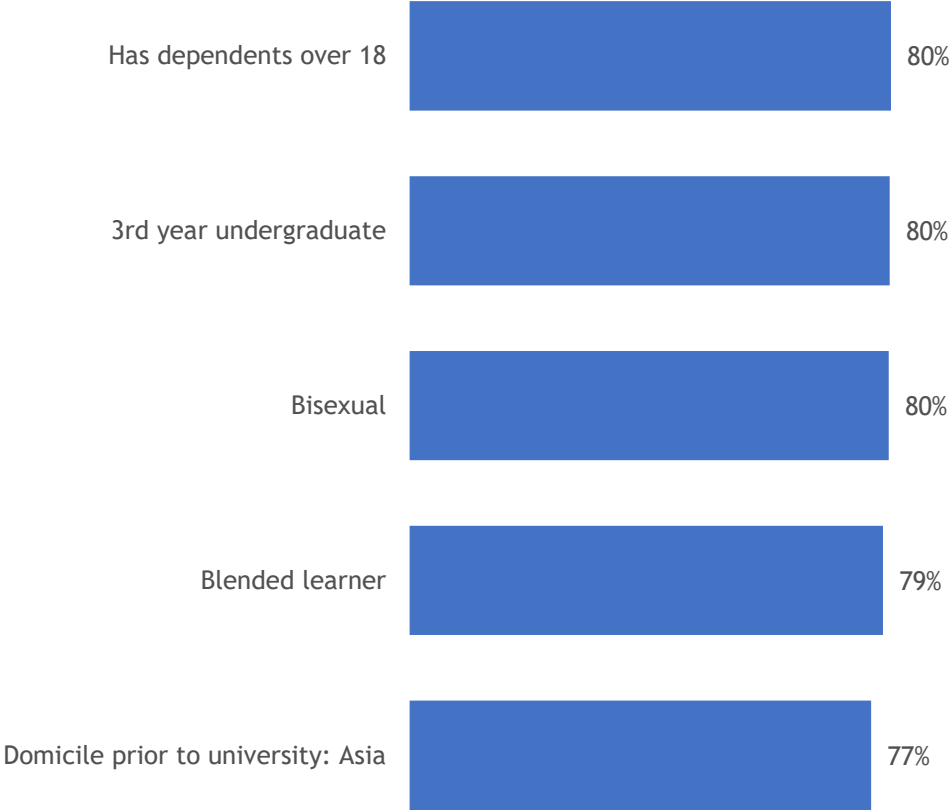
Demographic breakdown: Perceptions of the SU's advice

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'The Students' Union provides useful advice to students' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement

Five groups with the lowest level of agreement

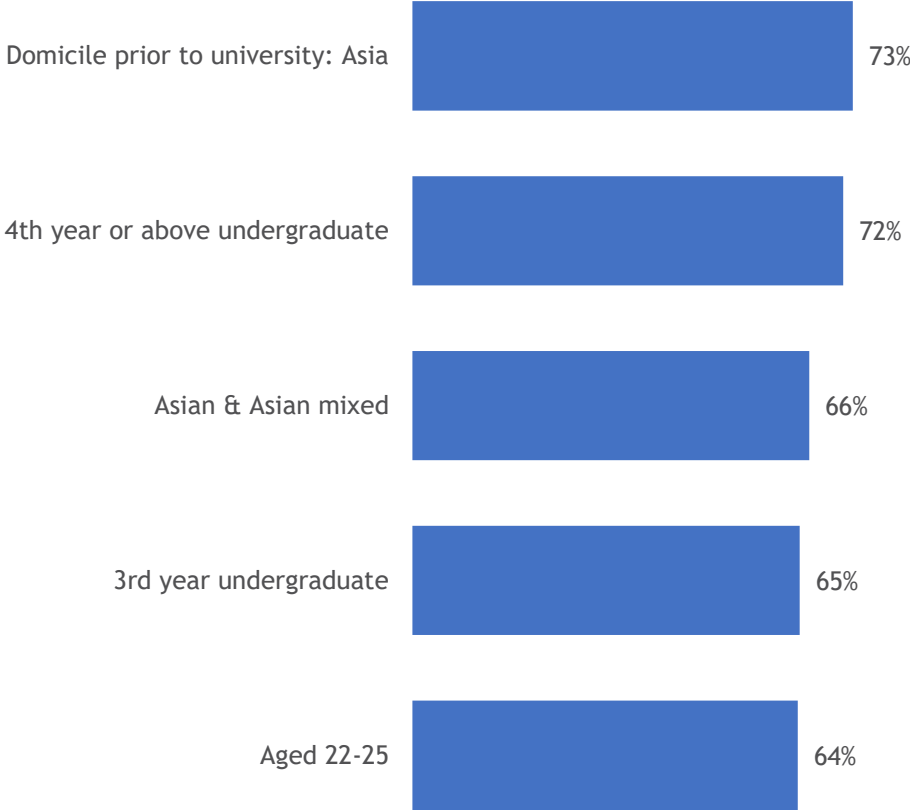


Demographic breakdown: The SU's role in students' social experience

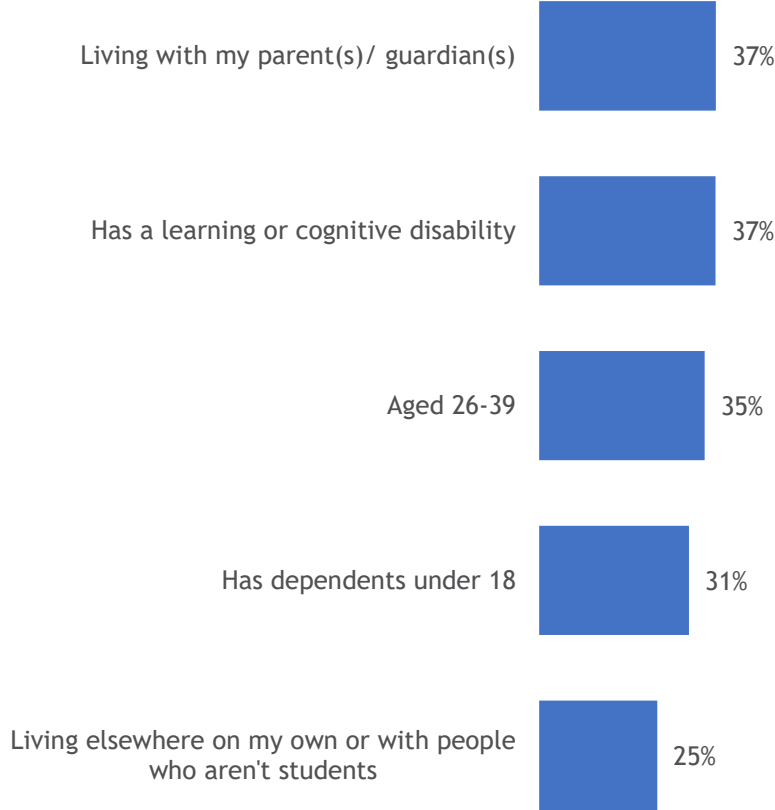
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'The Students' Union has a positive impact on my social life' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement



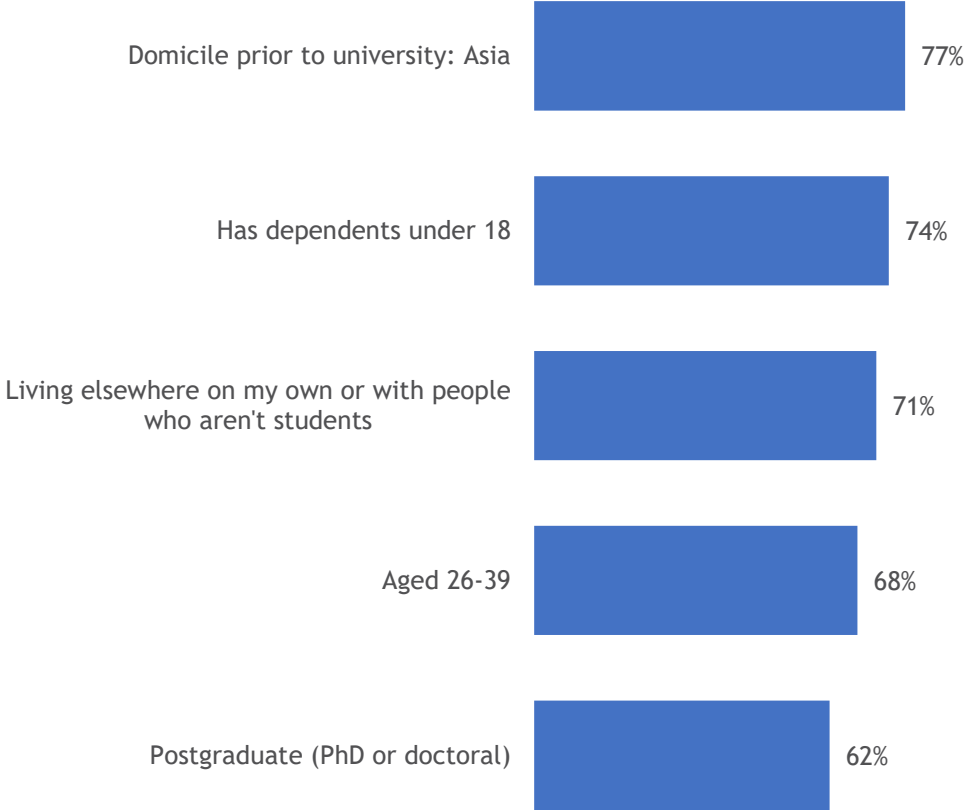
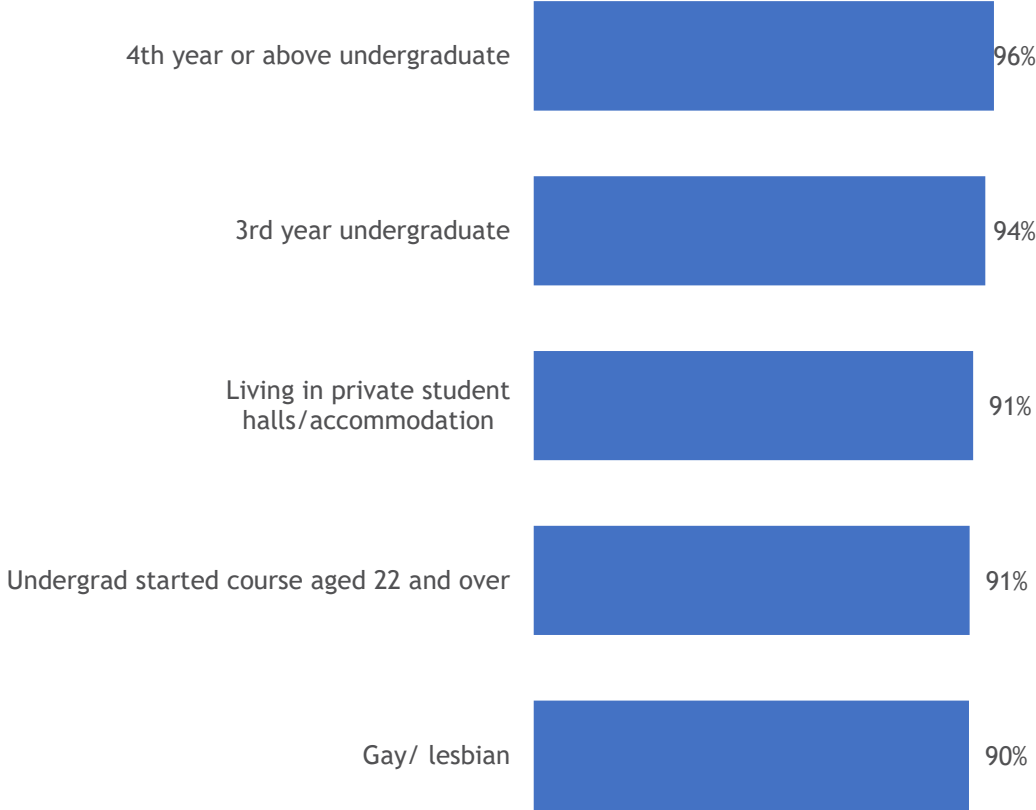
Demographic breakdown: Perceptions of sports, clubs and societies

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'The Students' Union offers a wide range of sports, clubs and societies that I can get involved in' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement

Five groups with the lowest level of agreement

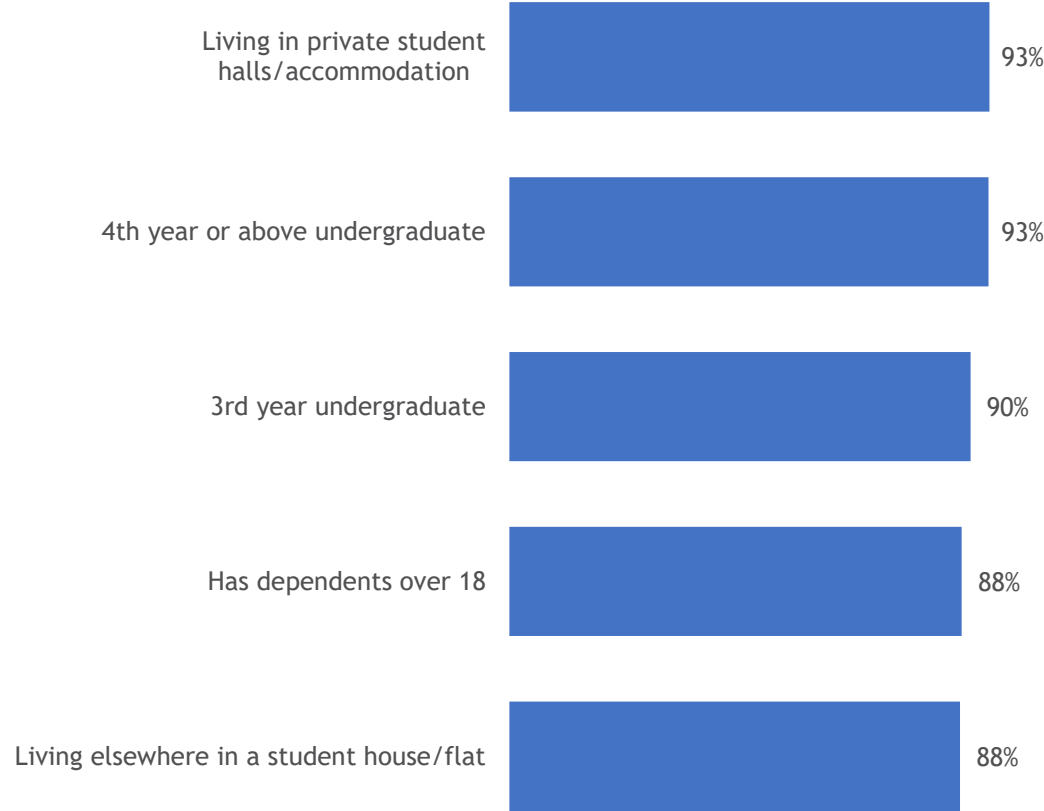


Demographic breakdown: Perceptions of activities and events

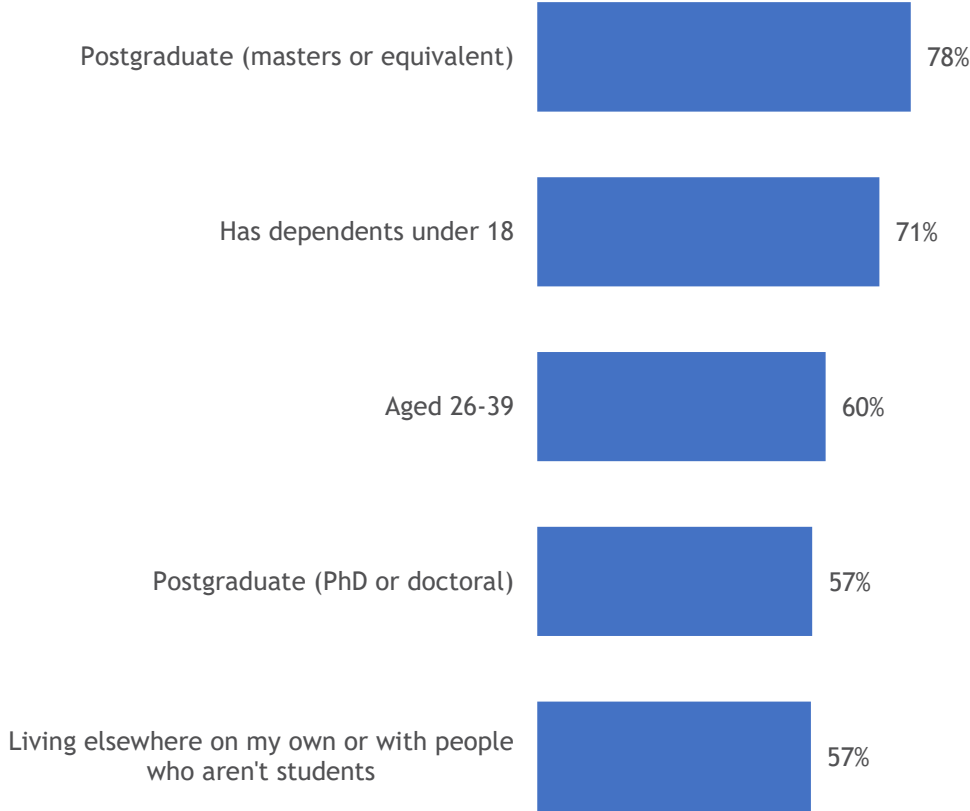
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'The Students' Union offers a wide range of activities and events that I can get involved in' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement

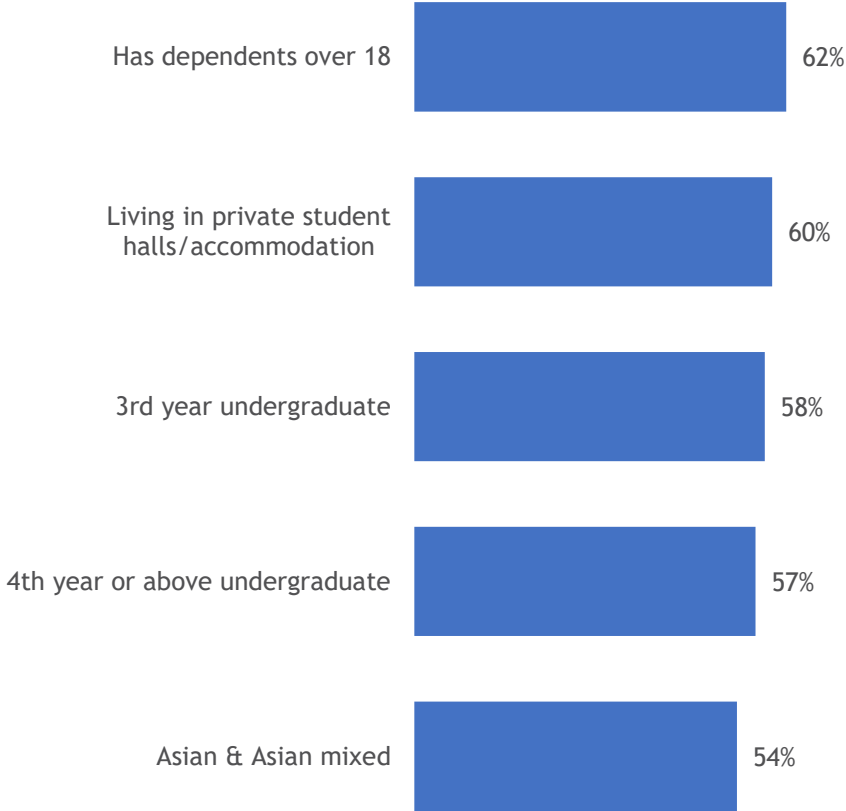


Demographic breakdown: Feeling informed by the SU

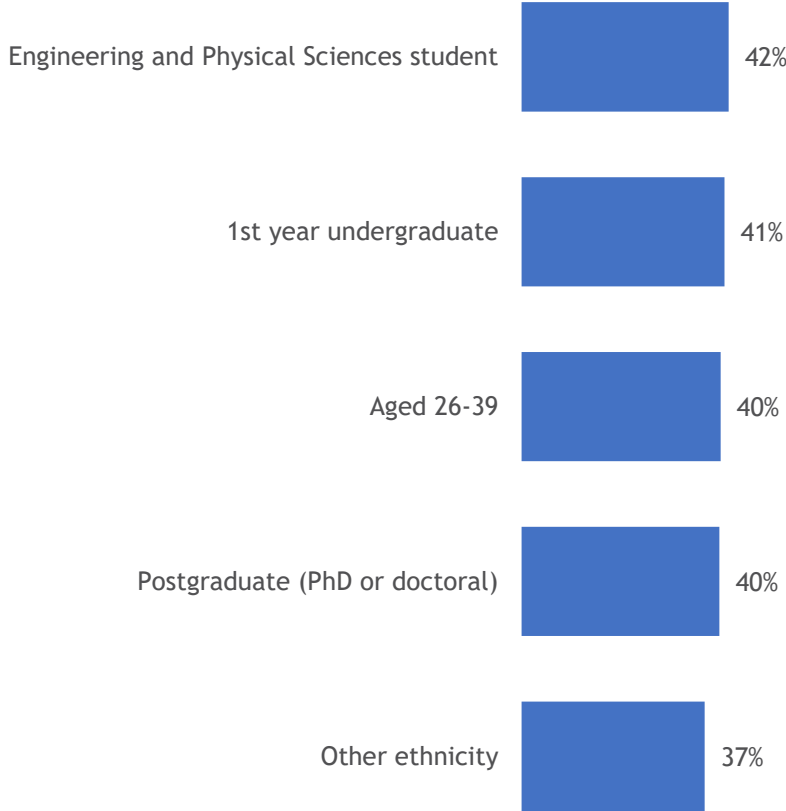
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'I am well informed about what is going on at the Students' Union' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement

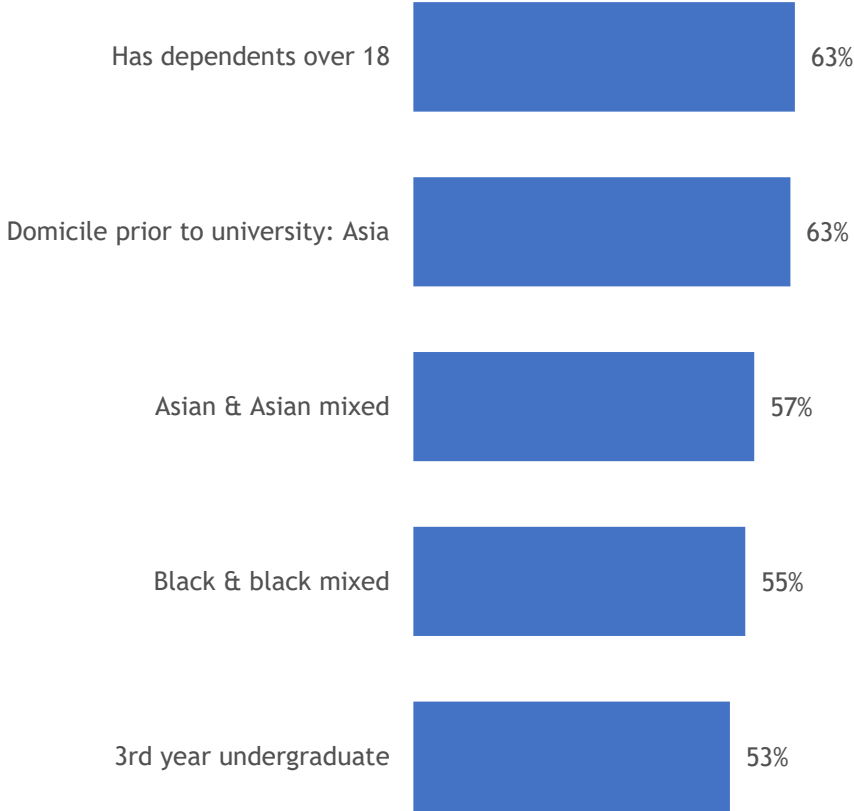


Demographic breakdown: The relevance of SU communications

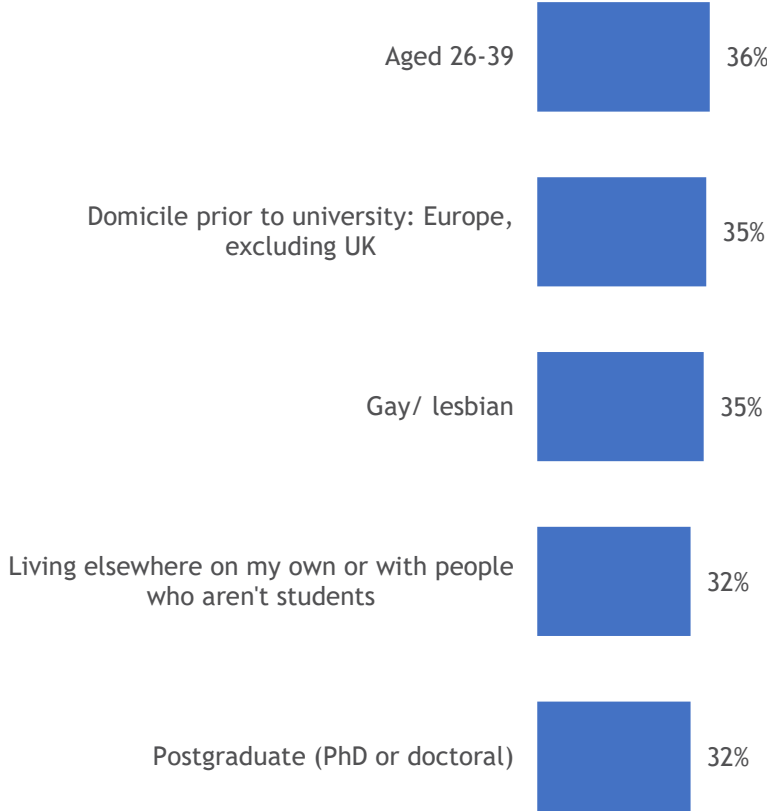
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'The Students' Union's communications are relevant to me' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement

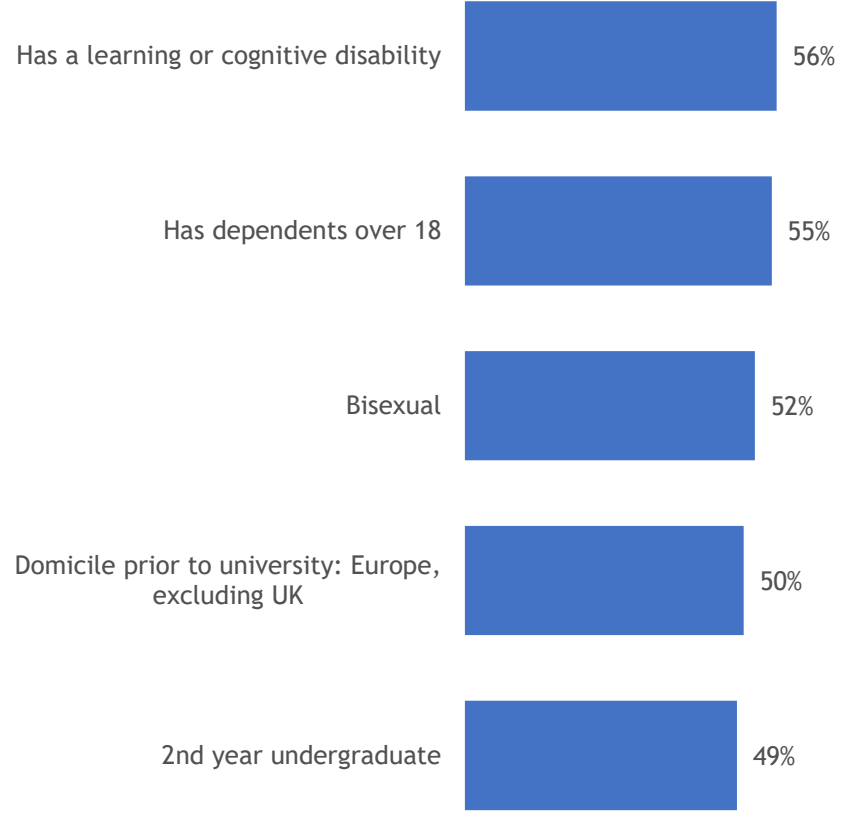


Demographic breakdown: Feeling able to influence the SU's decisions

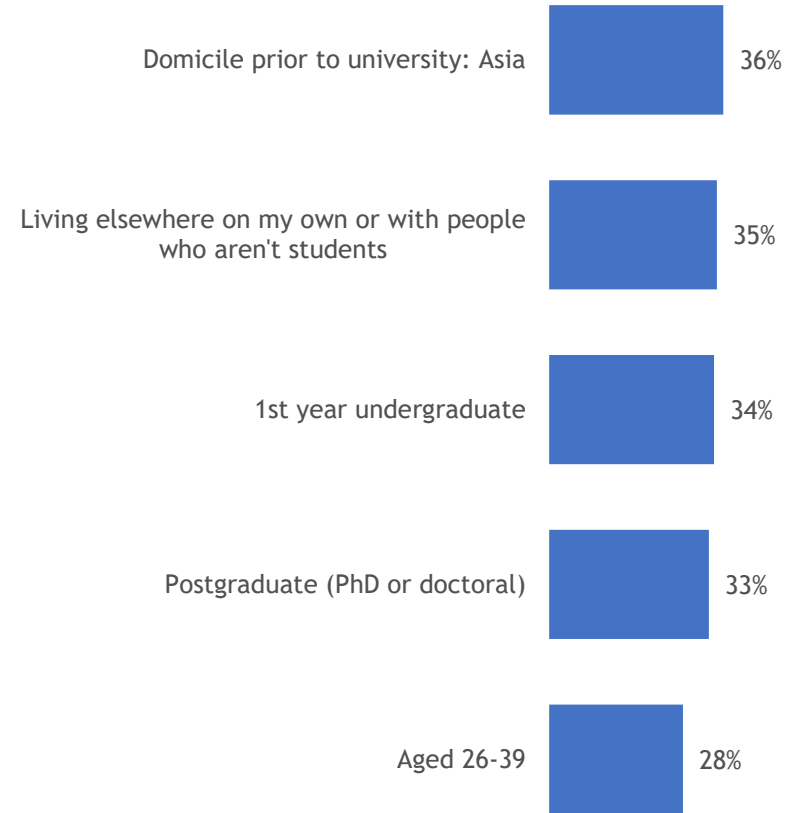
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'I can influence decisions made by the Students' Union' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement

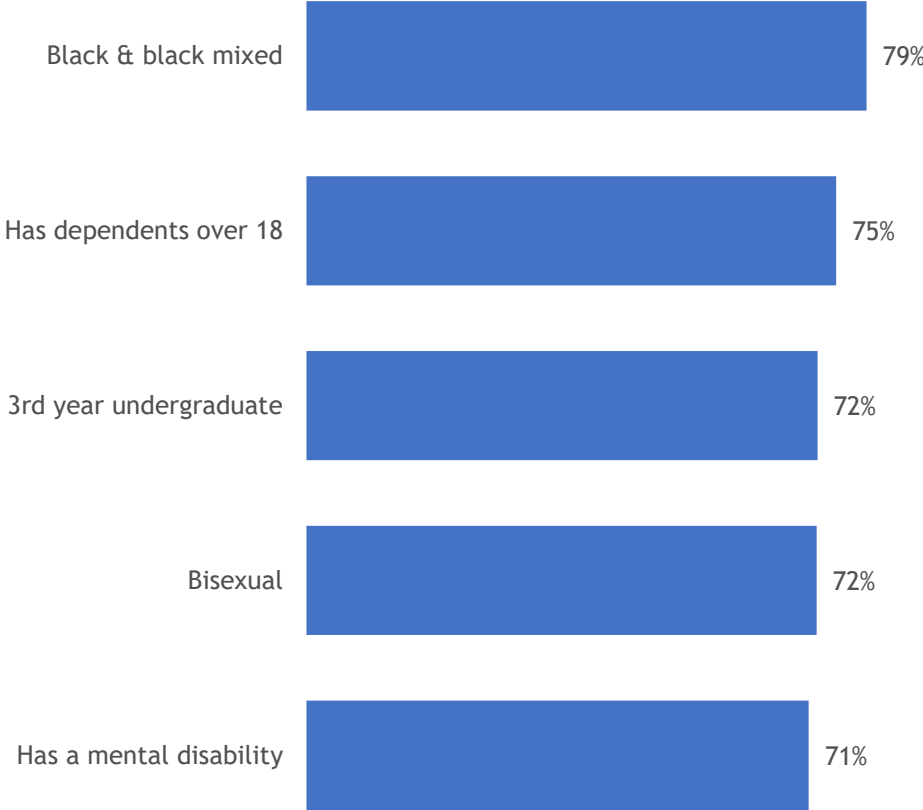


Demographic breakdown: Representing students' views effectively

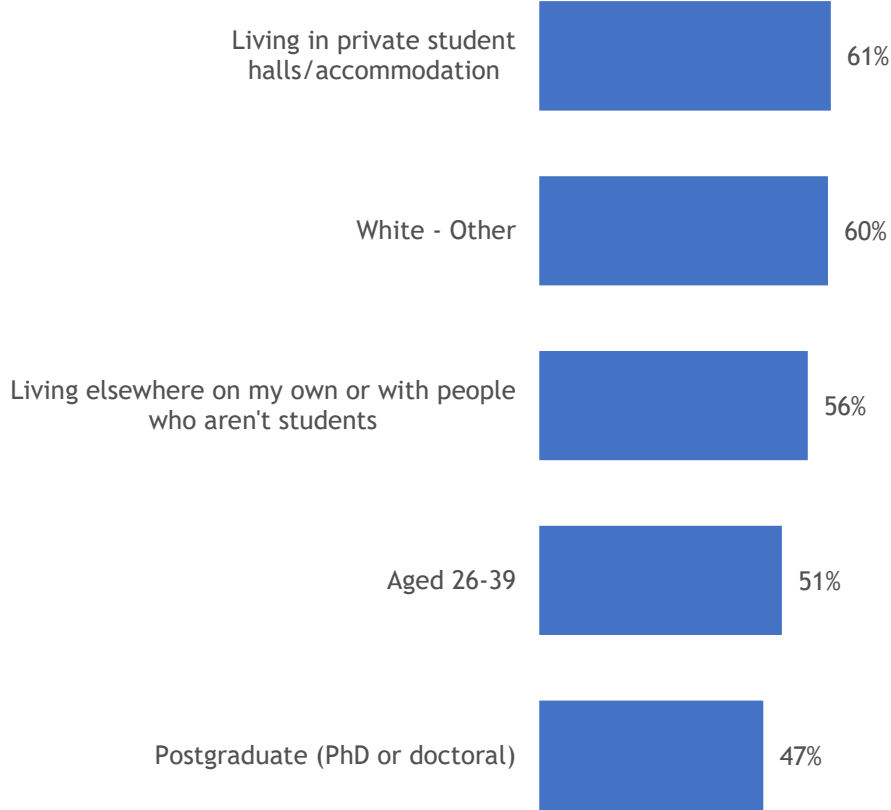
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'The Students' Union represents the views of students effectively' by demographic group. Showing the proportion who stated they agree and excluding those who selected 'I don't know'. Groups with fewer than 20 responses have been excluded.

Five groups with the highest level of agreement



Five groups with the lowest level of agreement



Changes between Pulse periods

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The following statements have improved by +/-5% between Pulse 1 2020-2021 and Pulse 1 2021-2022.

Statement	P1 2020-2021	P1 2021-2022	Statement	P1 2020-2021	P1 2021-2022
Satisfaction with quality of course	79%	86%	The Students' Union is making me more employable	20%	28%
My current activities are preparing me for my future career	70%	79%	I know what the Students' Union is doing to represent my academic interests	42%	47%
I am getting the social experience I want from university life	33%	57%	The Students' Union has a positive impact on my wellbeing	43%	48%
I feel part of a community of staff and students	48%	64%	The Students' Union has a positive impact on my social life	48%	53%
Satisfaction with teaching	79%	84%	The Students' Union helps me make the most out of my time as a student	42%	49%
Satisfaction with contact time	61%	69%	Awareness of Students' Union venues	94%	99%
Satisfaction with opportunities to apply learnings	71%	77%	Awareness of Religious life, faith and belief	71%	76%
Satisfaction with assessment	67%	74%	Satisfaction with IT support	72%	84%
Satisfaction with course organisation	62%	71%	Satisfaction with Academic Faculty Hives	81%	86%
Satisfaction with timetabling	65%	73%	Satisfaction with Centre for Wellbeing	68%	74%
Satisfaction with library resources	75%	80%	Satisfaction with Library and Learning Centre	87%	95%
Overall, I am satisfied with my life nowadays	49%	61%	Satisfaction with Surrey Sports Park	83%	92%
Satisfaction with making new friends	37%	65%	The Students' Union makes it easy for students to get involved	68%	75%
Satisfaction with exploring Guildford	50%	69%	The Students' Union is welcoming and inclusive to all types of students	76%	81%
Satisfaction with opportunities to do the things they like in spare time	44%	62%	Satisfaction with Instagram	45%	56%
Satisfaction with opportunities to try new things	35%	65%	Satisfaction with leaflets and booklets	21%	26%
Satisfaction with feeling part of the university	35%	66%			
Satisfaction with Students' Union	50%	58%			
The Students' Union is making me more employable	20%	28%			

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Changes between Pulse periods

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The following statements have improved by +/-5% between Pulse 1 2020-2021 and Pulse 1 2021-2022.

Statement	P1 2020-2021	P1 2021-2022	Statement	P1 2020-2021	P1 2021-2022
I can influence decisions made by the Students' Union	36%	42%	The availability of accommodation in Guildford meets my needs	52%	69%
The Students' Union represents the views of students effectively	58%	65%	I am happy with the price I am paying for my University accommodation	47%	54%
Students' Union represents students' interests on local issues	52%	58%	I am happy with the price I am paying for my private accommodation	29%	38%
Students' Union represents students' interests on national issues	49%	57%			
Disagreement that coronavirus has negatively impacted university experience in the last two weeks	9%	39%			
I am getting value for money from my university experience despite coronavirus	26%	40%			
I feel safe in and around campus	68%	76%			
I feel able to engage effectively with teaching and learning materials during lectures and seminars	59%	72%			
I am satisfied with how the university is responding to the situation regarding coronavirus	57%	67%			
I am satisfied with how the Students' Union is responding to the situation regarding coronavirus	52%	60%			

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Changes between Pulse periods

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The following statements have changed negatively by +/-5% between Pulse 1 2020-2021 and Pulse 1 2021-2022.

Statement	P1 2020-2021	P1 2021-2022
I am well informed about what is going on at the Students' Union	54%	48%
Satisfaction with Facebook	39%	32%
Students' Union represents students' interests on disability issues	72%	65%
Students' Union represents students' interests on LGBT+ issues	77%	69%
I understand what my course rep does	79%	73%
I was aware that course reps are part of the Students' Union	62%	55%
I know who the Students' Union's Sabbatical Officers are	41%	32%
I understand what the Students' Union's Sabbatical Officers do	41%	30%
I know how to contact the Sabbatical Officers team	39%	31%

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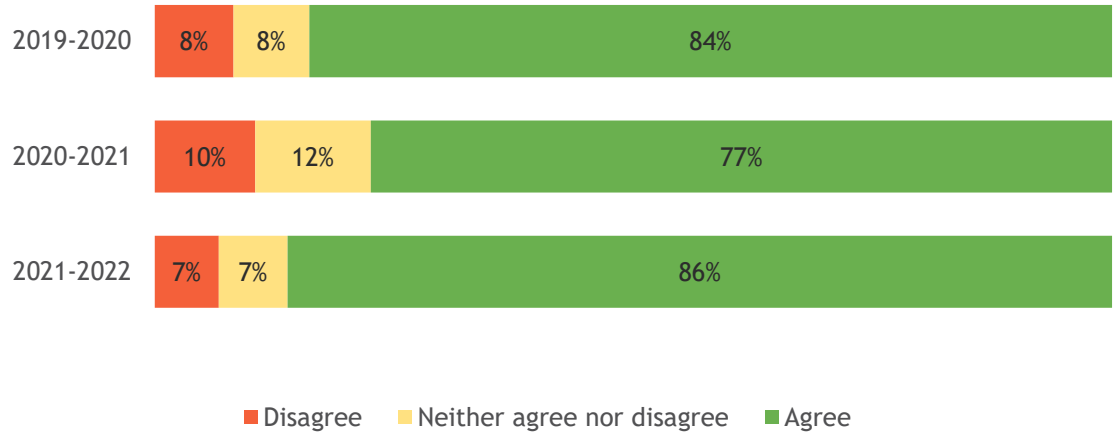
Overall satisfaction with course quality

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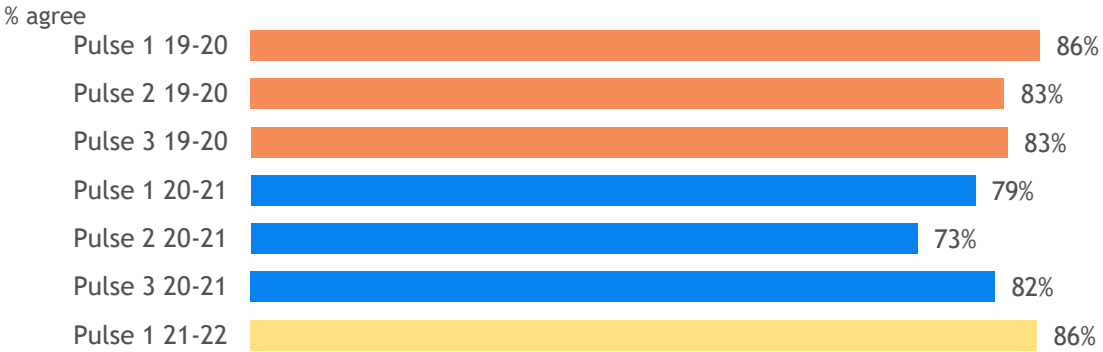
'Overall, I am satisfied with the quality of my course', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

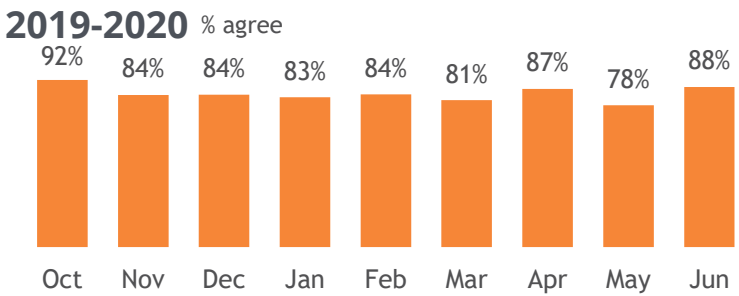
Year on year



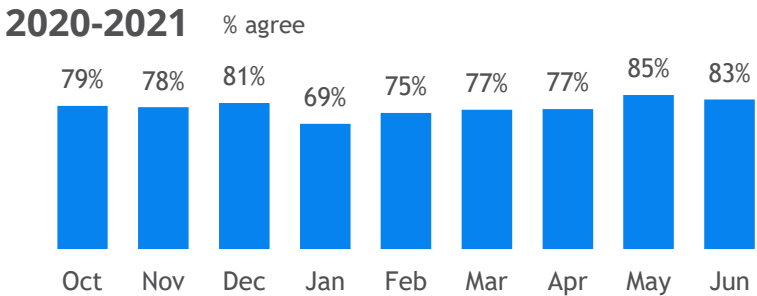
Pulse period



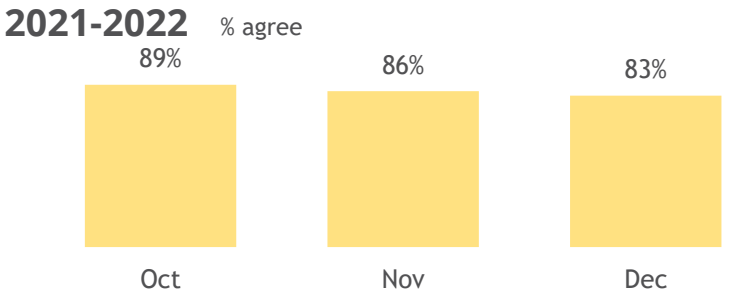
Monthly



Monthly



Monthly



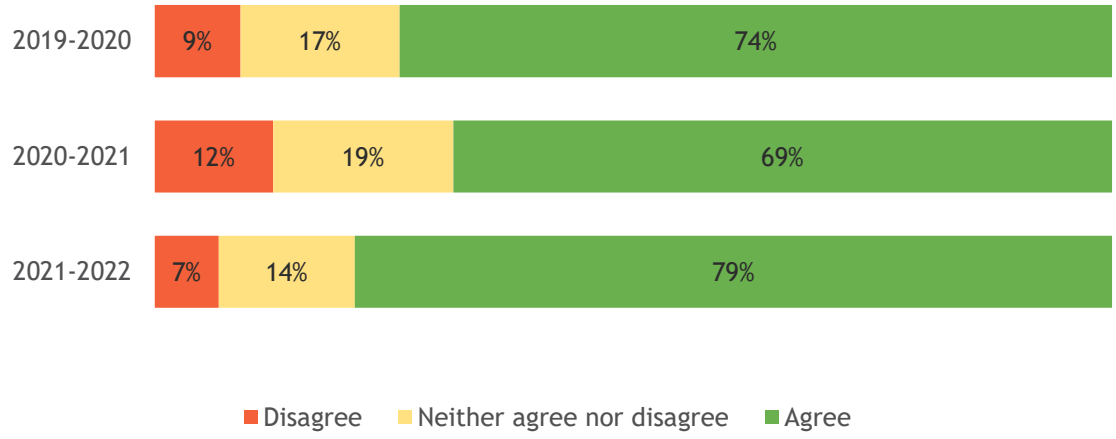
Preparedness for future careers

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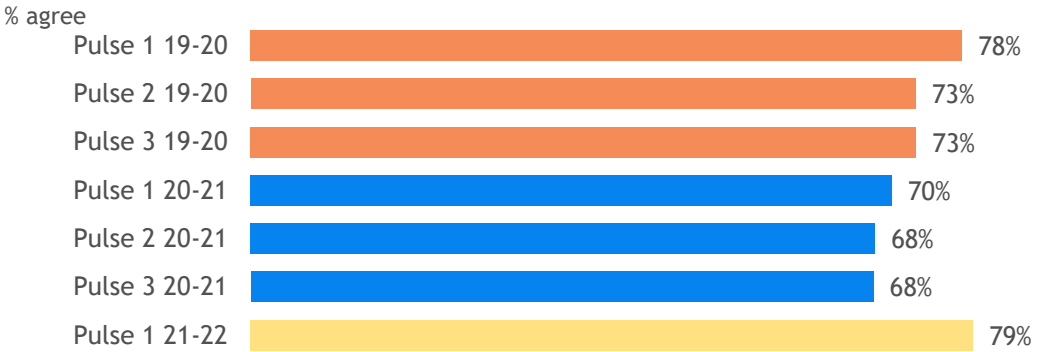
'My current activities at university are preparing me for my future career', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

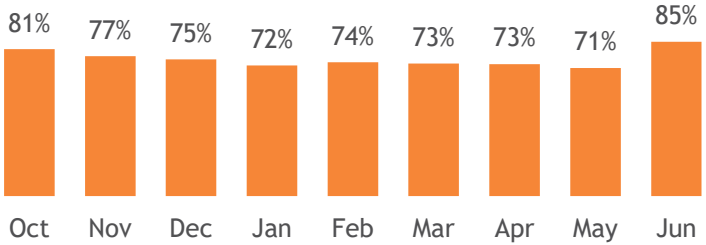


Pulse period



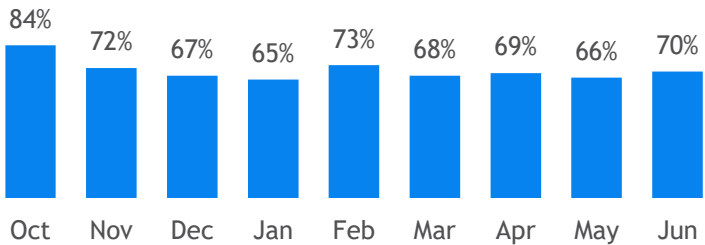
Monthly

2019-2020 % agree



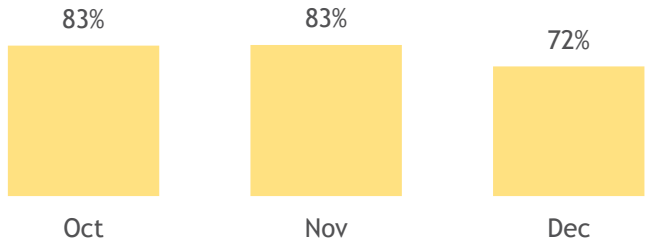
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



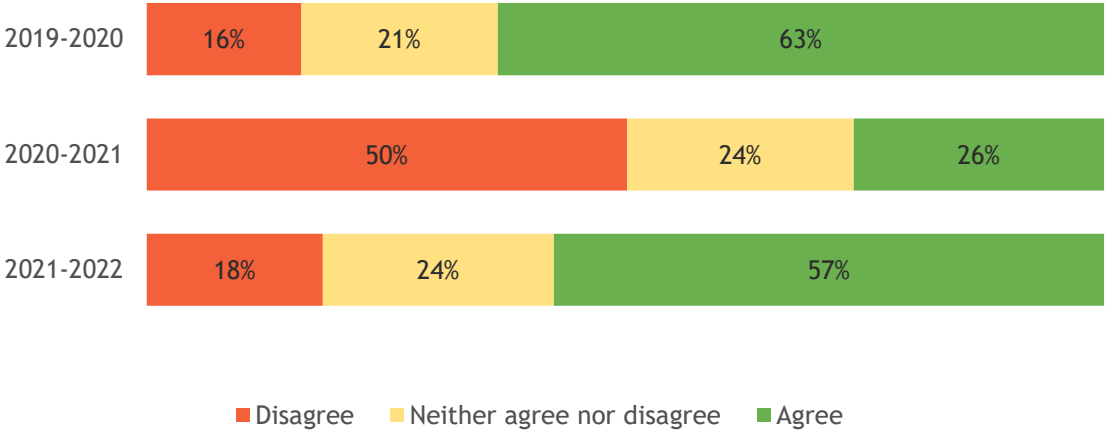
Perceptions of the social experience at university

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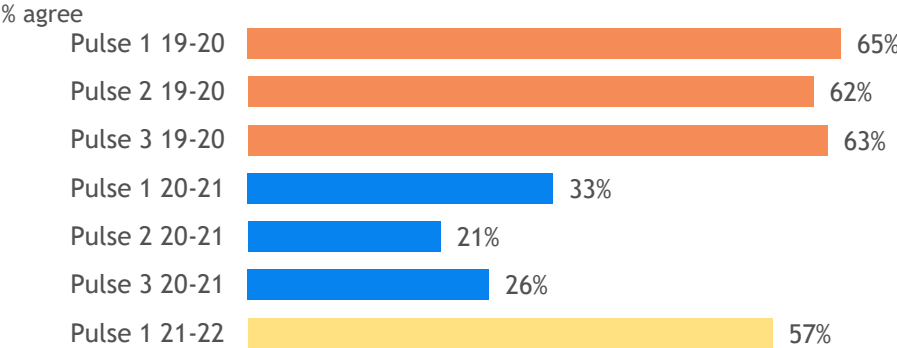
'I am getting the social experience I want from university life', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

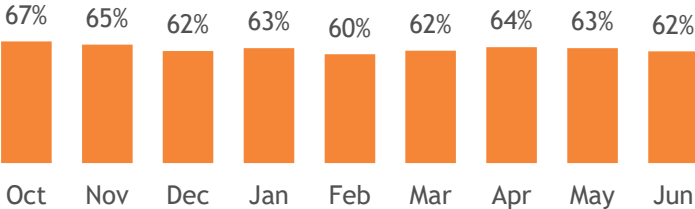


Pulse period



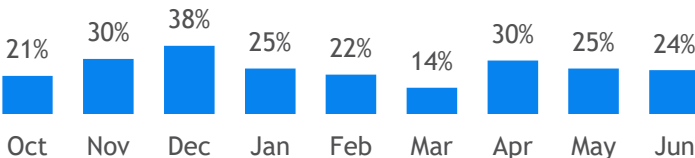
Monthly

2019-2020 % agree



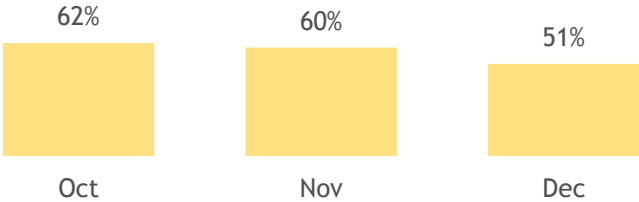
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



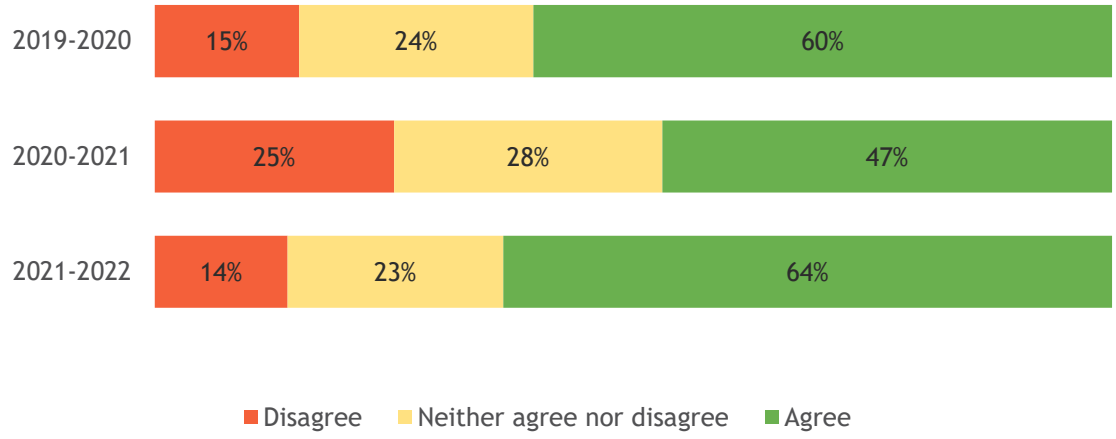
Feeling part of a community

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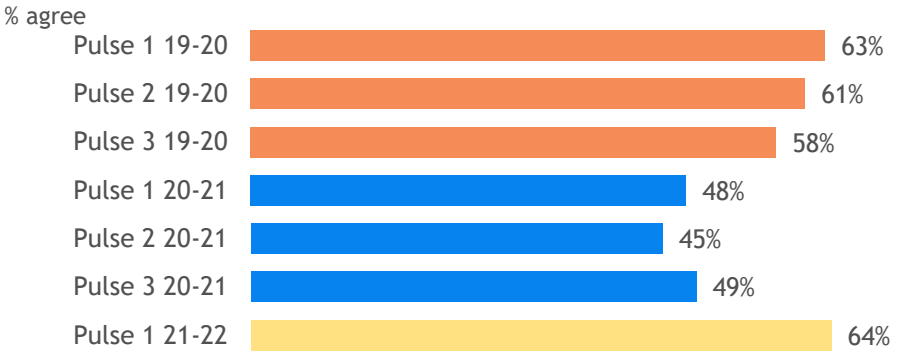
'I feel part of a community of staff and students', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

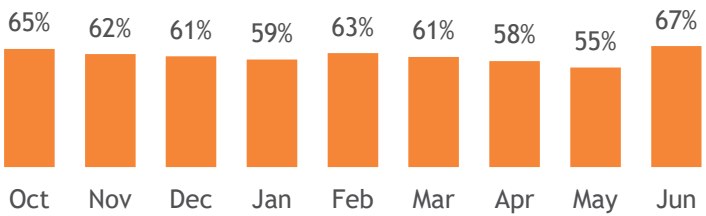


Pulse period



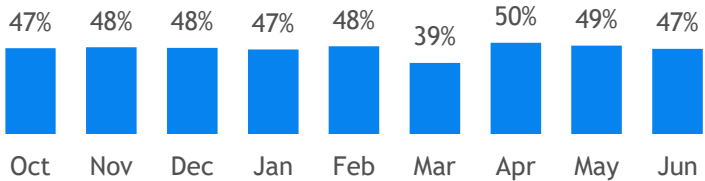
Monthly

2019-2020 % agree



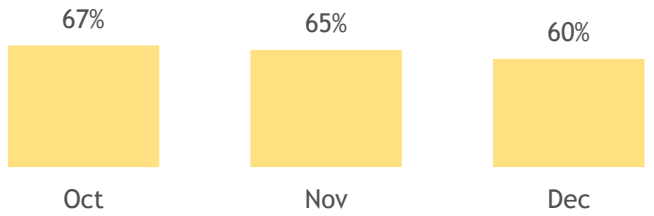
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



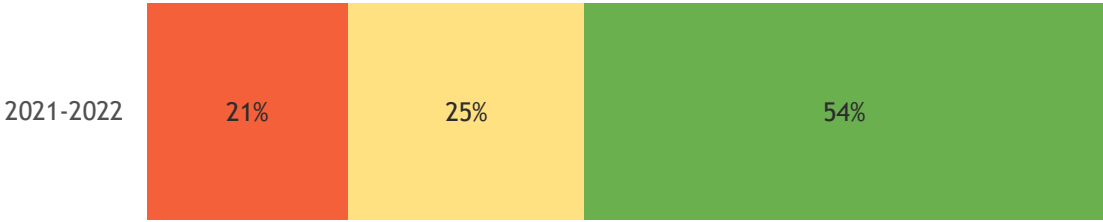
Having the full university experience

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'I feel I am able to have a full university experience', by year, Pulse period and month.

Base (2021-2022): 555

Year on year



■ Disagree ■ Neither agree nor disagree ■ Agree

Pulse period

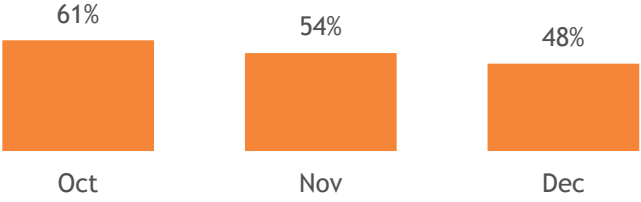
% agree



Monthly

2021-2022

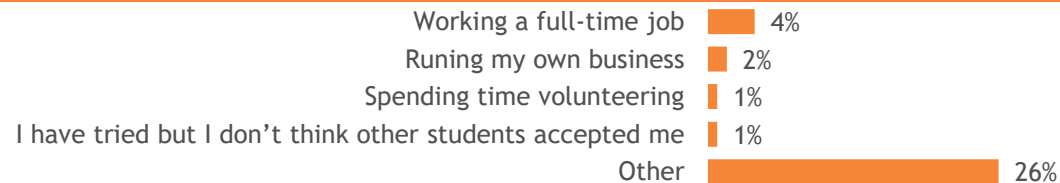
% agree



	2020-2021	2021-2022	NET
I'm too tired	NaN	11%	11%
Working a part-time job	NaN	14%	14%
The amount of time I need to spend independently studying	NaN	26%	26%
The financial cost of being involved	NaN	24%	24%
My own confidence	NaN	12%	12%
Looking after my family	NaN	9%	9%
I find it hard to get to know people at the university	NaN	27%	27%
I don't have enough time in my life	NaN	15%	15%
Struggling with my physical health	NaN	7%	7%
Struggling with my own wellbeing	NaN	19%	19%
I struggle to find the motivation	NaN	9%	9%
Working a full-time job	NaN	4%	4%
The amount of time I spend in classes or lectures	NaN	9%	9%
I don't feel that I have anything in common with the people around me	NaN	12%	12%
I do not find any activities on offer of interest	NaN	5%	5%
Activities are always held at an inconvenient time for me	NaN	14%	14%
I am not aware of what I can get involved in	NaN	10%	10%
Spending time volunteering	NaN	1%	1%
Runing my own business	NaN	2%	2%
I have tried but I don't think other students accepted me	NaN	1%	1%
I have personal circumstances outside university which prevent me from being more involved	NaN	8%	8%
Other	NaN	26%	26%
NET	NaN	100%	100%

Base (2021-2022): 117

Q55-You said you do not feel you are able to have a full university experience. Which three of the following stop you fr: I'm too tired - rebased to NET by Year
sample size = 117; total sample size = 2273; 2156 missing; 95% confidence level



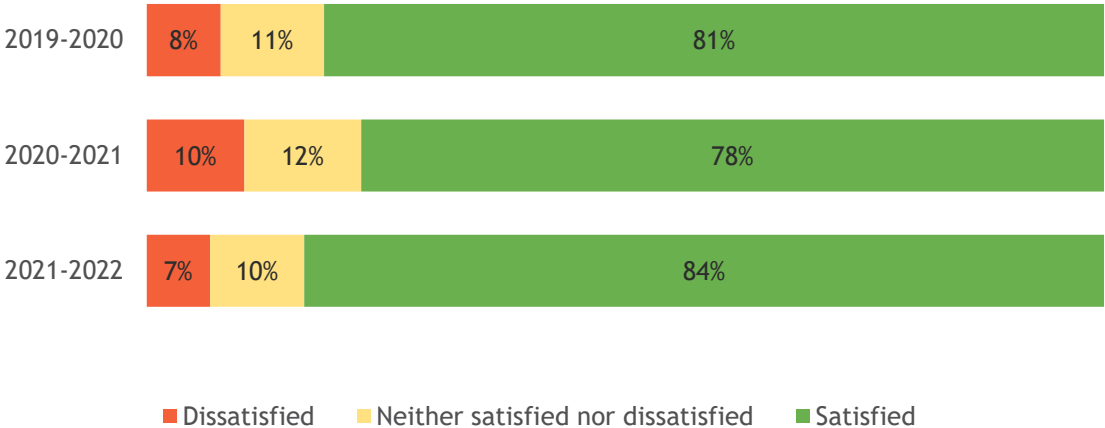
Satisfaction with teaching

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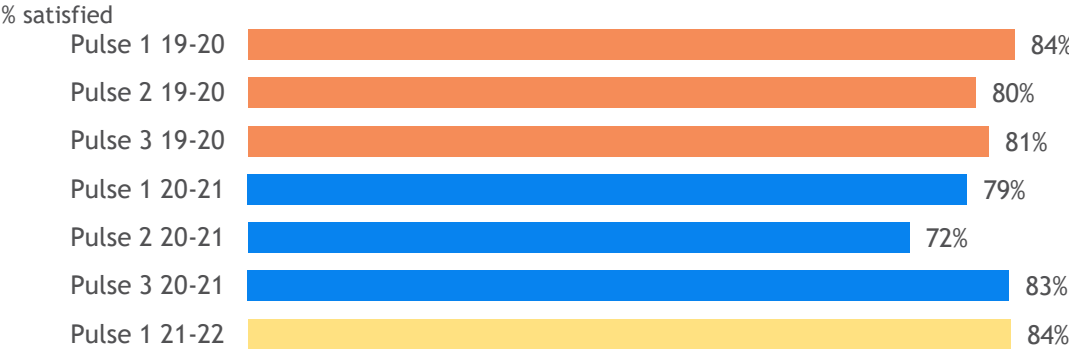
Satisfaction with 'The teaching on my course', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,089 Base (2020-2021): 1,657 Base (2021-2022): 529

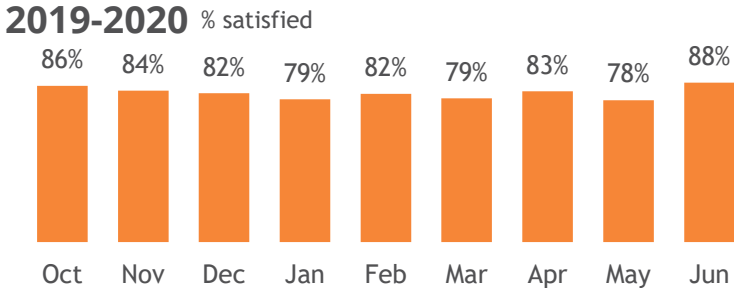
Year on year



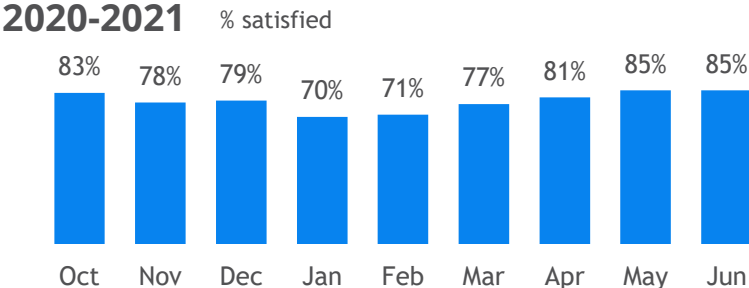
Pulse period



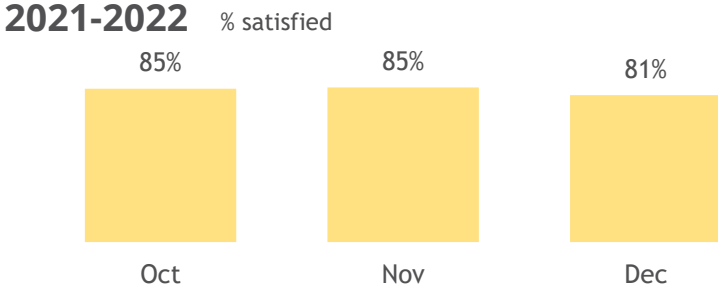
Monthly



Monthly



Monthly



Satisfaction with course content

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Satisfaction with 'Course content', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

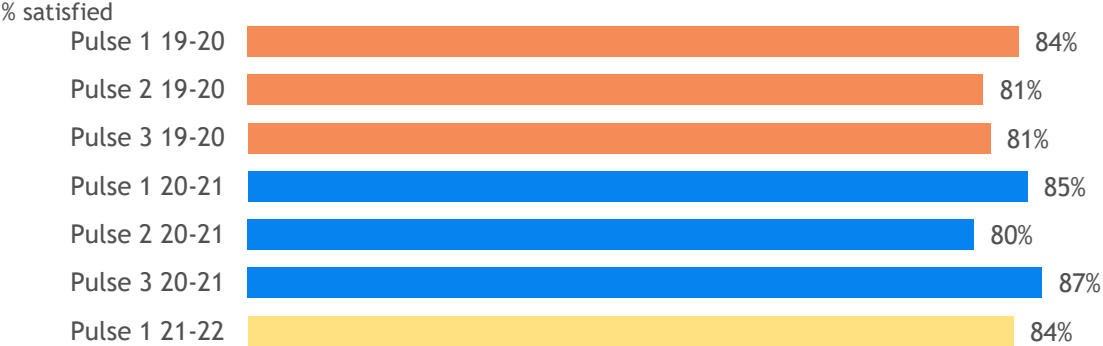
Base (2019-2020): 2,101 Base (2020-2021): 1,654 Base (2021-2022): 528

Year on year

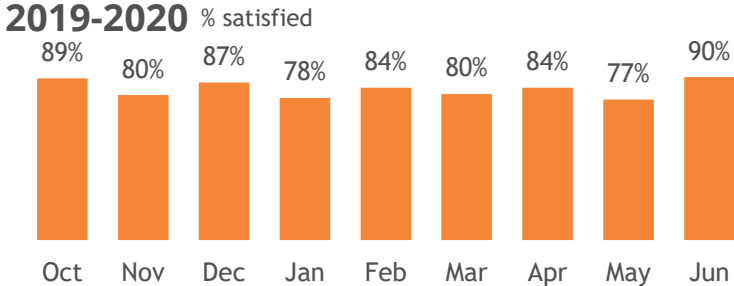


■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

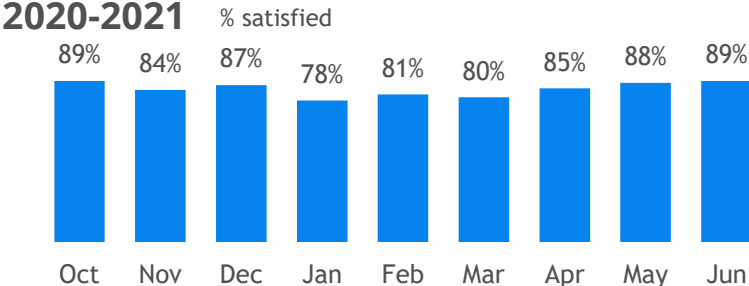
Pulse period



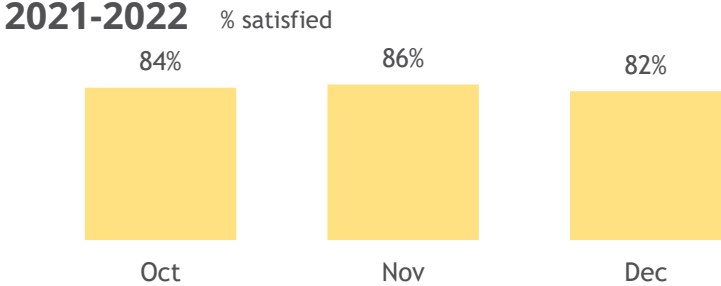
Monthly



Monthly



Monthly



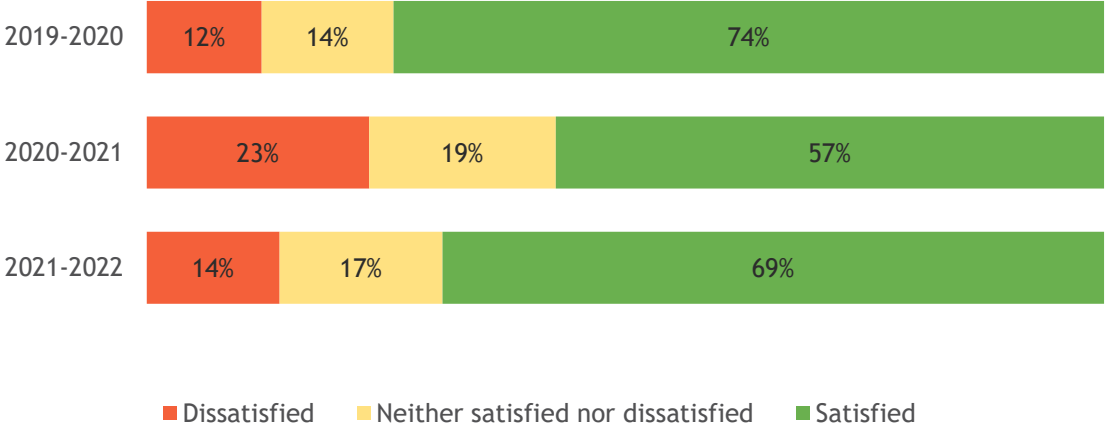
Satisfaction with contact time

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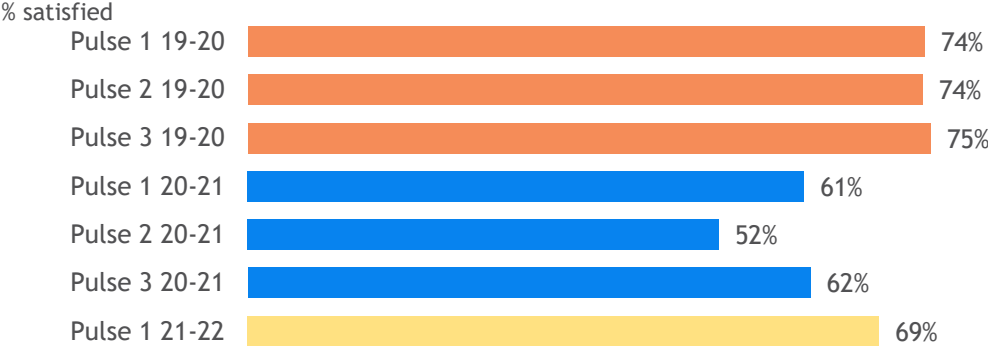
Satisfaction with 'Contact time', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,151 Base (2020-2021): 1,679 Base (2021-2022): 541

Year on year

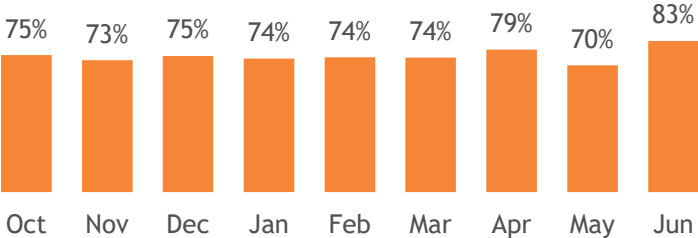


Pulse period



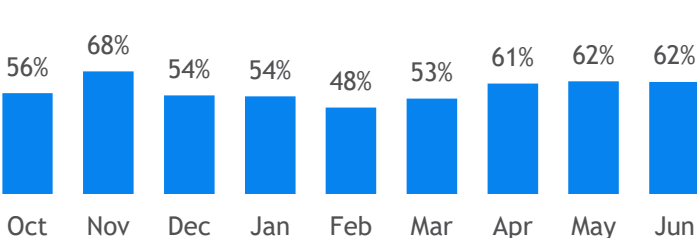
Monthly

2019-2020 % satisfied



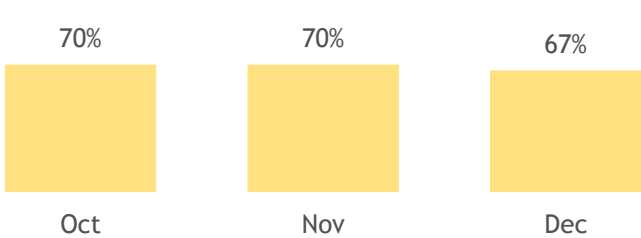
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



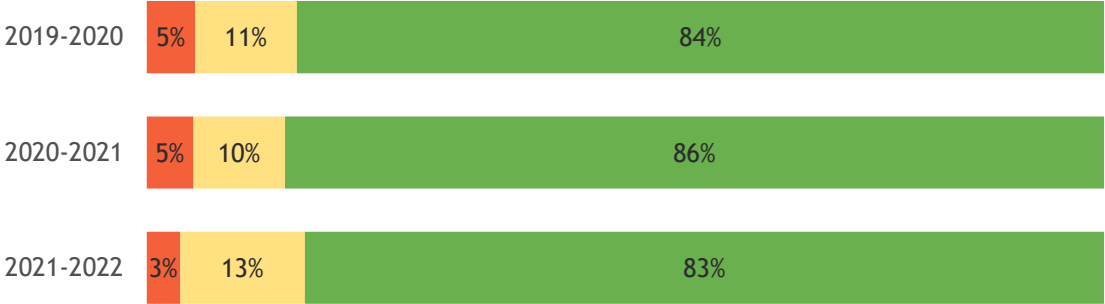
Satisfaction with intellectual challenge

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Satisfaction with 'Intellectual challenge', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

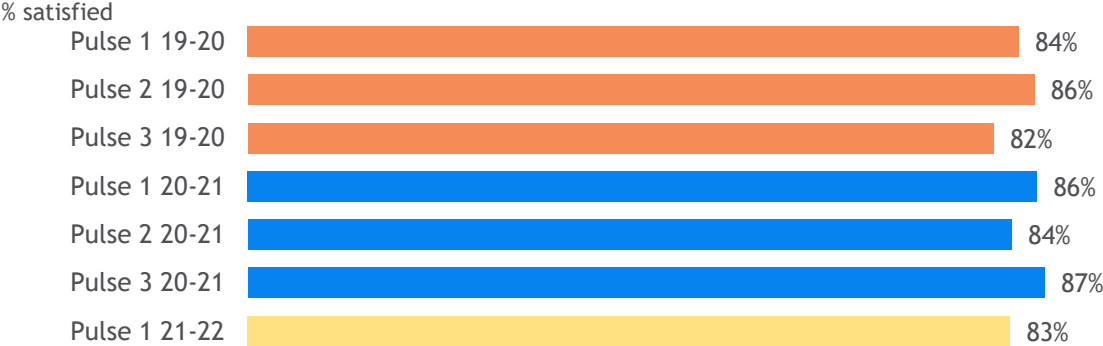
Base (2019-2020): 2,162 Base (2020-2021): 1,699 Base (2021-2022): 545

Year on year

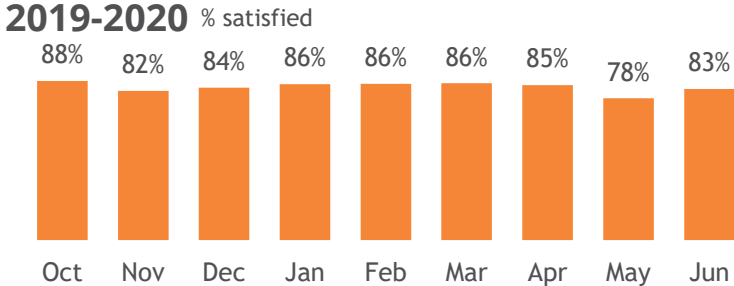


■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

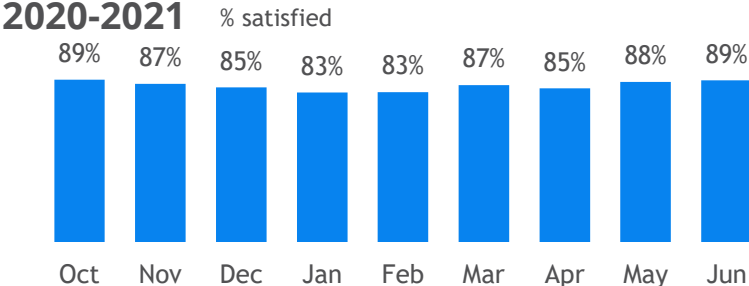
Pulse period



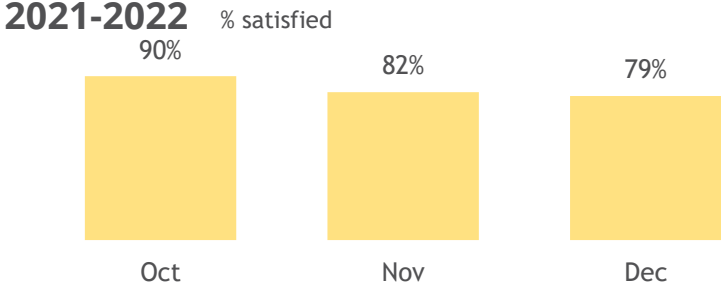
Monthly



Monthly



Monthly



Satisfaction with opportunities to apply learnings

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Satisfaction with 'Opportunities to apply my learnings', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

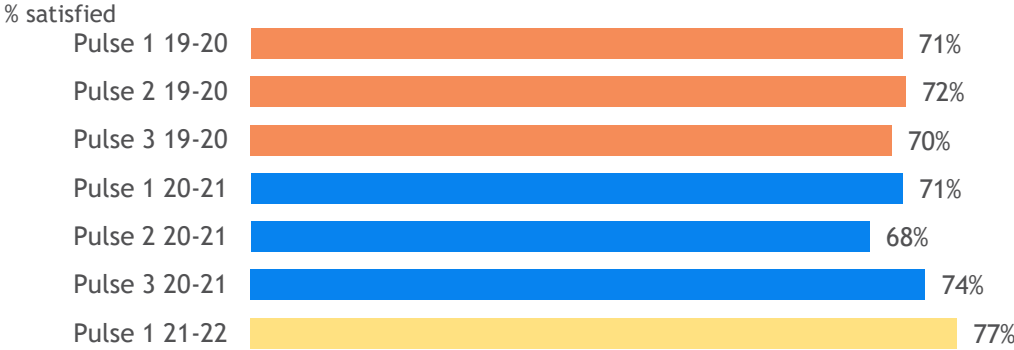
Base (2019-2020): 2,152 Base (2020-2021): 1,694 Base (2021-2022): 543

Year on year



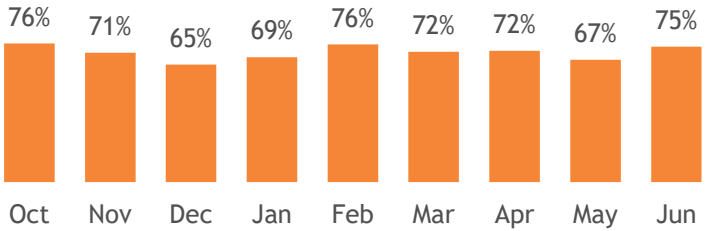
■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period



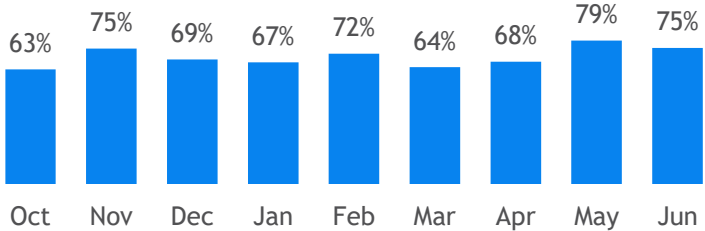
Monthly

2019-2020 % satisfied



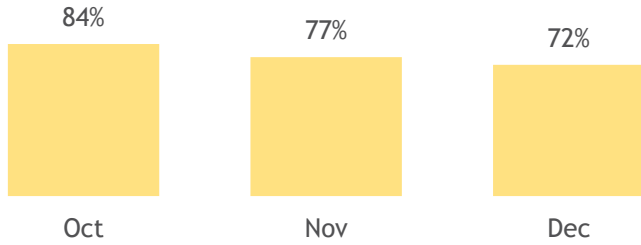
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



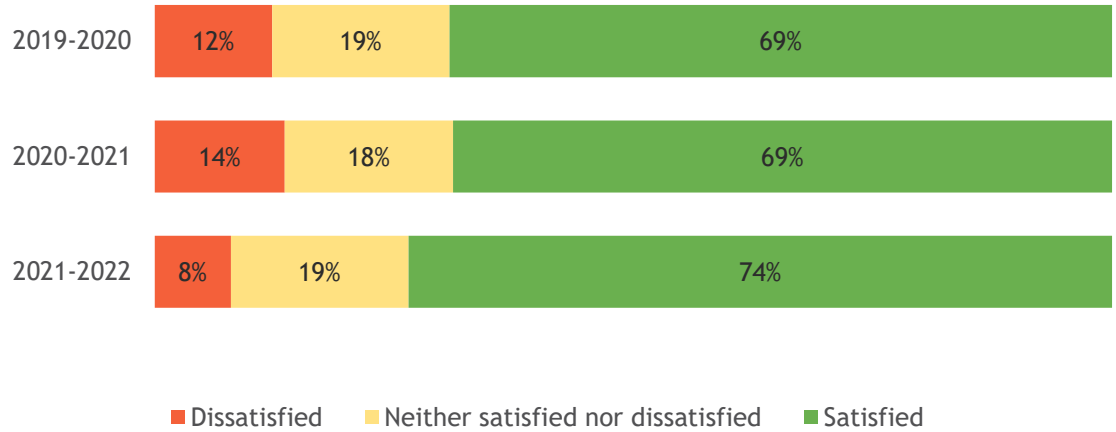
Satisfaction with assessment

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[See the annual view of this question](#)

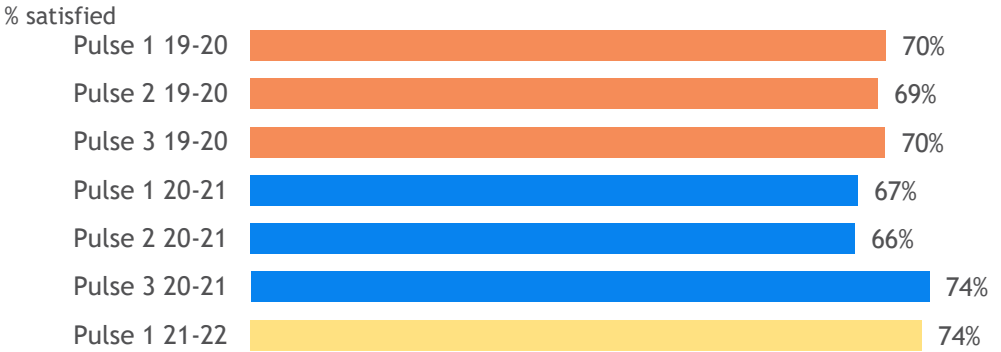
Satisfaction with 'Assessment', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,098 Base (2020-2021): 1,666 Base (2021-2022): 517

Year on year

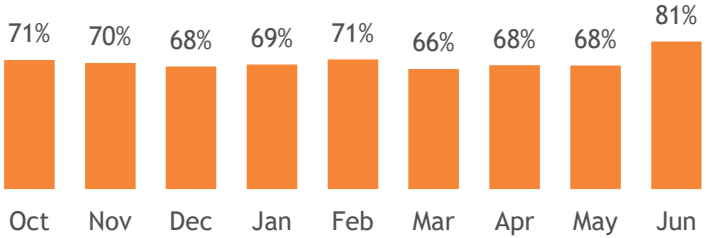


Pulse period



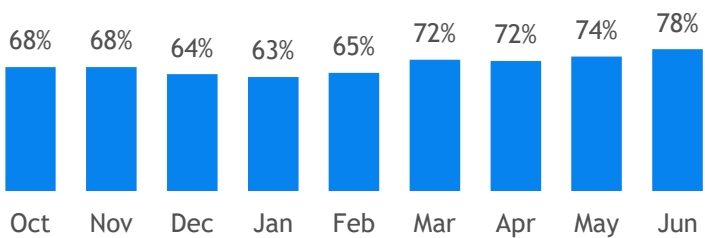
Monthly

2019-2020 % satisfied



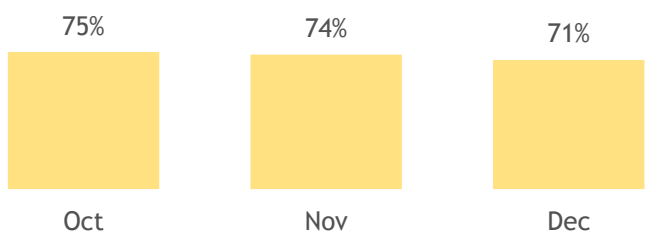
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



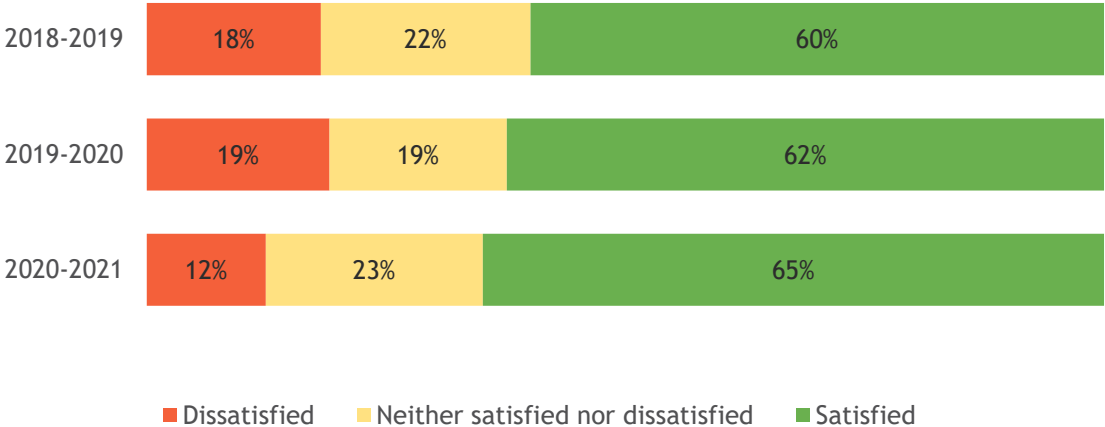
Satisfaction with feedback

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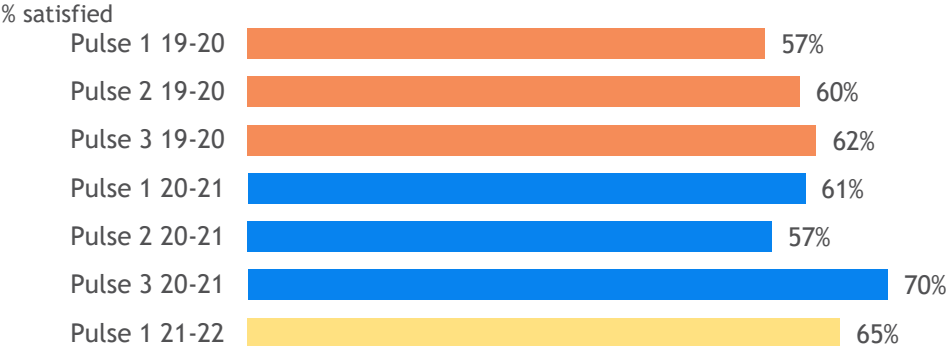
Satisfaction with 'Feedback on my work', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,086 Base (2020-2021): 1,689 Base (2021-2022): 507

Year on year

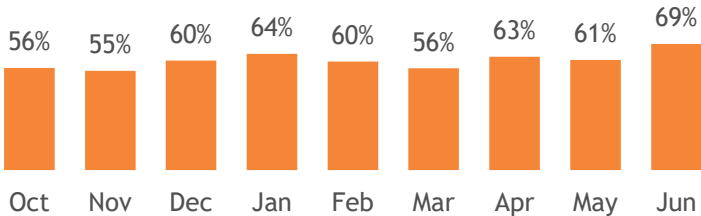


Pulse period



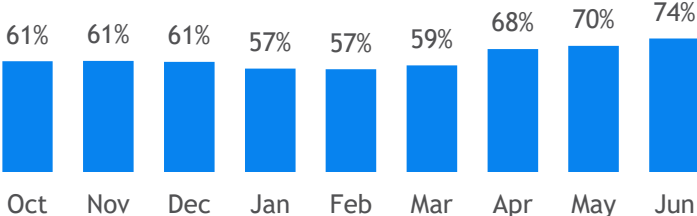
Monthly

2019-2020 % satisfied



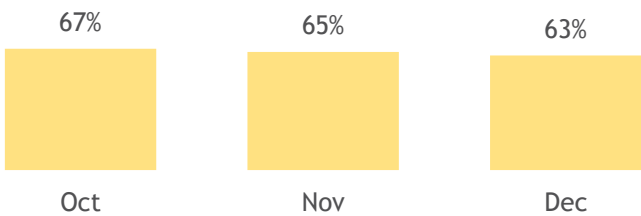
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



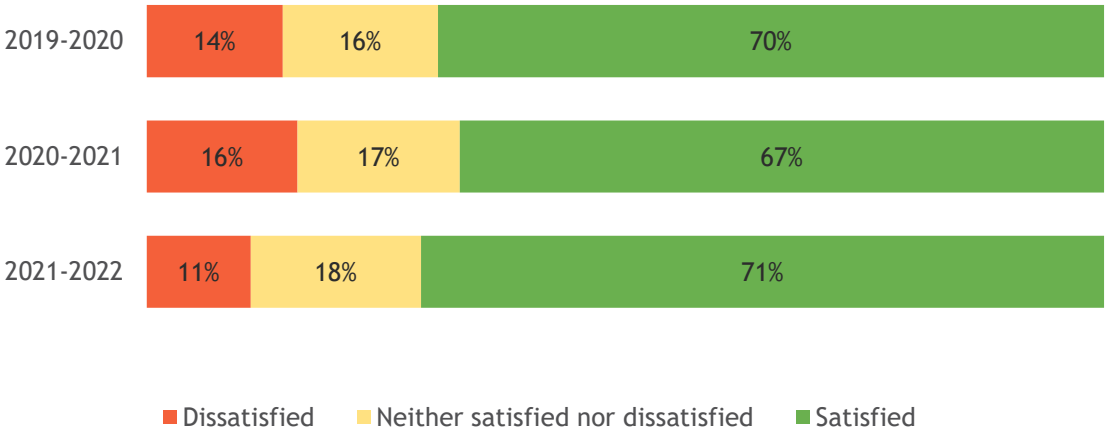
Satisfaction with course organisation

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[See the annual view of this question](#)

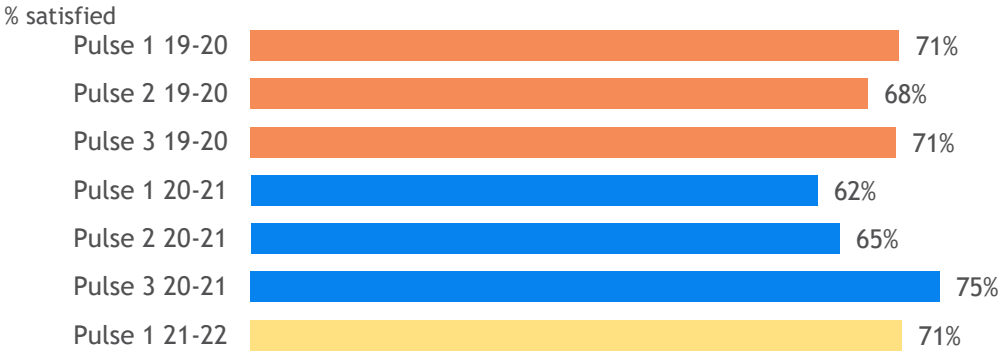
Satisfaction with 'The organisation on my course', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,140 Base (2020-2021): 1,677 Base (2021-2022): 534

Year on year

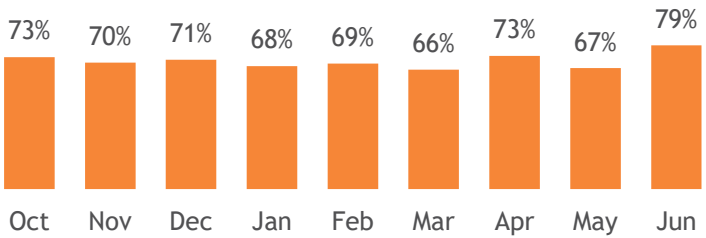


Pulse period



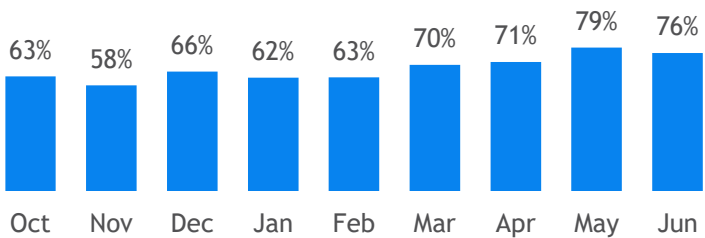
Monthly

2019-2020 % satisfied



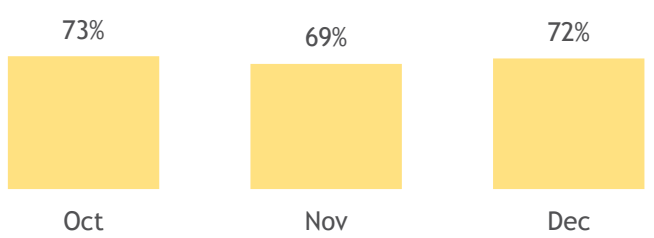
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



Satisfaction with timetabling

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Satisfaction with 'Timetabling', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

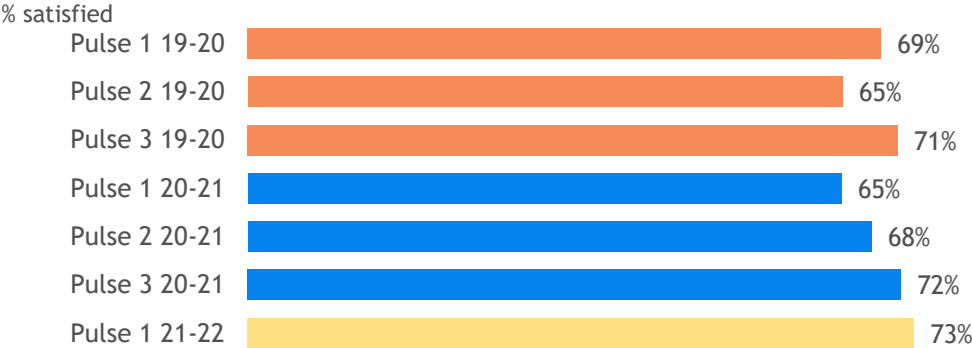
Base (2019-2020): 2,088 Base (2020-2021): 1,627 Base (2021-2022): 518

Year on year



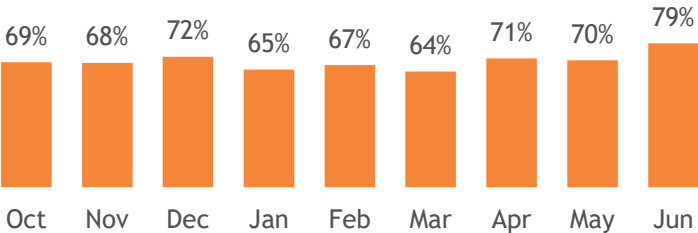
■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period



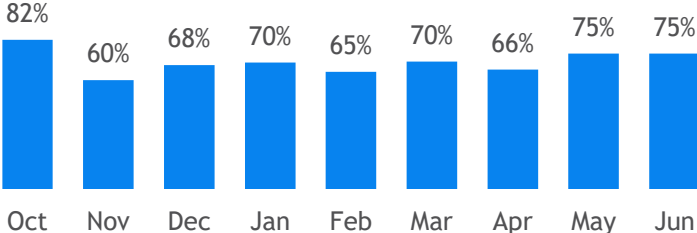
Monthly

2019-2020 % satisfied



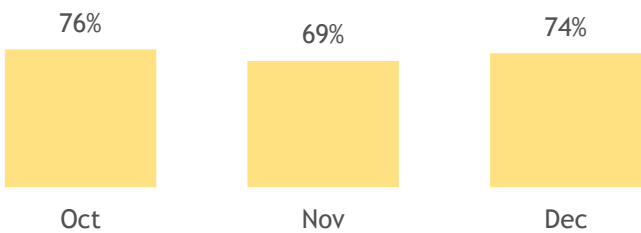
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



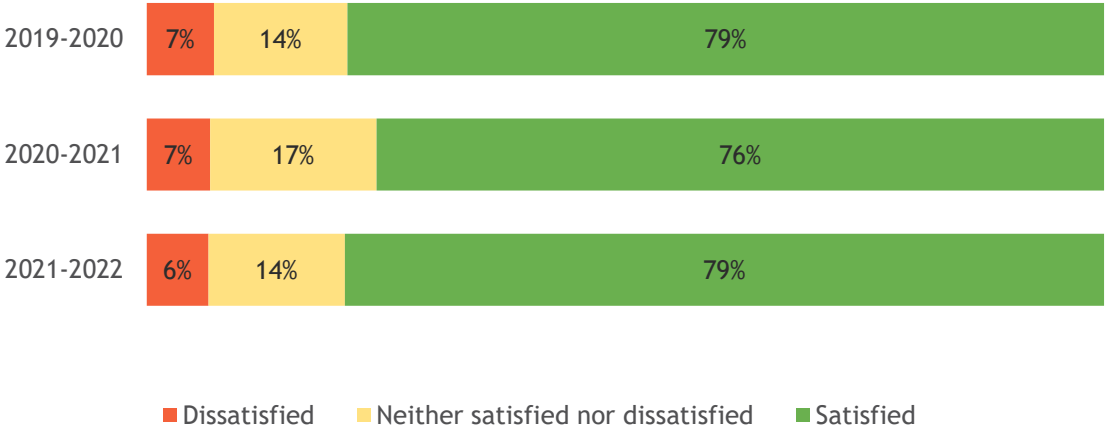
Satisfaction with IT resources

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[See the annual view of this question](#)

Satisfaction with 'IT resources', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,124 Base (2020-2021): 1,646 Base (2021-2022): 527

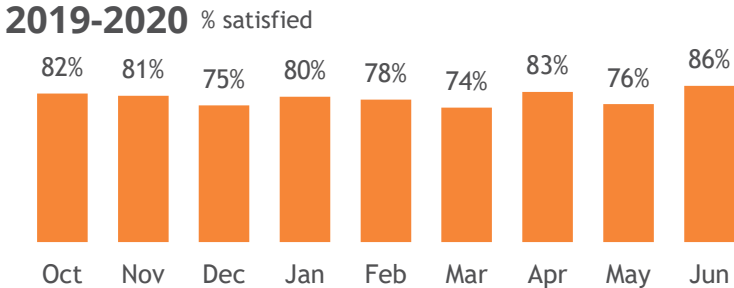
Year on year



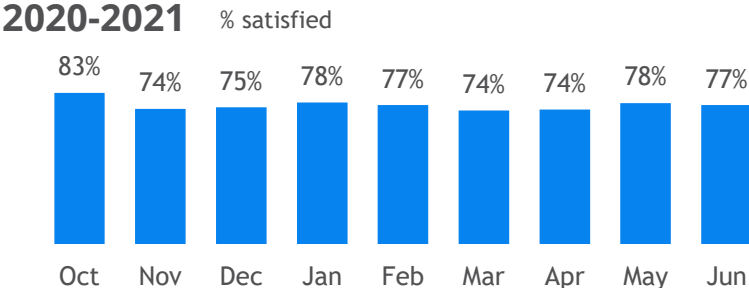
Pulse period



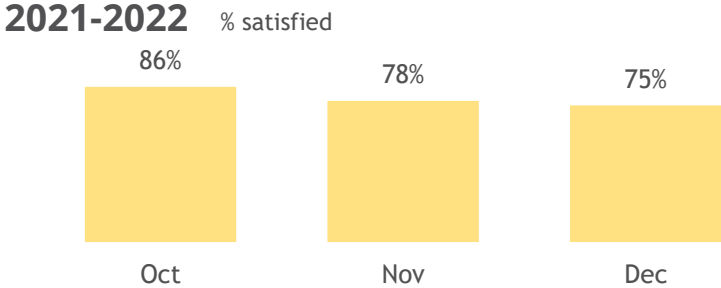
Monthly



Monthly



Monthly



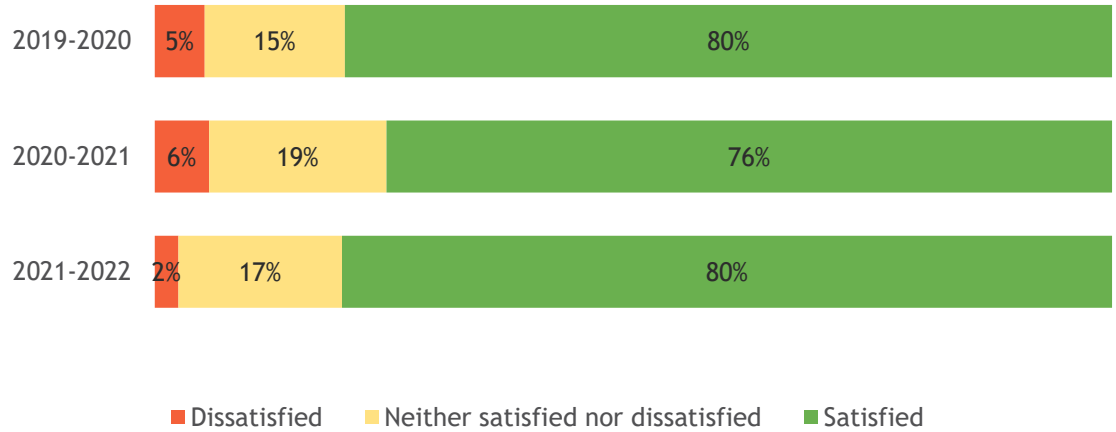
Satisfaction with library resources

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[See the annual view of this question](#)

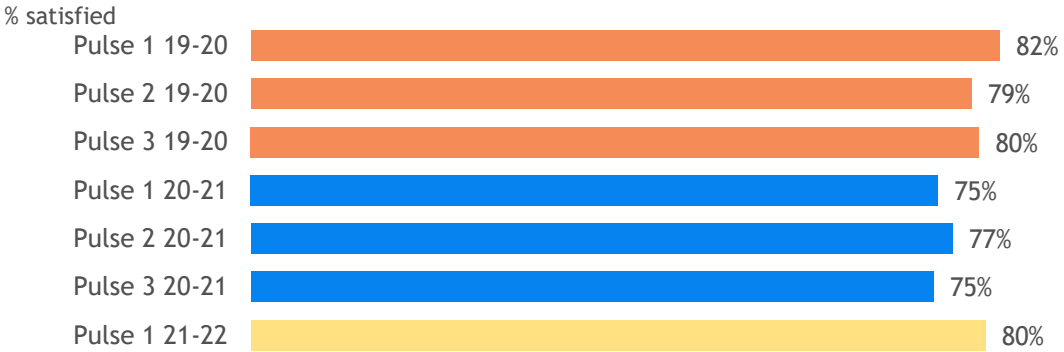
Satisfaction with 'Library resources', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,127 Base (2020-2021): 1,608 Base (2021-2022): 527

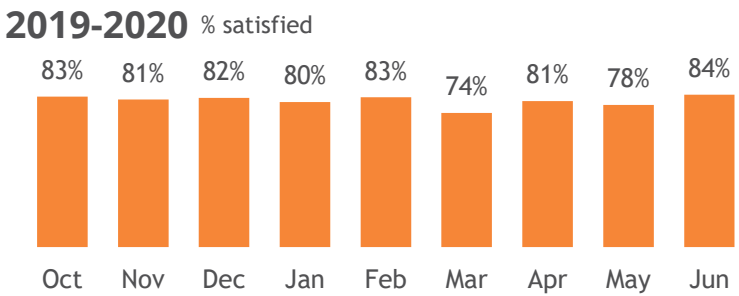
Year on year



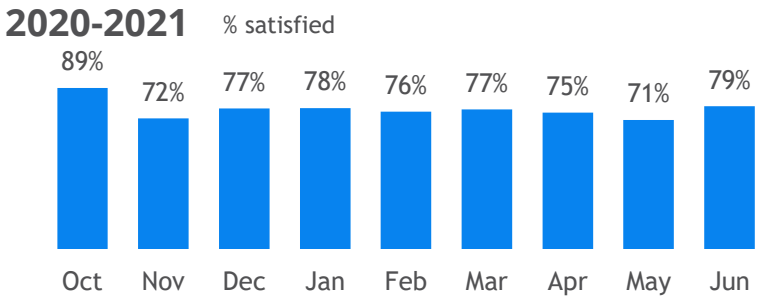
Pulse period



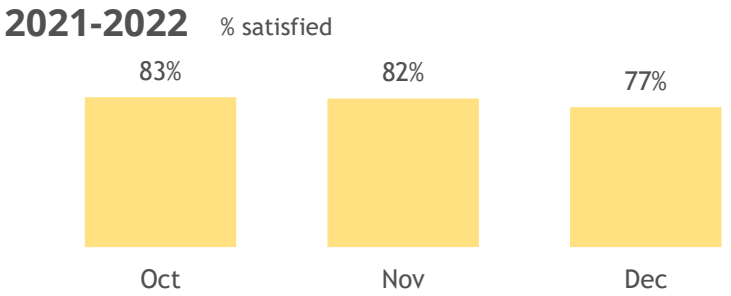
Monthly



Monthly



Monthly





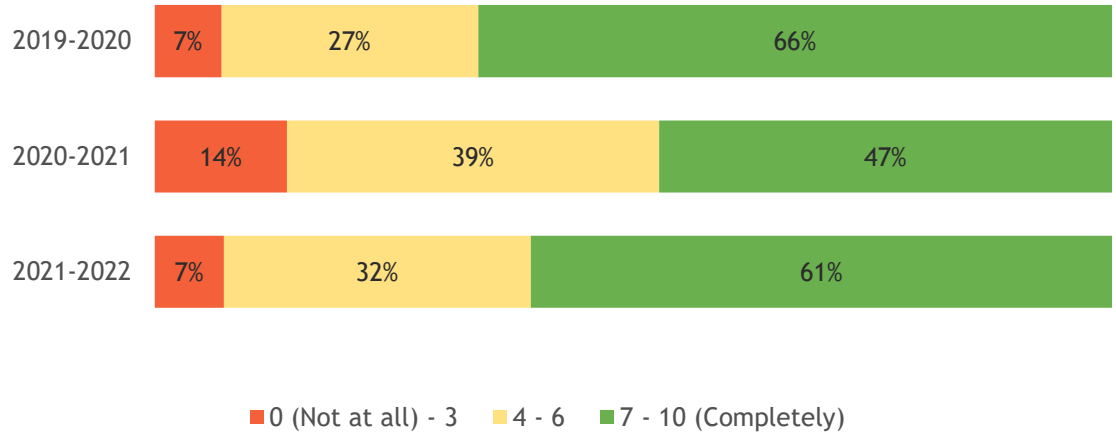
Overall life satisfaction

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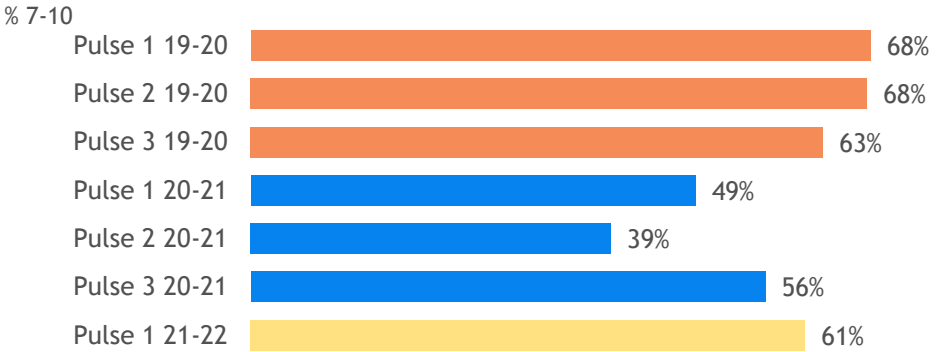
'Overall, how satisfied are you with your life nowadays?', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

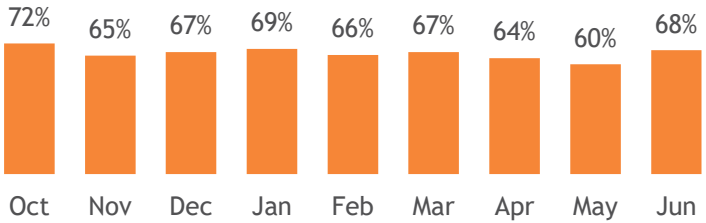


Pulse period



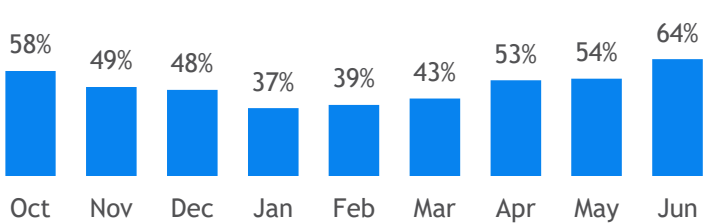
Monthly

2019-2020 % 7-10



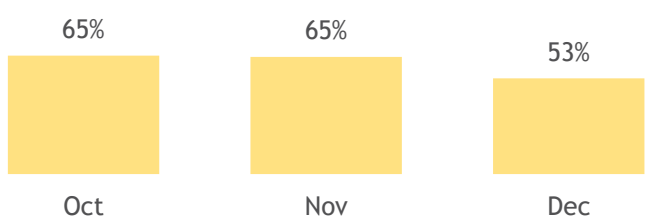
Monthly

2020-2021 % 7-10



Monthly

2021-2022 % 7-10



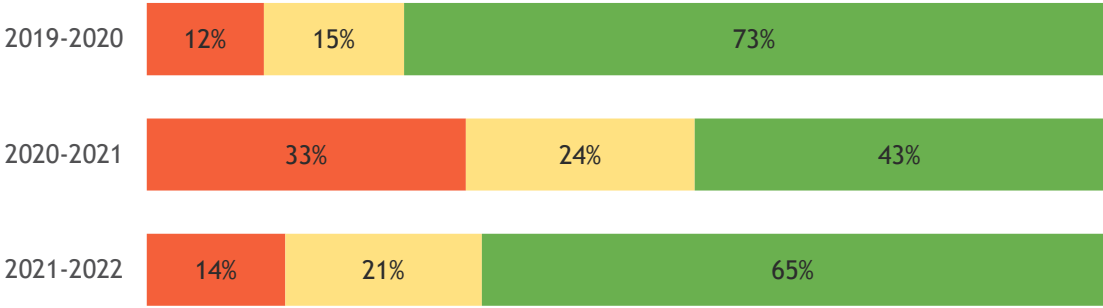
Satisfaction with making new friends

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Satisfaction with 'Making new friends', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

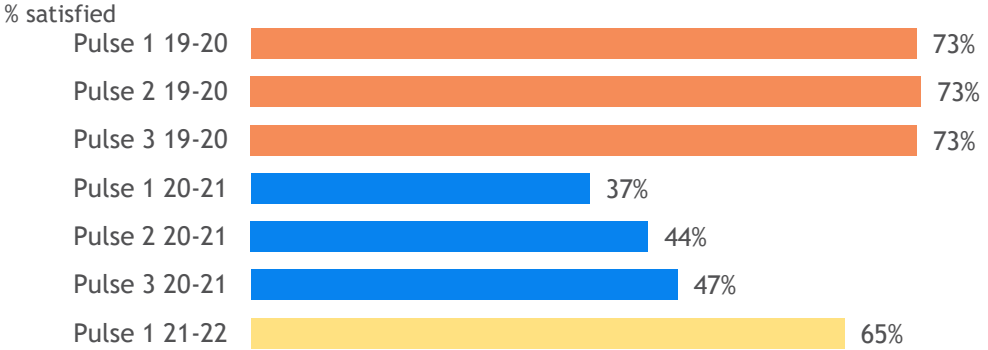
Base (2019-2020): 2,162 Base (2020-2021): 1,698 Base (2021-2022): 546

Year on year



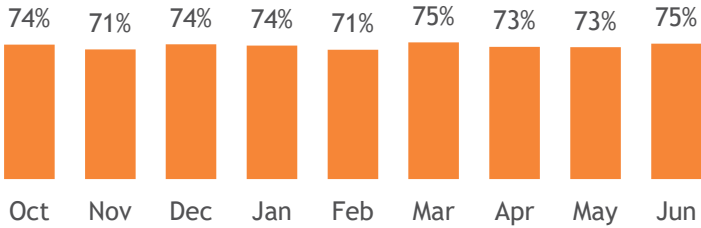
■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period



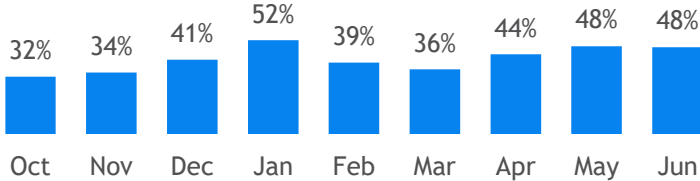
Monthly

2019-2020 % satisfied



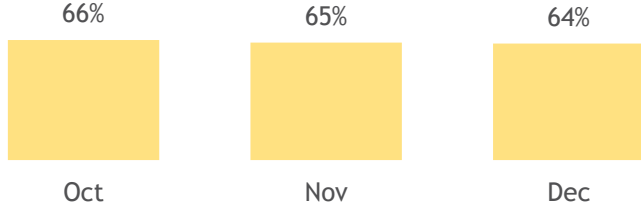
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



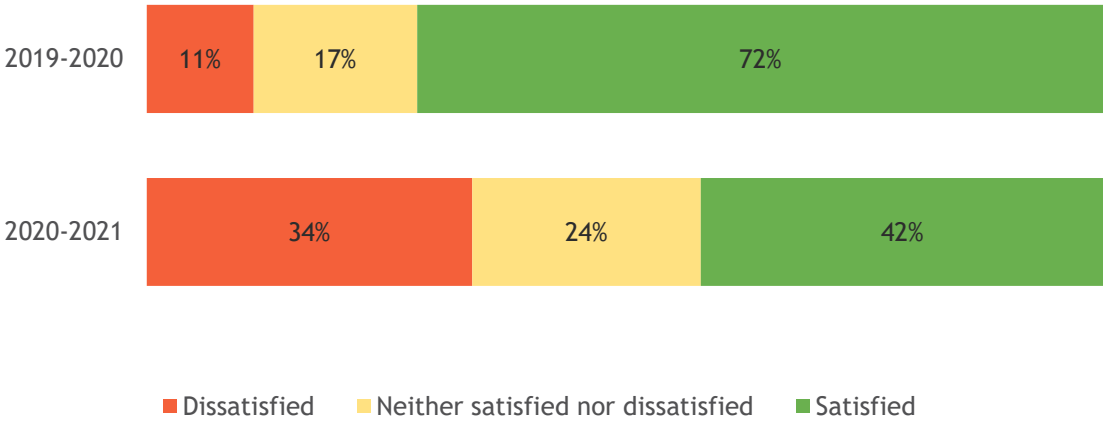
Satisfaction with meeting new people

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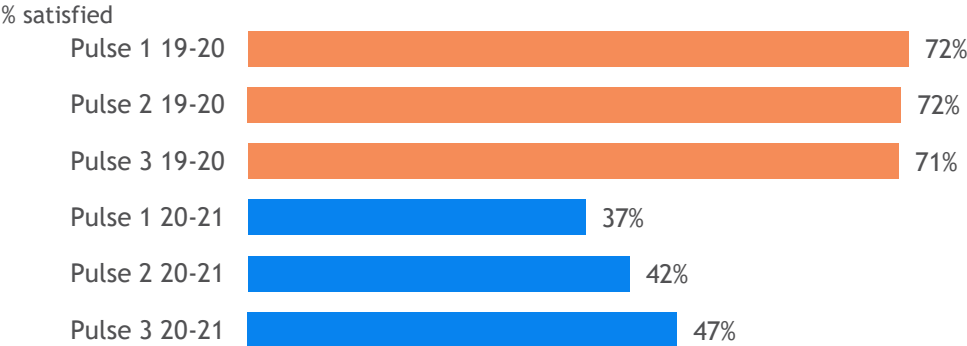
Satisfaction with 'Meeting new and interesting people', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,163 Base (2020-2021): 1,695

Year on year

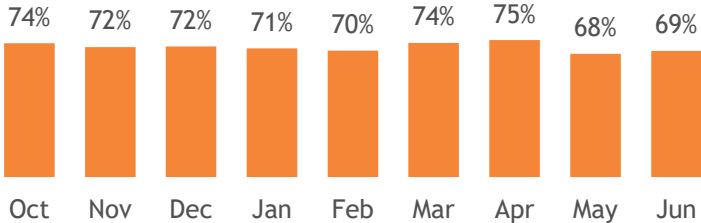


Pulse period



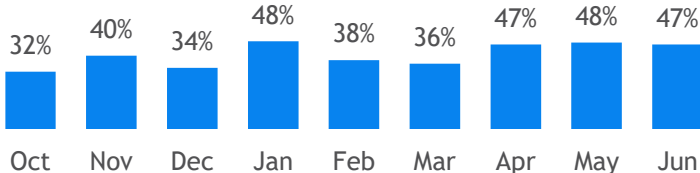
Monthly

2019-2020 % satisfied



Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied

This question was not included in the 2021-2022 survey

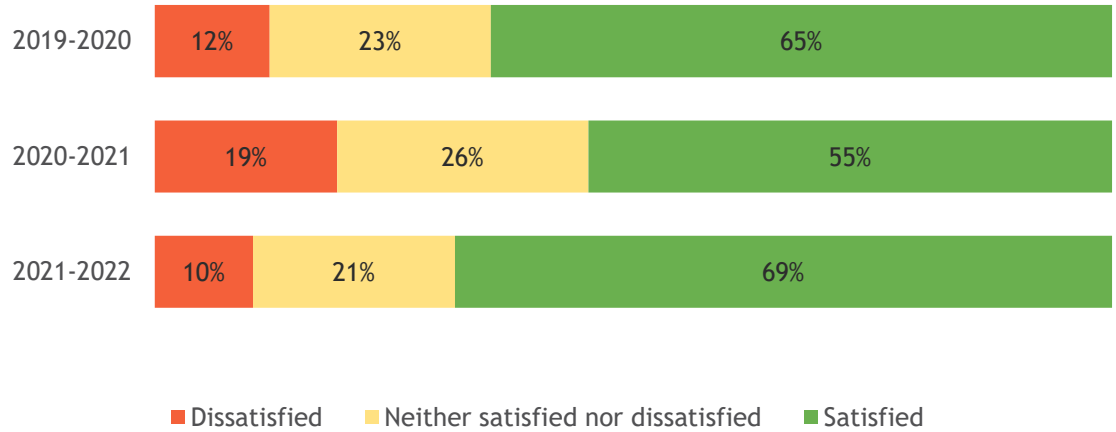
Satisfaction with exploring Guildford

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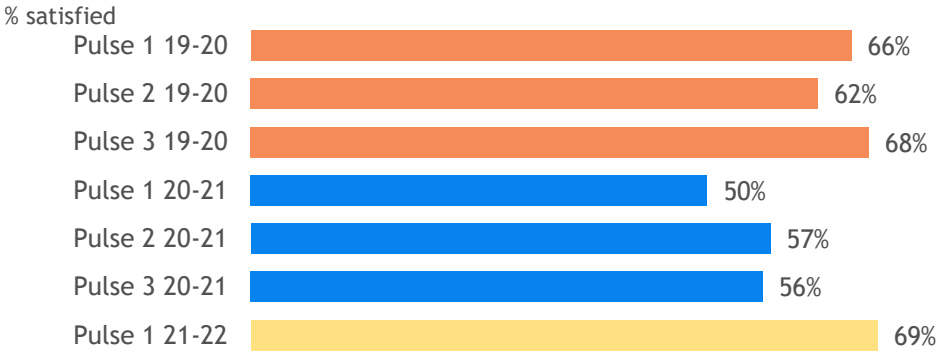
Satisfaction with 'Exploring Guildford', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,092 Base (2020-2021): 1,649 Base (2021-2022): 517

Year on year

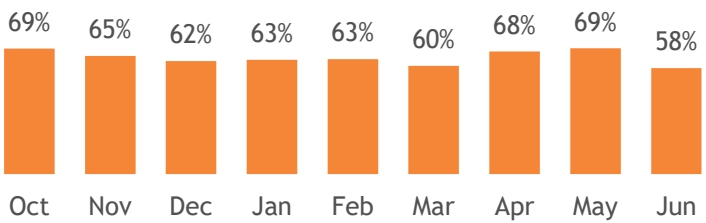


Pulse period



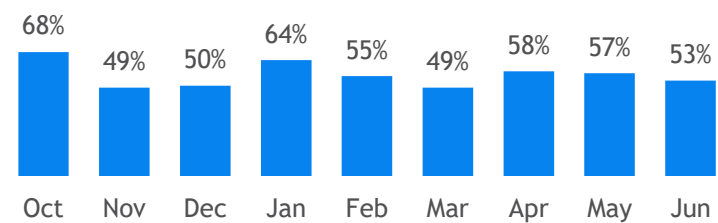
Monthly

2019-2020 % satisfied



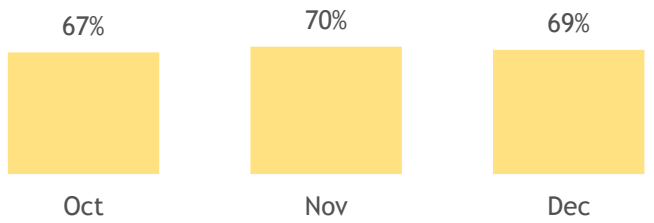
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



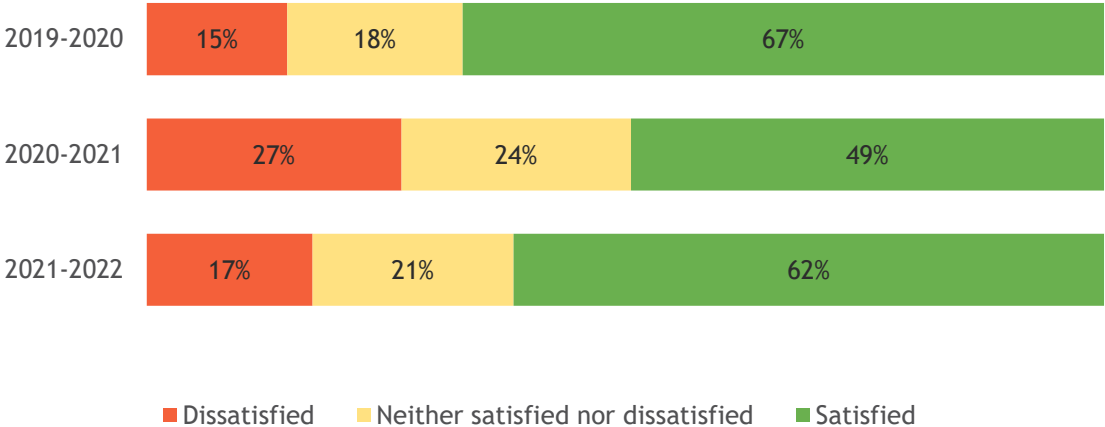
Satisfaction with opportunities to do things they like

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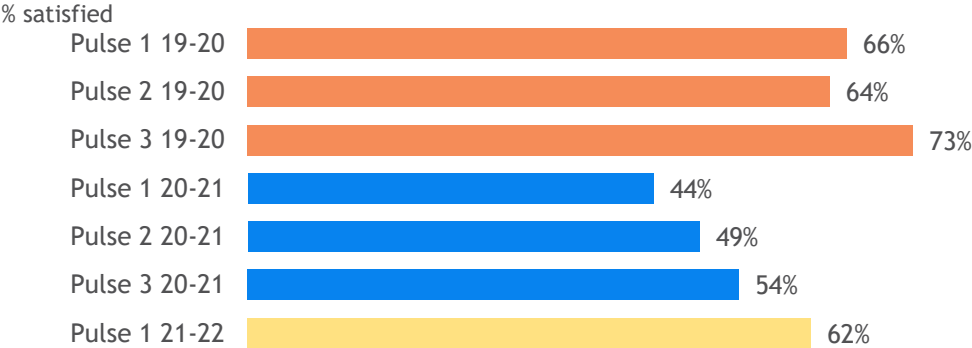
Satisfaction with 'Opportunities to do the things I like in my spare time', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,140 Base (2020-2021): 1,681 Base (2021-2022): 543

Year on year

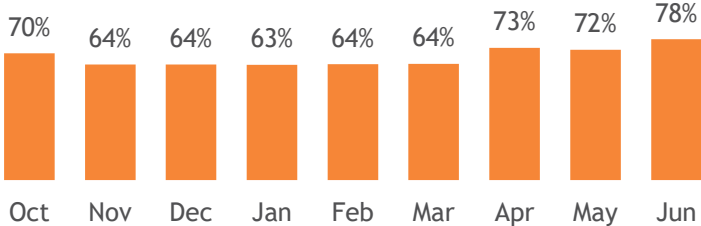


Pulse period



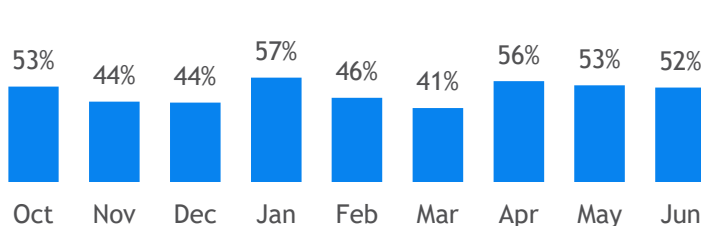
Monthly

2019-2020 % satisfied



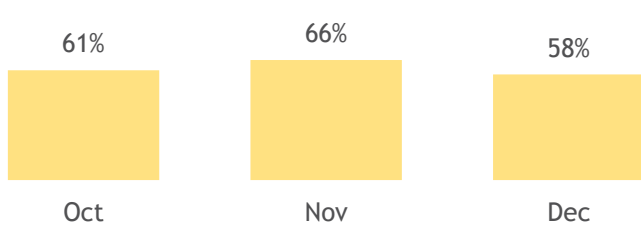
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



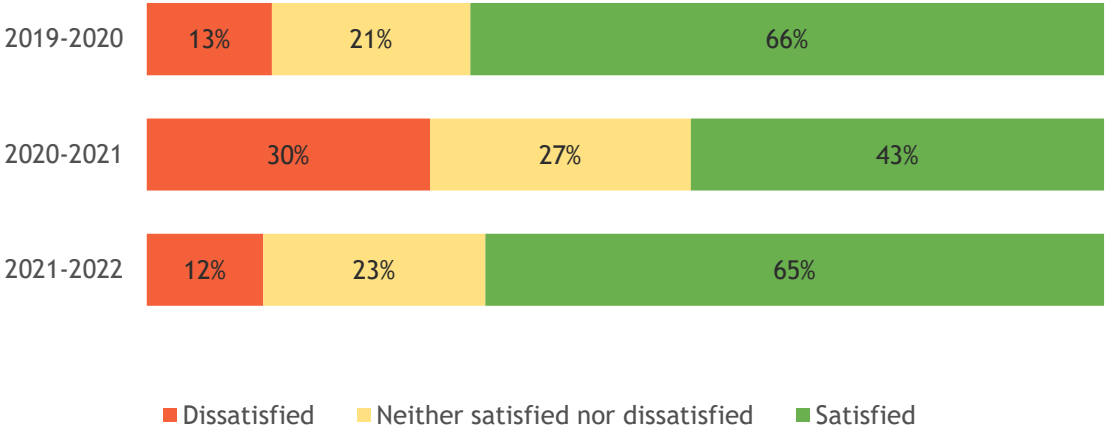
Satisfaction with opportunities to try new things

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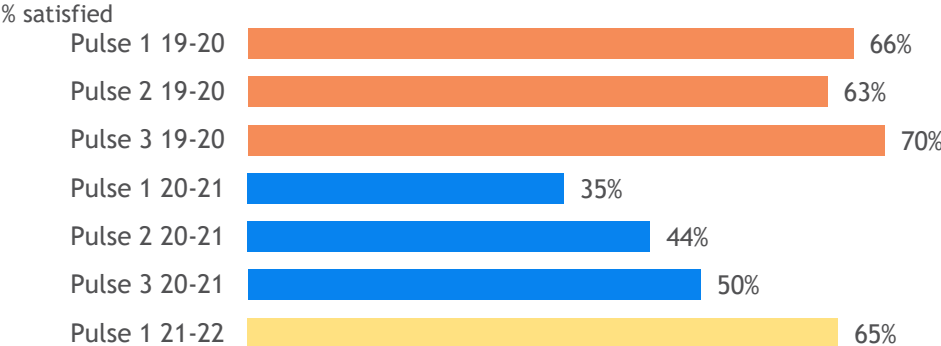
Satisfaction with 'Opportunities to try new things', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,142 Base (2020-2021): 1,684 Base (2021-2022): 543

Year on year

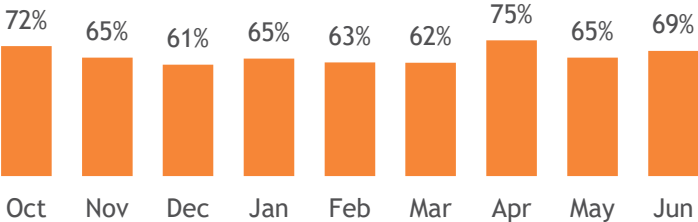


Pulse period



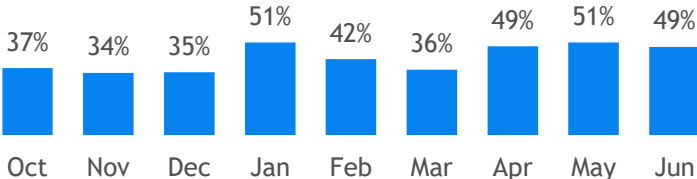
Monthly

2019-2020 % satisfied



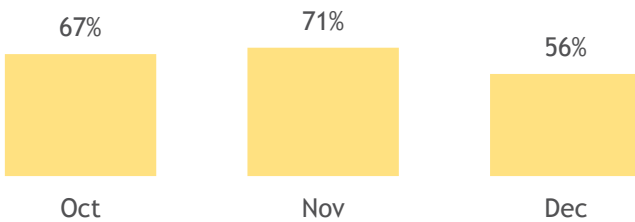
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



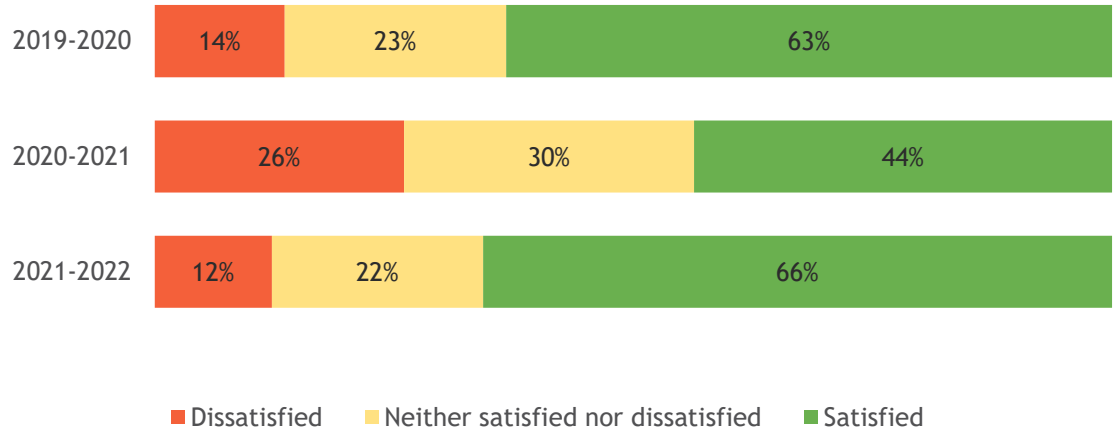
Satisfaction with feeling part of the university

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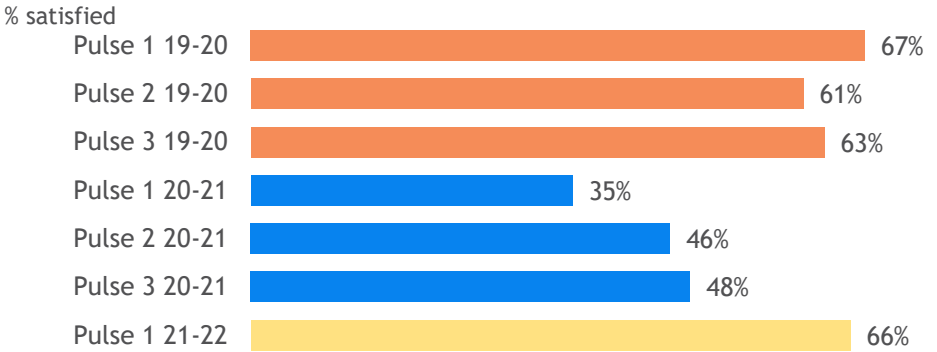
Satisfaction with 'Feeling a part of the University', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,166 Base (2020-2021): 1,701 Base (2021-2022): 548

Year on year

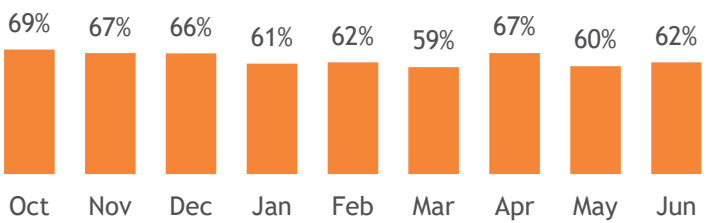


Pulse period



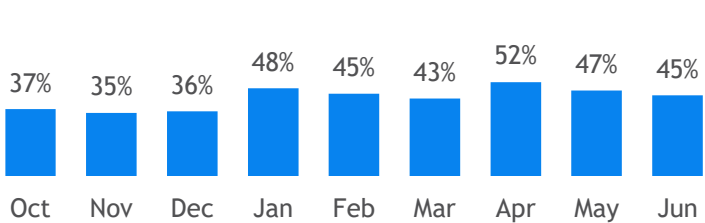
Monthly

2019-2020 % satisfied



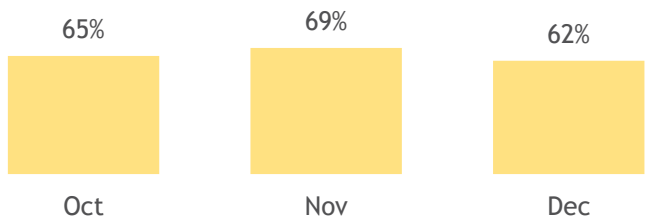
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



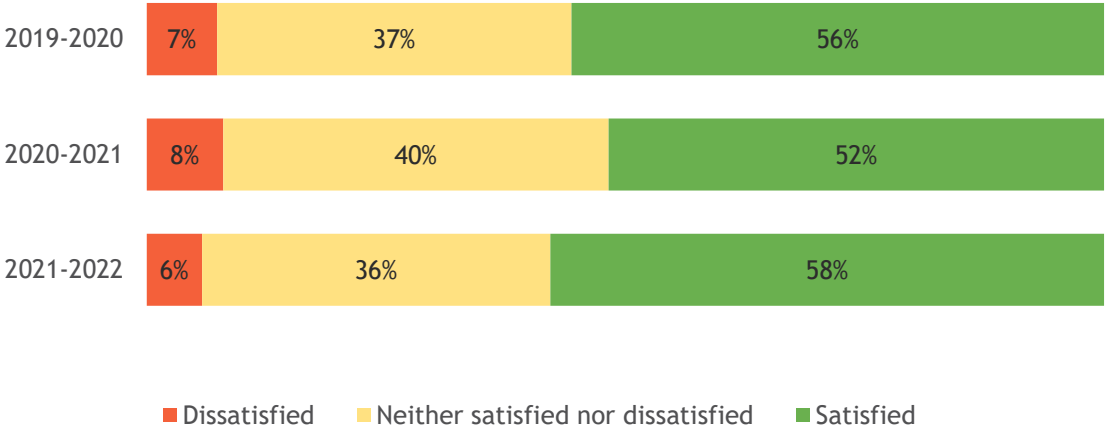
Overall satisfaction with the SU

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'Overall, how satisfied or dissatisfied are you with your Students' Union?', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

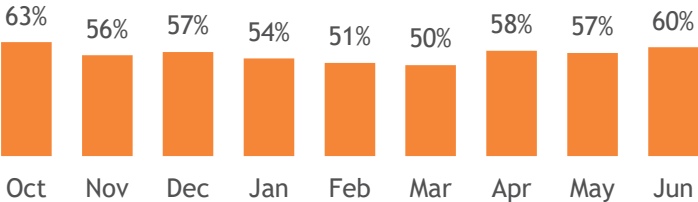


Pulse period



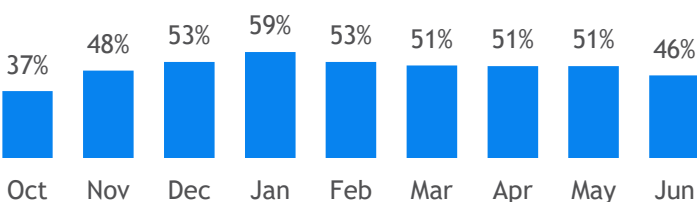
Monthly

2019-2020 % satisfied



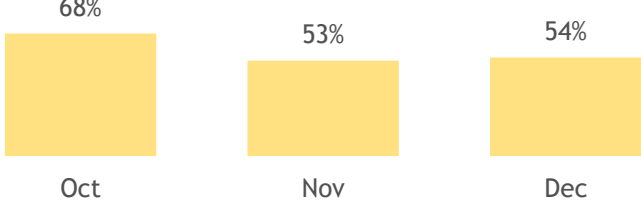
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



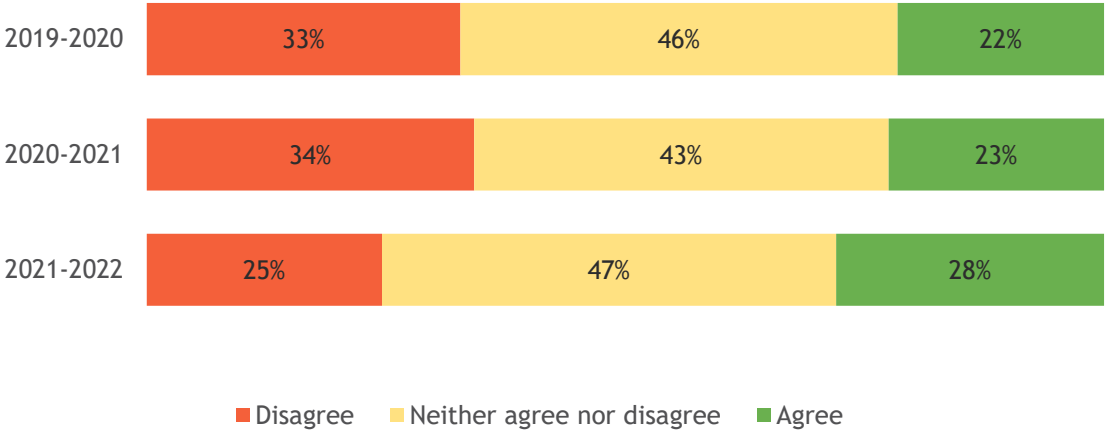
The SU's role in student employability

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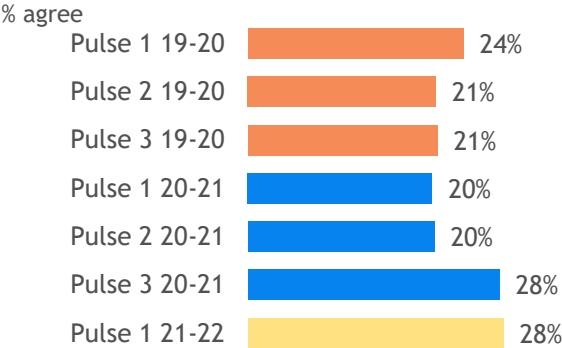
'The Students' Union is making me more employable', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,947 Base (2020-2021): 1,483 Base (2021-2022): 468

Year on year

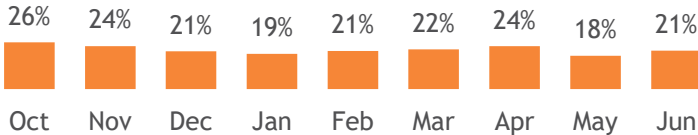


Pulse period



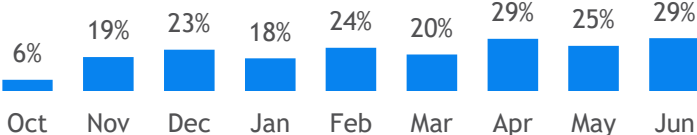
Monthly

2019-2020 % agree



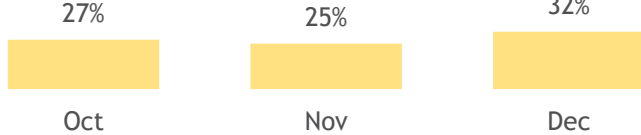
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



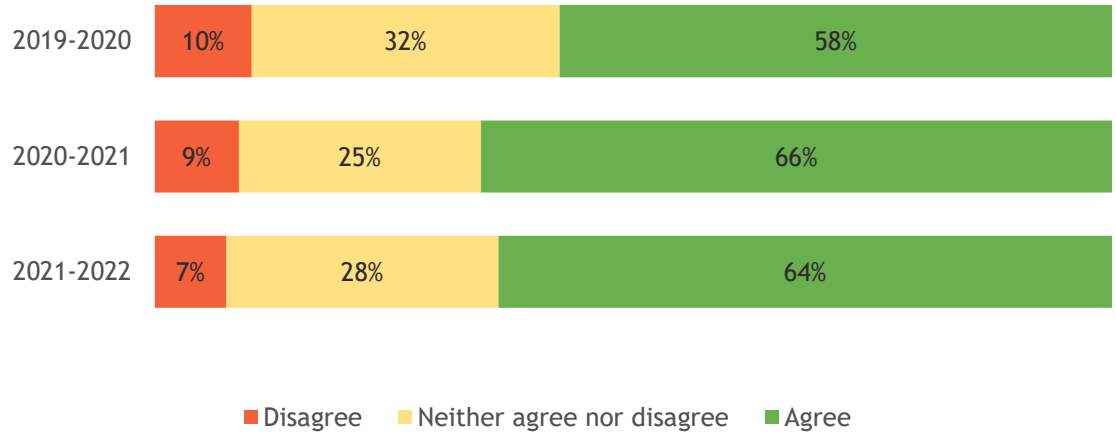
Representing students' academic interests

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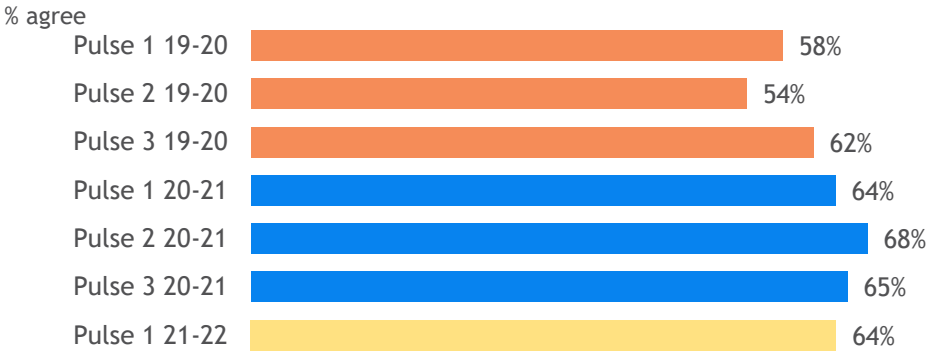
'The Students' Union effectively represents students' academic interests', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,914 Base (2020-2021): 1,503 Base (2021-2022): 482

Year on year

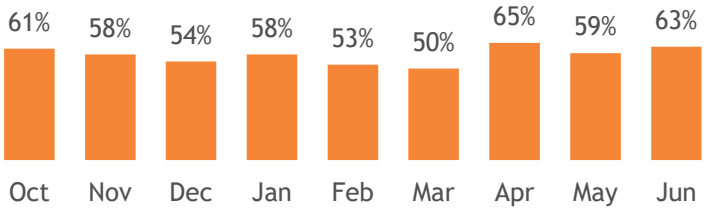


Pulse period



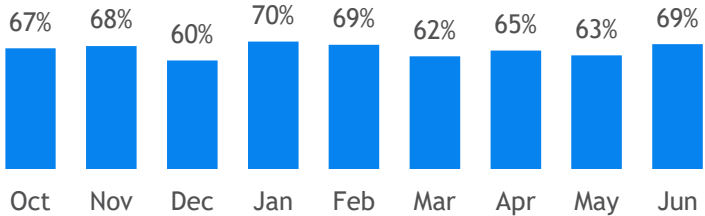
Monthly

2019-2020 % agree



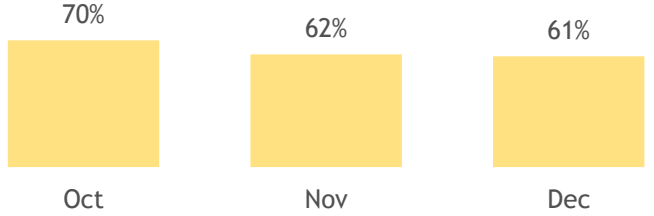
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



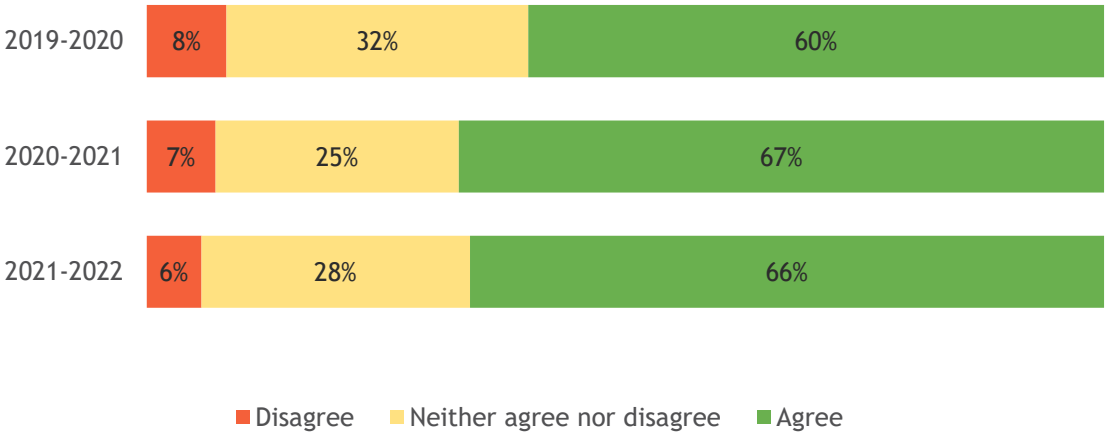
Representing students' on the right academic issues

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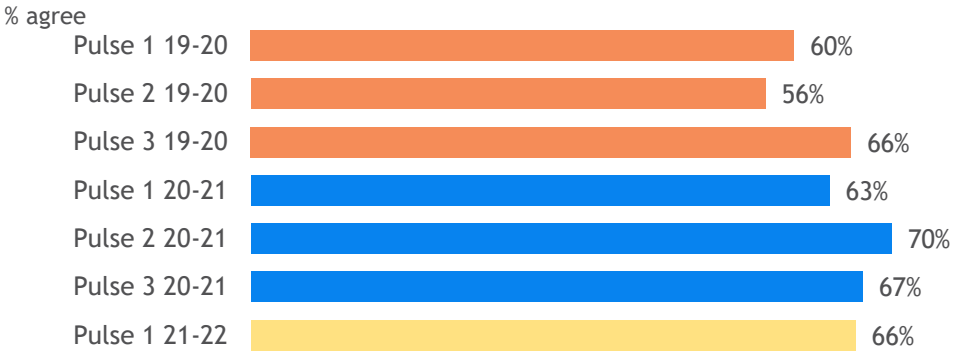
'The Students' Union represents students on the right academic issues', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,887 Base (2020-2021): 1,506 Base (2021-2022): 474

Year on year

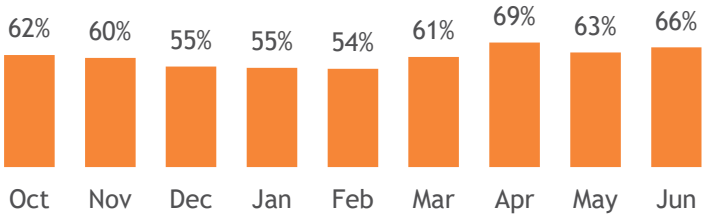


Pulse period



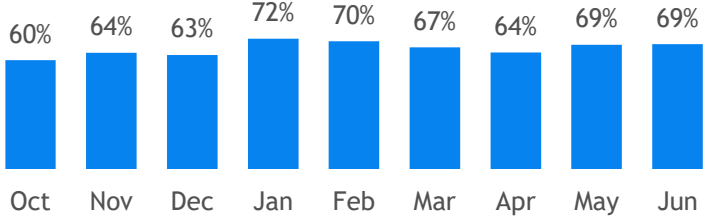
Monthly

2019-2020 % agree



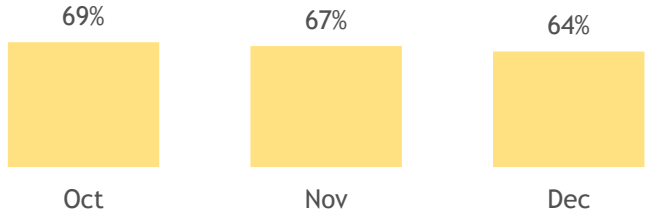
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



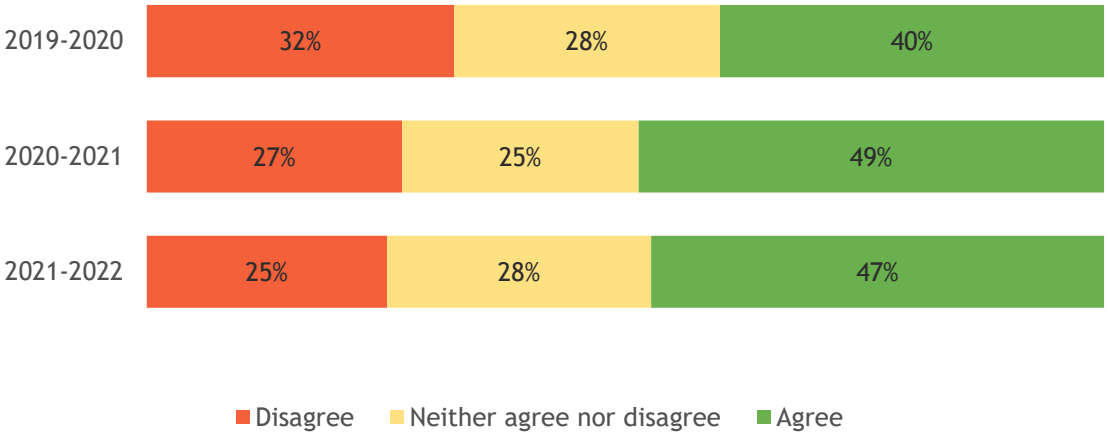
Knowledge of how the SU represents students' academic interests

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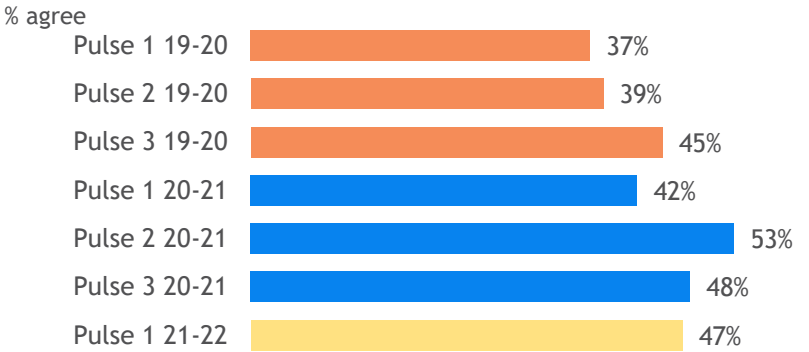
' I know what the Students' Union is doing to represent my academic interests', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,914 Base (2020-2021): 1,503 Base (2021-2022): 482

Year on year

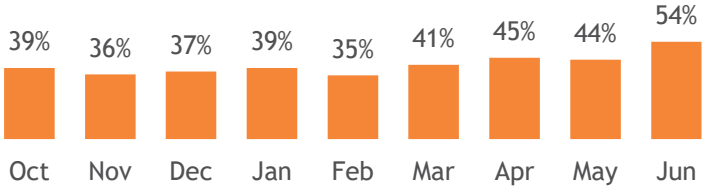


Pulse period



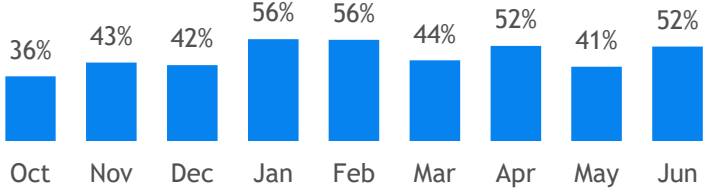
Monthly

2019-2020 % agree



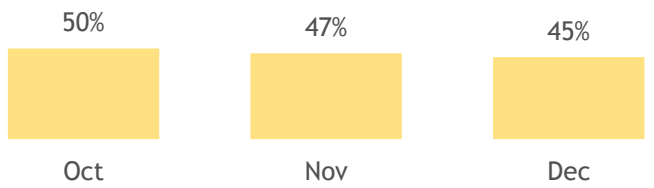
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



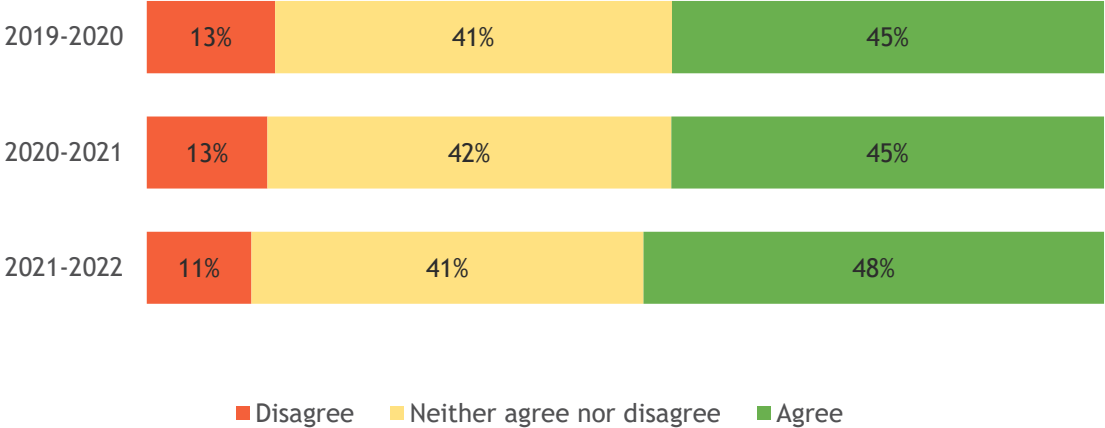
The SU's impact on student wellbeing

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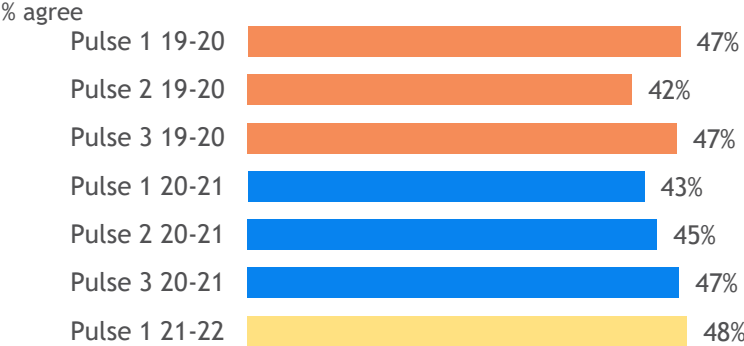
'The Students' Union has a positive impact on my wellbeing', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 2,024 Base (2020-2021): 1,586 Base (2021-2022): 503

Year on year

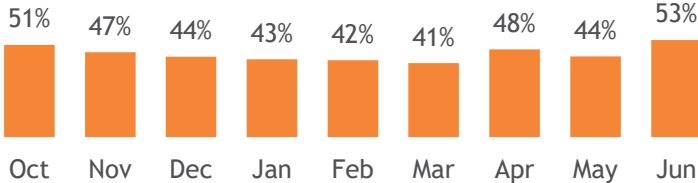


Pulse period



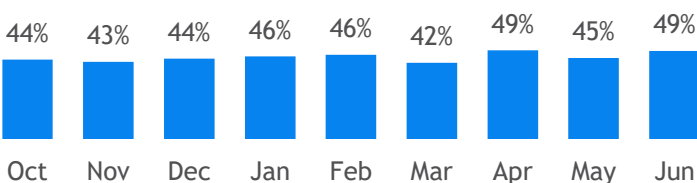
Monthly

2019-2020 % agree



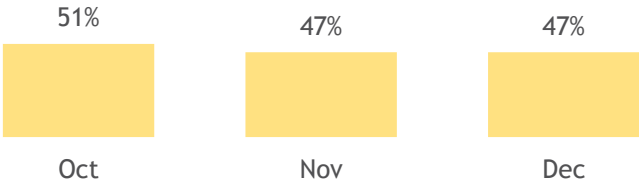
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



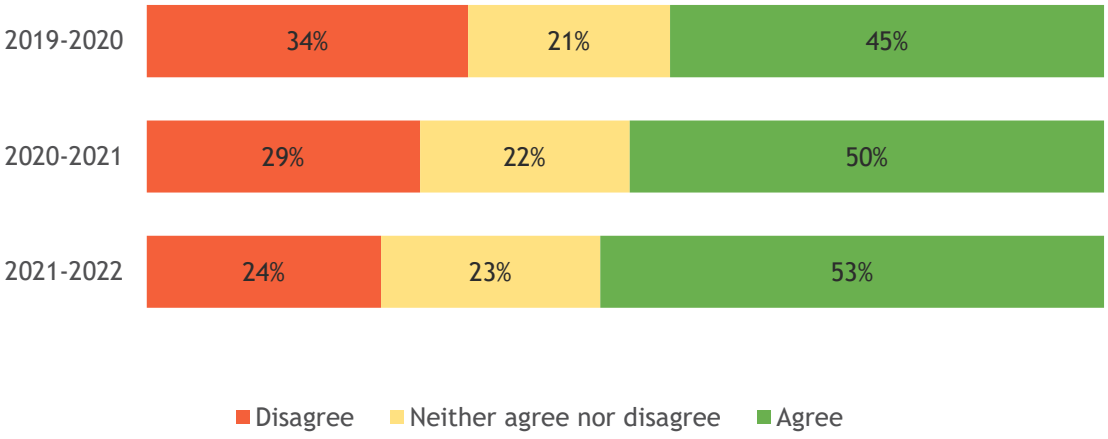
Turning to the SU for advice

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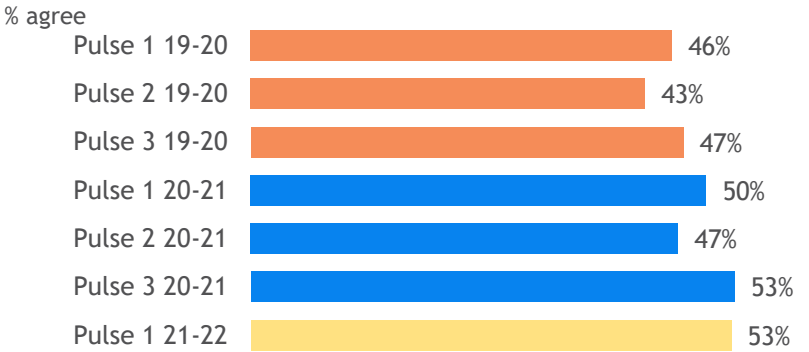
'I would turn to the Students' Union if I needed help or advice', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 2,071 Base (2020-2021): 1,616 Base (2021-2022): 511

Year on year

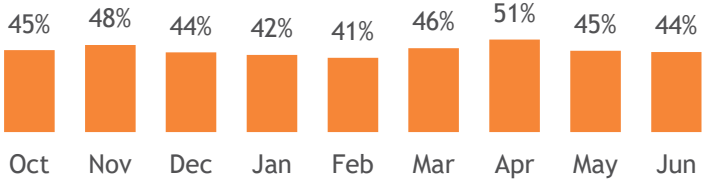


Pulse period



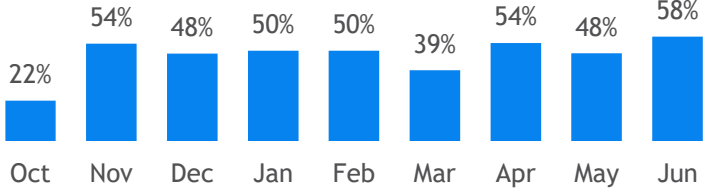
Monthly

2019-2020 % agree



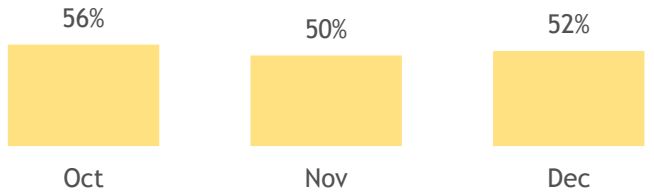
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



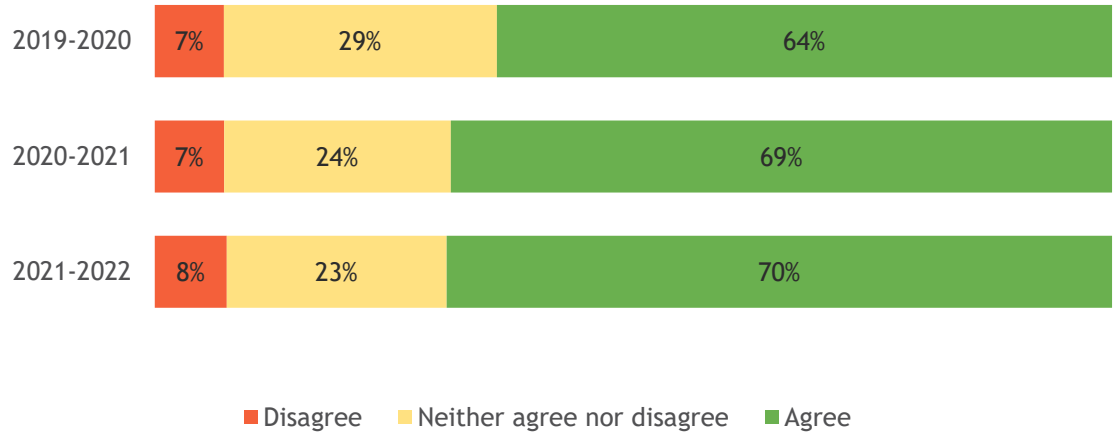
Perceptions of the usefulness of SU advice

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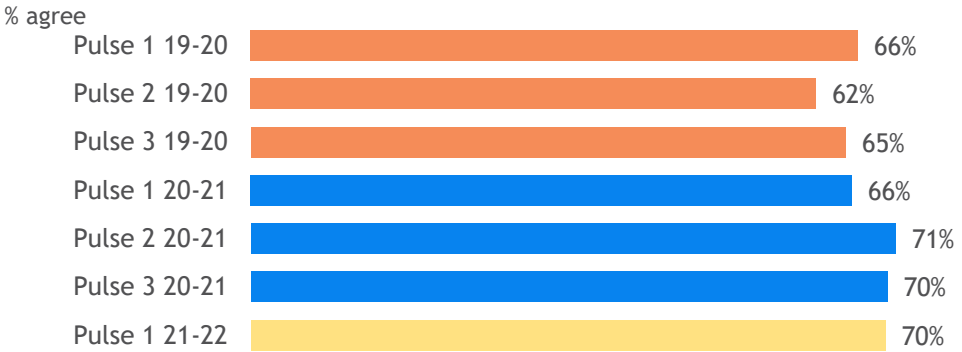
'The Students' Union provides useful advice to students', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,912 Base (2020-2021): 1,520 Base (2021-2022): 479

Year on year

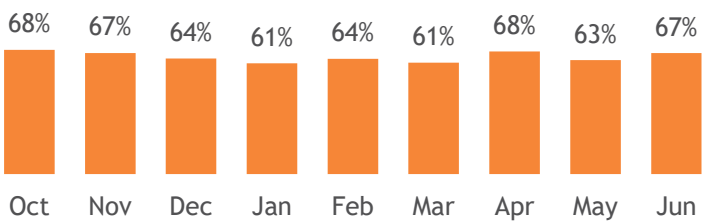


Pulse period



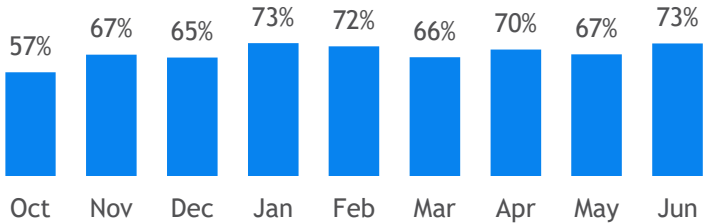
Monthly

2019-2020 % agree



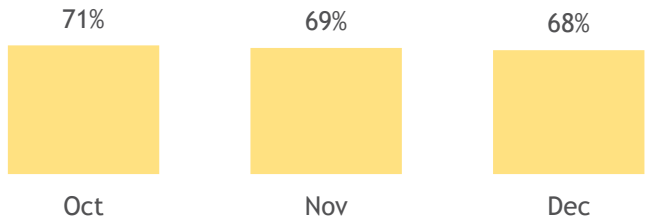
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



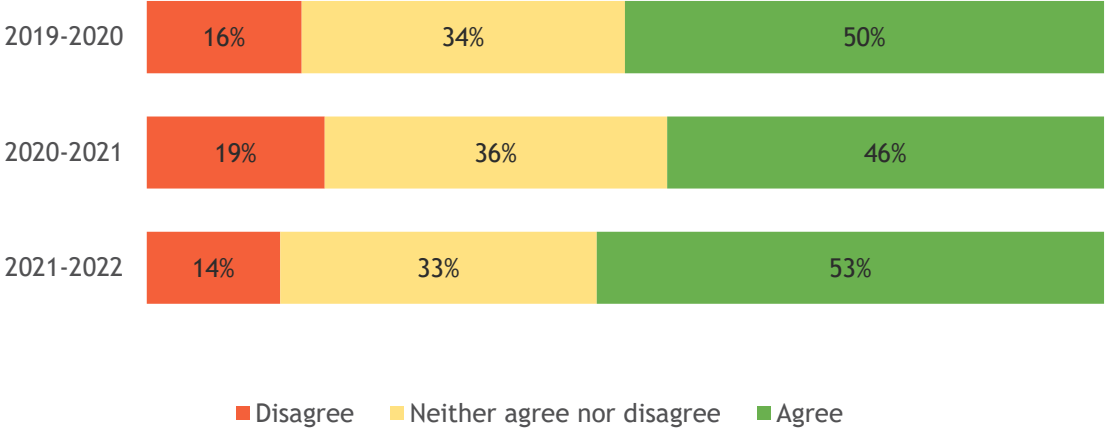
The SU's impact on students' social experience

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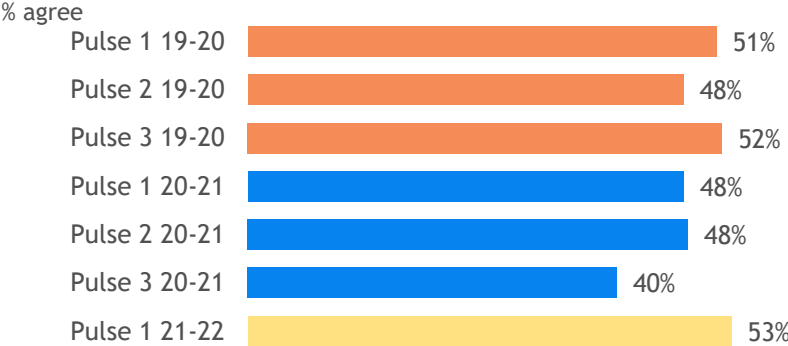
'The Students' Union has a positive impact on my social life', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 2,083 Base (2020-2021): 1,614 Base (2021-2022): 502

Year on year

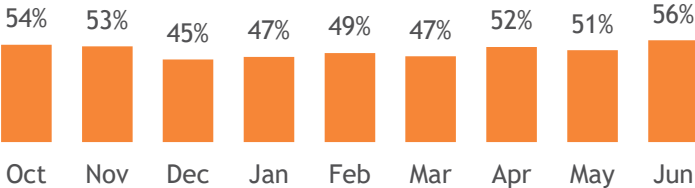


Pulse period



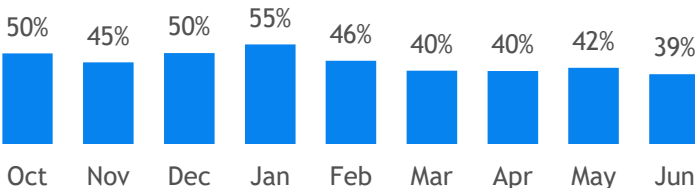
Monthly

2019-2020 % agree



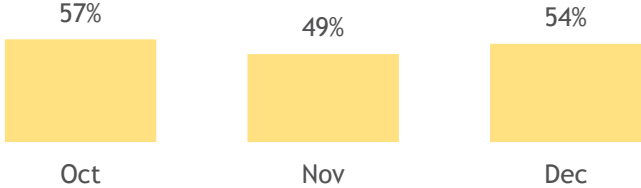
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



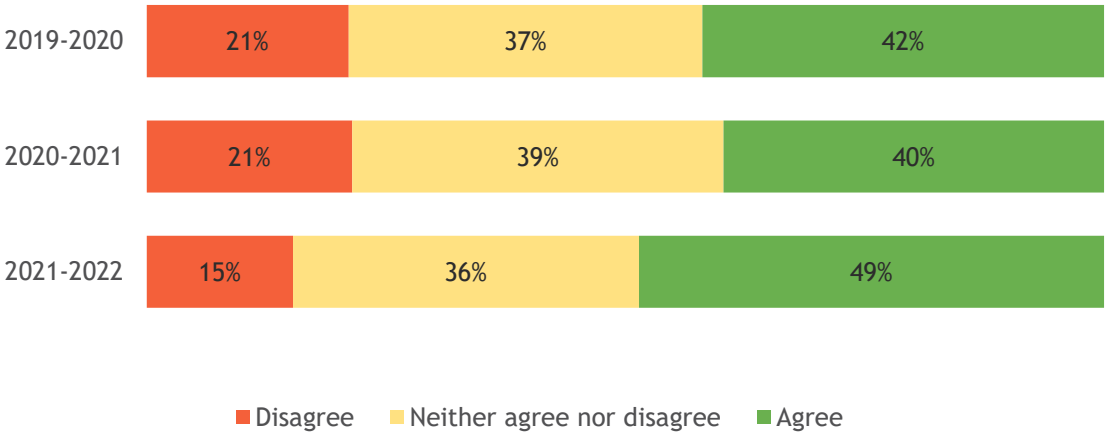
Helping students make the most out of their time

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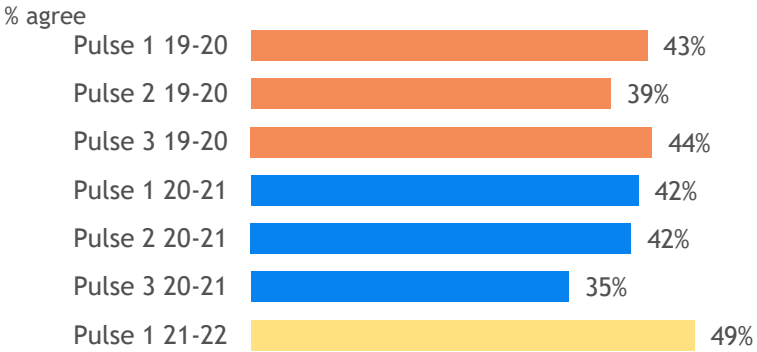
'The Students' Union helps me make the most out my time as a student', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 2,073 Base (2020-2021): 1,612 Base (2021-2022): 498

Year on year

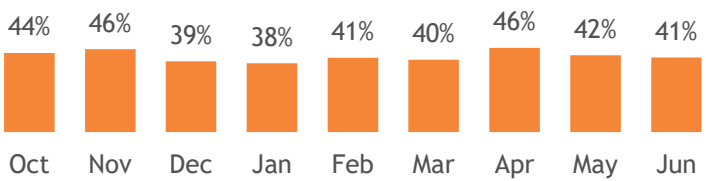


Pulse period



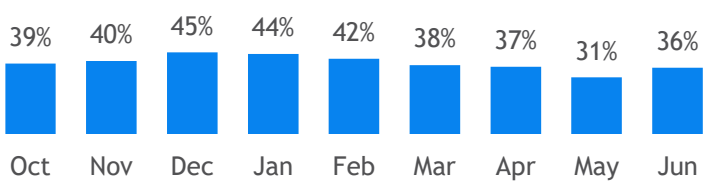
Monthly

2019-2020 % agree



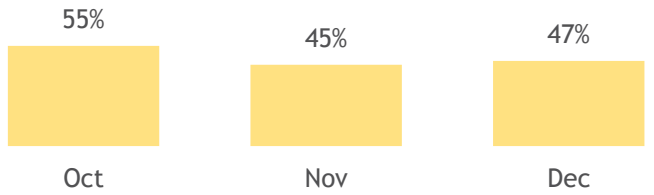
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



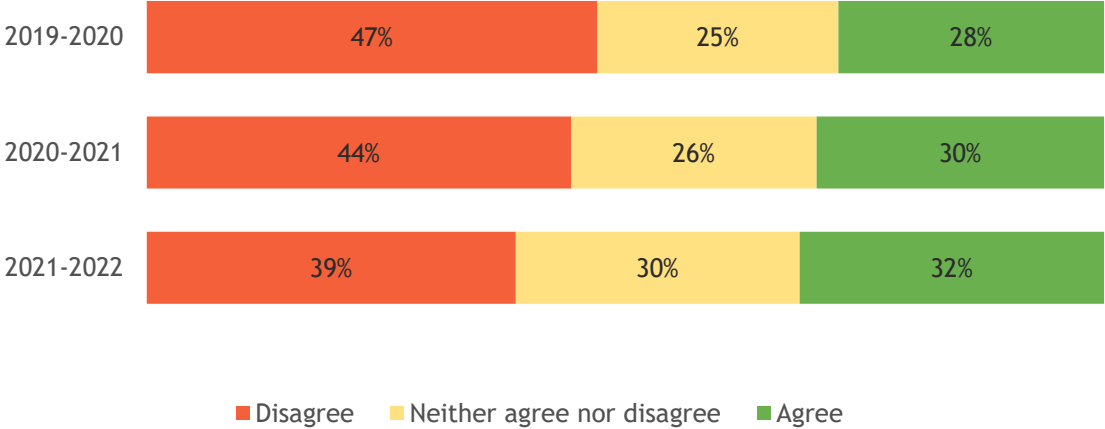
Choosing the SU to socialise

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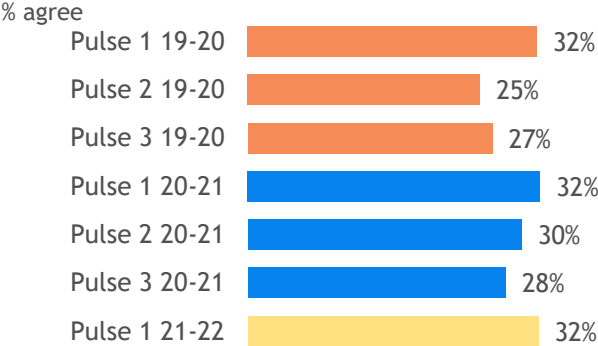
'I would think of going to the Students' Union when meeting friends', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 2,093 Base (2020-2021): 1,622 Base (2021-2022): 506

Year on year

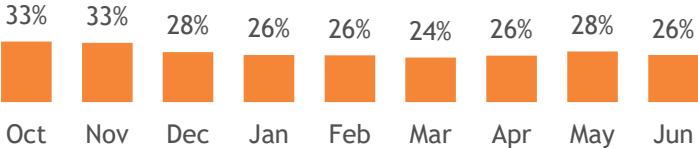


Pulse period



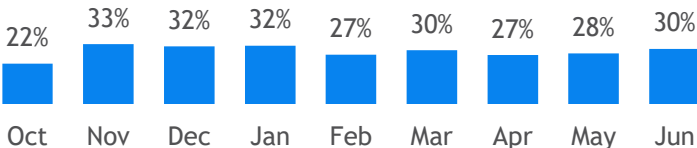
Monthly

2019-2020 % agree



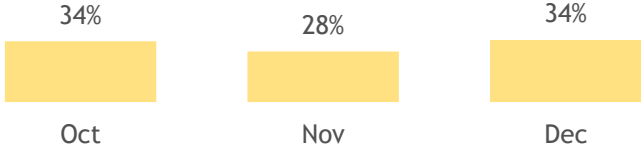
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



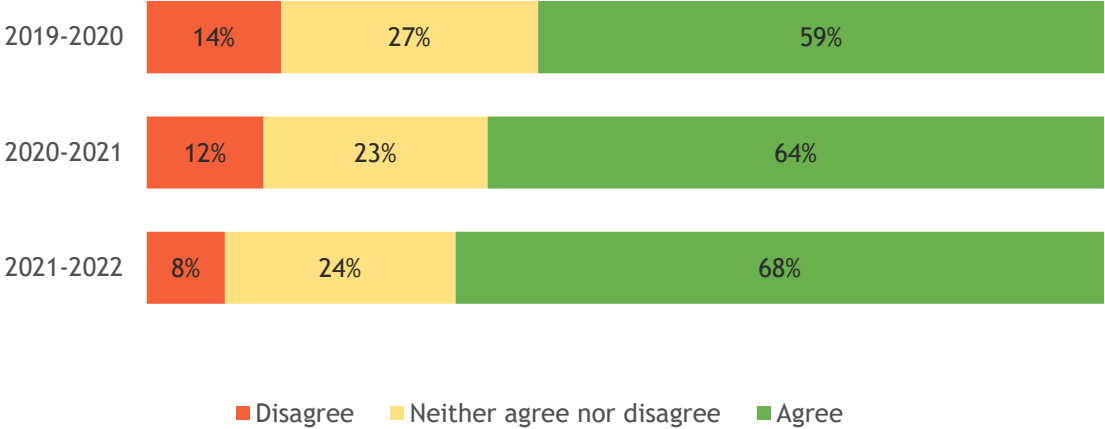
Space that meet students' needs

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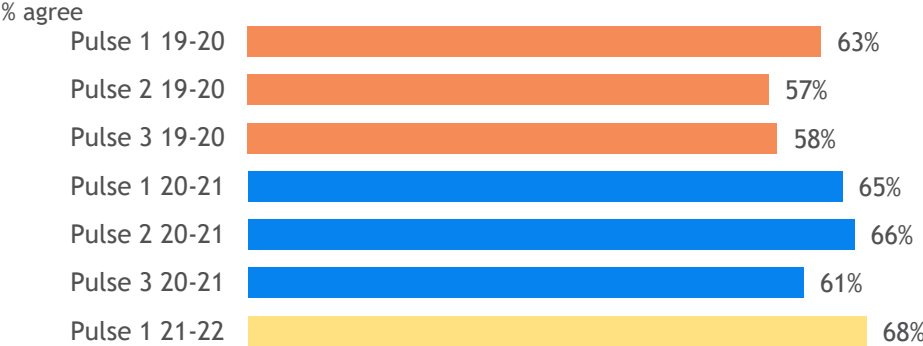
'The Students' Union provides social and recreational spaces that meet students' needs', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 2,003 Base (2020-2021): 1,565 Base (2021-2022): 490

Year on year

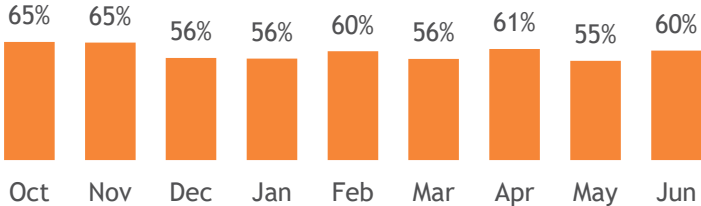


Pulse period



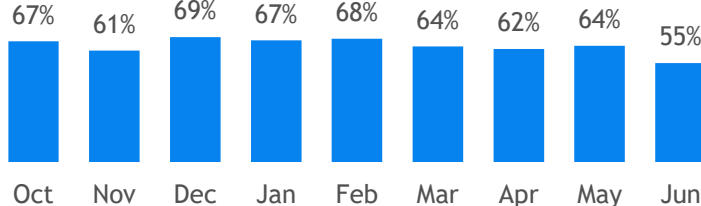
Monthly

2019-2020 % agree



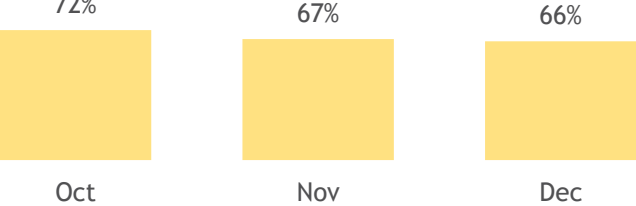
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree

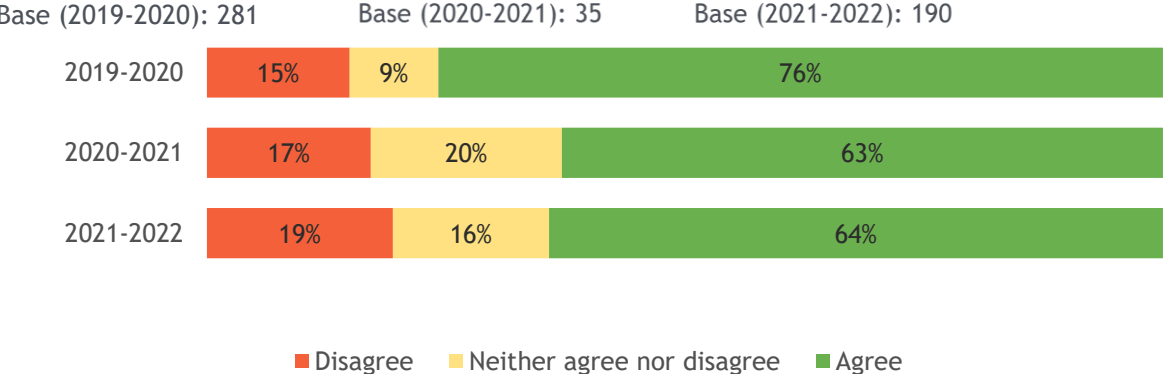


Perceptions of the Freshers' Week experience

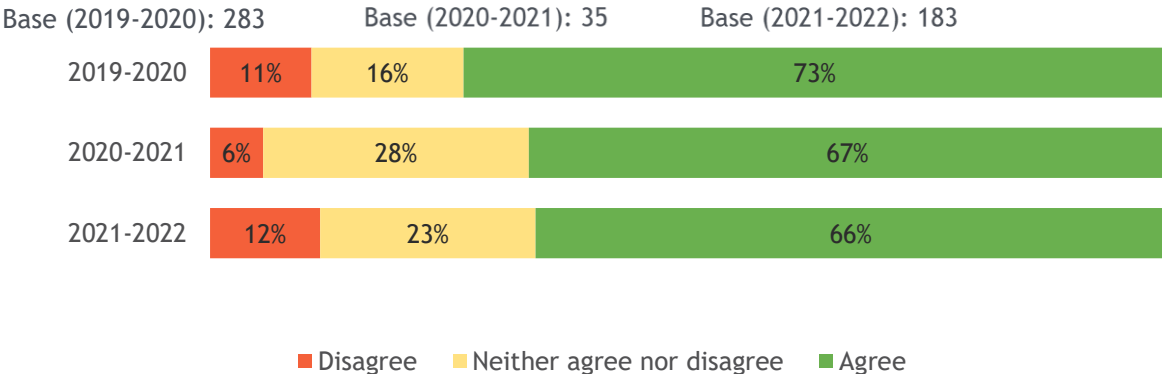
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'To what extent do you agree or disagree with the following statements about Freshers' Week', by year. This question was asked of first years only and answers exclude those who selected 'Not applicable'.

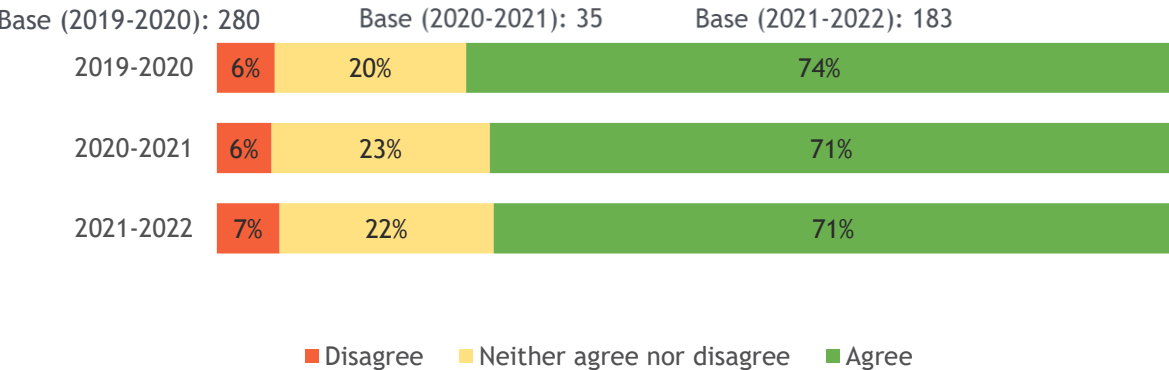
'I had all the information I needed to make the most out of Freshers' Week'



'I felt part of the student community'



'The Students' Union made me feel welcome'



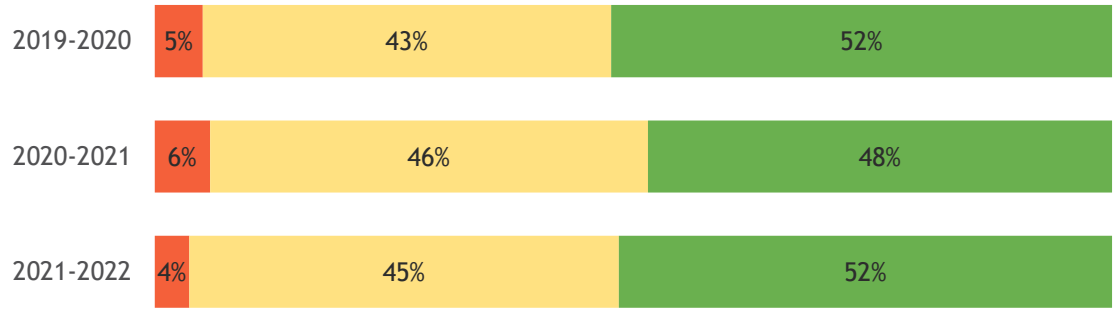
Awareness and use of IT support

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Awareness and use of 'IT Support (IT Service Desk)', by year, Pulse period and month.

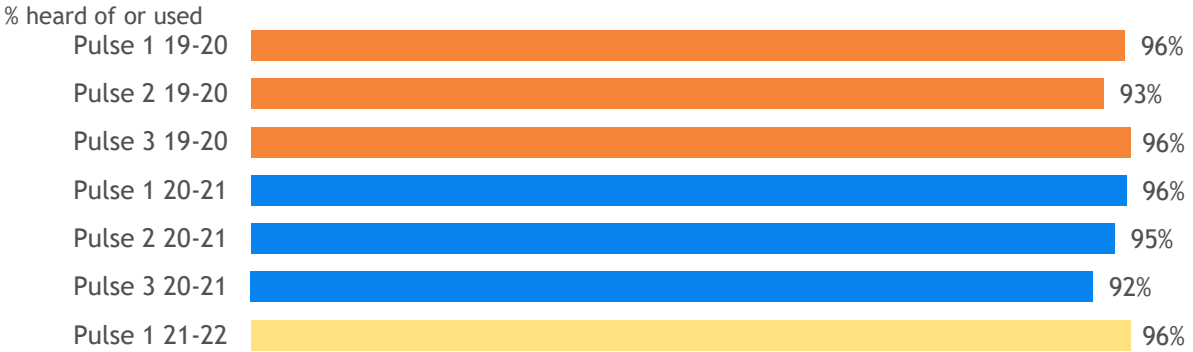
Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



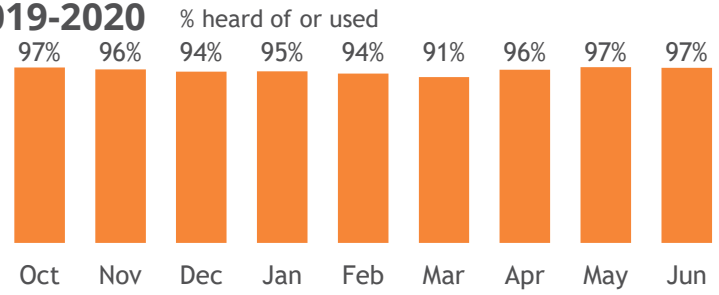
■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period



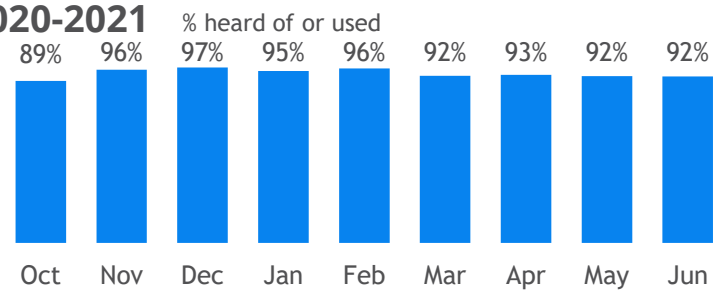
Monthly

2019-2020



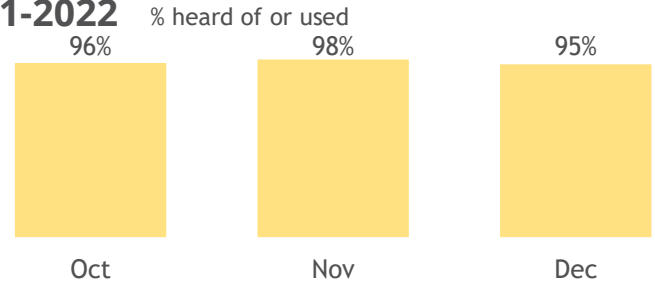
Monthly

2020-2021



Monthly

2021-2022



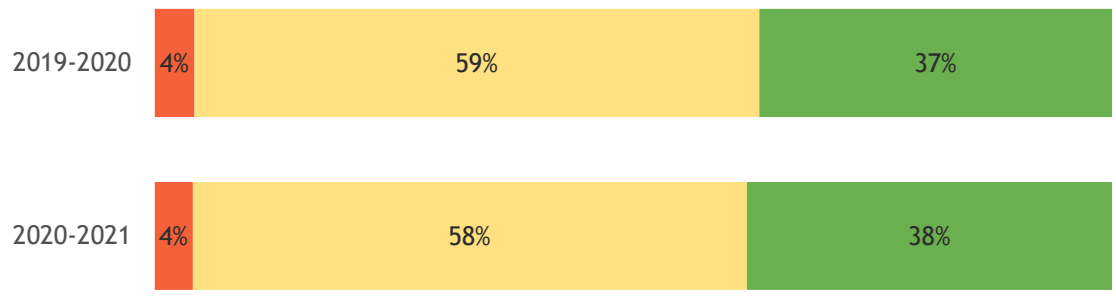
Awareness and use of sports clubs

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Awareness and use of 'Sports clubs', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716

Year on year



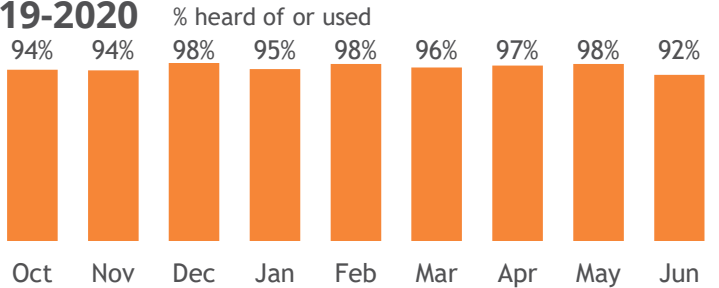
■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period



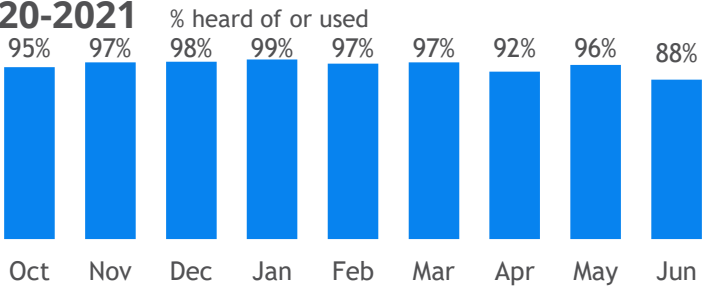
Monthly

2019-2020



Monthly

2020-2021



Monthly

2021-2022

% satisfied
 This question was not included in the 2021-2022 survey

Awareness and use of societies

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Awareness and use of 'Societies', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716

Year on year

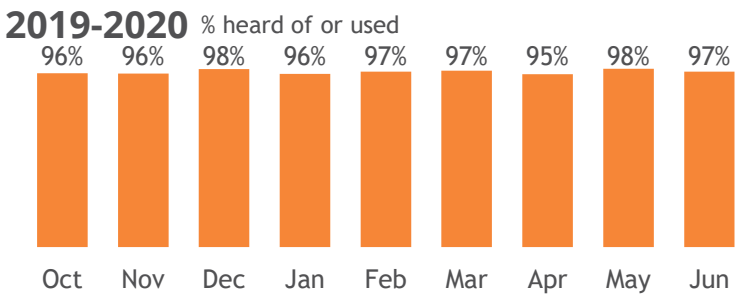


■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

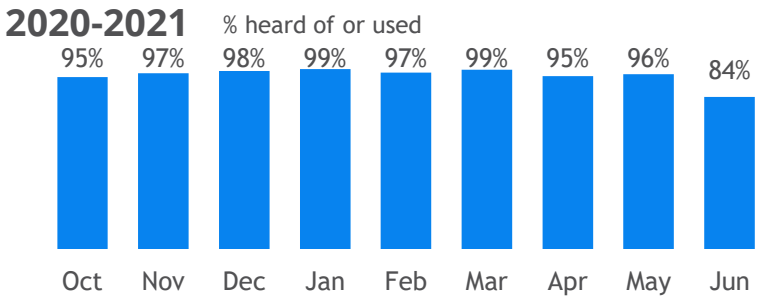
Pulse period



Monthly



Monthly



Monthly

2021-2022 % heard of or used
 This question was not included in the 2021-2022 survey

Awareness and use of MySurrey Hive

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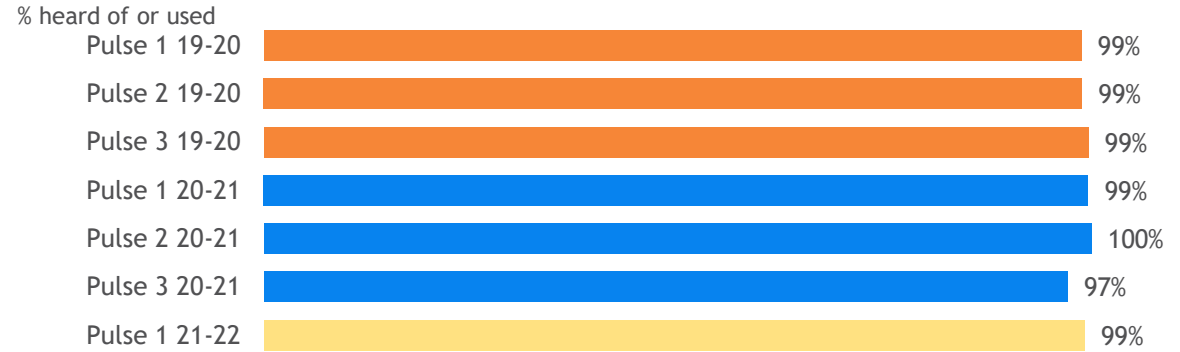
Awareness and use of 'MySurrey Hive', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



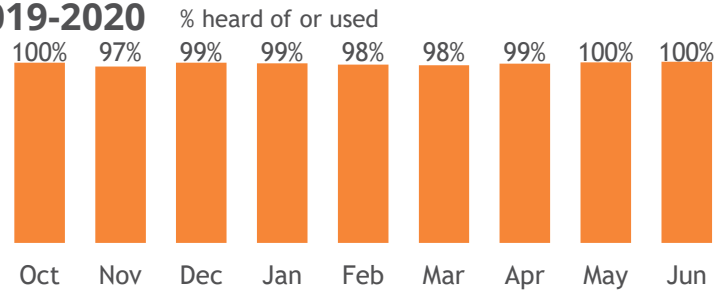
Pulse period



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

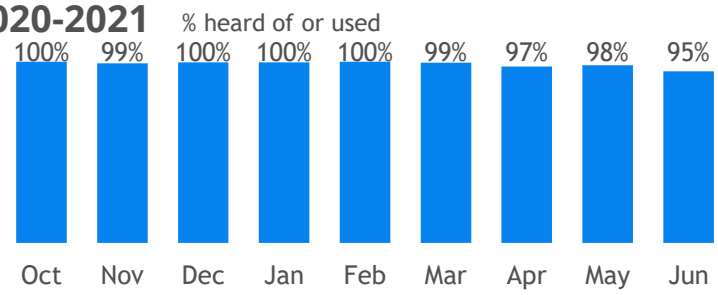
Monthly

2019-2020



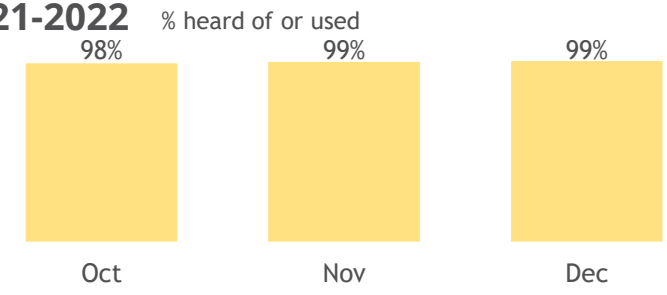
Monthly

2020-2021



Monthly

2021-2022



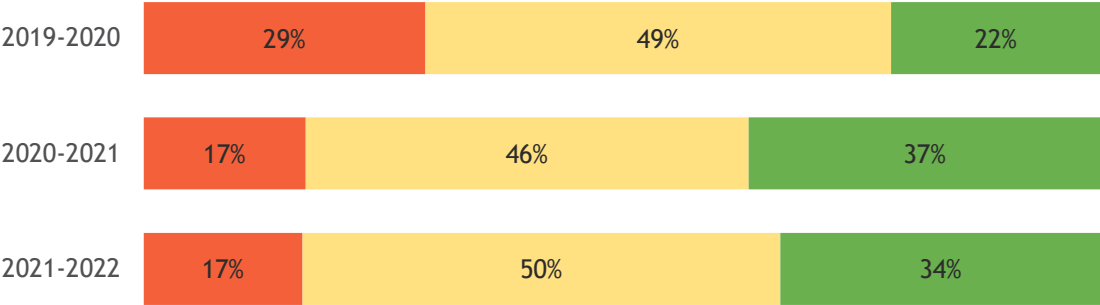
Awareness and use of Academic Faculty Hives

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Awareness and use of 'Academic Faculty Hive(s)', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

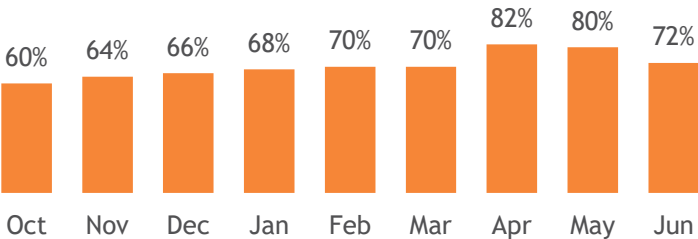
Pulse period



Monthly

2019-2020

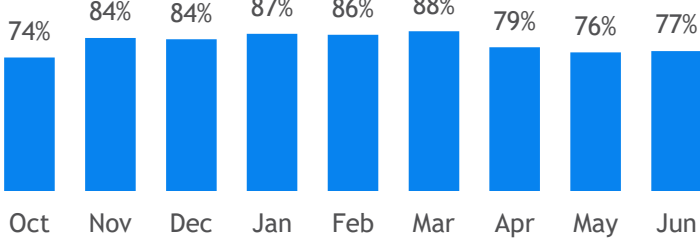
% heard of or used



Monthly

2020-2021

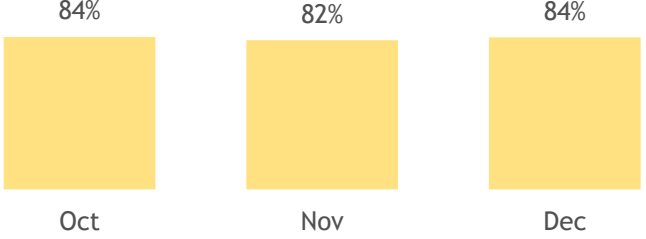
% heard of or used



Monthly

2021-2022

% heard of or used



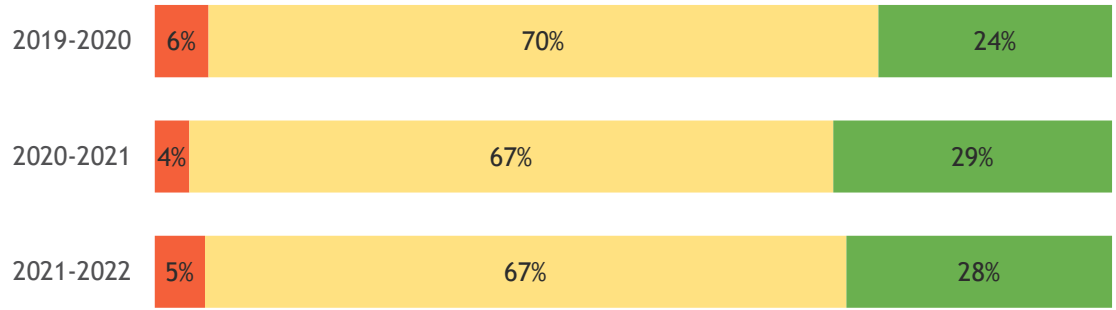
Awareness and use of the Centre for Wellbeing

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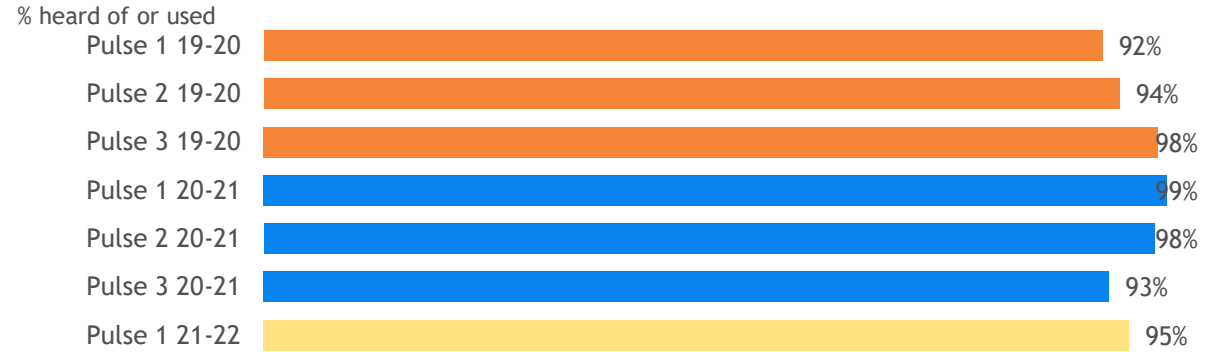
Awareness and use of the 'Centre for Wellbeing', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



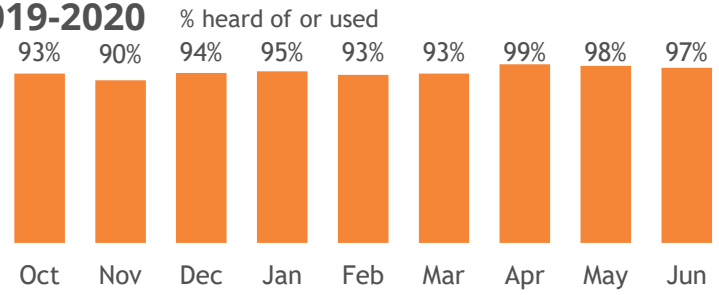
Pulse period



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

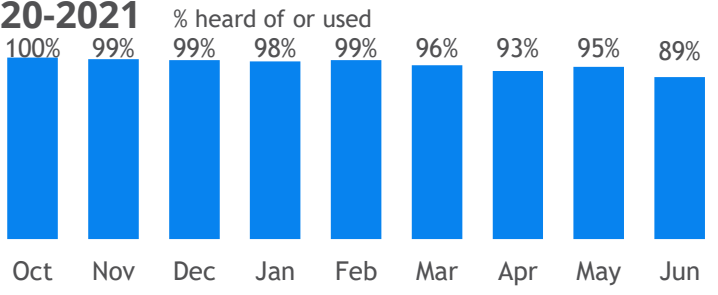
Monthly

2019-2020



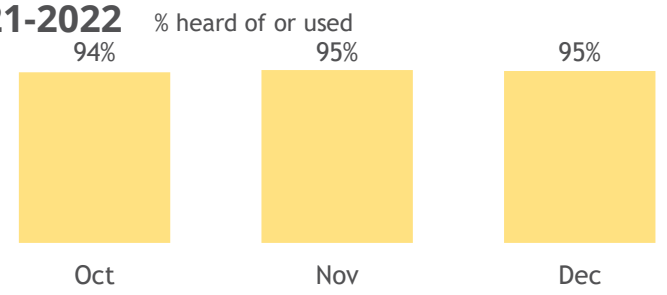
Monthly

2020-2021



Monthly

2021-2022



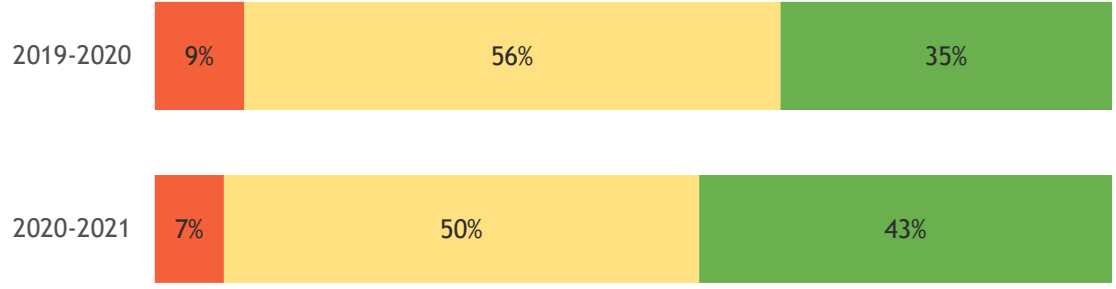
Awareness and use of Accommodation Support

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[See the annual view of this question](#)

Awareness and use of 'Accommodation Support', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716

Year on year



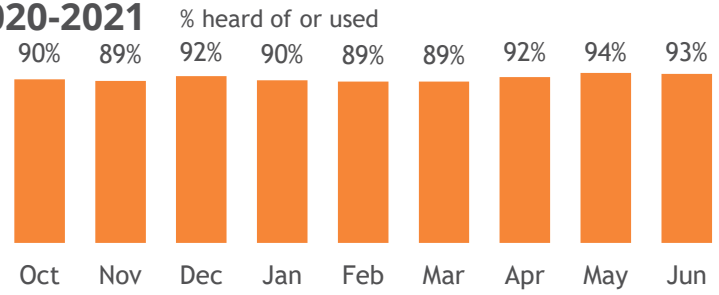
■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period



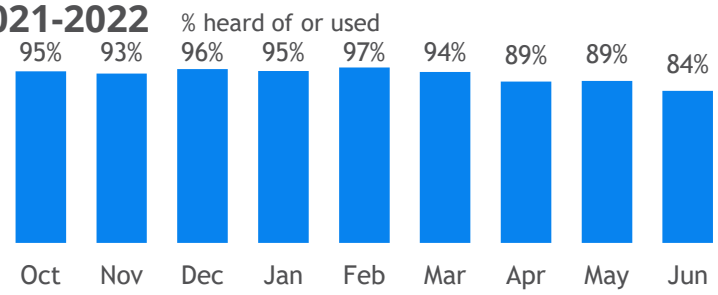
Monthly

2020-2021



Monthly

2021-2022



Monthly

2021-2022

% heard of or used

This question was split into [Accommodation Wardens](#) and [Accommodation Office](#) in the 2021-2022 survey

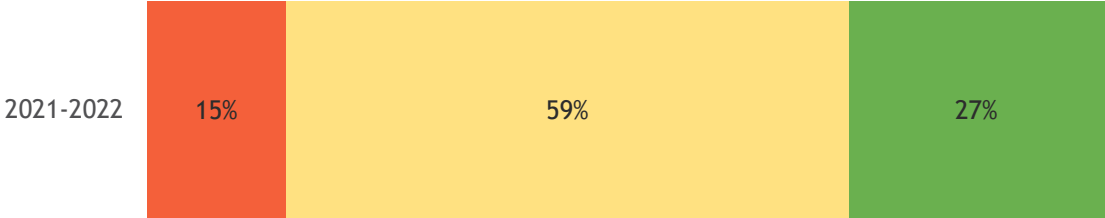
Awareness and use of Accommodation Wardens

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[See the annual view of this question](#)

Awareness and use of 'Accommodation Wardens', by year, Pulse period and month.

Base (2021-2022): 555

Year on year



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

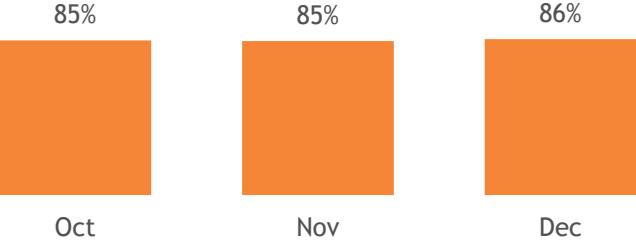
Pulse period

% heard of or used



Monthly

2021-2022 % heard of or used



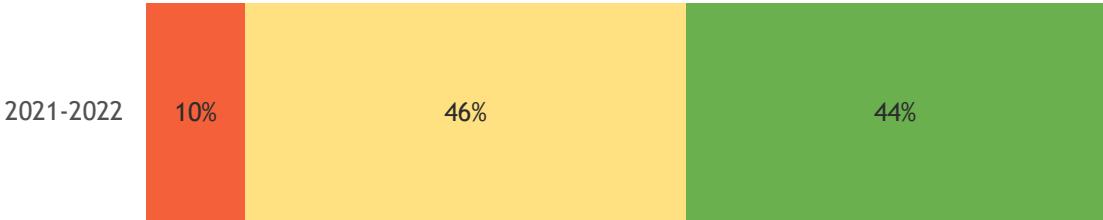
Awareness and use of Accommodation Office

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[See the annual view of this question](#)

Awareness and use of 'Accommodation Office', by year, Pulse period and month.

Base (2021-2022): 555

Year on year



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

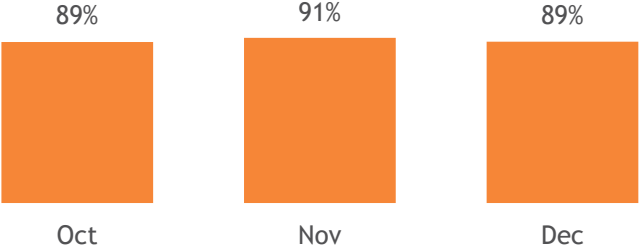
Pulse period

% heard of or used



Monthly

2021-2022 % heard of or used



Awareness and use of SU venues

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Awareness and use of 'Students' Union venues', by year, Pulse period and month.

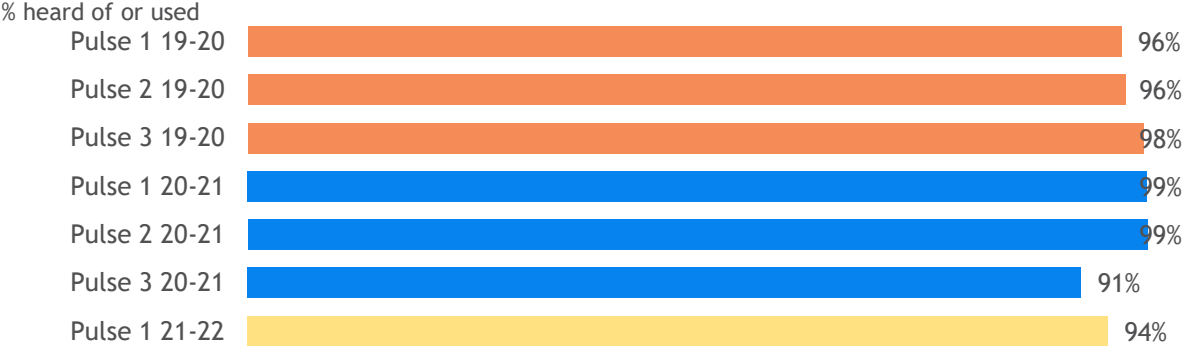
Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

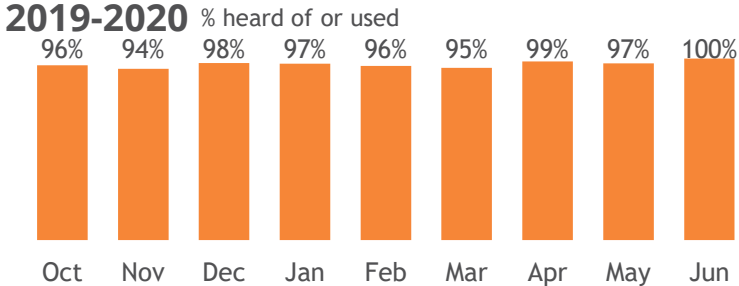


■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

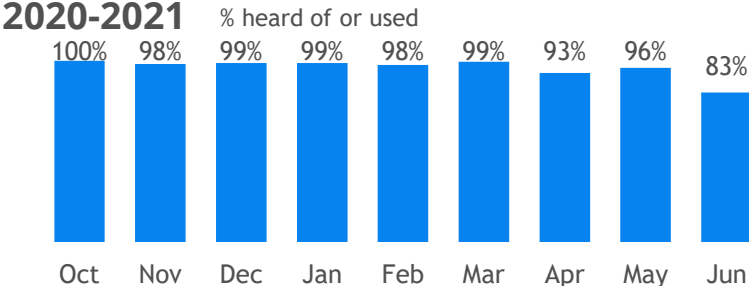
Pulse period



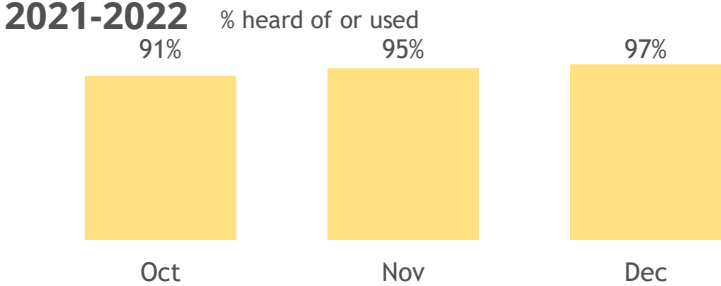
Monthly



Monthly



Monthly

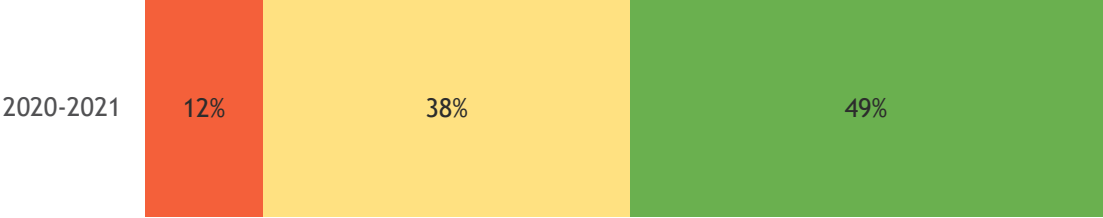


Awareness and use of the Marquee

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[See the annual view of this question](#)

Awareness and use of 'The Marquee', by year, Pulse period and month.
Base (2020-2021): 1,716

Year on year

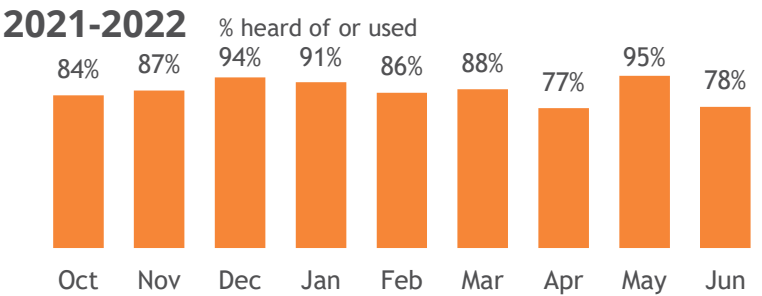


■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period



Monthly



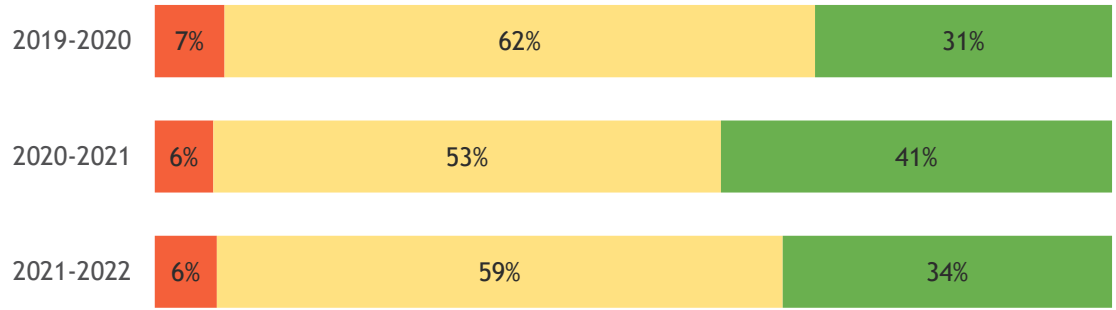
Awareness and use of Employability and Careers

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[See the annual view of this question](#)

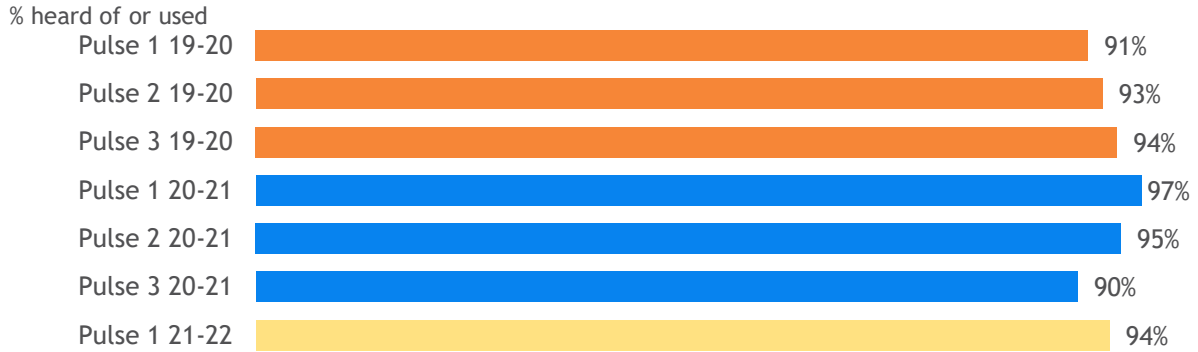
Awareness and use of 'Employability and Careers', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



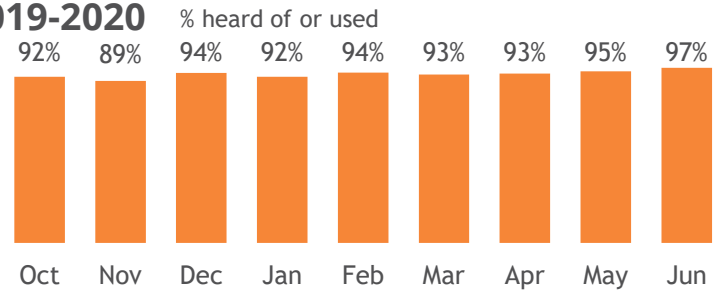
Pulse period



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

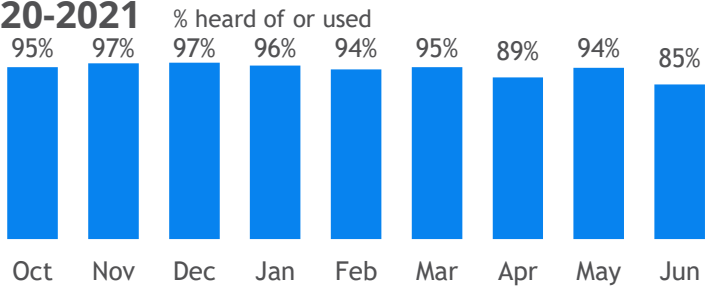
Monthly

2019-2020



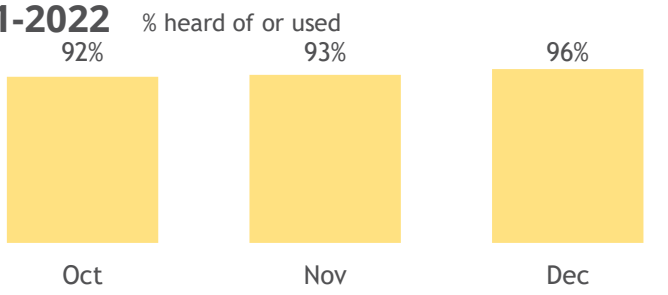
Monthly

2020-2021



Monthly

2021-2022



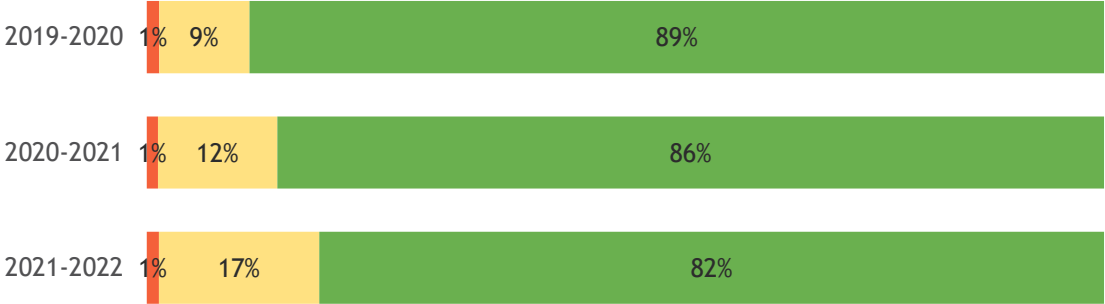
Awareness and use of the Library

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Awareness and use of the 'University Library and Learning Centre', by year, Pulse period and month.

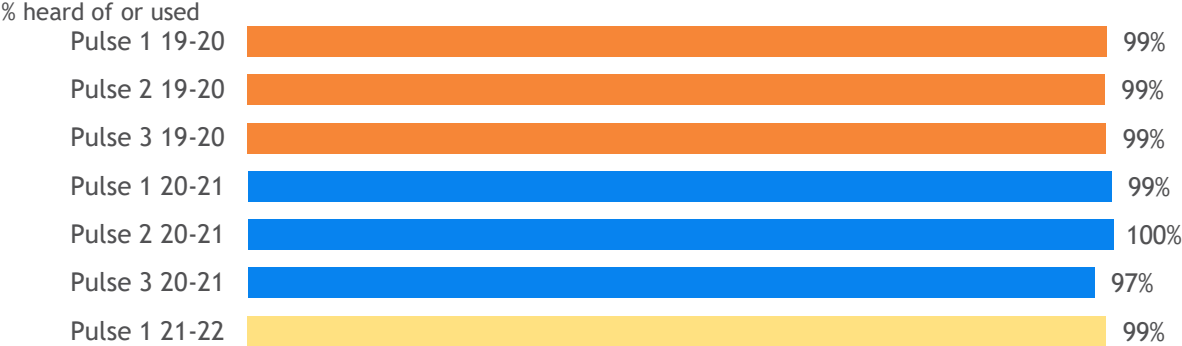
Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



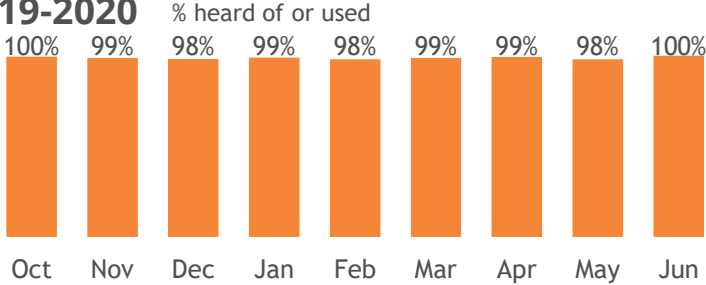
■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period



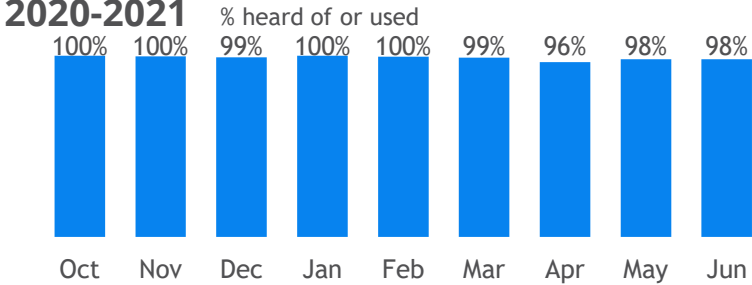
Monthly

2019-2020



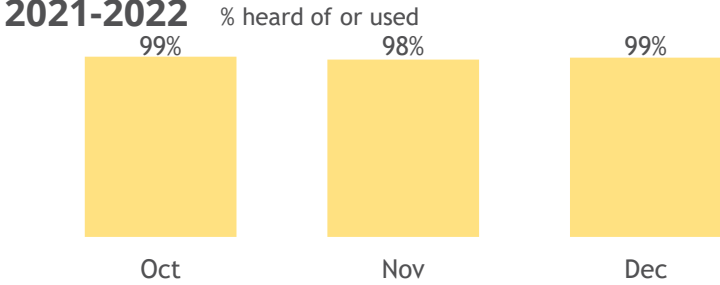
Monthly

2020-2021



Monthly

2021-2022



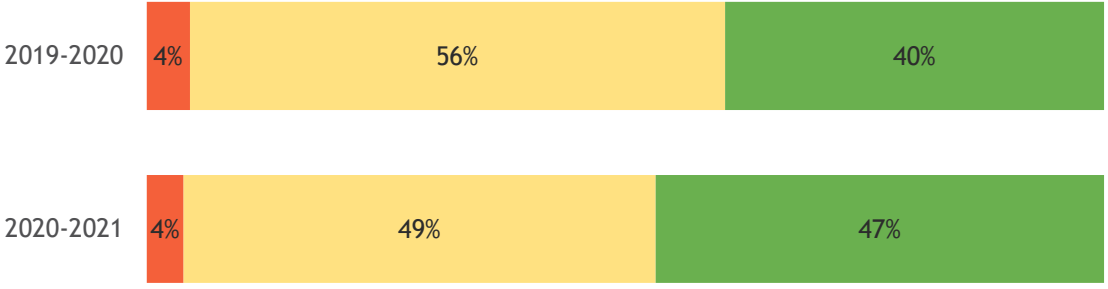
Awareness and use of course reps

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[See the annual view of this question](#)

Awareness and use of 'Course Reps', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716

Year on year

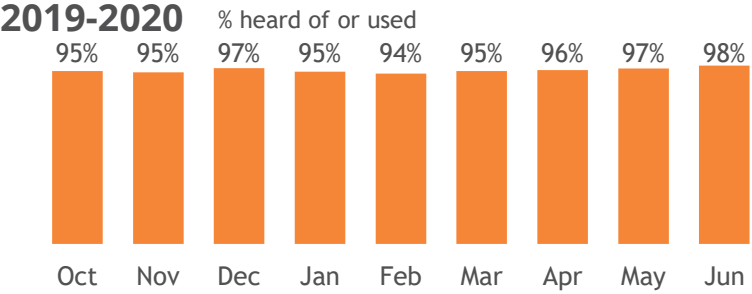


■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

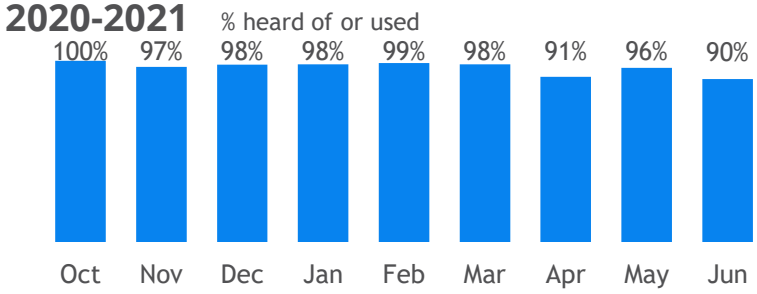
Pulse period



Monthly



Monthly



Monthly

2021-2022 % heard of or used
 This question was not included in the 2021-2022 survey

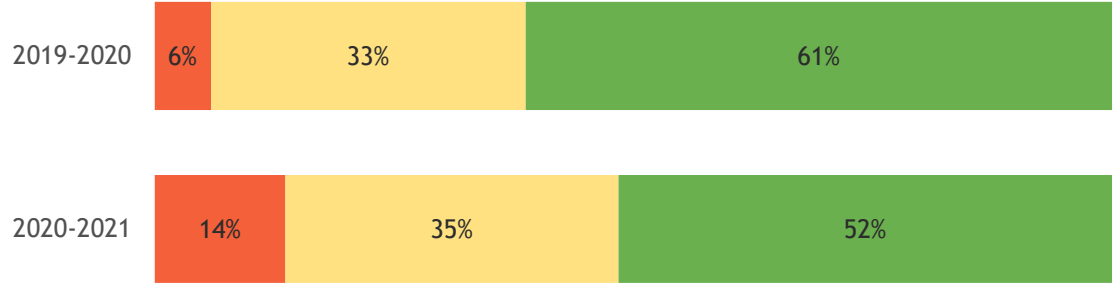
Awareness and use of Thursday Market

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[See the annual view of this question](#)

Awareness and use of 'Thursday Market', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716

Year on year

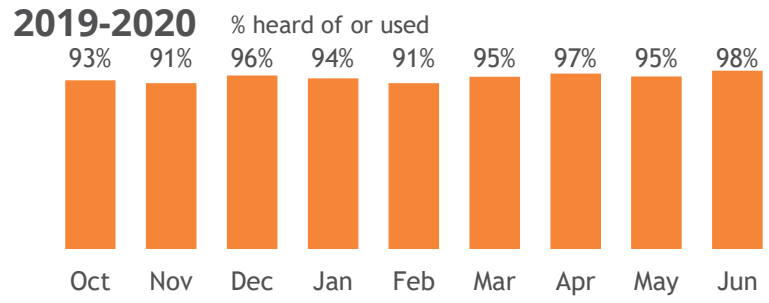


Pulse period

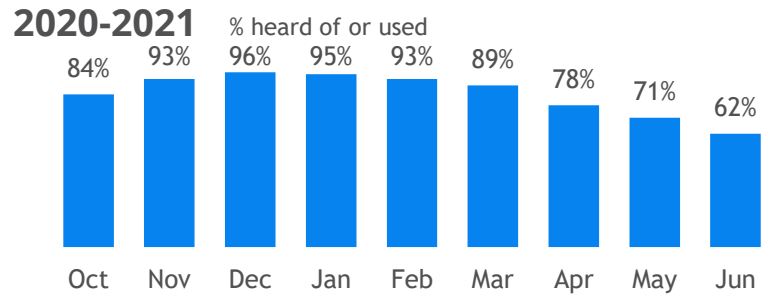


■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Monthly



Monthly



Monthly

2021-2022 % heard of or used
 This question was not included in the 2021-2022 survey

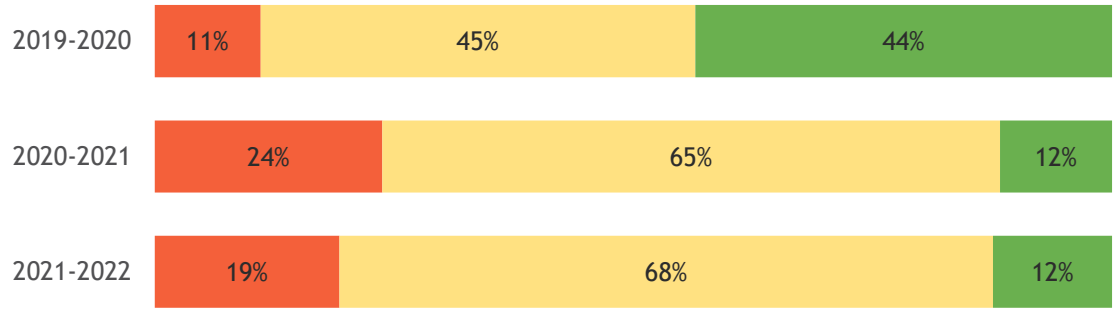
Awareness and use of Peer Supporters

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Awareness and use of 'Peer Supporters', by year, Pulse period and month.

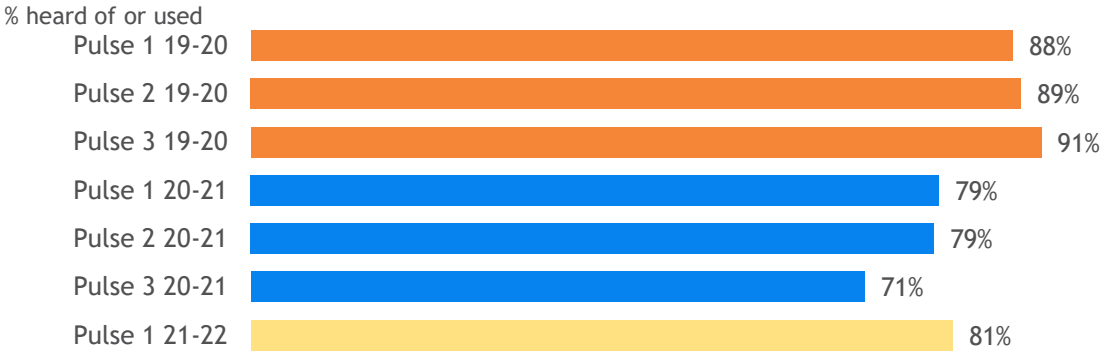
Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



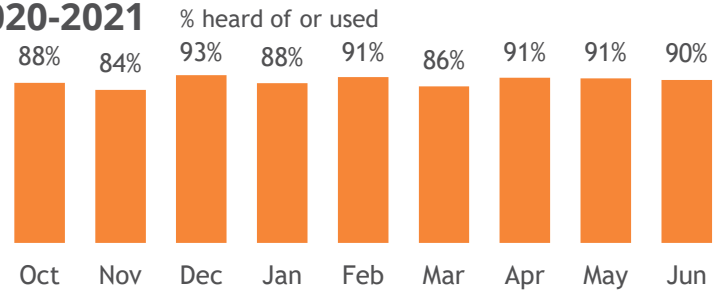
■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period



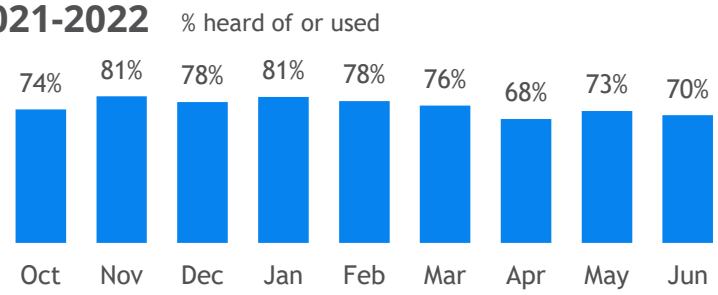
Monthly

2020-2021



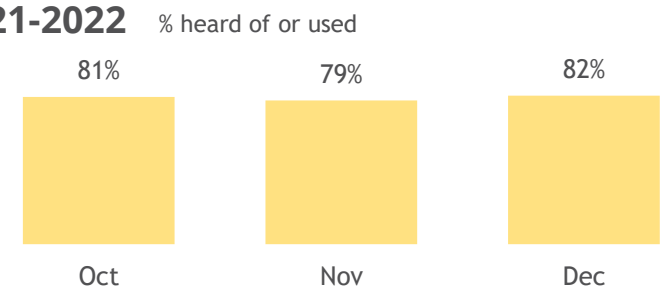
Monthly

2021-2022



Monthly

2021-2022



Awareness and use of Surrey Sports Park

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Awareness and use of 'Surrey Sports Park', by year, Pulse period and month.

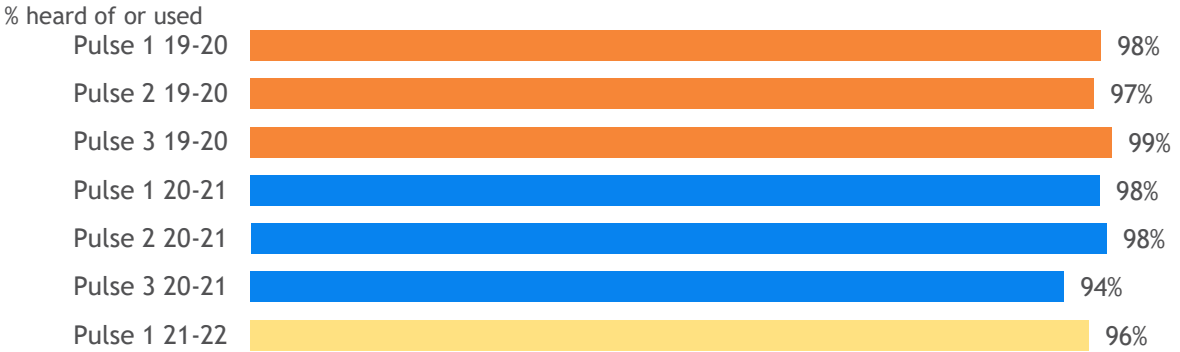
Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



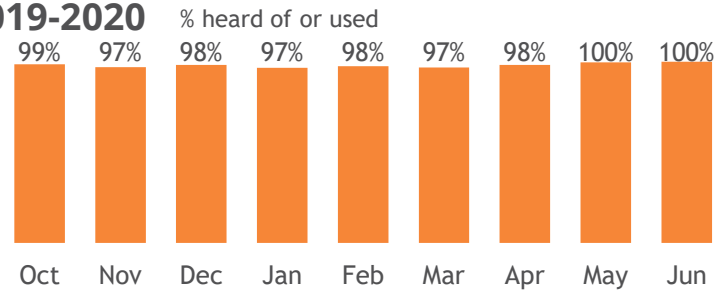
■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period



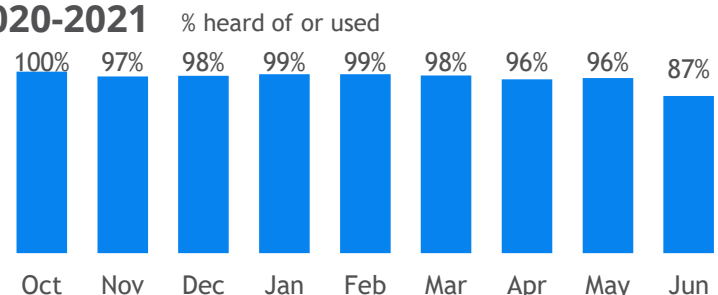
Monthly

2019-2020



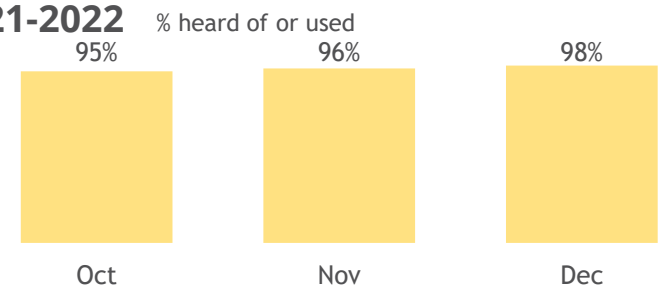
Monthly

2020-2021



Monthly

2021-2022



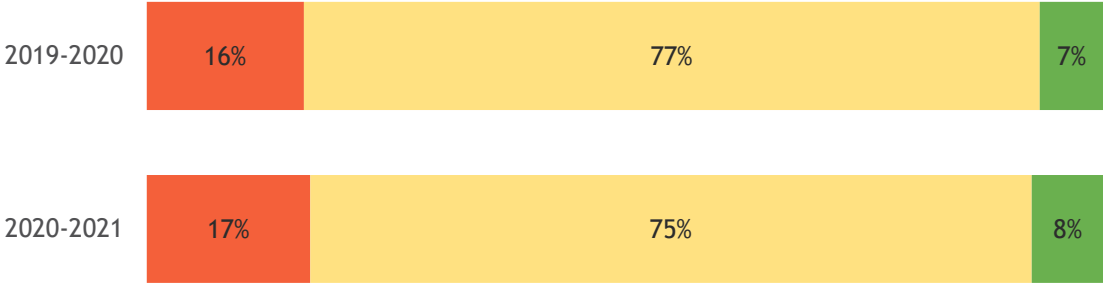
Awareness and use of Nightline and/or Welfare Watch

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[See the annual view of this question](#)

Awareness and use of 'Nightline and/or Welfare Watch', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716

Year on year



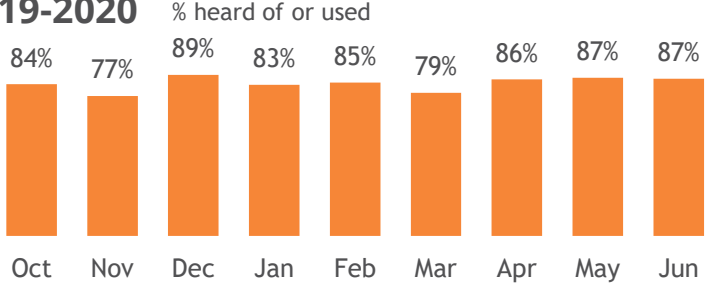
Pulse period



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

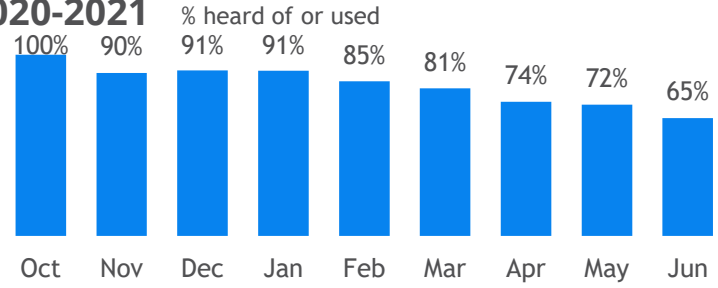
Monthly

2019-2020



Monthly

2020-2021



Monthly

2021-2022

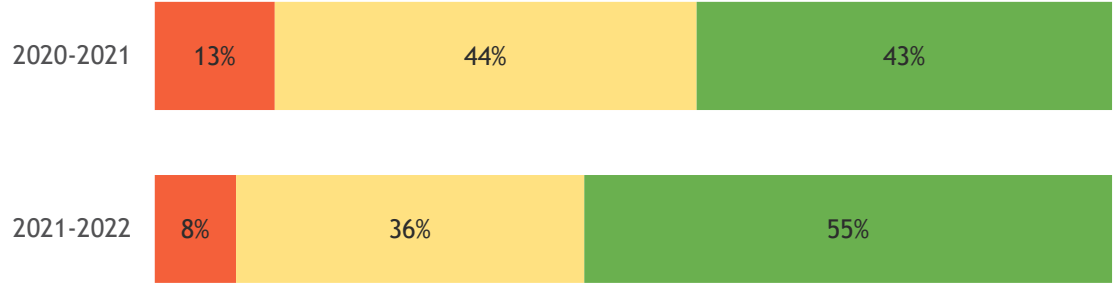
% heard of or used
 This question was not included in the 2021-2022 survey

Awareness and use of MySurrey Nest

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Awareness and use of 'MySurrey Nest', by year, Pulse period and month.
Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

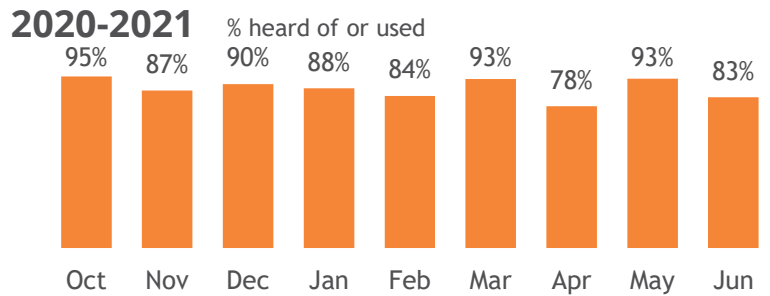


Pulse period

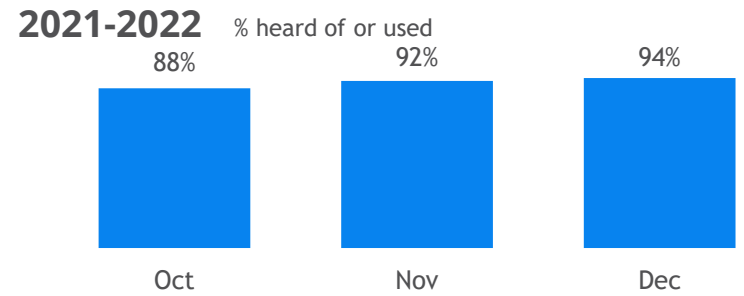


■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Monthly



Monthly



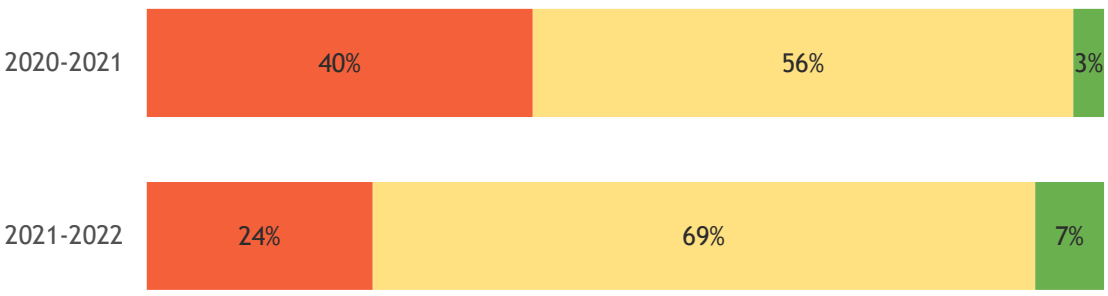
Awareness and use of Religious life, faith and belief

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[See the annual and demographic view of this question](#)

Awareness and use of 'Religious life, faith and belief', by year, Pulse period and month.

Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



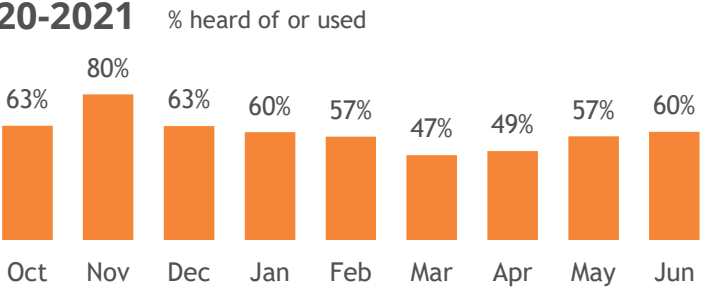
■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period



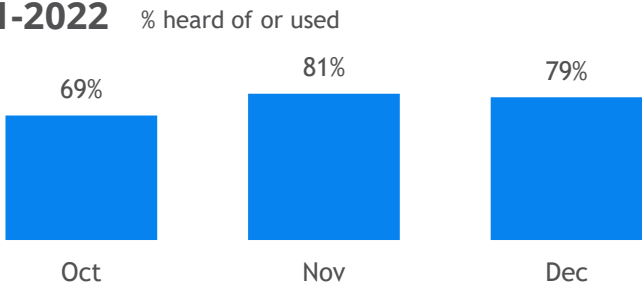
Monthly

2020-2021



Monthly

2021-2022



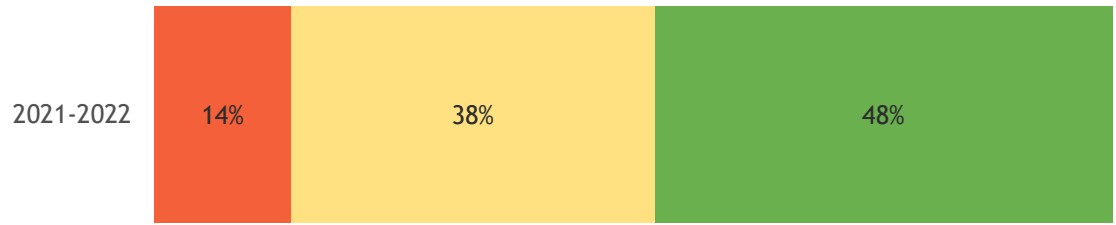
Awareness and use of Lakeside Coffee Shop

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[See the annual view of this question](#)

Awareness and use of ' Lakeside Coffee Shop', by year, Pulse period and month.

Base (2021-2022): 555

Year on year



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period

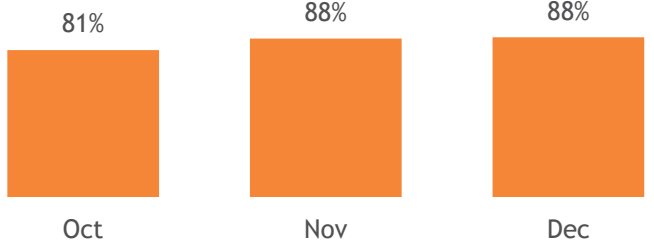
% heard of or used



Monthly

2021-2022

% heard of or used



Awareness and use of University Catering

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[See the annual view of this question](#)

Awareness and use of ' University Catering', by year, Pulse period and month.

Base (2021-2022): 555

Year on year



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period

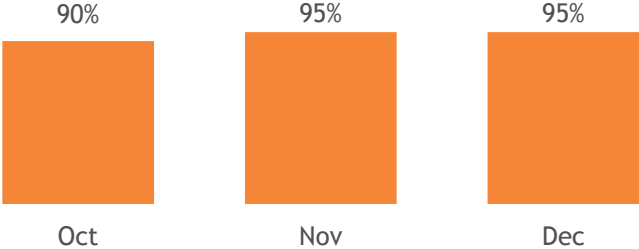
% heard of or used



Monthly

2021-2022

% heard of or used



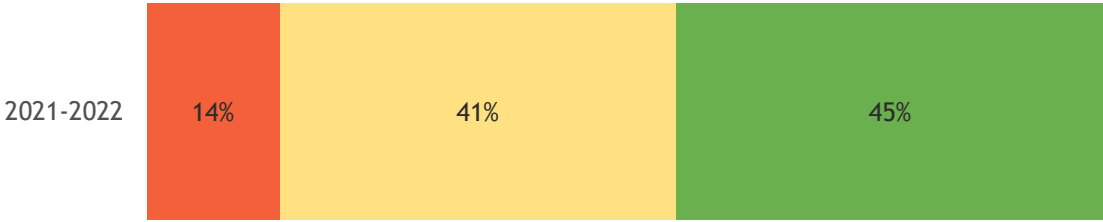
Awareness and use of Estates and Facilities Maintenance

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Awareness and use of 'Estate and Facilities Maintenance', by year, Pulse period and month.

Base (2021-2022): 555

Year on year



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period

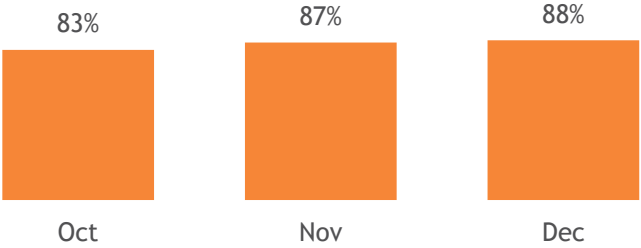
% heard of or used



Monthly

2021-2022

% heard of or used



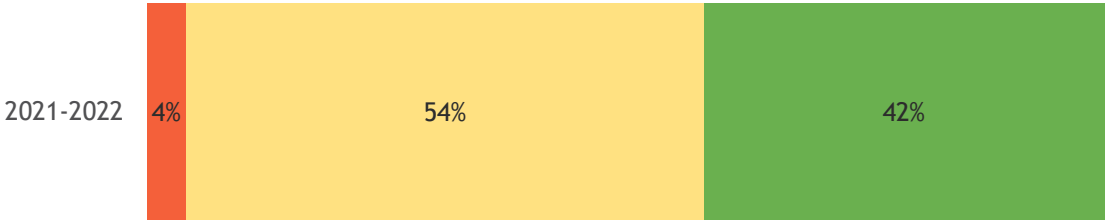
Awareness and use of Security

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[See the annual view of this question](#)

Awareness and use of 'Security', by year, Pulse period and month.

Base (2021-2022): 555

Year on year



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period

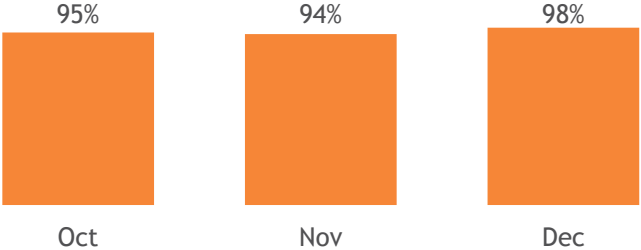
% heard of or used



Monthly

2021-2022

% heard of or used

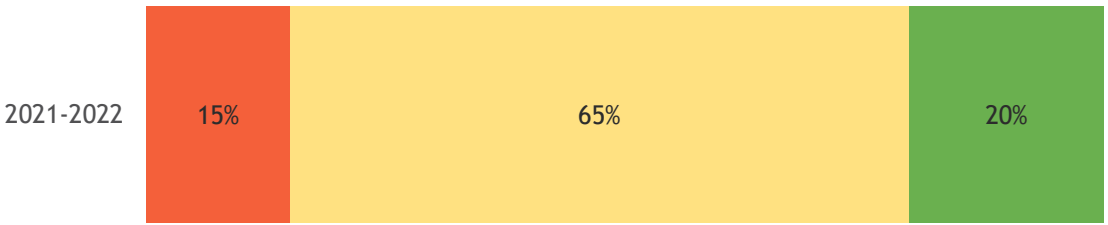


Awareness and use of Disability and Neurodiversity

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[See the annual view of this question](#)

Awareness and use of 'Disability and Neurodiversity', by year, Pulse period and month.
Base (2021-2022): 555

Year on year



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period

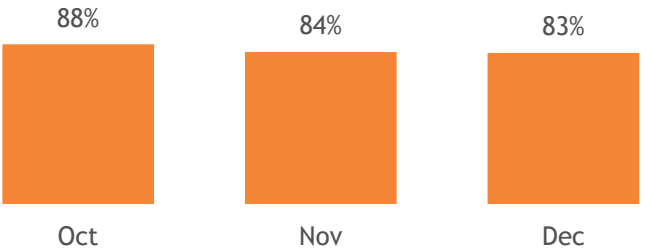
% heard of or used



Monthly

2021-2022

% heard of or used



Awareness and use of Simply Fresh

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Awareness and use of 'Simply Fresh', by year, Pulse period and month.

Base (2021-2022): 555

Year on year



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period

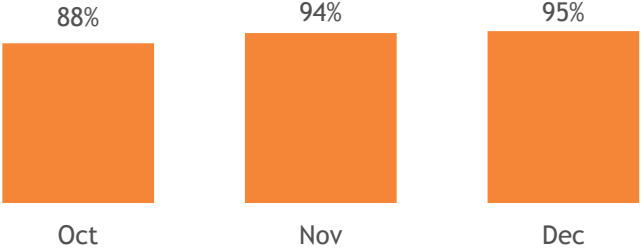
% heard of or used



Monthly

2021-2022

% heard of or used



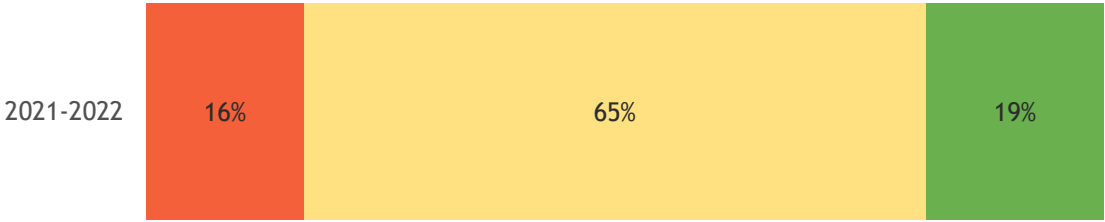
Awareness and use of Student Union Support

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Awareness and use of 'Student Union Support', by year, Pulse period and month.

Base (2021-2022): 555

Year on year



■ I have never heard of this ■ I have heard of this but I have never used it ■ I have used it

Pulse period

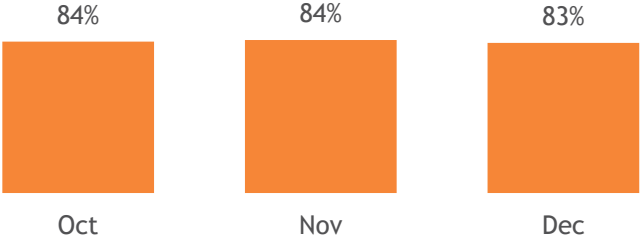
% heard of or used



Monthly

2021-2022

% heard of or used



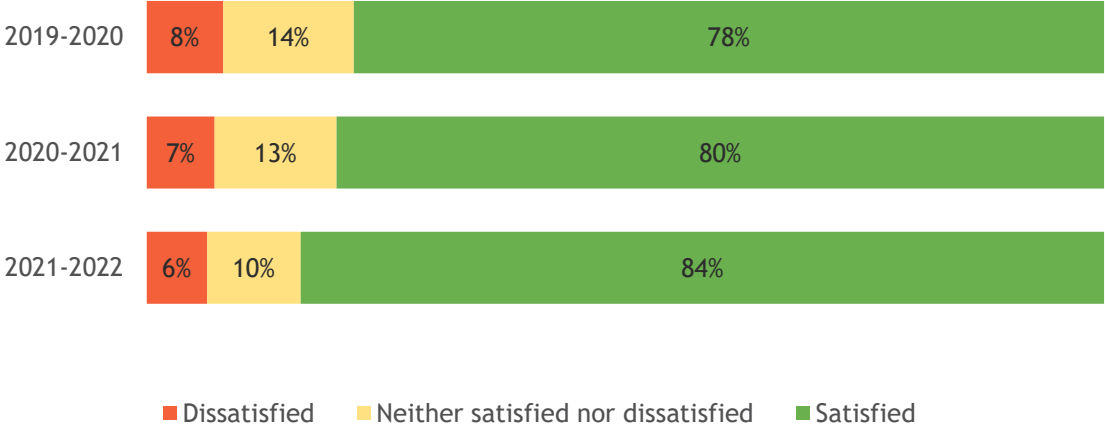
Satisfaction with IT support

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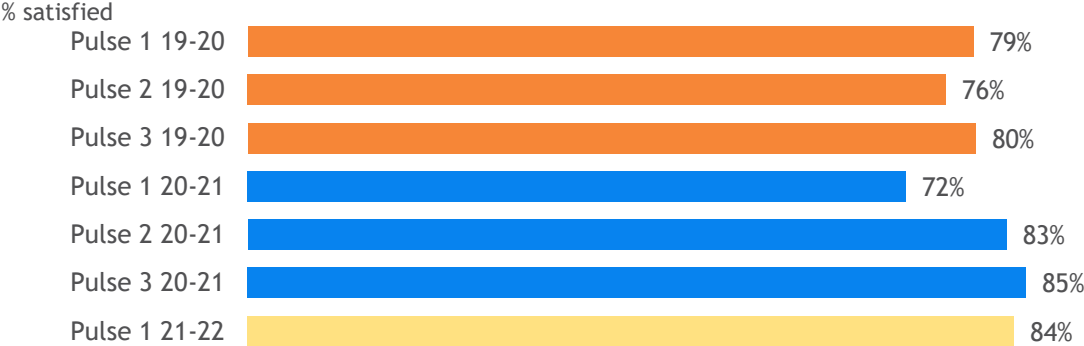
Satisfaction with 'IT Support', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2019-2020): 1,142 Base (2020-2021): 832 Base (2021-2022): 286

Year on year

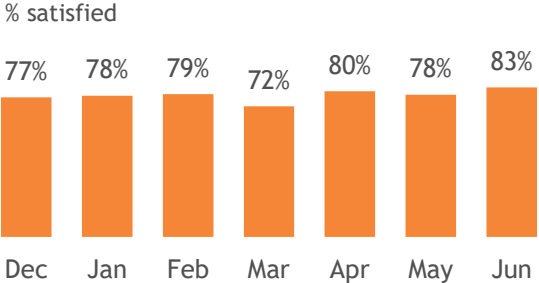


Pulse period



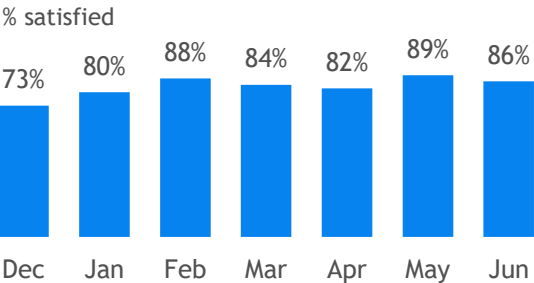
Monthly

2019-2020



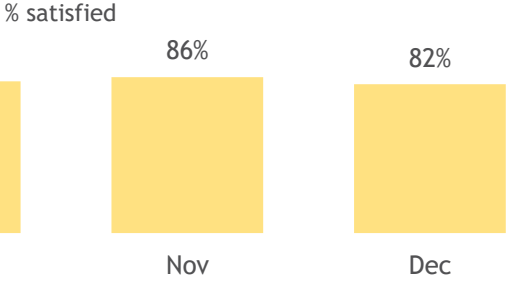
Monthly

2020-2021



Monthly

2021-2022



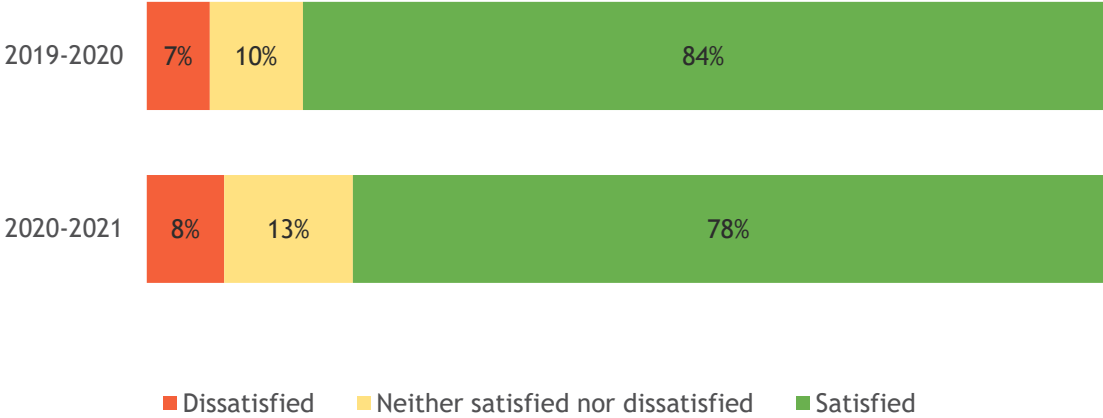
Satisfaction with sports clubs

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[See the annual view of this question](#)

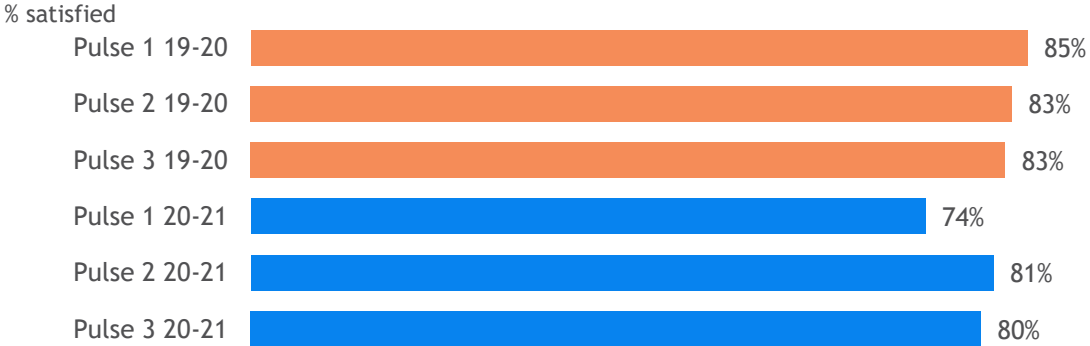
Satisfaction with 'Sports clubs', by year, Pulse period and month. This question is asked only of those who say they have used this service.

Base (2019-2020): 804 Base (2020-2021): 655

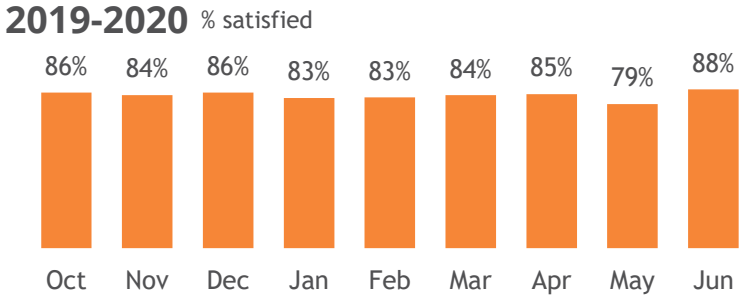
Year on year



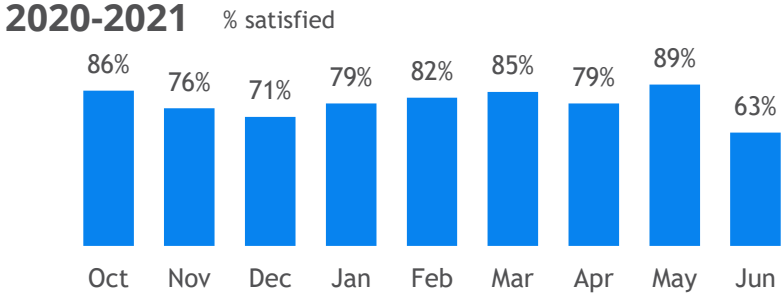
Pulse period



Monthly



Monthly



Monthly

2021-2022

% satisfied

This question was not included in the 2021-2022 survey

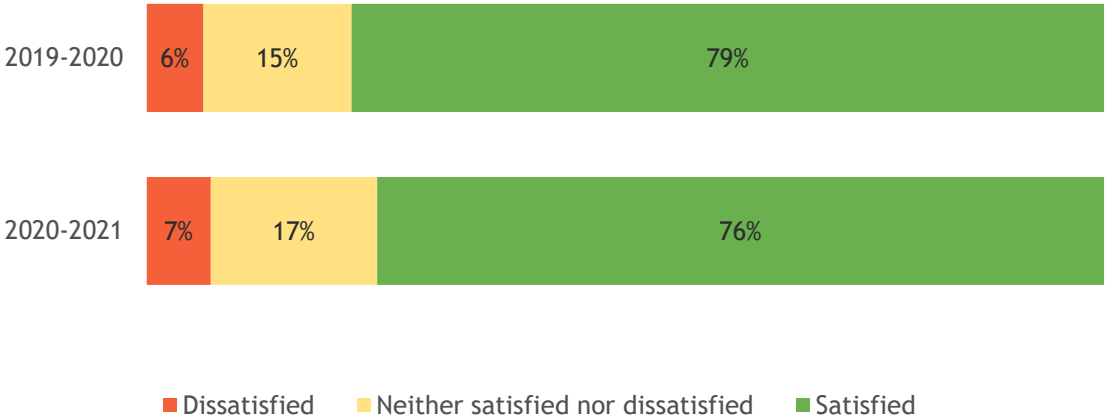
Satisfaction with societies

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[See the annual view of this question](#)

Satisfaction with 'Societies (excluding sports clubs)', by year, Pulse period and month. This question is asked only of those who say they have used this service.

Base (2019-2020): 1,319 Base (2020-2021): 1,031

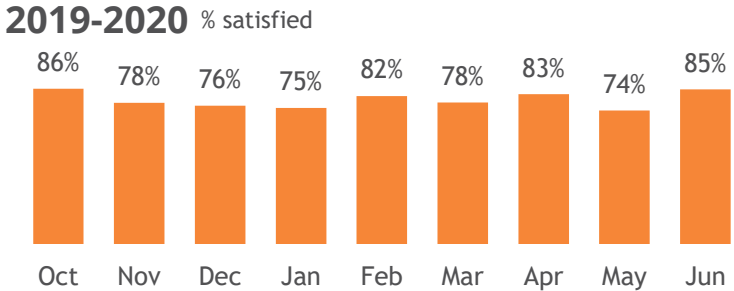
Year on year



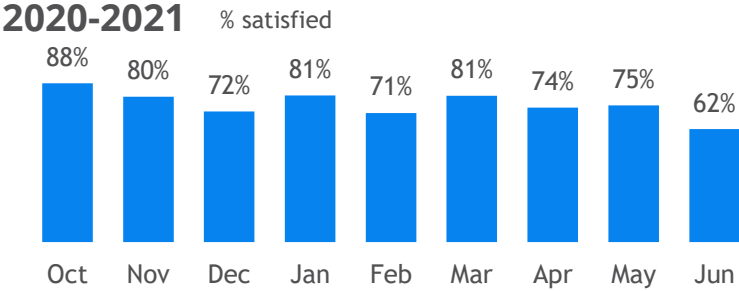
Pulse period



Monthly



Monthly



Monthly

2021-2022

% satisfied

This question was not included in the 2021-2022 survey

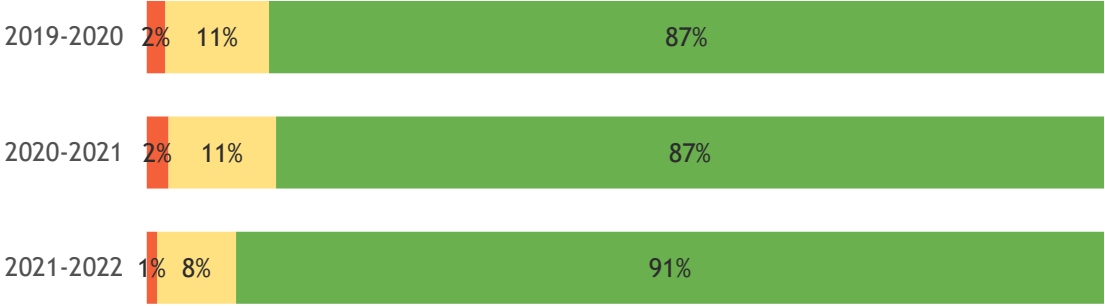
Satisfaction with MySurrey Hive

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Satisfaction with 'MySurrey Hive', by year, Pulse period and month. This question was asked only of those who have used that service.

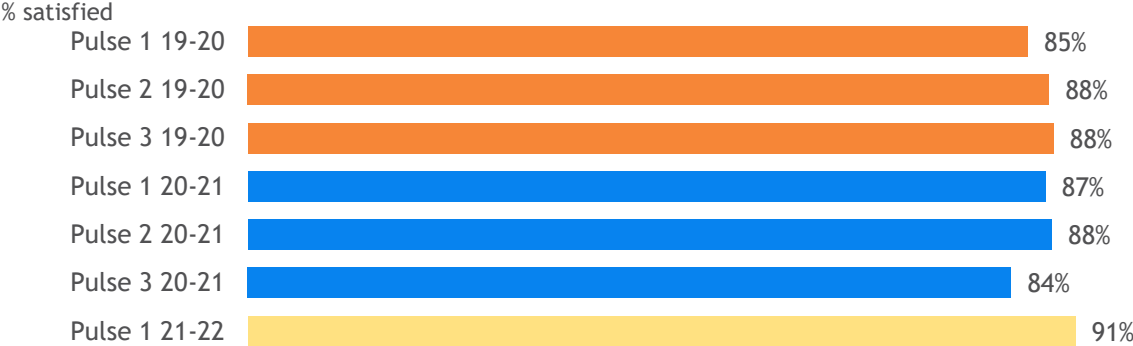
Base (2019-2020): 1,443 Base (2020-2021): 1,201 Base (2021-2022): 375

Year on year



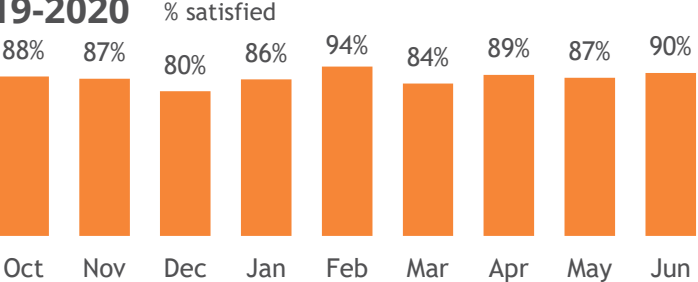
■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period



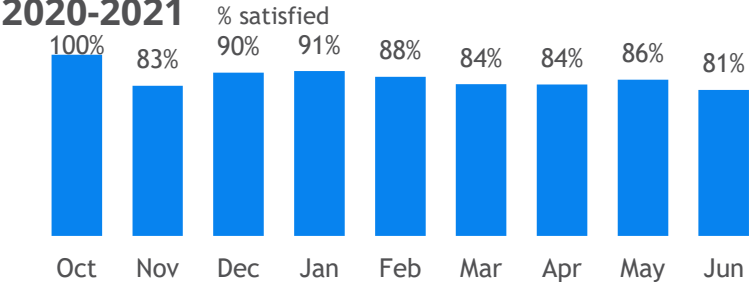
Monthly

2019-2020



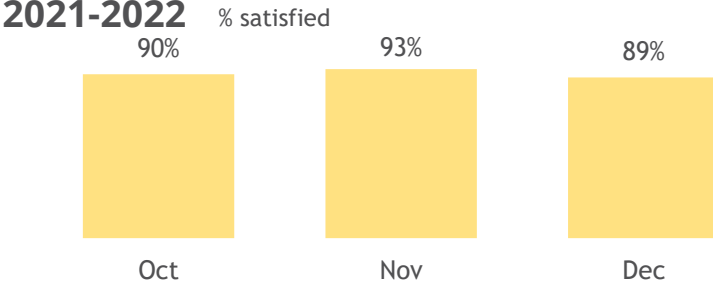
Monthly

2020-2021



Monthly

2021-2022



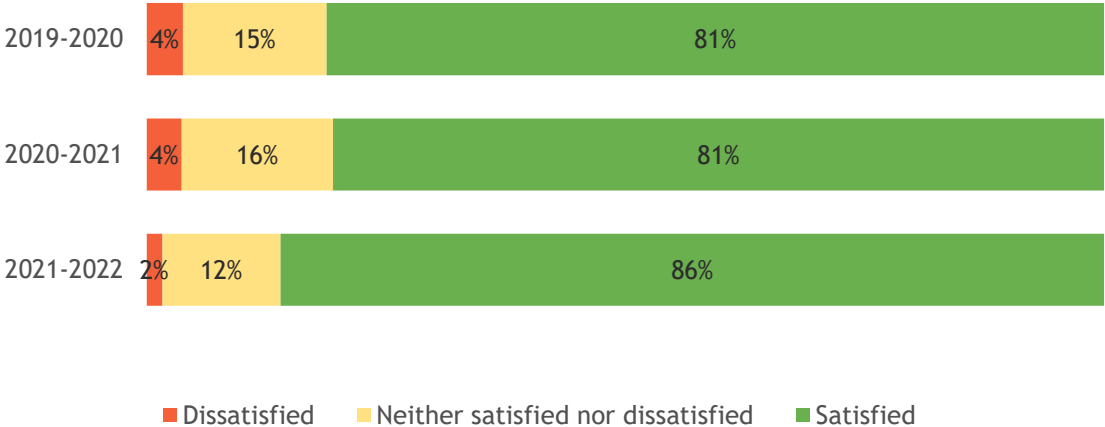
Satisfaction with Academic Faculty Hives

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[See the annual view of this question](#)

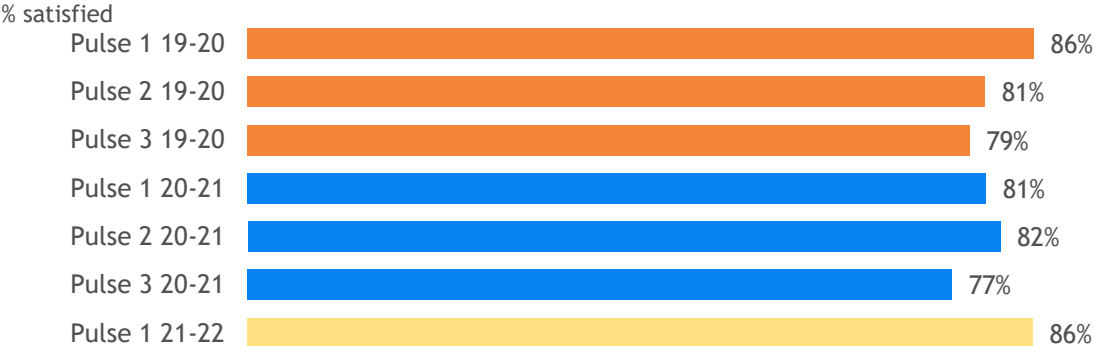
Satisfaction with 'Academic Faculty Hives', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2019-2020): 479 Base (2020-2021): 632 Base (2021-2022): 186

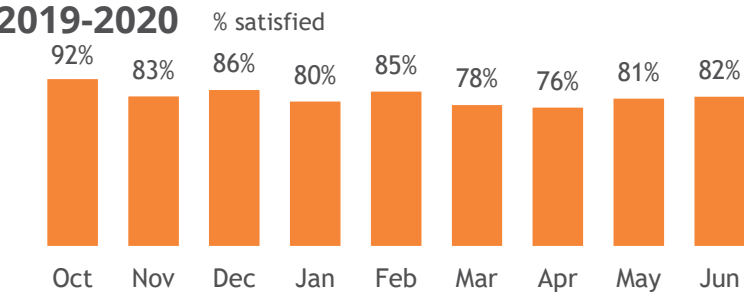
Year on year



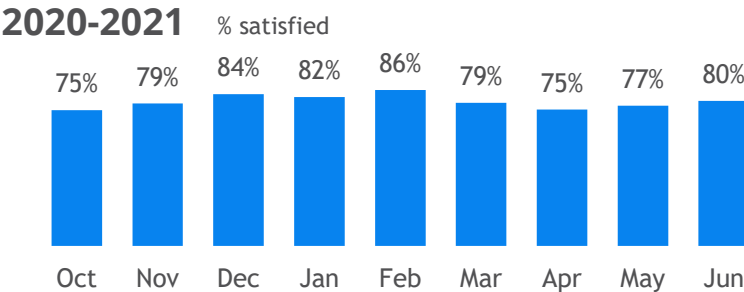
Pulse period



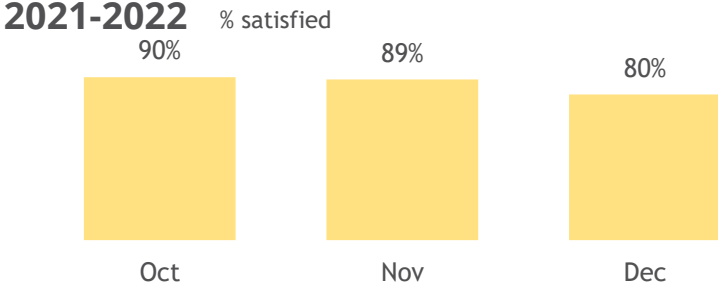
Monthly



Monthly



Monthly



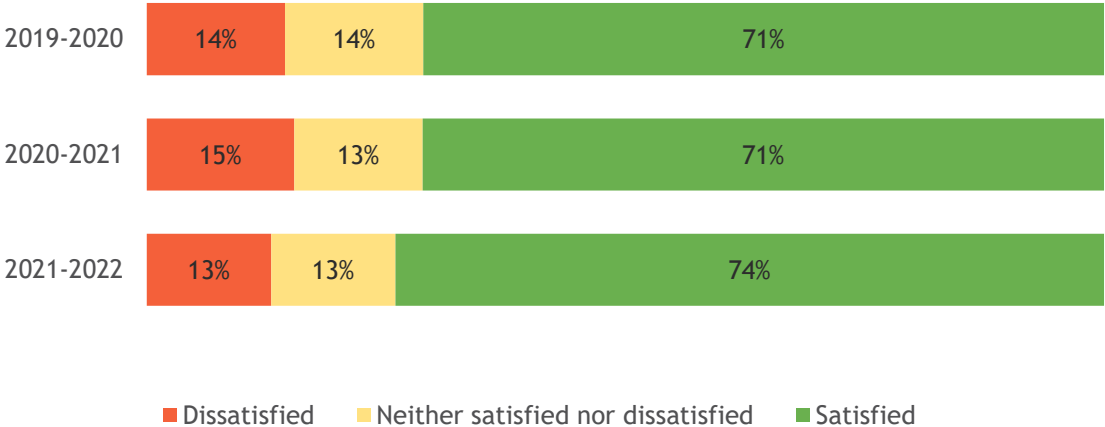
Satisfaction with the Centre for Wellbeing

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[See the annual view of this question](#)

Satisfaction with the 'Centre for Wellbeing', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2019-2020): 533 Base (2020-2021): 500 Base (2021-2022): 154

Year on year

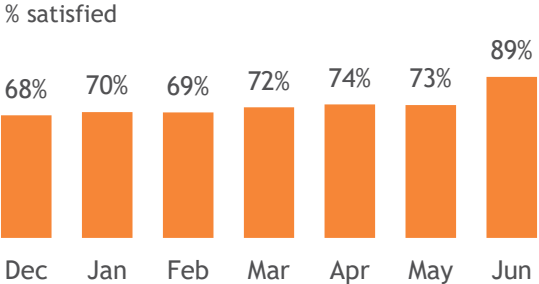


Pulse period



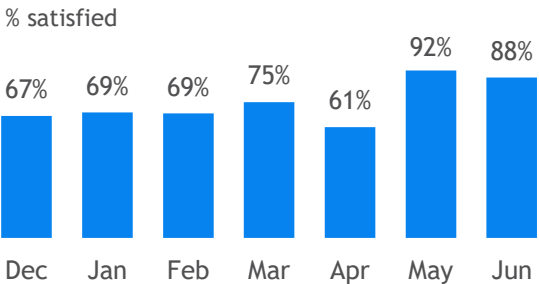
Monthly

2019-2020



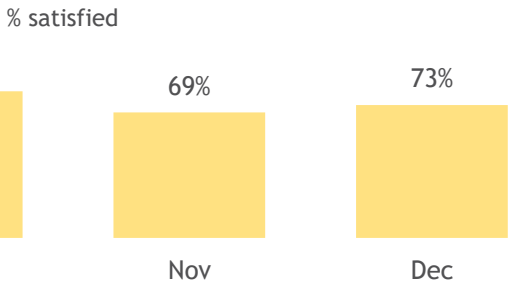
Monthly

2020-2021



Monthly

2021-2022



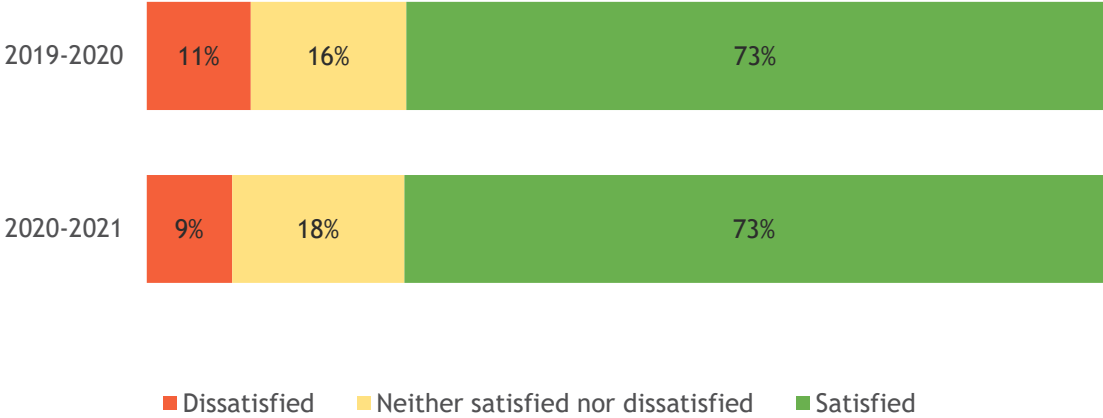
Satisfaction with Accommodation Support

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[See the annual view of this question](#)

Satisfaction with 'Accommodation Support', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2019-2020): 756 Base (2020-2021): 740

Year on year

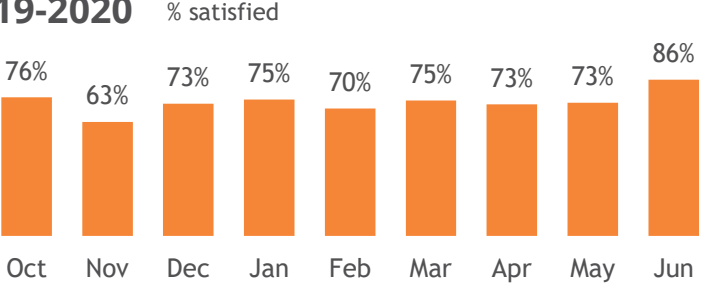


Pulse period



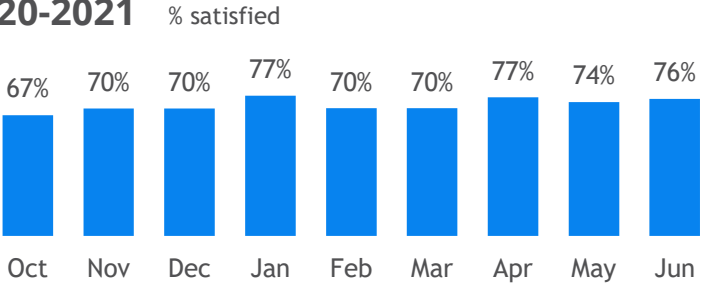
Monthly

2019-2020



Monthly

2020-2021



Monthly

2021-2022

This question was split into [Accommodation Wardens](#) and [Accommodation Office](#) in the 2021-2022 survey

Satisfaction with Accommodation Wardens

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[See the annual view of this question](#)

Satisfaction with 'Accommodation Wardens', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2021-2022): 148

Year on year



■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period

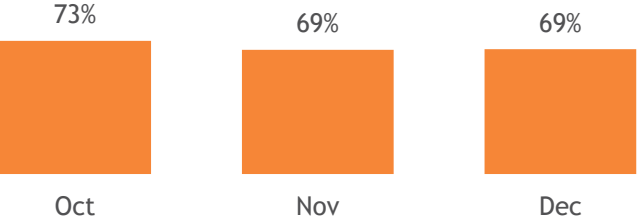
% satisfied



Monthly

2021-2022

% satisfied



Satisfaction with Accommodation Office

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[See the annual view of this question](#)

Satisfaction with 'Accommodation Office', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2021-2022): 242

Year on year



■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period

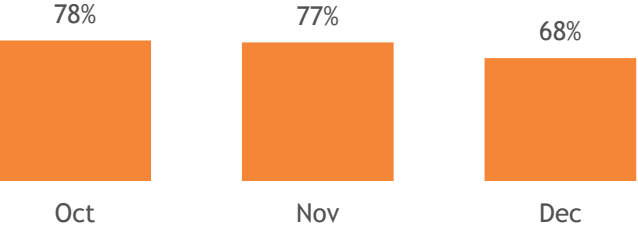
% satisfied



Monthly

2021-2022

% satisfied



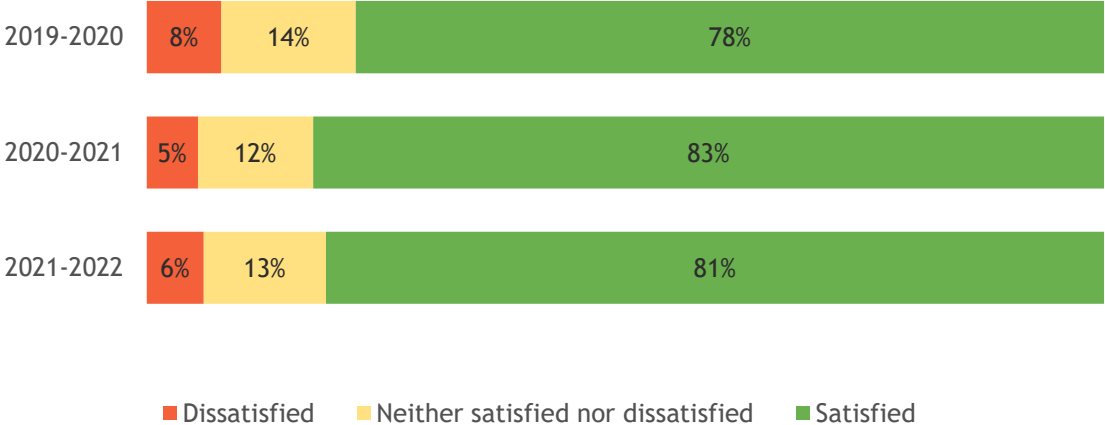
Satisfaction with SU venues

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[See the annual view of this question](#)

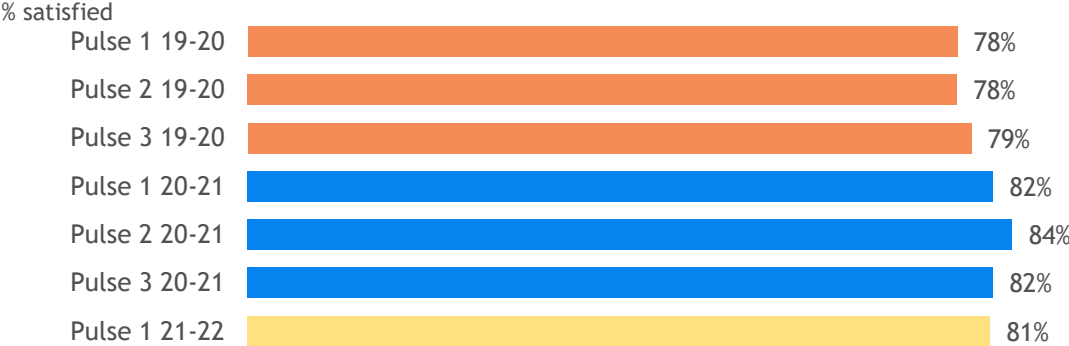
Satisfaction with 'Students' Union venues', by year, Pulse period and month. This question is asked only of those who say they have used this service.

Base (2019-2020): 1,672 Base (2020-2021): 1,221 Base (2021-2022): 353

Year on year

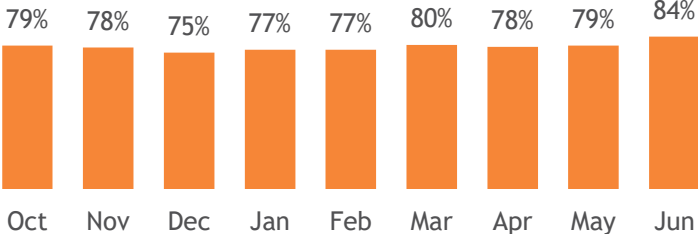


Pulse period



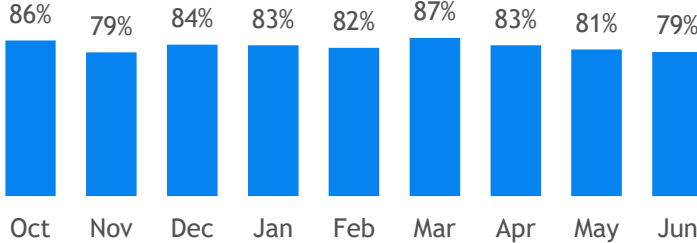
Monthly

2019-2020 % satisfied



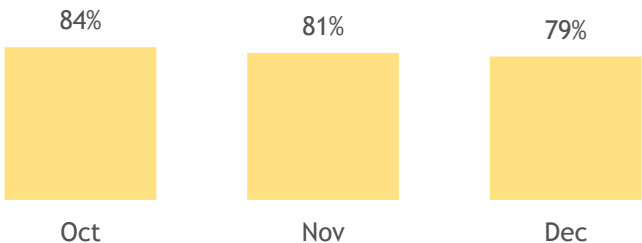
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied

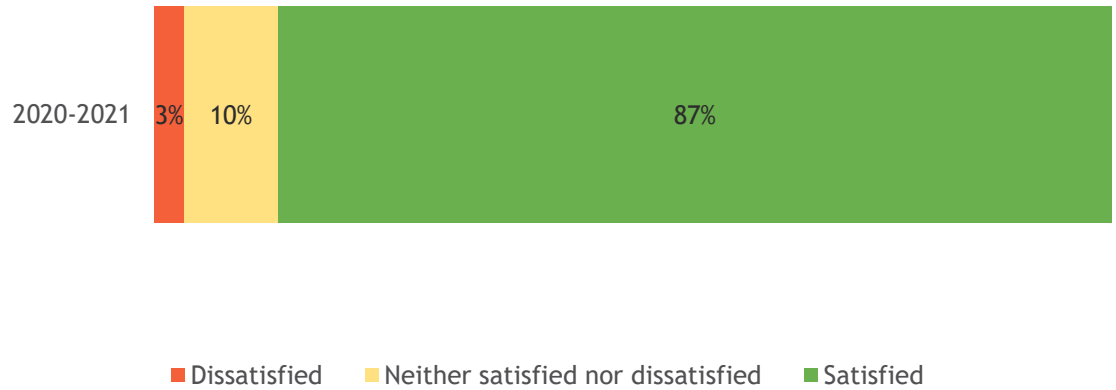


Satisfaction with the Marquee

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[See the annual view of this question](#)

Satisfaction with 'The Marquee', by year, Pulse period and month. This question was asked only of those who have used that service.
Base (2020-2021): 1,100

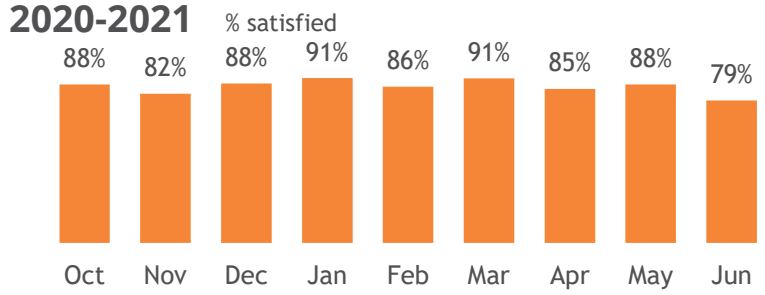
Year on year



Pulse period



Monthly



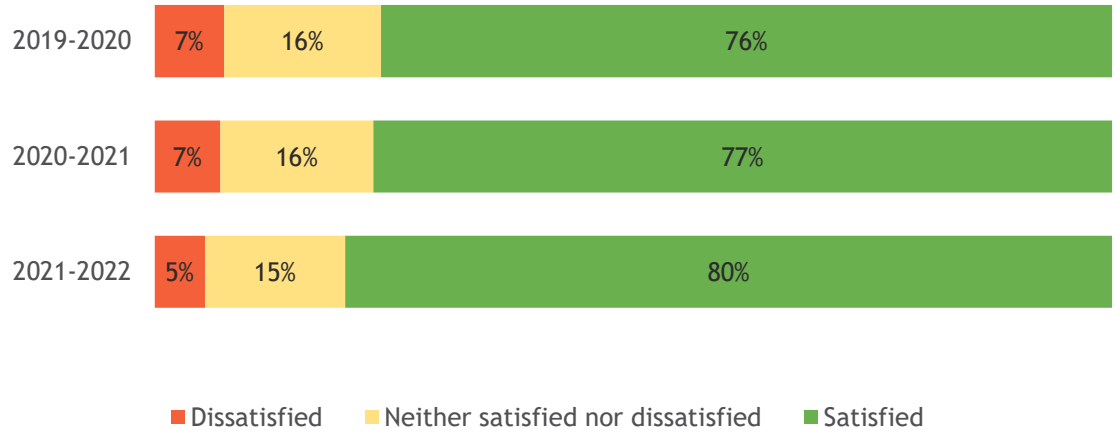
Satisfaction with Employability and Careers

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[See the annual view of this question](#)

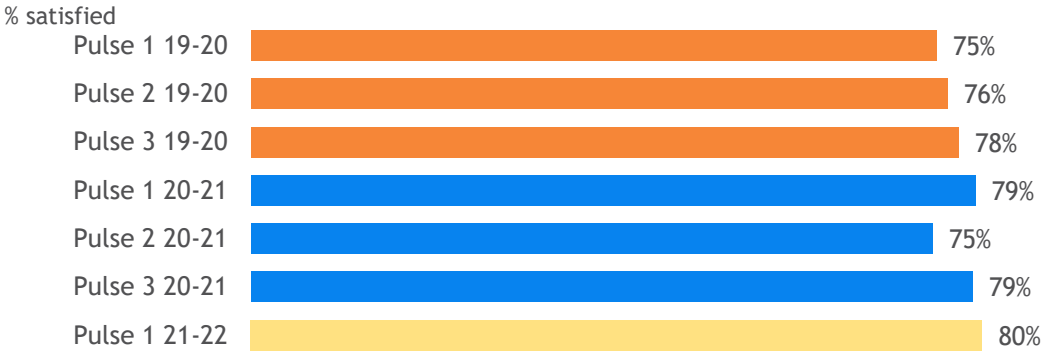
Satisfaction with 'Employability and Careers', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2019-2020): 677 Base (2020-2021): 701 Base (2021-2022): 191

Year on year

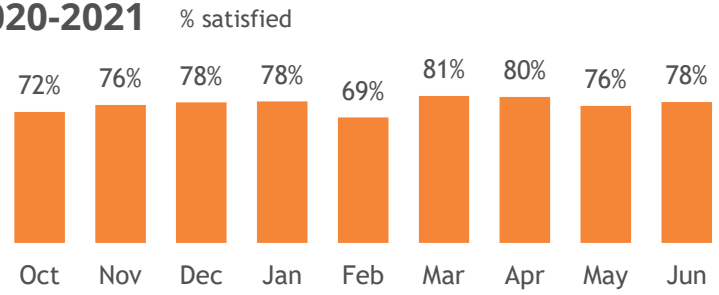


Pulse period



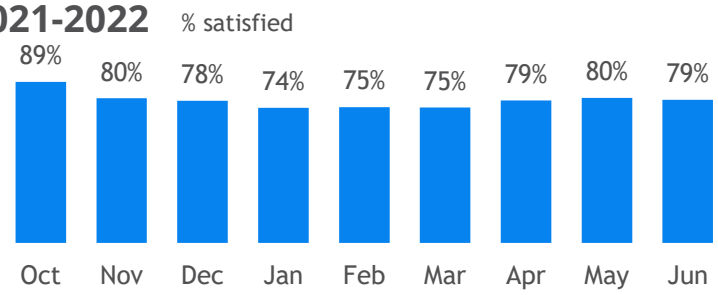
Monthly

2020-2021



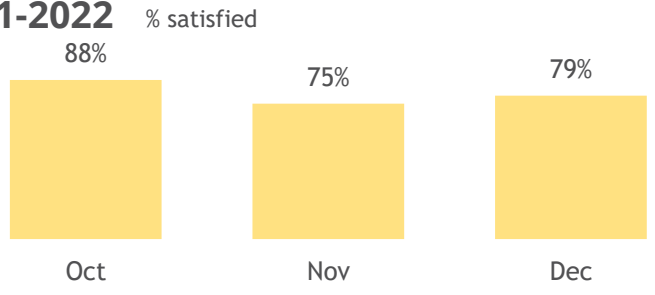
Monthly

2021-2022



Monthly

2021-2022



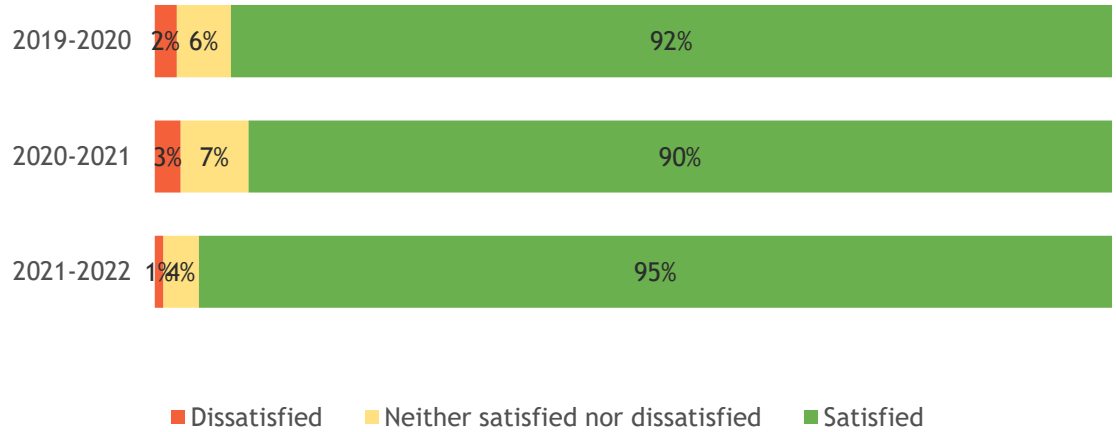
Satisfaction with the Library

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[See the annual view of this question](#)

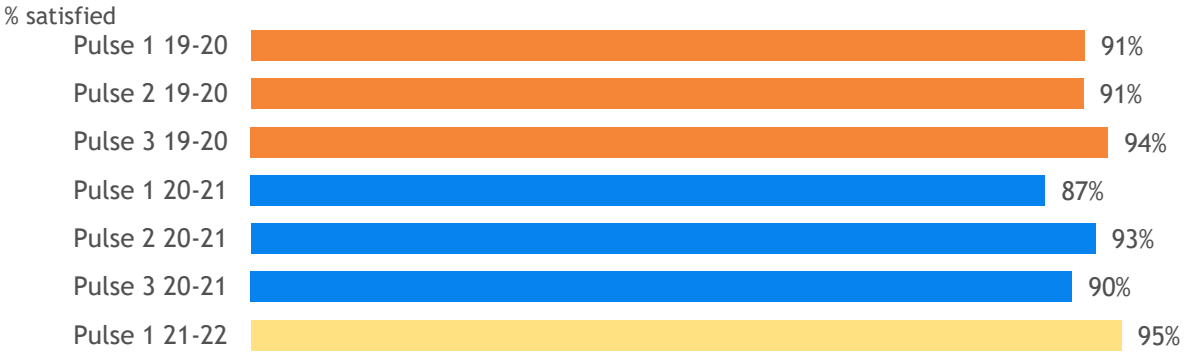
Satisfaction with the 'University Library and Learning Centre', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2019-2020): 1,948 Base (2020-2021): 1,482 Base (2021-2022): 455

Year on year

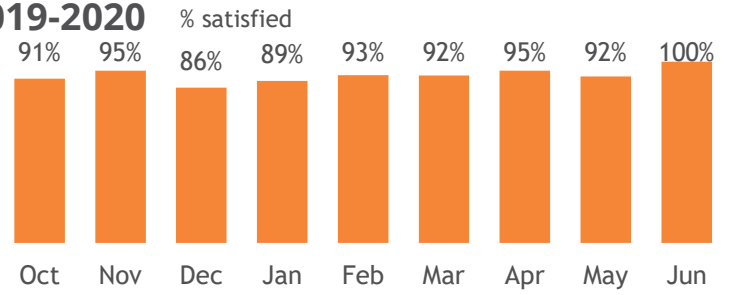


Pulse period



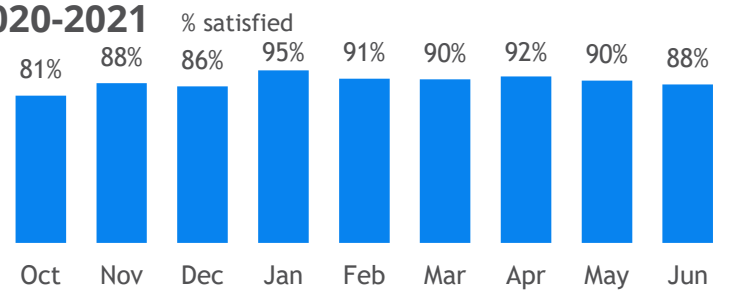
Monthly

2019-2020



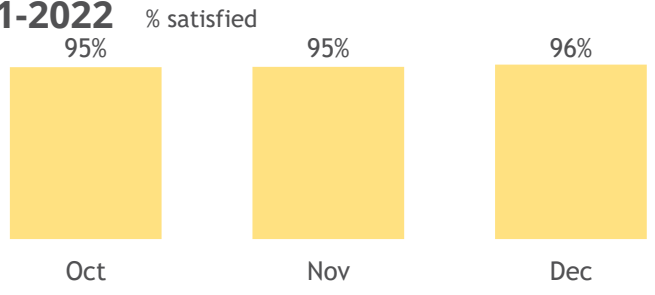
Monthly

2020-2021



Monthly

2021-2022



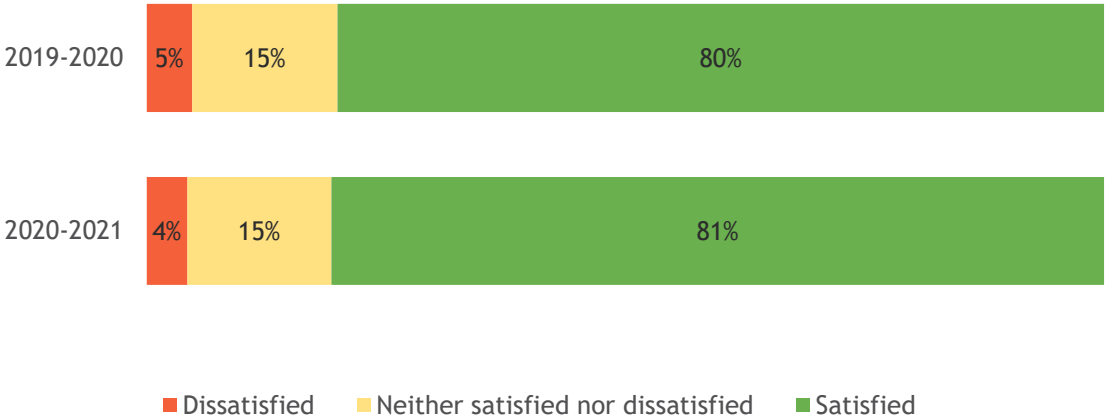
Satisfaction with Course Reps

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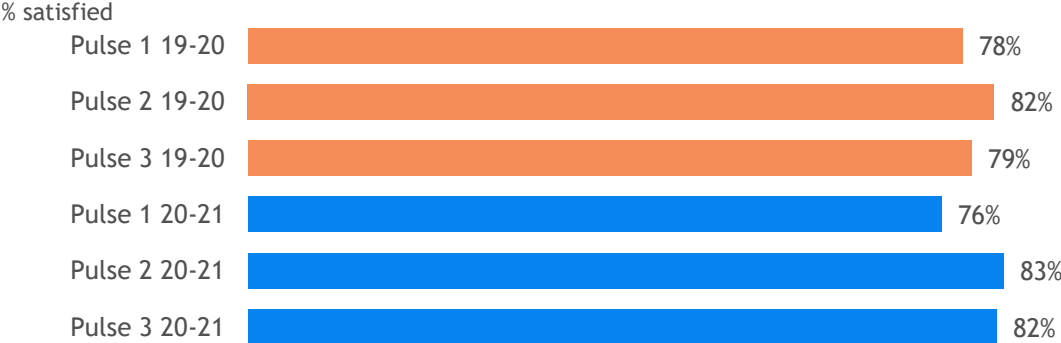
Satisfaction with 'Course Reps', by year, Pulse period and month. This question is asked only of those who say they have used this service.

Base (2019-2020): 864 Base (2020-2021): 804

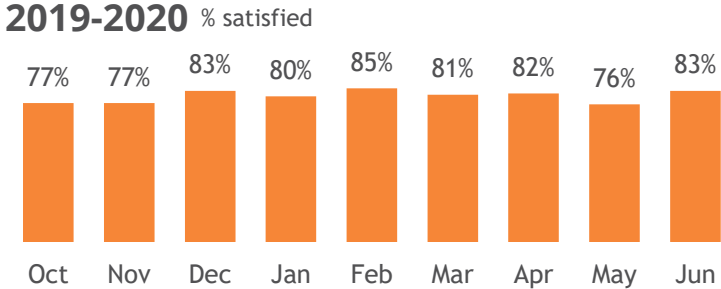
Year on year



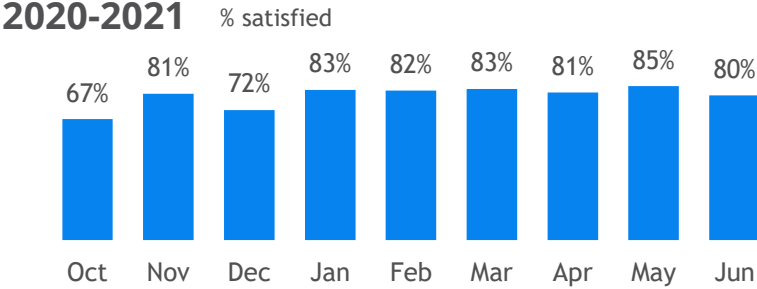
Pulse period



Monthly



Monthly



Monthly

2021-2022 % satisfied
 This question was not included in the 2021-2022 survey

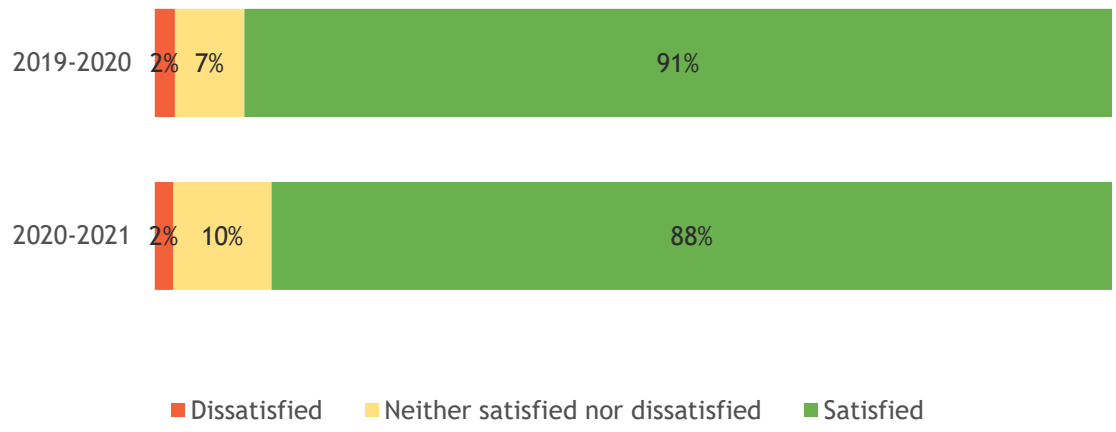
Satisfaction with Thursday Market

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[See the annual view of this question](#)

Satisfaction with 'Thursday Market', by year, Pulse period and month. This question is asked only of those who say they have used this service.

Base (2019-2020): 1,337 Base (2020-2021): 885

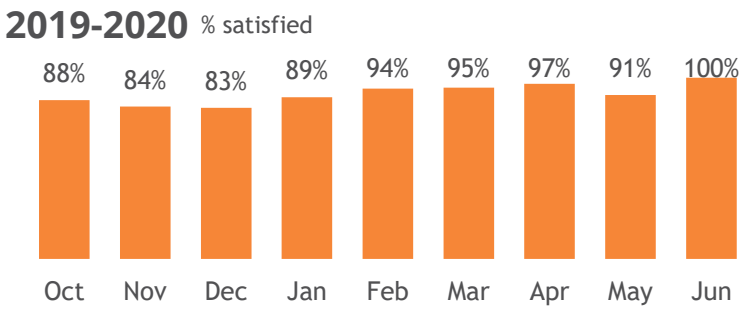
Year on year



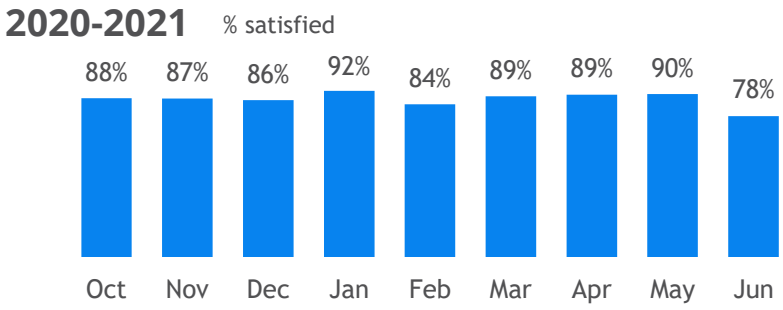
Pulse period



Monthly



Monthly



Monthly

2021-2022

% satisfied

This question was not included in the 2021-2022 survey

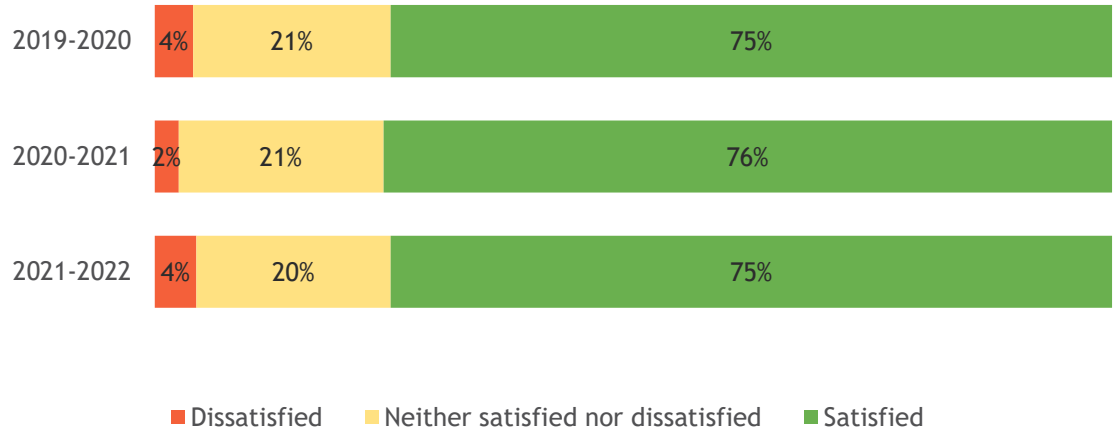
Satisfaction with Peer Supporters

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[See the annual view of this question](#)

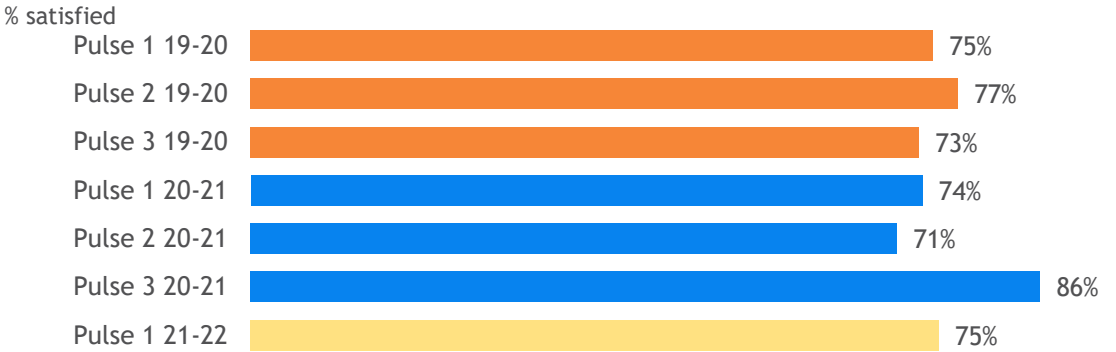
Satisfaction with 'Peer Supporters', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2019-2020): 950 Base (2020-2021): 201 Base (2021-2022): 69

Year on year

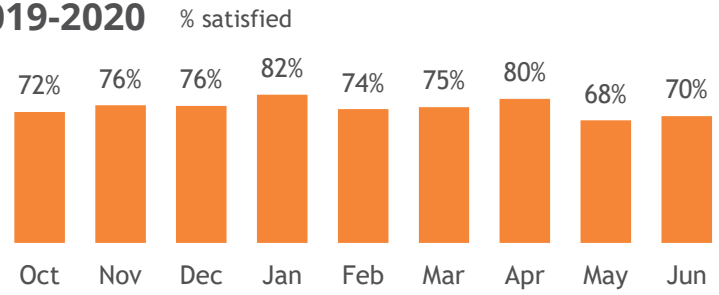


Pulse period



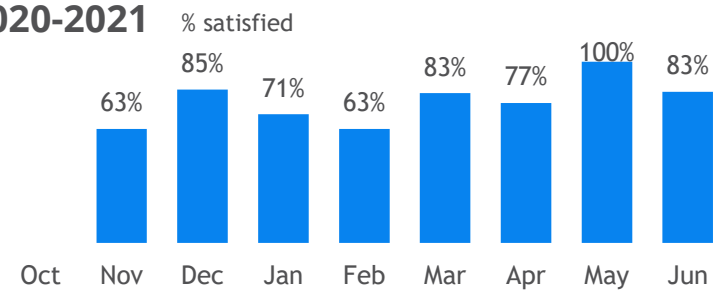
Monthly

2019-2020



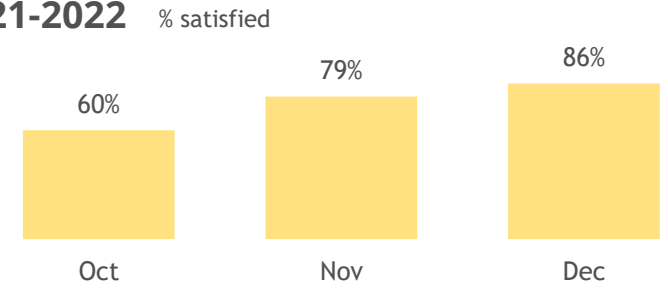
Monthly

2020-2021



Monthly

2021-2022



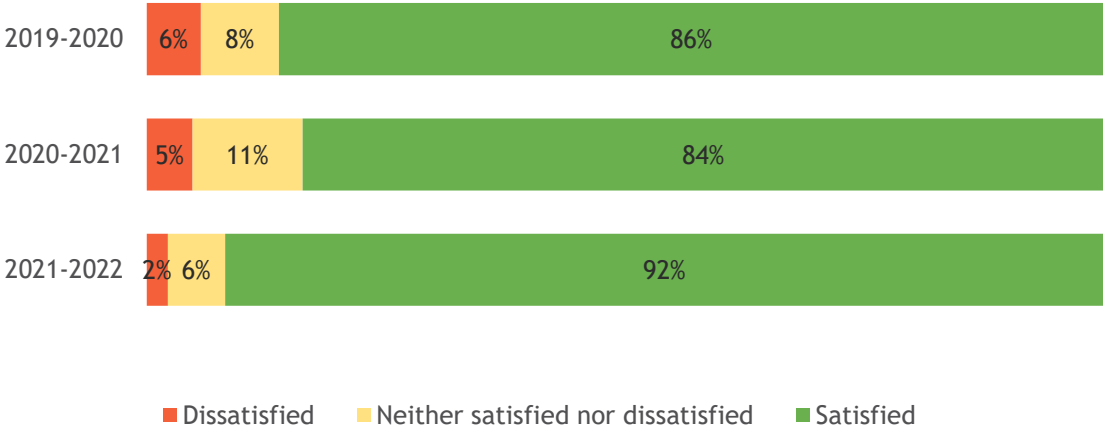
Satisfaction with Surrey Sports Park

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[See the annual view of this question](#)

Satisfaction with 'Surrey Sports Park', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2019-2020): 1,450 Base (2020-2021): 1,088 Base (2021-2022): 318

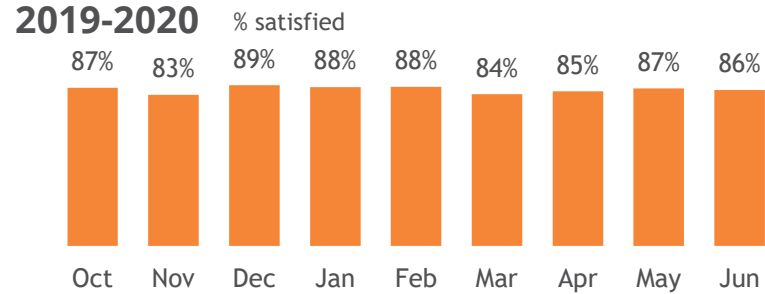
Year on year



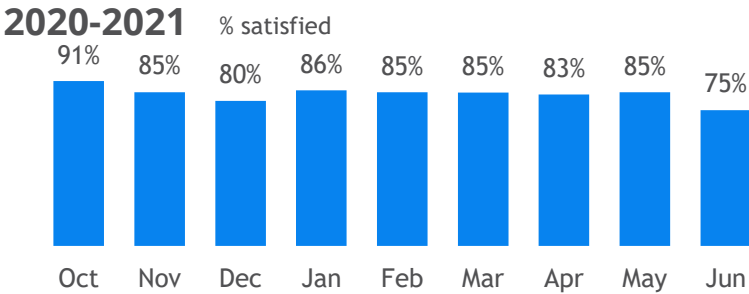
Pulse period



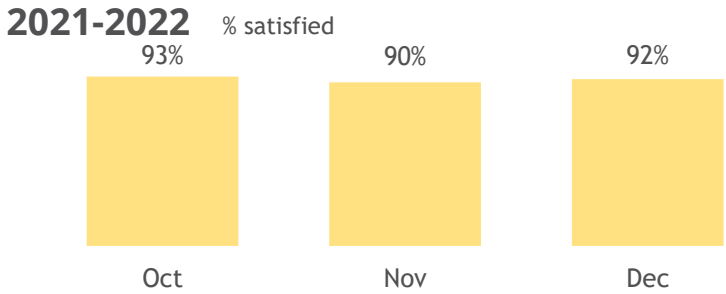
Monthly



Monthly



Monthly



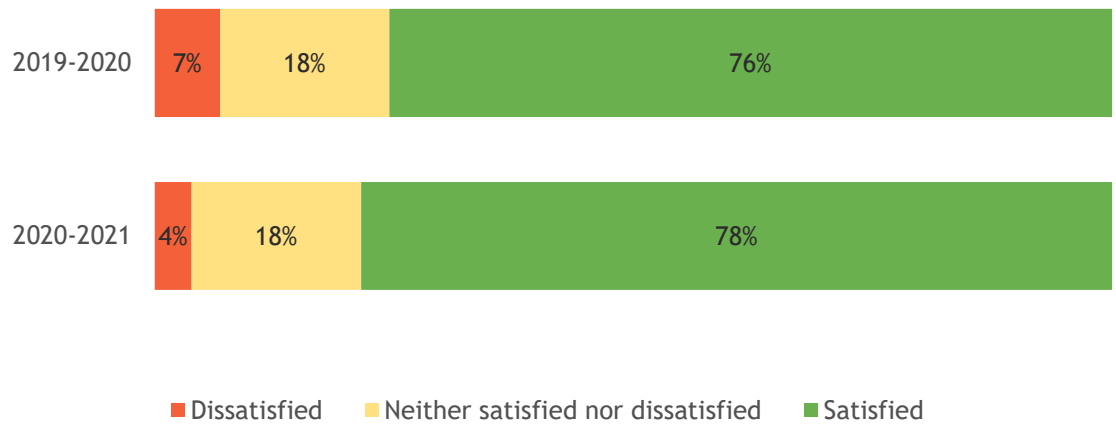
Satisfaction with Nightline

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[See the annual view of this question](#)

Satisfaction with 'Nightline and/or Welfare Watch', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2019-2020): 147 Base (2020-2021): 130

Year on year

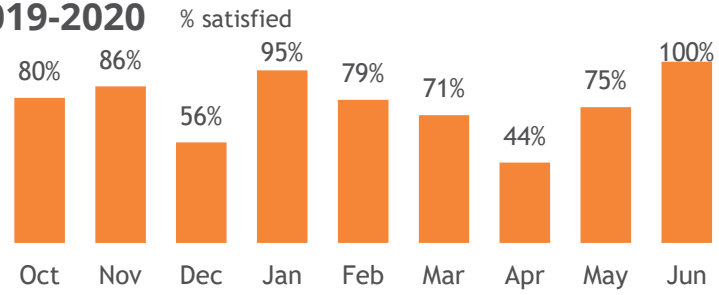


Pulse period



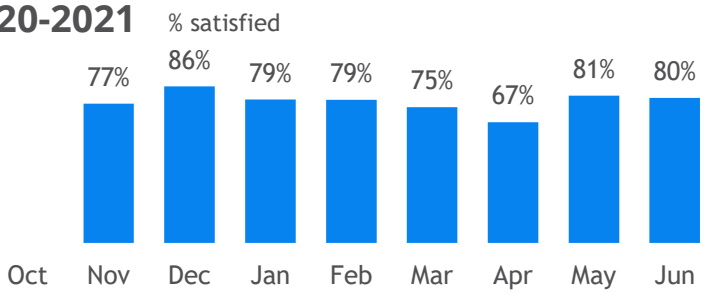
Monthly

2019-2020



Monthly

2020-2021



Monthly

2021-2022

This question was not included in the 2021-2022 survey

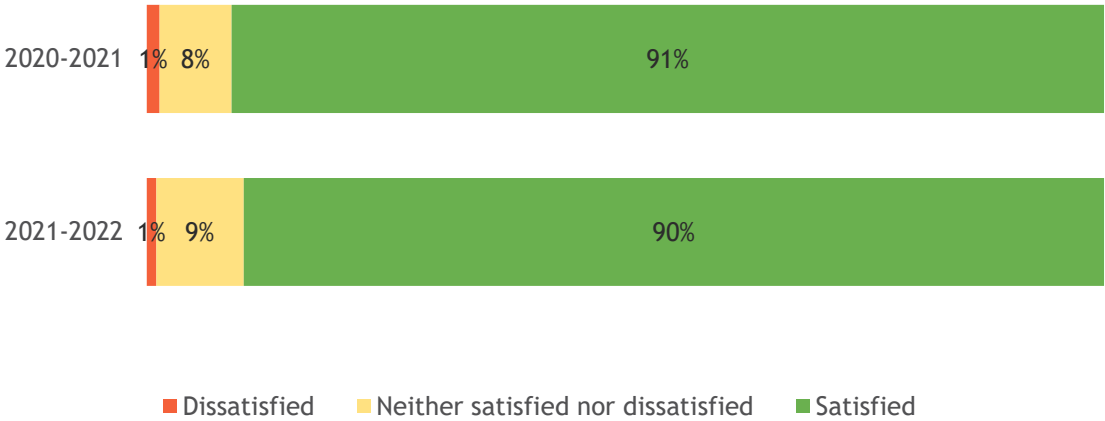
Satisfaction with MySurrey Nest

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[See the annual view of this question](#)

Satisfaction with 'MySurrey Nest', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2020-2021): 745 Base (2021-2022): 306

Year on year

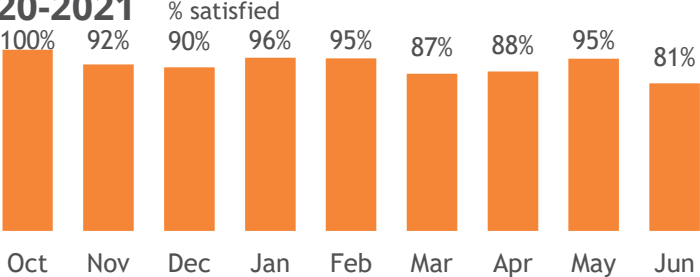


Pulse period



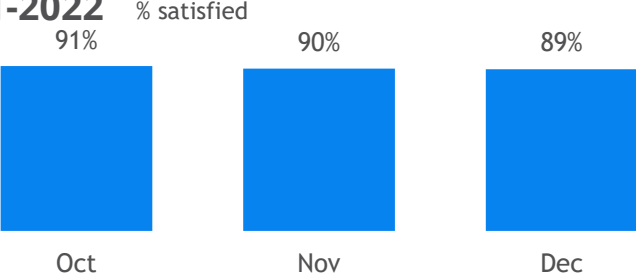
Monthly

2020-2021



Monthly

2021-2022



Satisfaction with Religious life, faith and belief

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Satisfaction with 'Religious life, faith and belief', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2020-2021): 55 Base (2021-2022): 40

Year on year



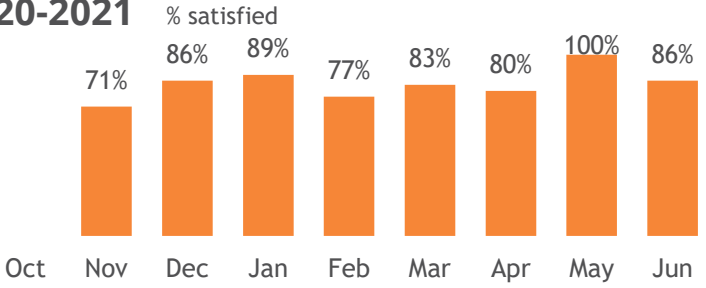
■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period



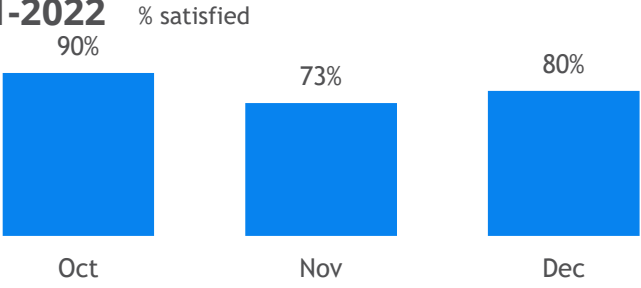
Monthly

2020-2021



Monthly

2021-2022



Satisfaction with Lakeside Coffee Shop

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Satisfaction with 'Lakeside Coffee Shop', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2021-2022): 265

Year on year



■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period

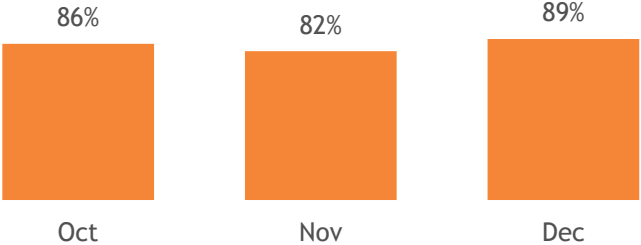
% satisfied



Monthly

2021-2022

% satisfied



Satisfaction with University Catering

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Satisfaction with 'University Catering', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2021-2022): 394

Year on year



■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period

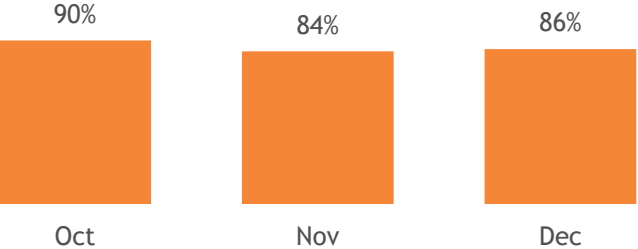
% satisfied



Monthly

2021-2022

% satisfied



Satisfaction with Estates and Facilities Maintenance

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Satisfaction with 'Estates and Facilities Maintenance', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2021-2022): 248

Year on year



■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period

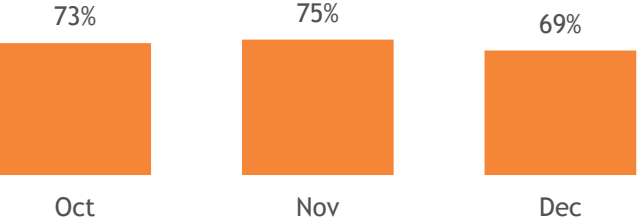
% satisfied



Monthly

2021-2022

% satisfied



Satisfaction with Security

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Satisfaction with 'Security', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2021-2022): 232

Year on year



■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period

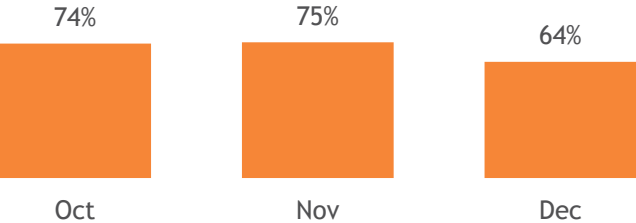
% satisfied



Monthly

2021-2022

% satisfied



Satisfaction with Disability and Neurodiversity

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Satisfaction with 'Disability and Neurodiversity', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2021-2022): 113

Year on year



■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period

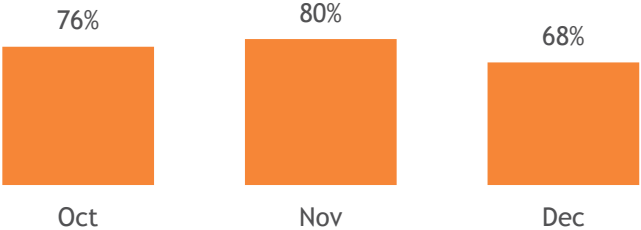
% satisfied



Monthly

2021-2022

% satisfied



Satisfaction with Simply Fresh

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Satisfaction with 'Simply Fresh', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2021-2022): 432

Year on year



■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period

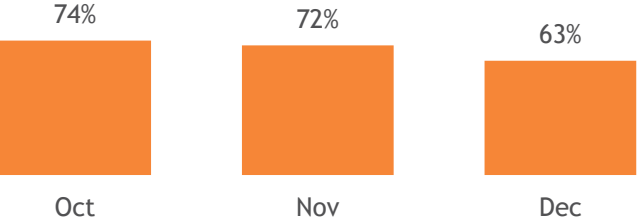
% satisfied



Monthly

2021-2022

% satisfied



Satisfaction with Students' Union Support

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Satisfaction with 'Students' Union Support', by year, Pulse period and month. This question was asked only of those who have used that service.

Base (2021-2022): 103

Year on year



■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period

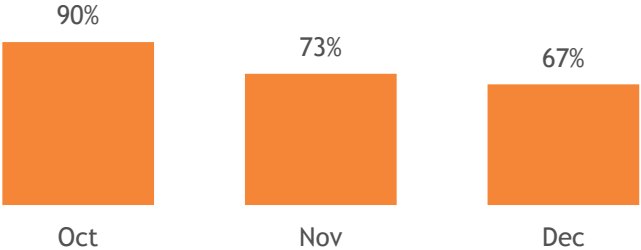
% satisfied



Monthly

2021-2022

% satisfied



Reasons for not getting involved with the SU

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'The following is a list of reasons that students may not get involved with their Union. Which of these reasons apply to you? This question is asked in Pulse 3 only.

Base (2019-2020): 638

Base (2020-2021): 540

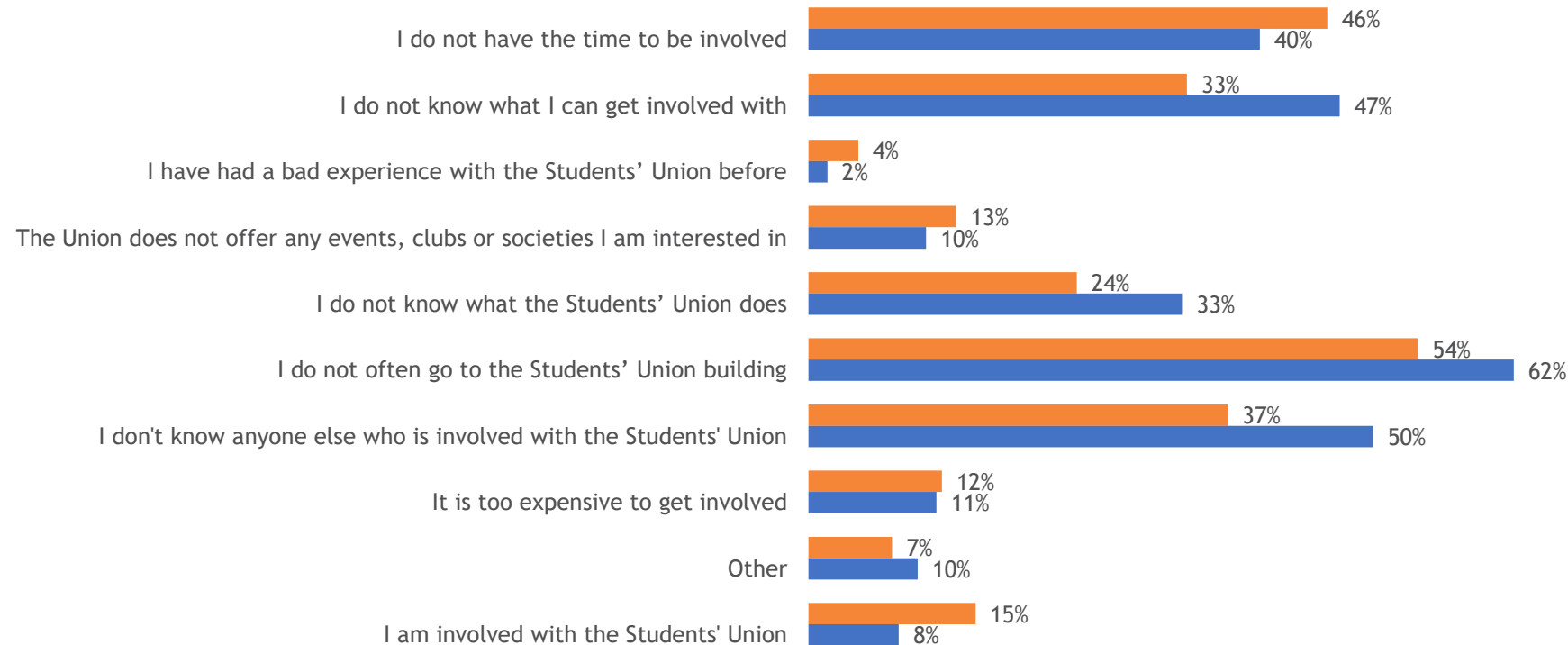
Base (2021-2022): 0

Year on year

■ 2019-2020

■ 2020-2021

■ 2021-2022

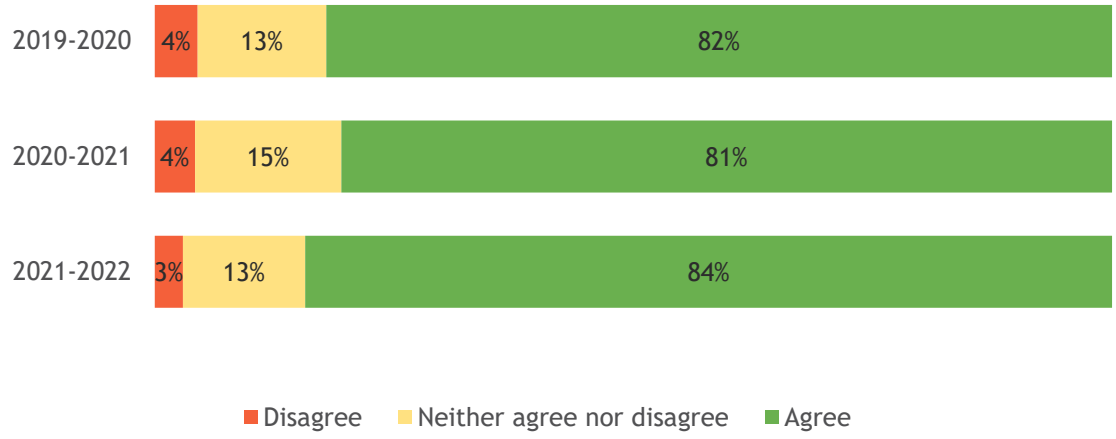


Perceptions of the SU's clubs and societies

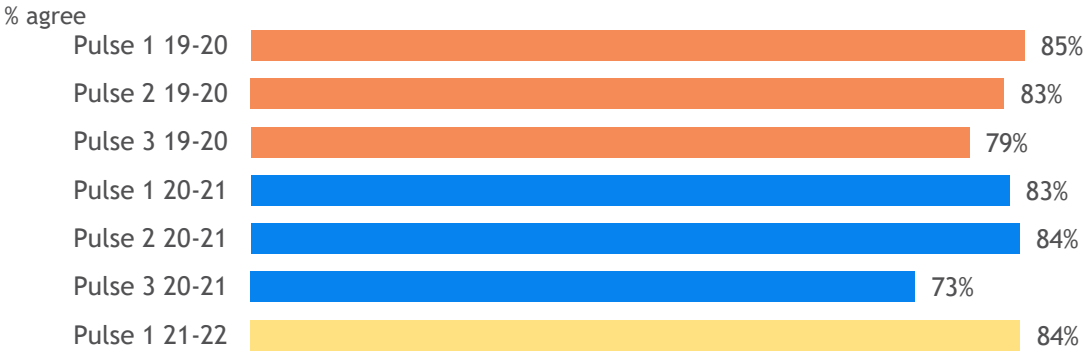
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'The Students' Union offers a wide range of sports, clubs and societies that I can get involved in', by year, Pulse period and month. Answers exclude those who selected 'I don't know'. Base (2019-2020): 2,073 Base (2020-2021): 1,592 Base (2021-2022): 509

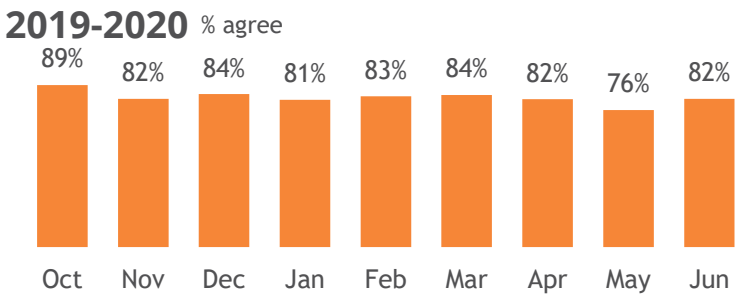
Year on year



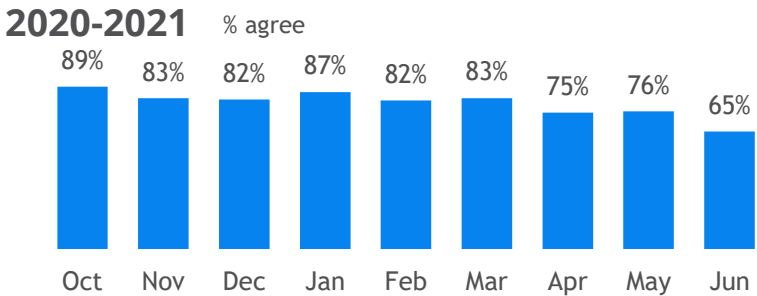
Pulse period



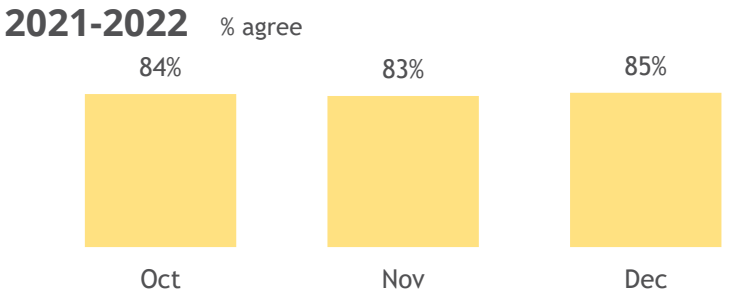
Monthly



Monthly



Monthly

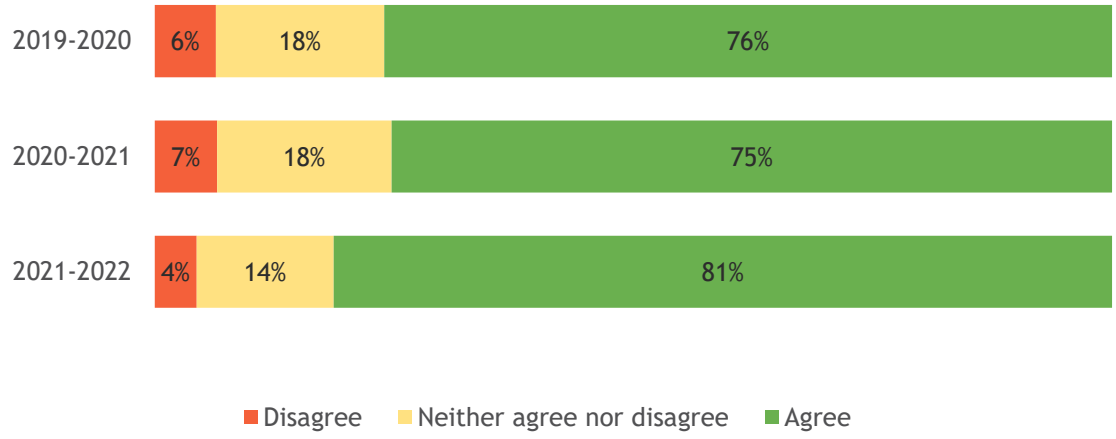


Perceptions of the SU's activities and events

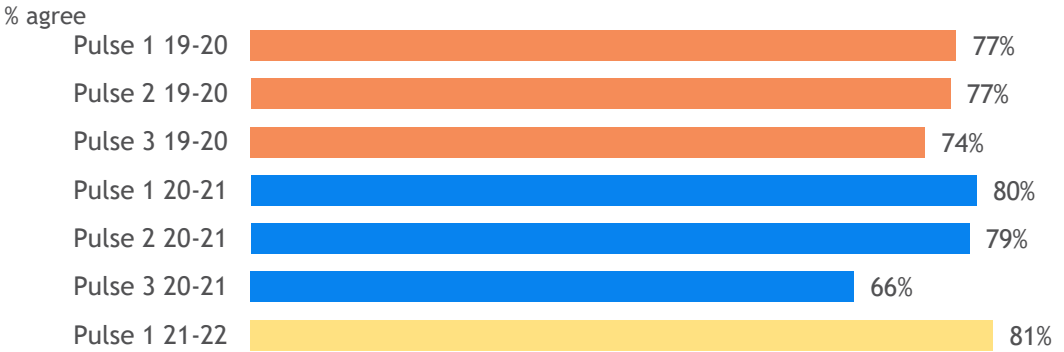
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'The Students' Union offers a wide range of activities and events that I can get involved in', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.
 Base (2019-2020): 2,053 Base (2020-2021): 1,568 Base (2021-2022): 503

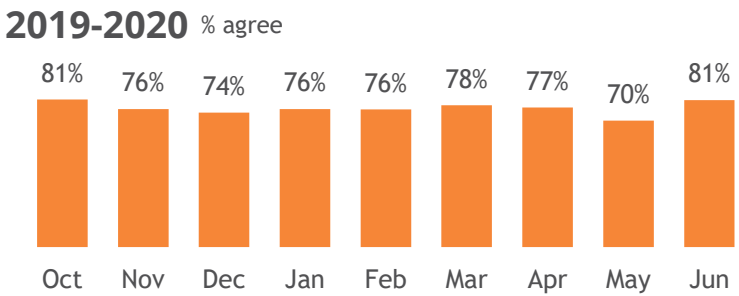
Year on year



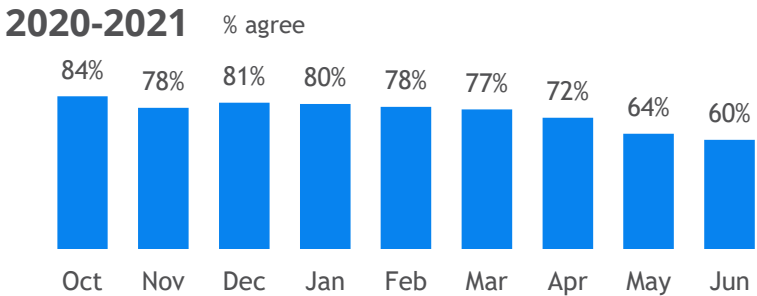
Pulse period



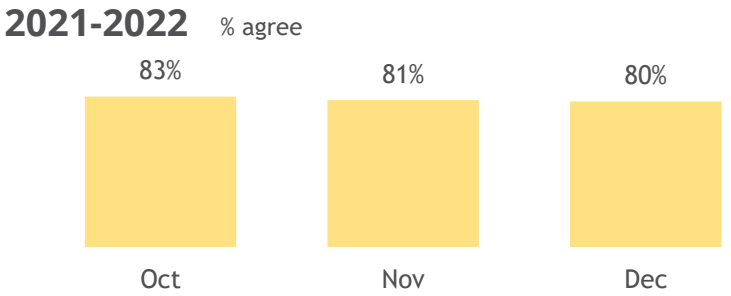
Monthly



Monthly



Monthly

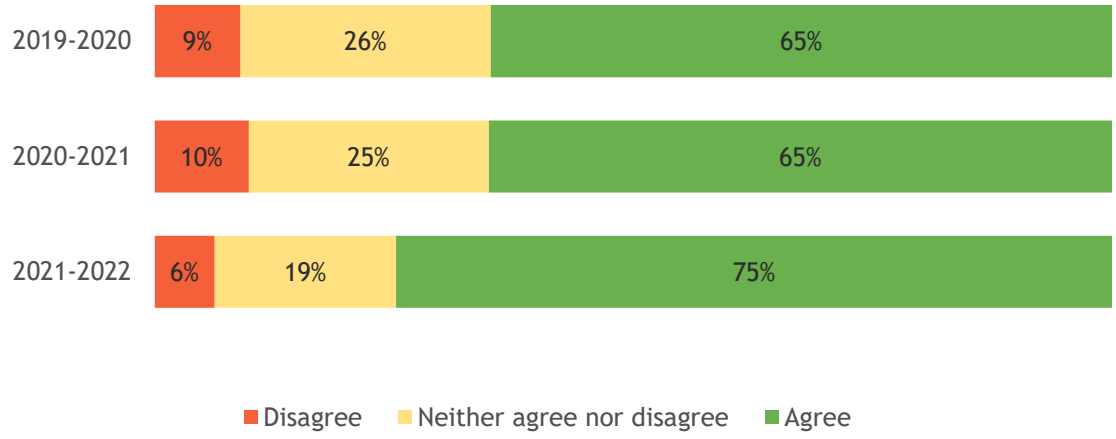


Making it easy for students to get involved

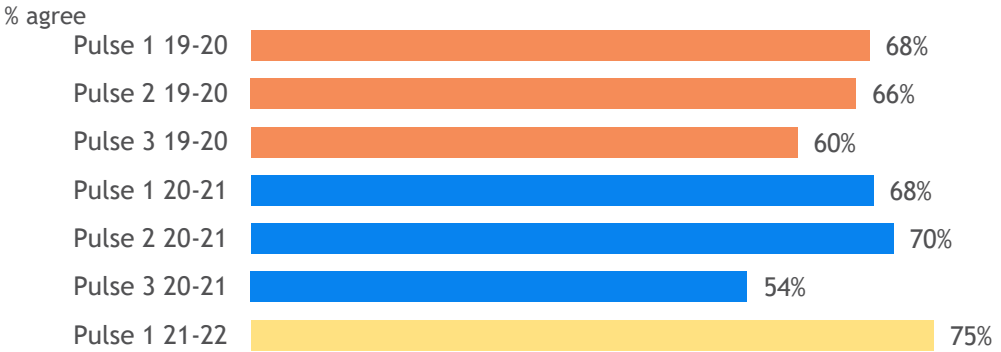
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'The Students' Union makes it easy for students to get involved', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.
 Base (2019-2020): 2,046 Base (2020-2021): 1,568 Base (2021-2022): 496

Year on year

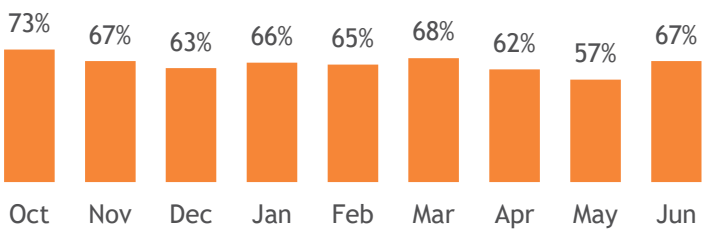


Pulse period



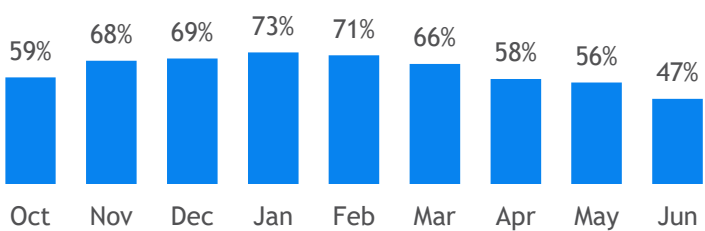
Monthly

2019-2020 % agree



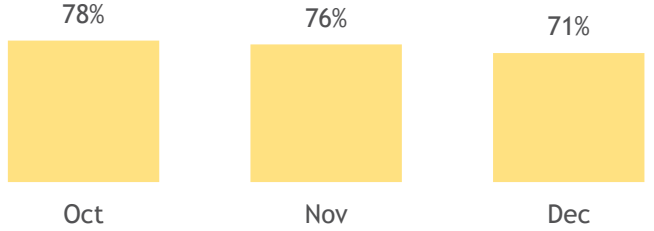
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



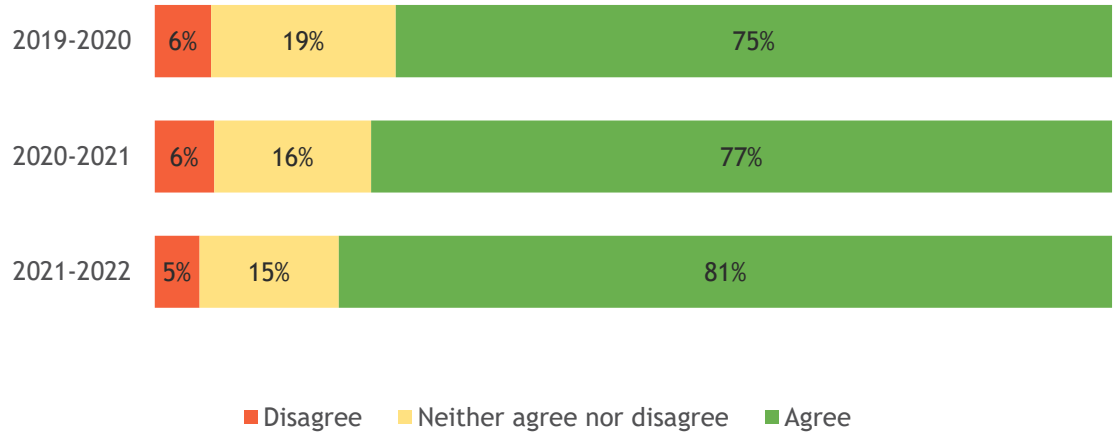
Being welcoming and inclusive

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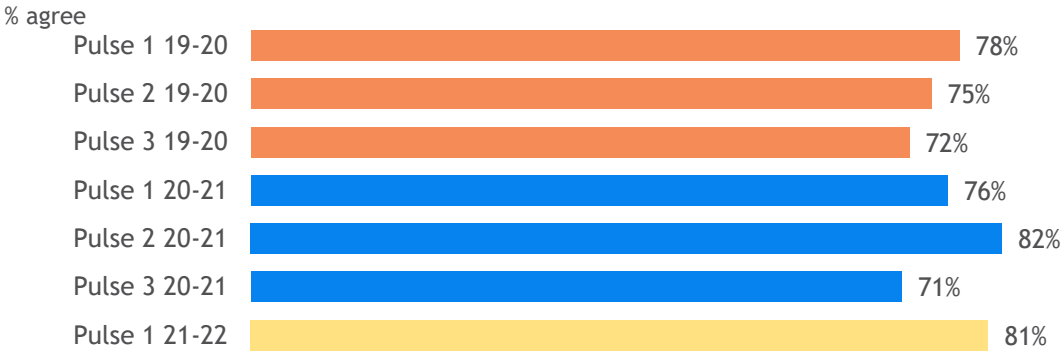
'The Students' Union is welcoming and inclusive to all types of students', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 2,022 Base (2020-2021): 1,544 Base (2021-2022): 494

Year on year

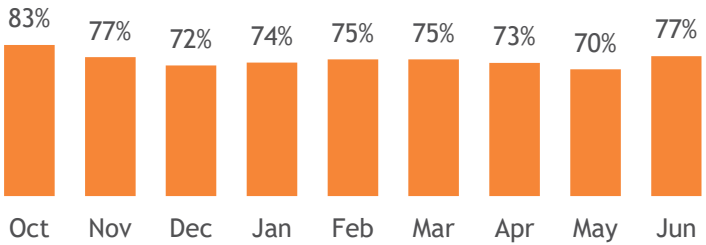


Pulse period



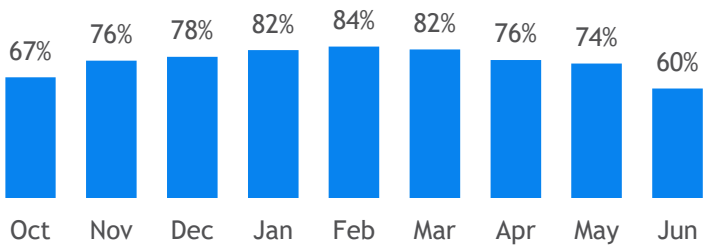
Monthly

2019-2020 % agree



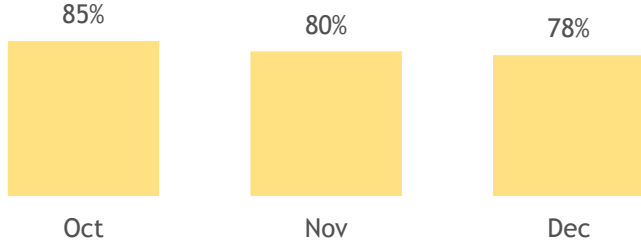
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



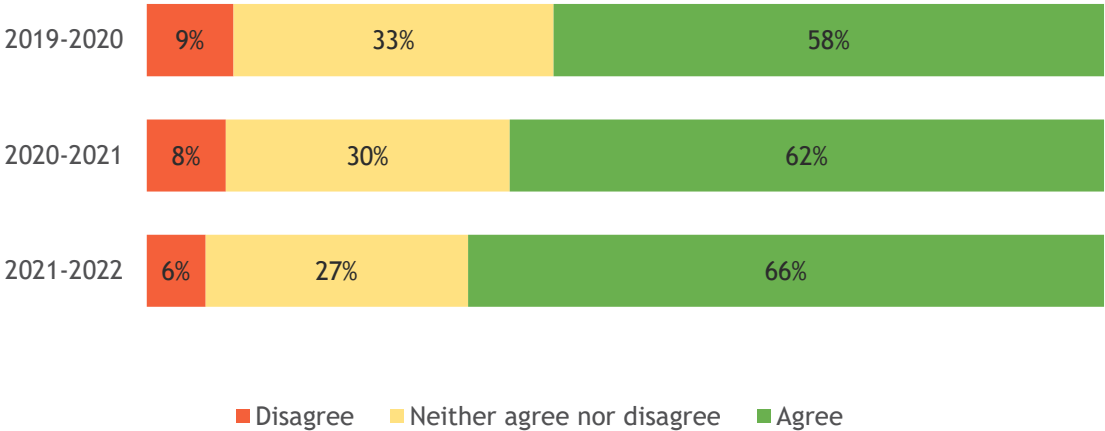
Celebrating student success

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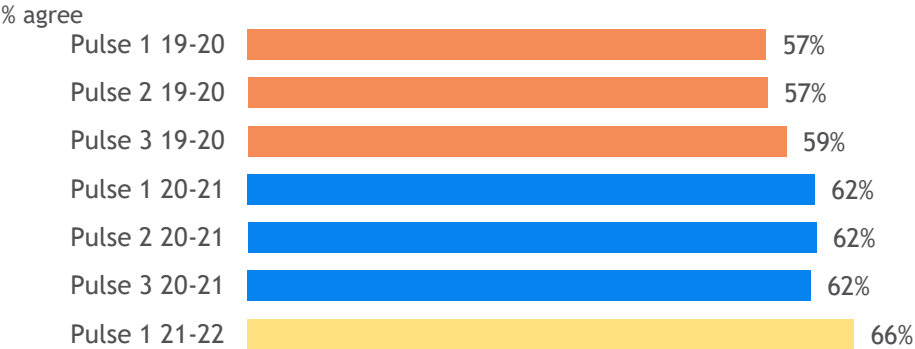
'The Students' Union celebrates the successes and achievements of students', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,845 Base (2020-2021): 1,406 Base (2021-2022): 456

Year on year

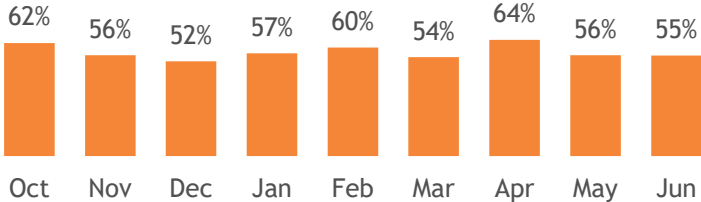


Pulse period



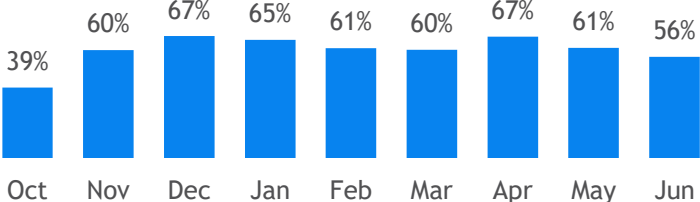
Monthly

2019-2020 % agree



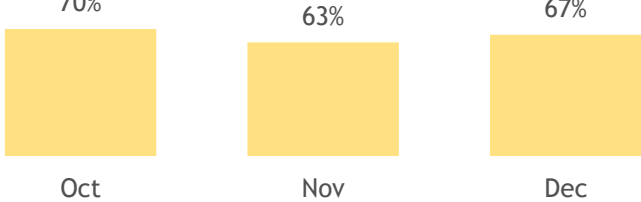
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



Meeting new and interesting people

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'To what extent do you agree or disagree with the following statements about your experiences of clubs and societies - I met new and interesting people', by year, Pulse period and month. Answers exclude those who selected 'I don't know'. Base (2019-2020): 574 Base (2020-2021): 522 Base (2021-2022): 0

Year on year

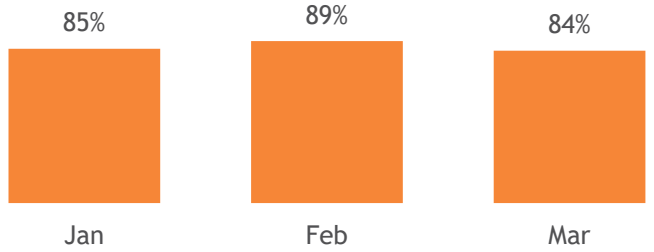


2021-2022

Disagree Neither agree nor disagree Agree

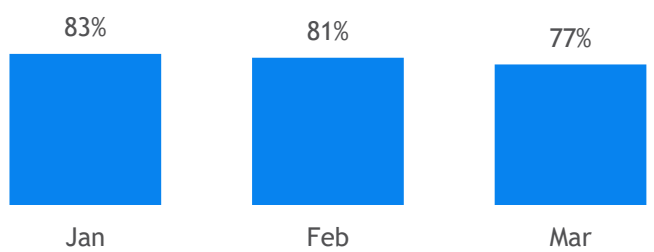
Monthly

2019-2020 % agree



Monthly

2020-2021 % agree



Having fun

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'To what extent do you agree or disagree with the following statements about your experiences of clubs and societies - I had fun', by year, Pulse period and month. Answers exclude those who selected 'I don't know'. Base (2019-2020): 574 Base (2020-2021): 522 Base (2021-2022): 0

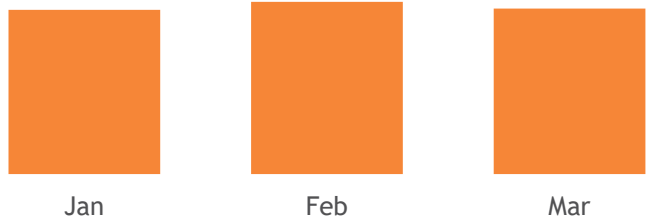
Year on year



■ Disagree ■ Neither agree nor disagree ■ Agree

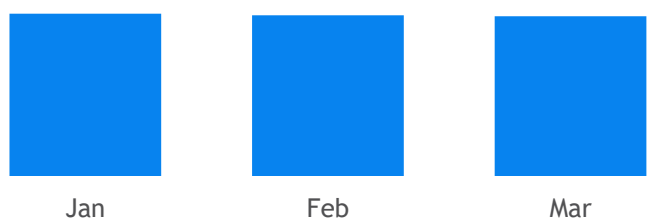
Monthly

2019-2020 % agree



Monthly

2020-2021 % agree



Value for money

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'To what extent do you agree or disagree with the following statements about your experiences of clubs and societies - It was value for money', by year, Pulse period and month. Answers exclude those who selected 'I don't know' (2019-2020): 556 Base (2020-2021): 504 Base (2021-2022): 0

Year on year

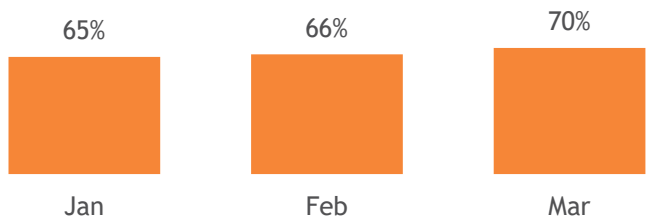


2021-2022

Disagree Neither agree nor disagree Agree

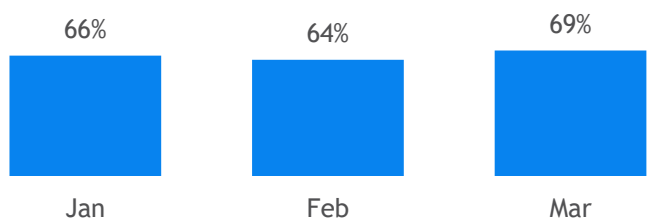
Monthly

2019-2020 % agree



Monthly

2020-2021 % agree



Inclusivity

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'To what extent do you agree or disagree with the following statements about your experiences of clubs and societies - It was inclusive' by year, Pulse period and month.

Answers exclude those who selected 'I don't know'. Base (2019-2020): 556 Base (2020-2021): 509 Base (2021-2022): 0

Year on year

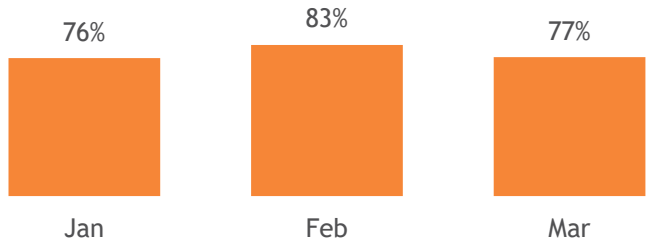


2021-2022

■ Disagree ■ Neither agree nor disagree ■ Agree

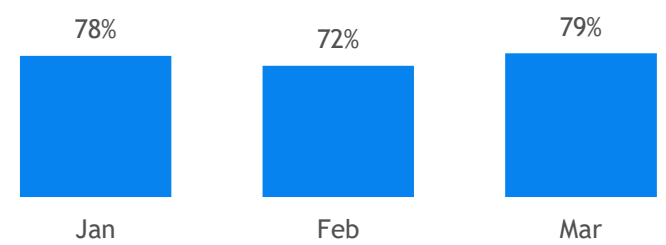
Monthly

2019-2020 % agree



Monthly

2020-2021 % agree



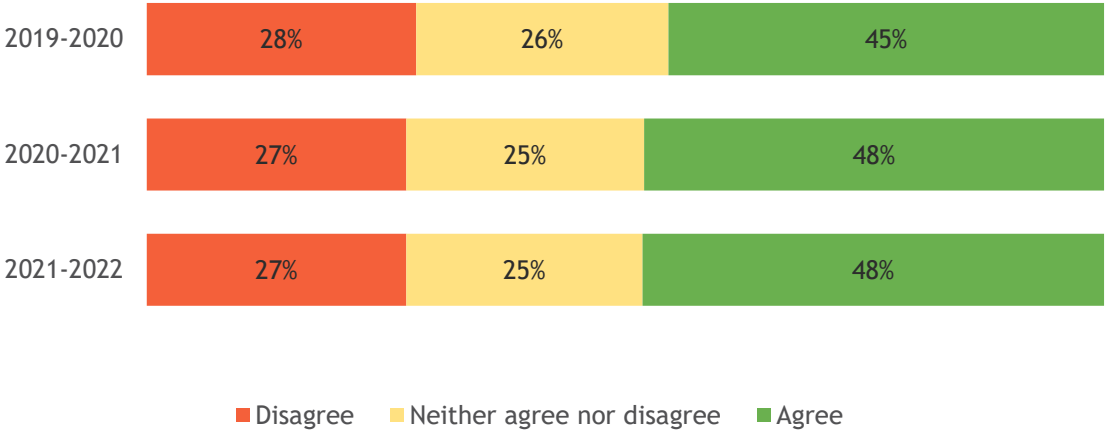
Feeling well informed by the SU

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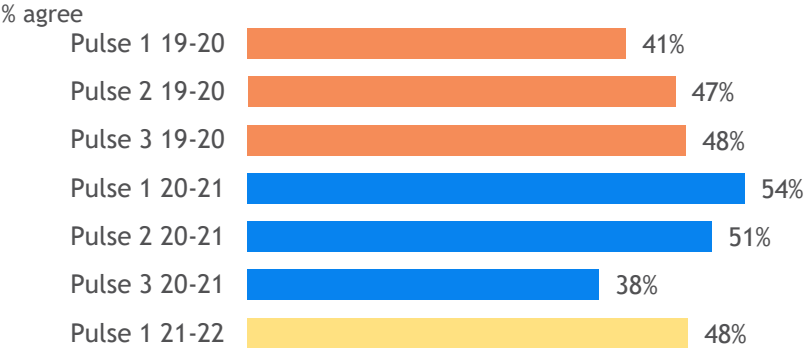
'I am well informed about what is going on at the Students' Union', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 2,121 Base (2020-2021): 1,661 Base (2021-2022): 531

Year on year

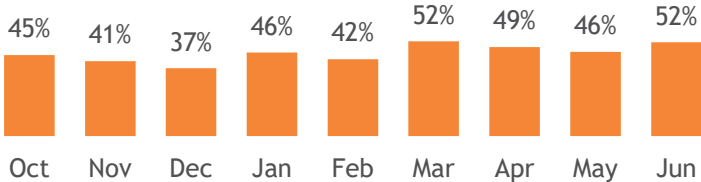


Pulse period



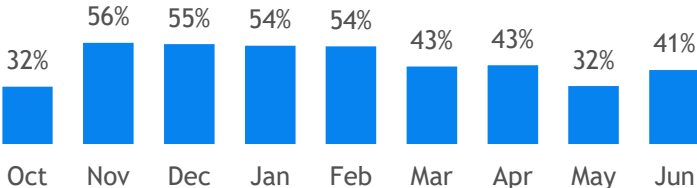
Monthly

2019-2020 % agree



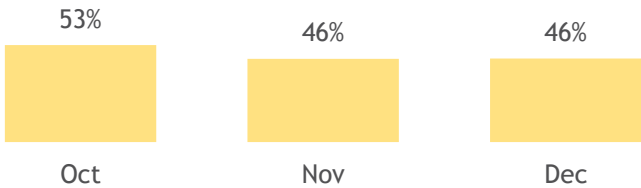
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



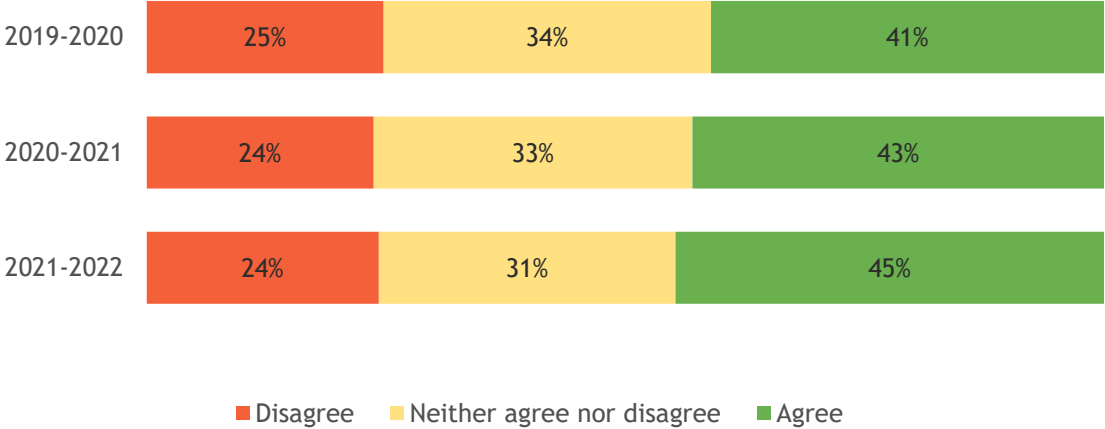
The relevance of SU communications

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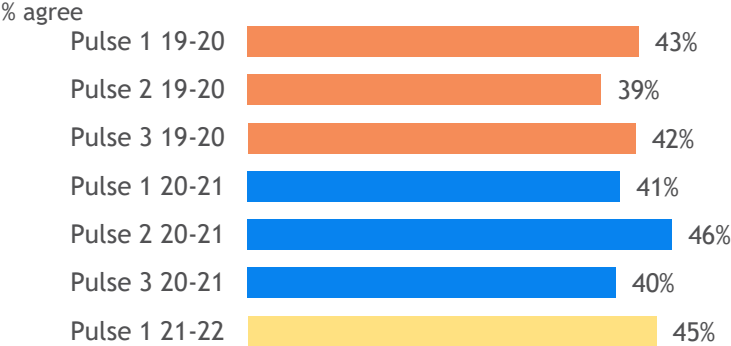
'The Students' Union's communications are relevant to me', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 2,091 Base (2020-2021): 1,642 Base (2021-2022): 516

Year on year

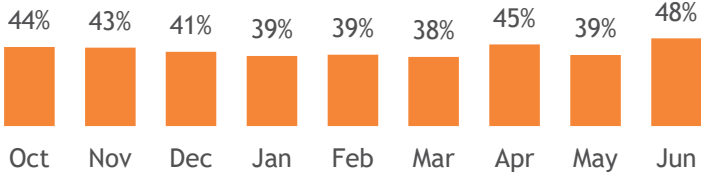


Pulse period



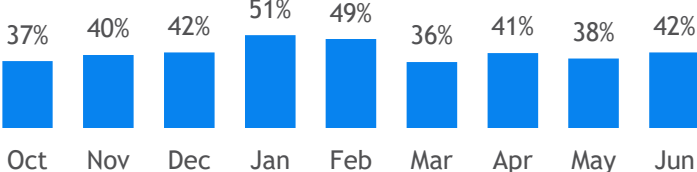
Monthly

2019-2020 % agree



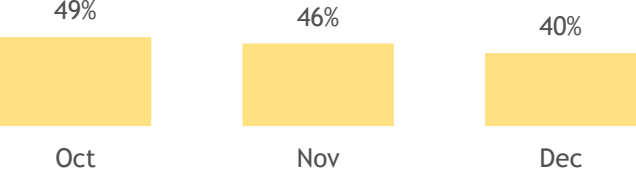
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



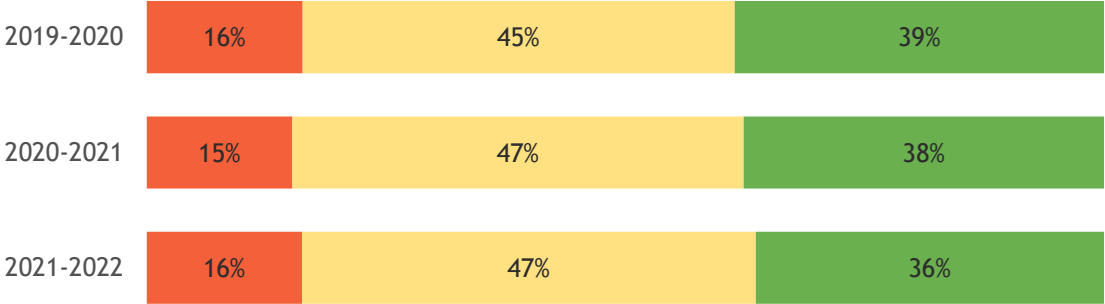
Satisfaction with the SU website

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Satisfaction with the 'Students' Union website', by year, Pulse period and month.

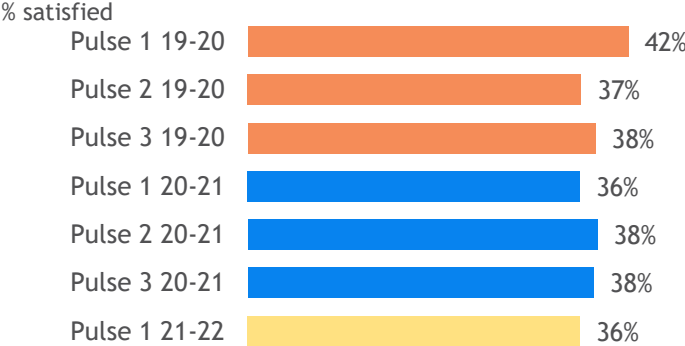
Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



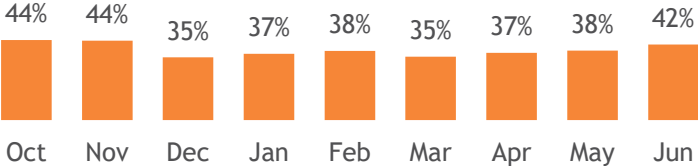
■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period



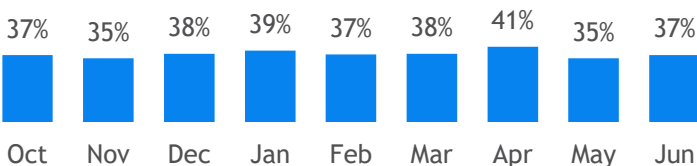
Monthly

2019-2020 % satisfied



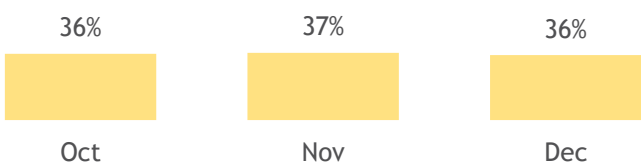
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



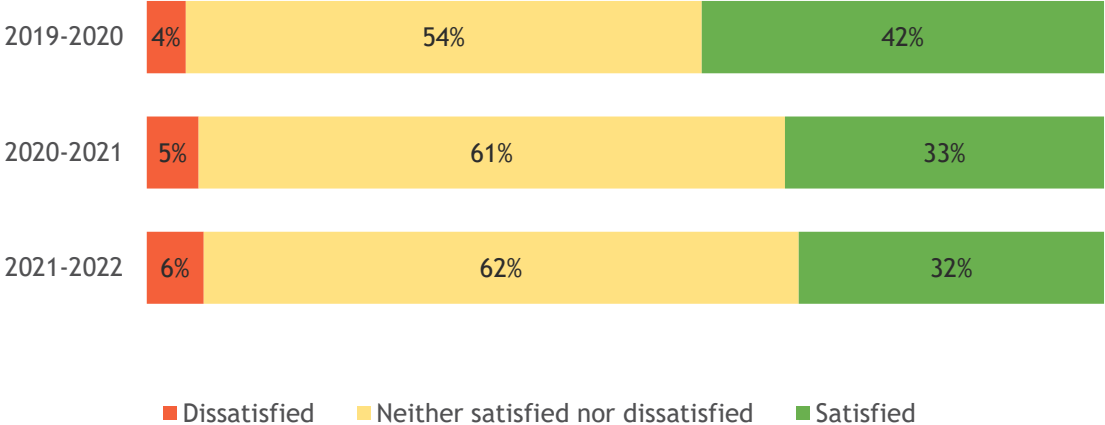
Satisfaction with Facebook

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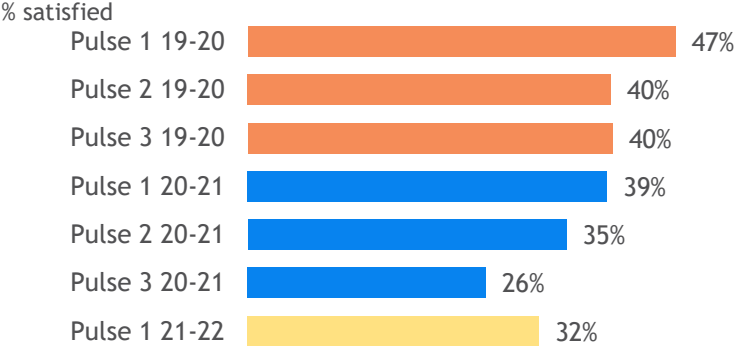
Satisfaction with 'Facebook', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

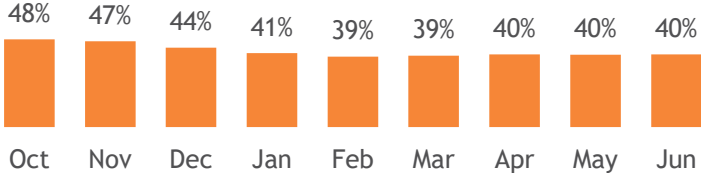


Pulse period



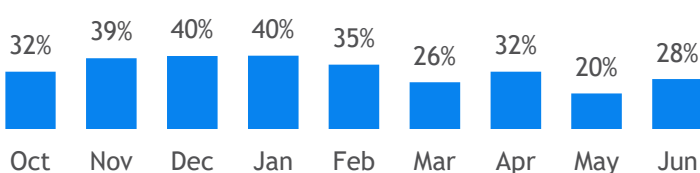
Monthly

2019-2020 % satisfied



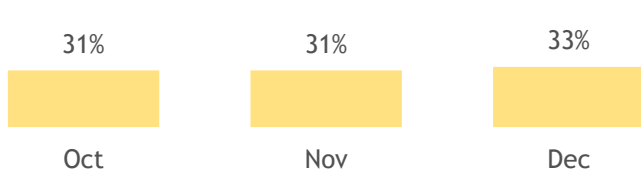
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



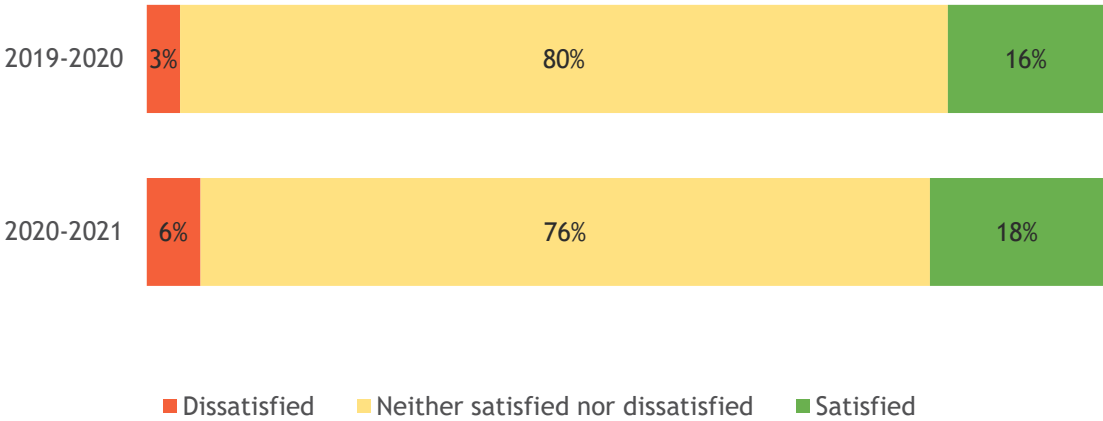
Satisfaction with Twitter

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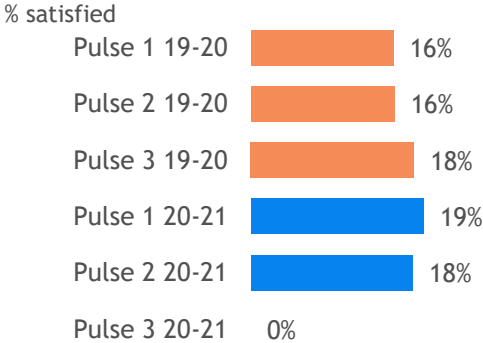
Satisfaction with 'Twitter', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,176

Year on year

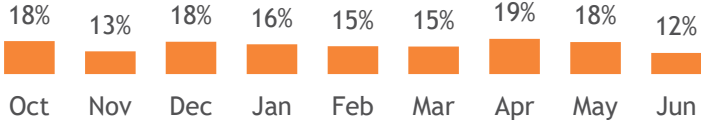


Pulse period



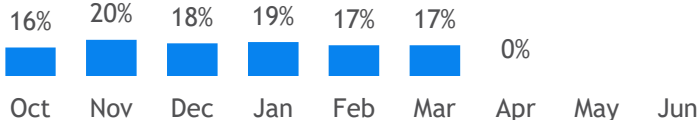
Monthly

2019-2020 % satisfied



Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied

This question was not included in the 2021-2022 survey

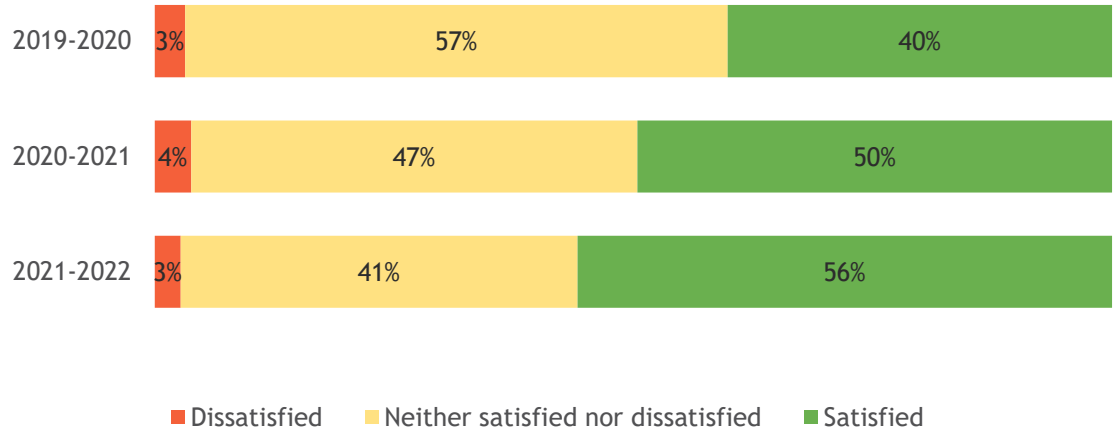
Satisfaction with Instagram

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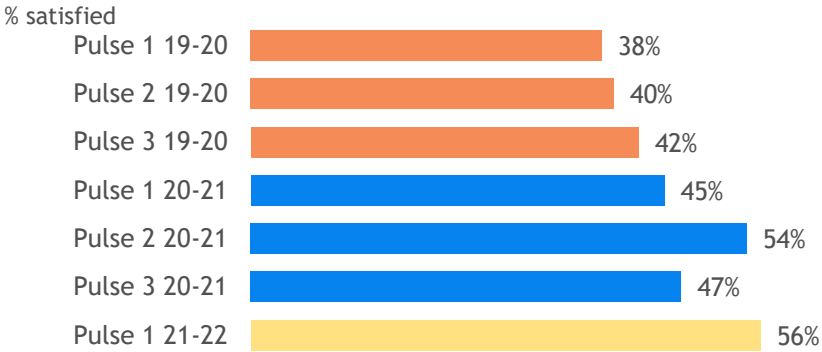
Satisfaction with 'Instagram', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

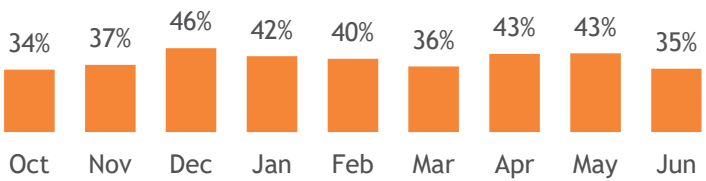


Pulse period



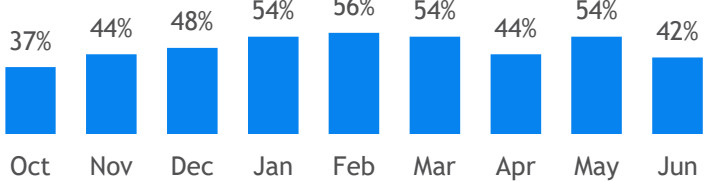
Monthly

2019-2020 % satisfied



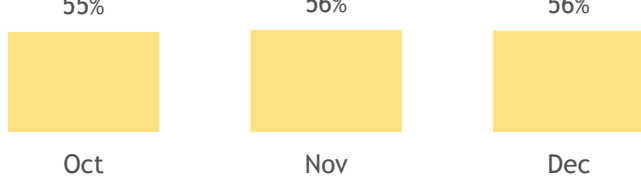
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



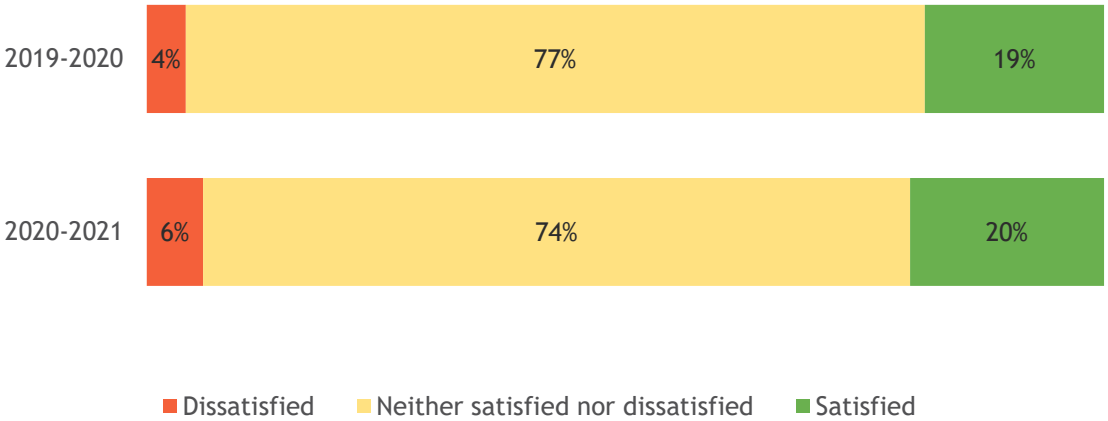
Satisfaction with YouTube

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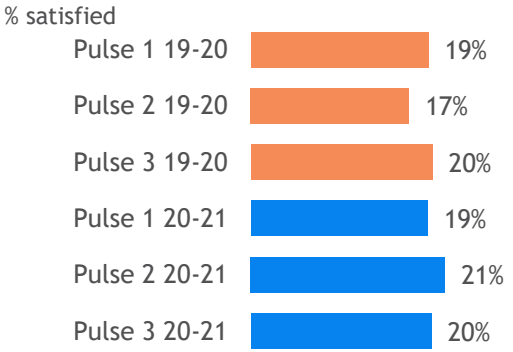
Satisfaction with 'YouTube', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,176

Year on year

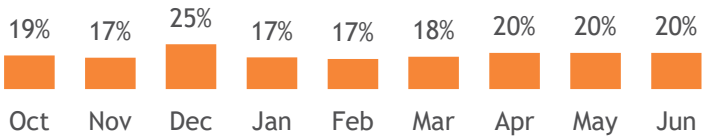


Pulse period



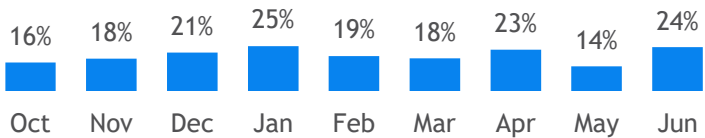
Monthly

2019-2020 % satisfied



Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied

This question was not included in the 2021-2022 survey

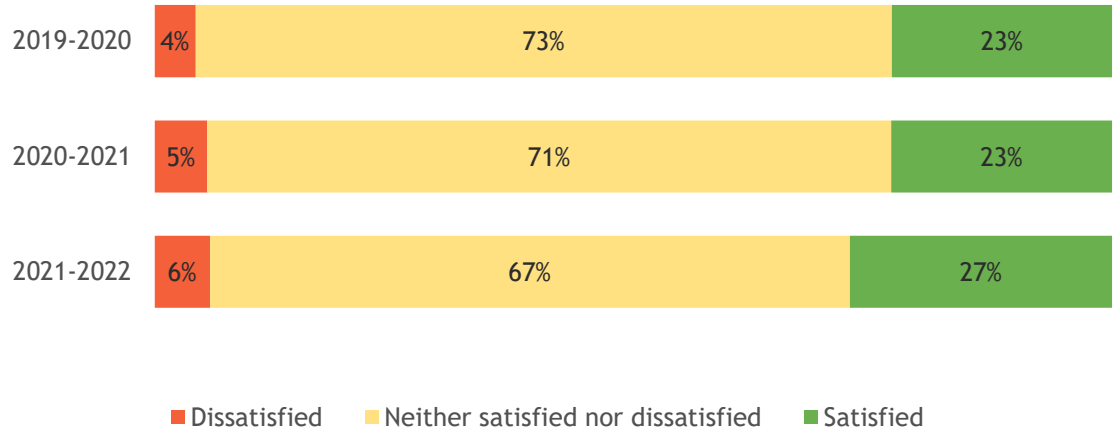


Satisfaction with digital signage

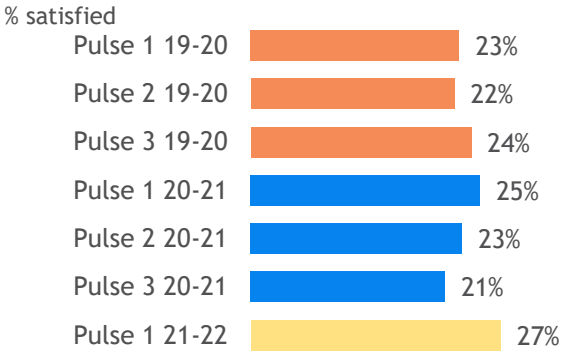
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Satisfaction with 'Digital signage', by year, Pulse period and month.
 Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

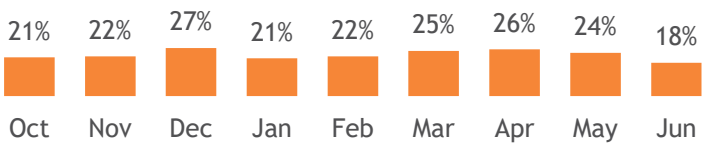


Pulse period



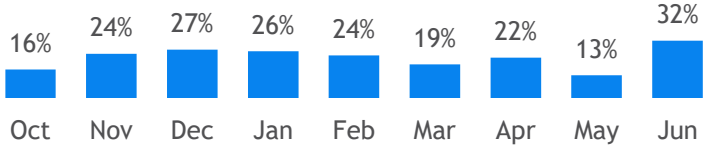
Monthly

2019-2020 % satisfied



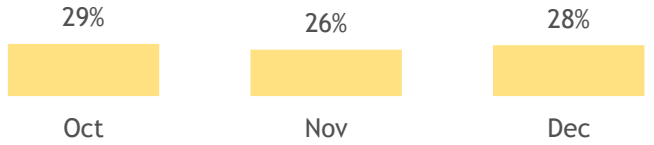
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



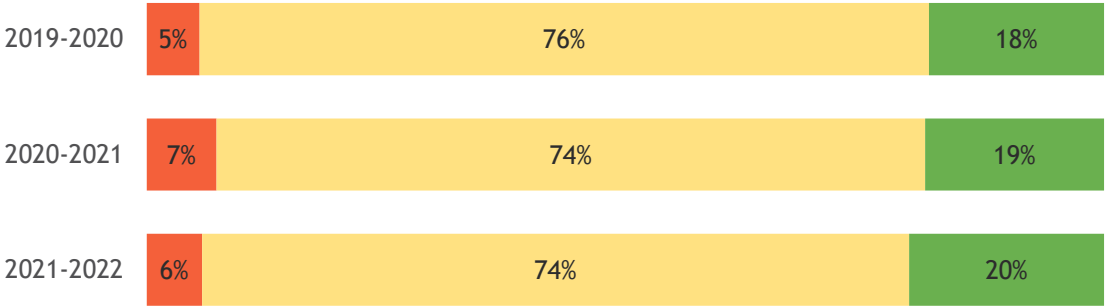
Satisfaction with meeting a Sabb

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Satisfaction with 'Face to face (meeting a sabb)', by year, Pulse period and month.

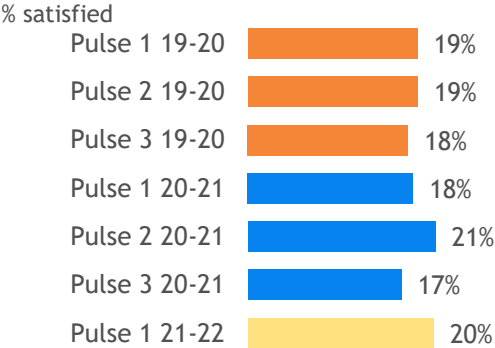
Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



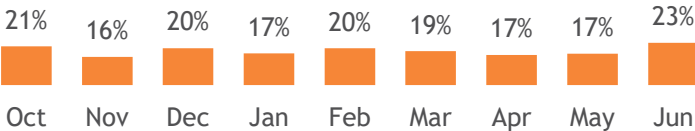
■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period



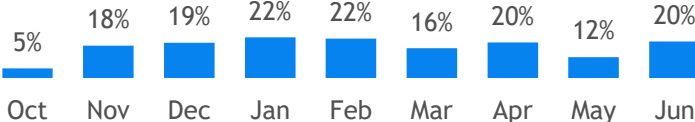
Monthly

2019-2020 % satisfied



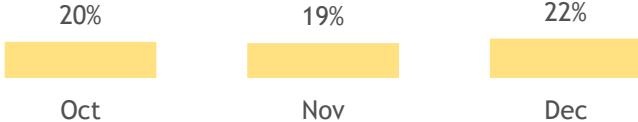
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



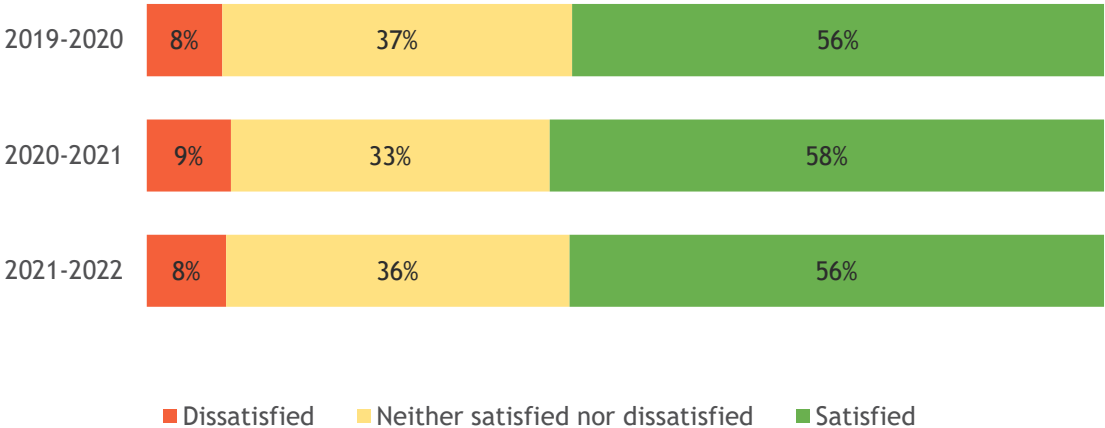
Satisfaction with the weekly newsletter

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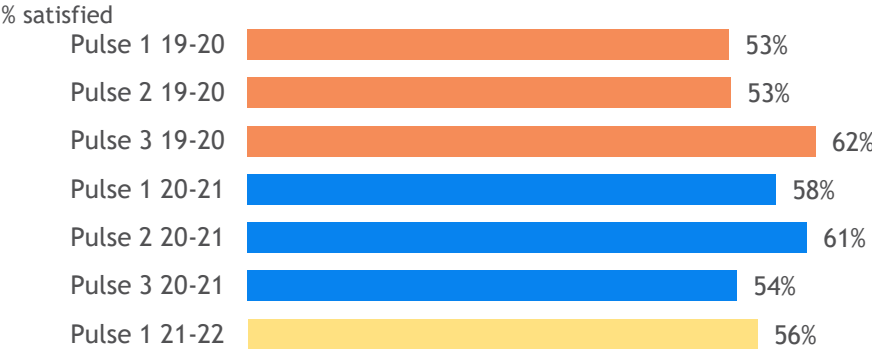
Satisfaction with the 'Students' Union weekly e-newsletter', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

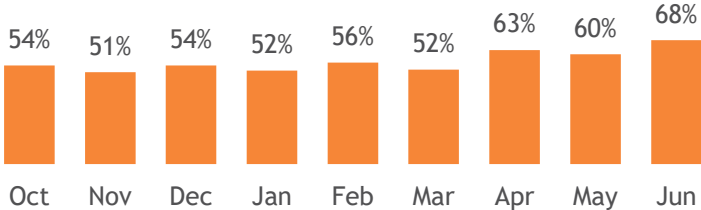


Pulse period



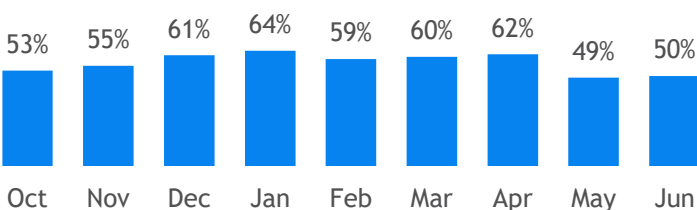
Monthly

2019-2020 % satisfied



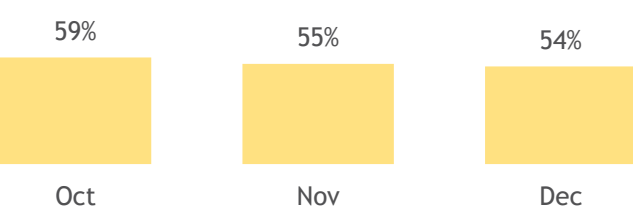
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



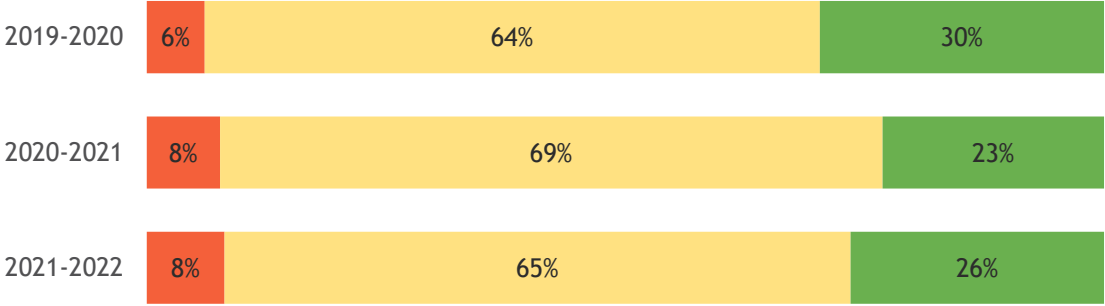
Satisfaction with leaflets and booklets

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Satisfaction with 'Leaflets and booklets', by year, Pulse period and month.

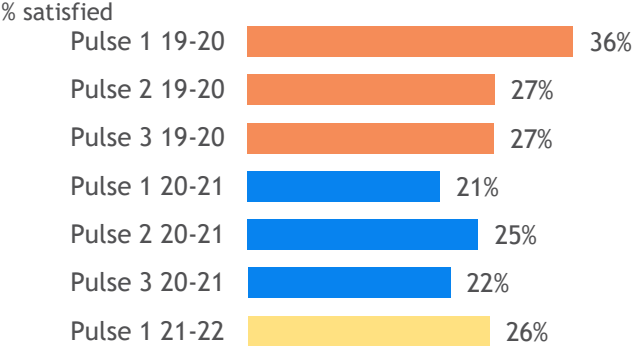
Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



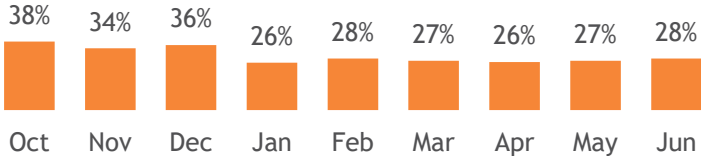
■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied

Pulse period



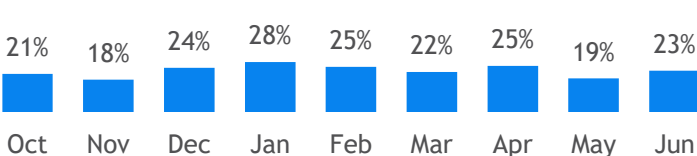
Monthly

2019-2020 % satisfied



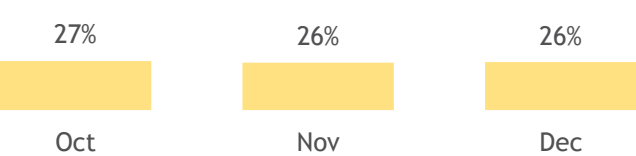
Monthly

2020-2021 % satisfied



Monthly

2021-2022 % satisfied



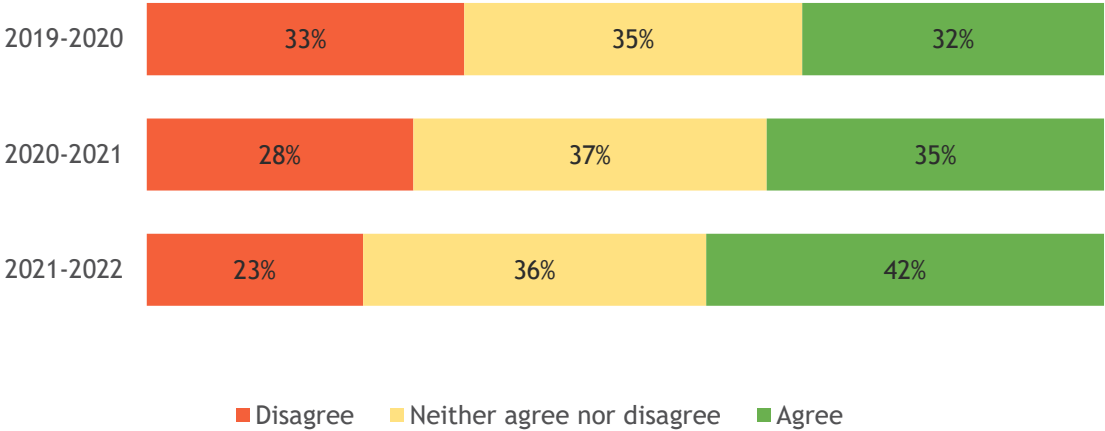
Feeling able to influence the SU

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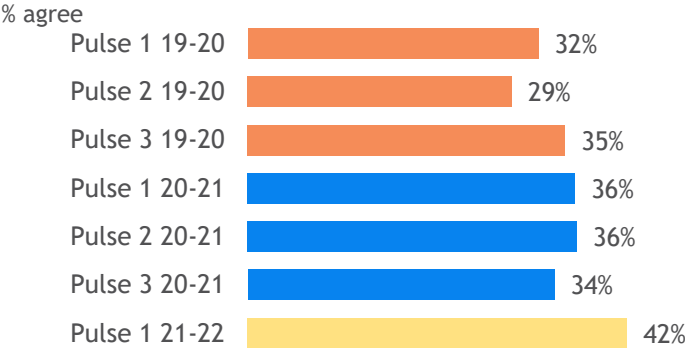
'I can influence decisions made by the Students' Union', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,846 Base (2020-2021): 1,433 Base (2021-2022): 438

Year on year

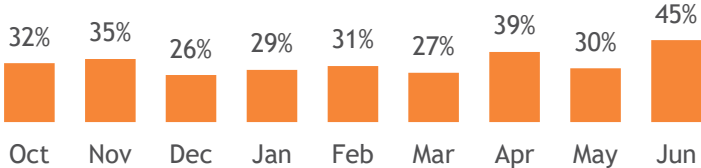


Pulse period



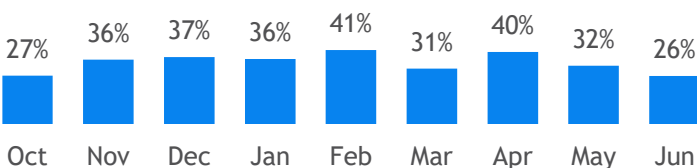
Monthly

2019-2020 % agree



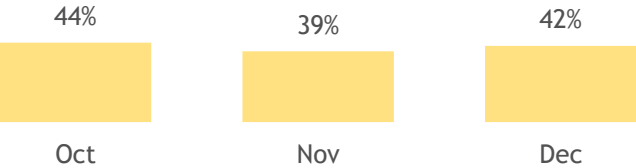
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



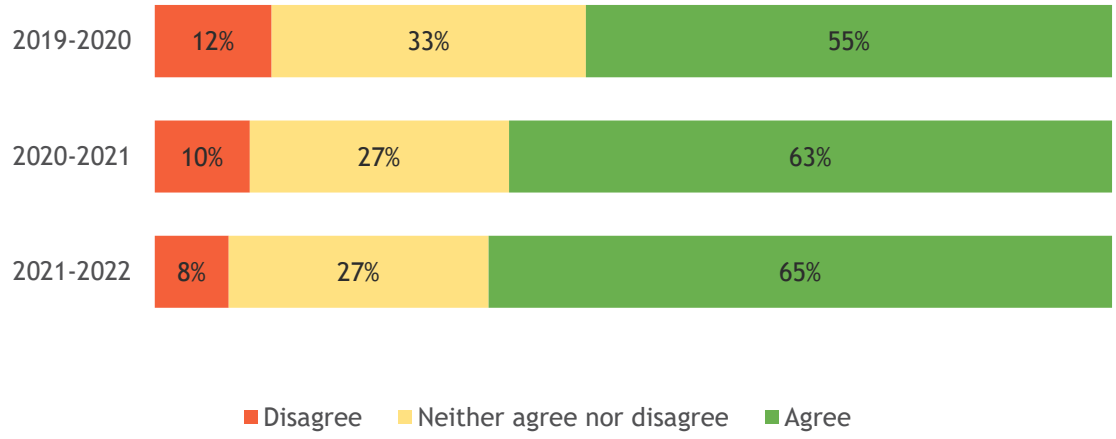
Effectively representing students' views

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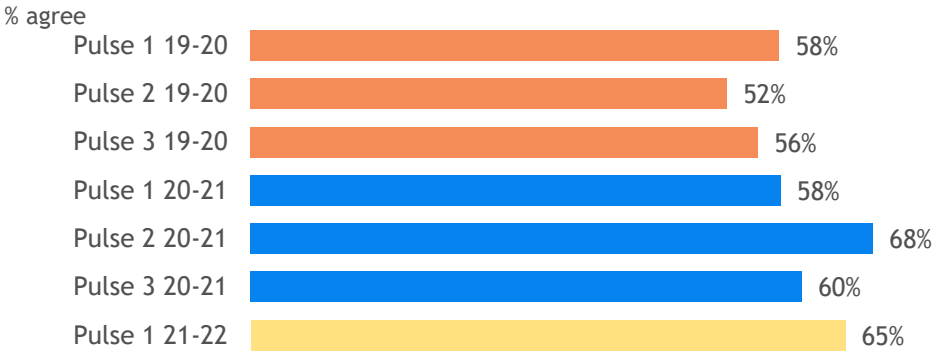
'The Students' Union represents the views of students effectively', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,885 Base (2020-2021): 1,533 Base (2021-2022): 479

Year on year

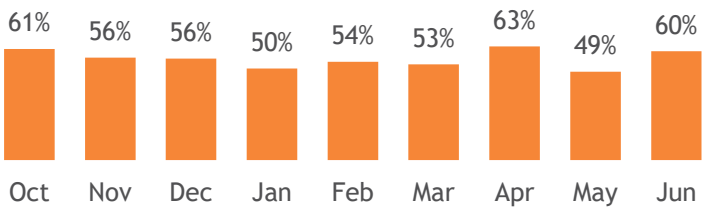


Pulse period



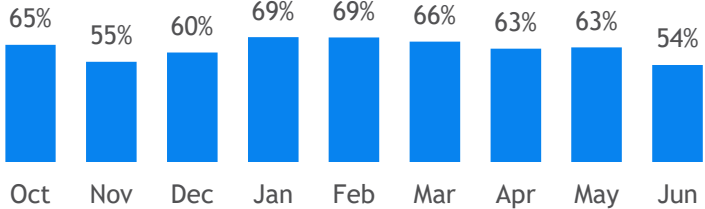
Monthly

2019-2020 % agree



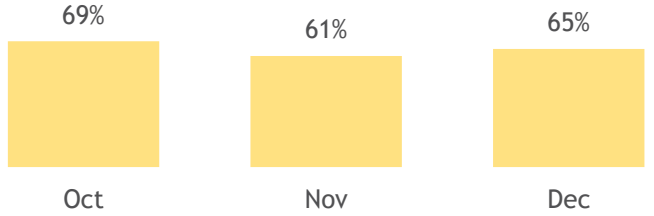
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



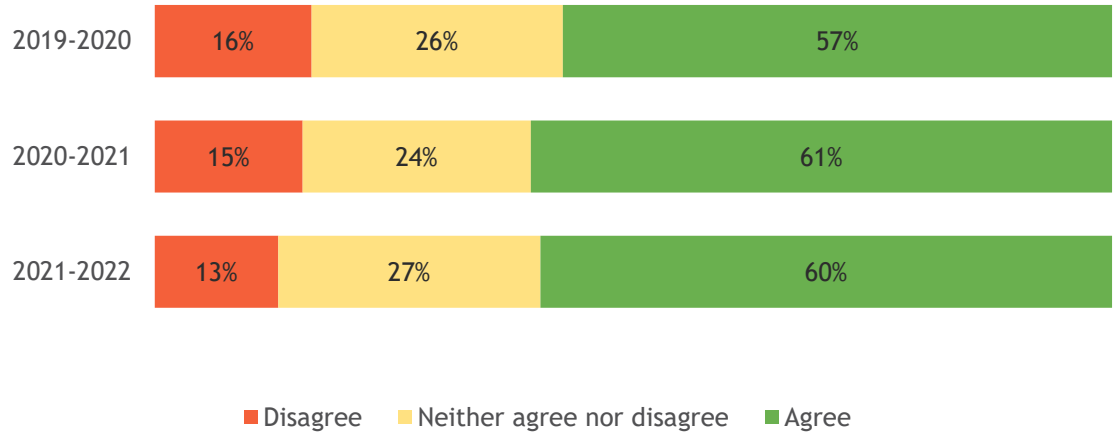
Representing students on course issues

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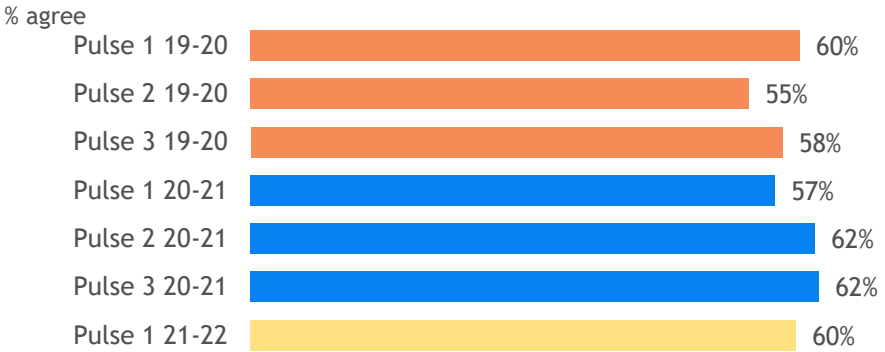
Agreement the Students' Union represent students on 'Course issues', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,809 Base (2020-2021): 1,451 Base (2021-2022): 442

Year on year

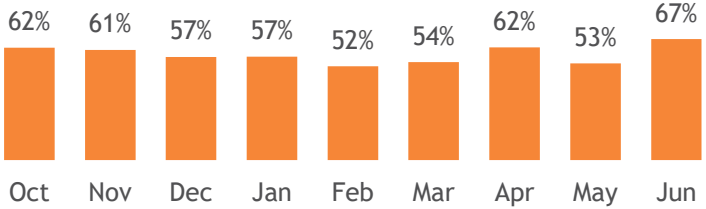


Pulse period



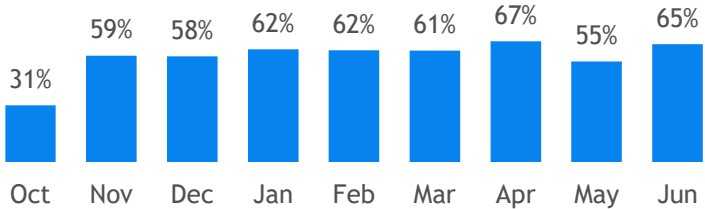
Monthly

2019-2020 % agree



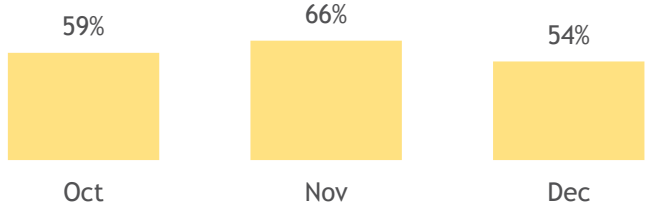
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



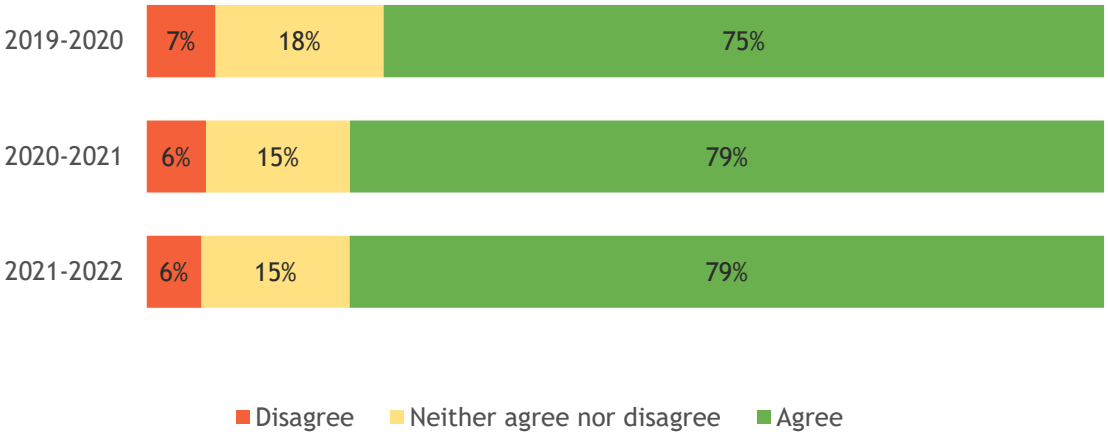
Representing students on university issues

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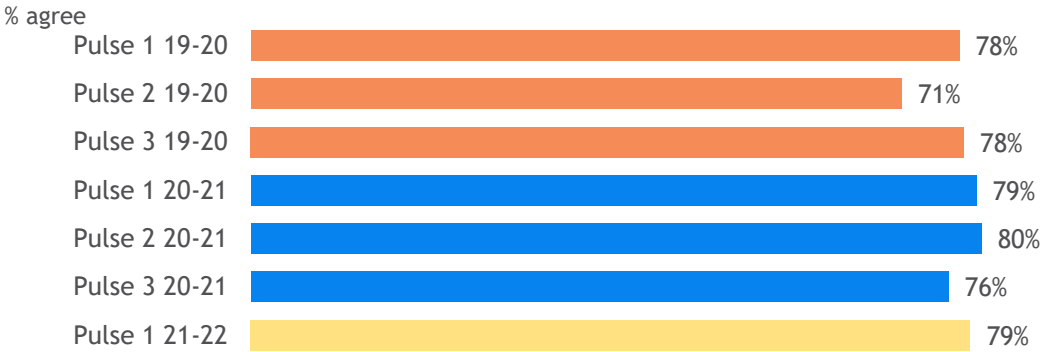
Agreement the Students' Union represent students on 'University issues', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,925 Base (2020-2021): 1,541 Base (2021-2022): 472

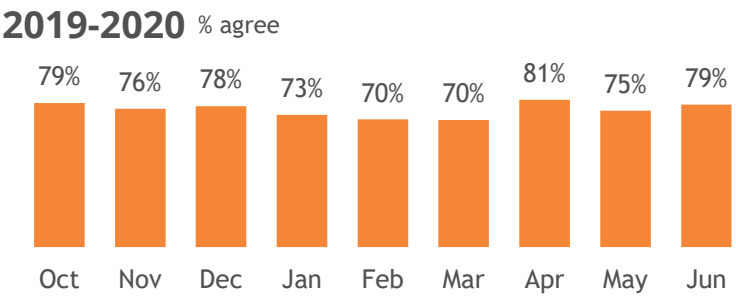
Year on year



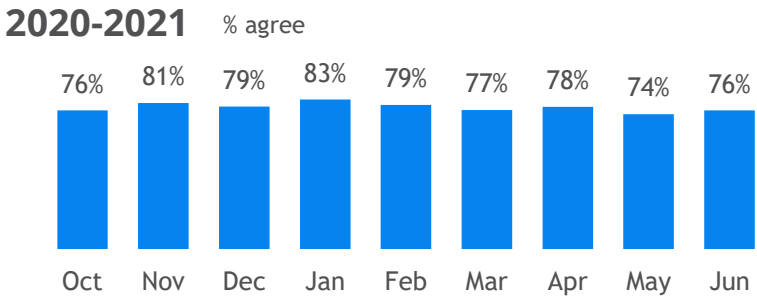
Pulse period



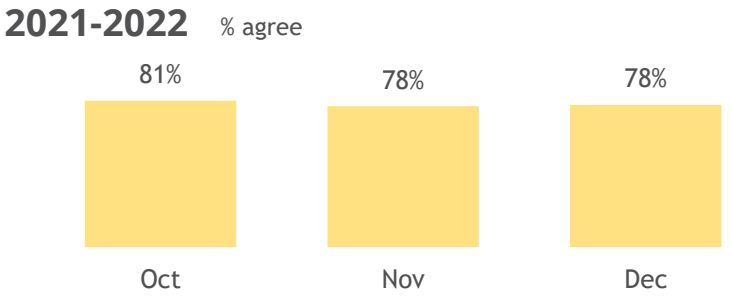
Monthly



Monthly



Monthly



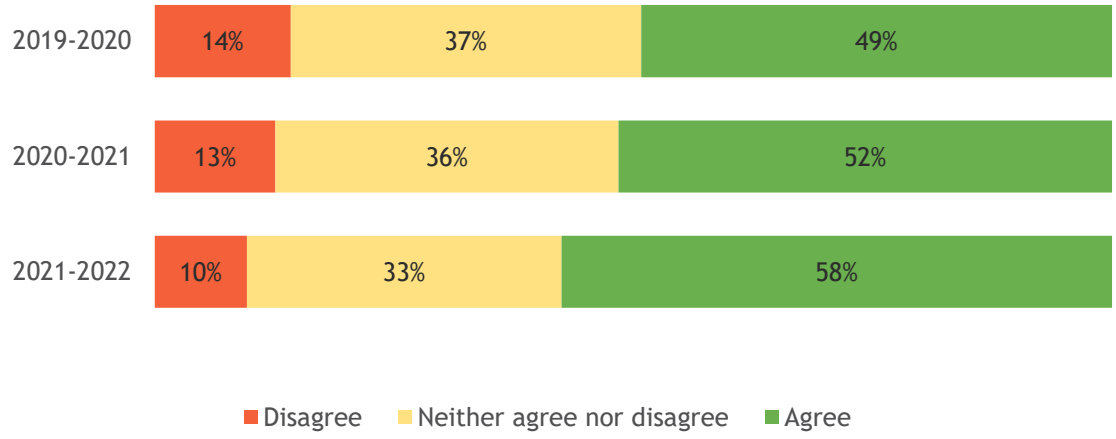
Representing students on local issues

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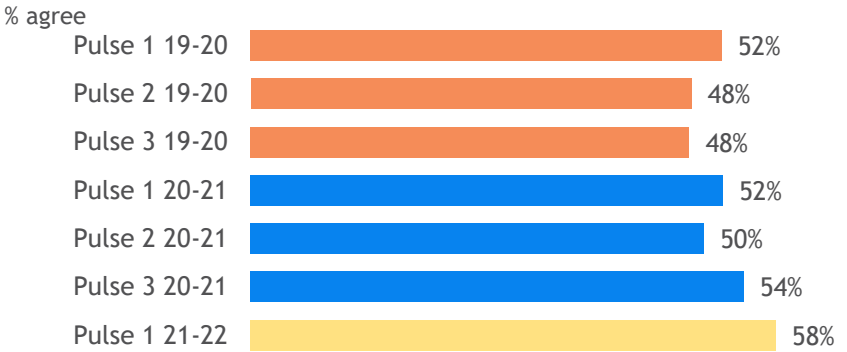
Agreement the Students' Union represent students on 'Local issues', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,677 Base (2020-2021): 1,356 Base (2021-2022): 426

Year on year

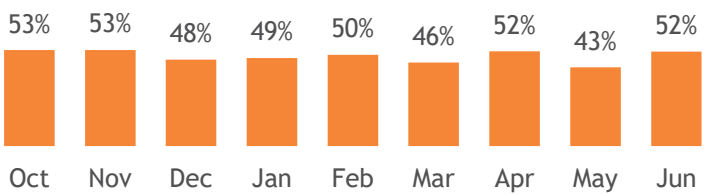


Pulse period



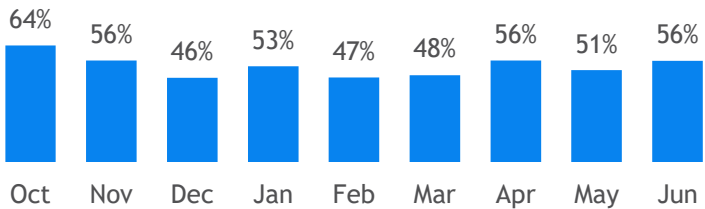
Monthly

2019-2020 % agree



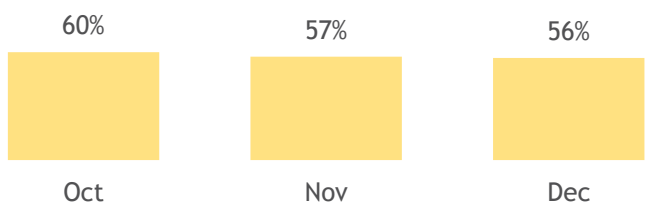
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



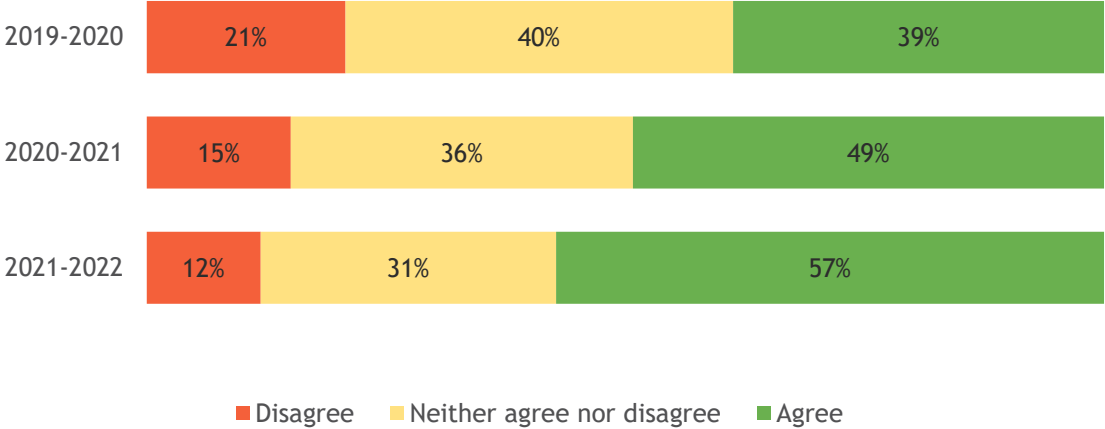
Representing students on national issues

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Agreement the Students' Union represent students on 'National issues', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,630 Base (2020-2021): 1,349 Base (2021-2022): 421

Year on year

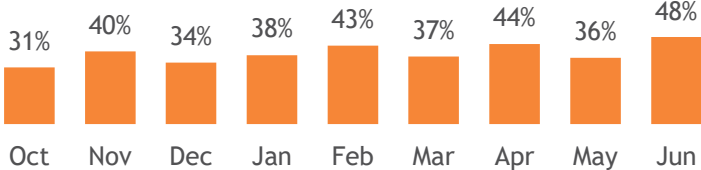


Pulse period



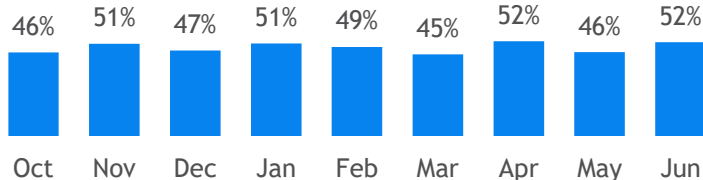
Monthly

2019-2020 % agree



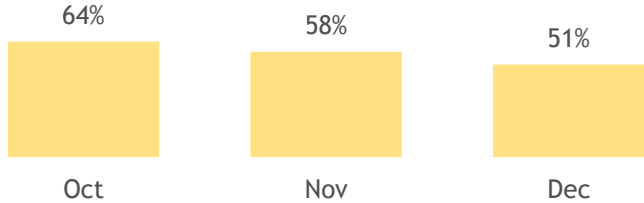
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



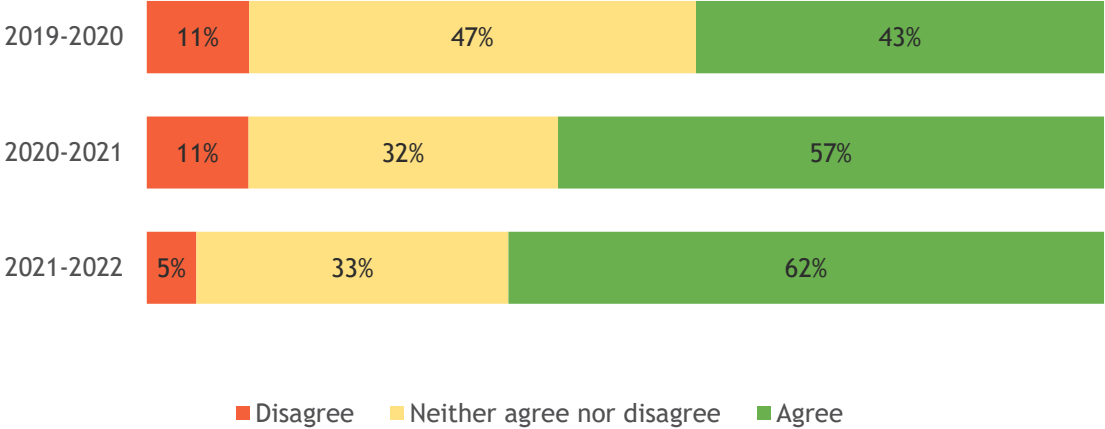
Representing students on BAME issues

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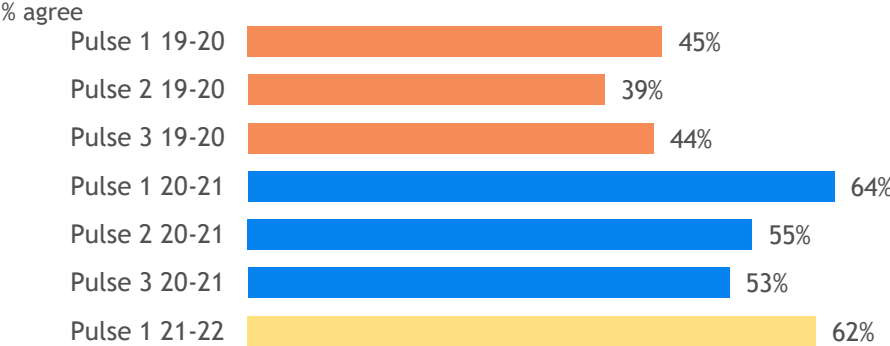
Agreement the Students' Union represent students on 'BAME issues', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,227 Base (2020-2021): 1,262 Base (2021-2022): 405

Year on year

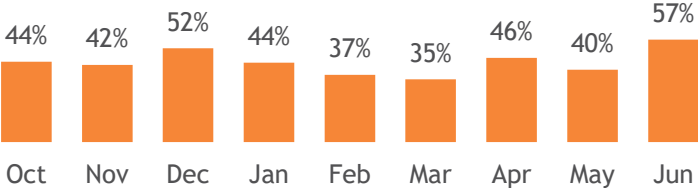


Pulse period



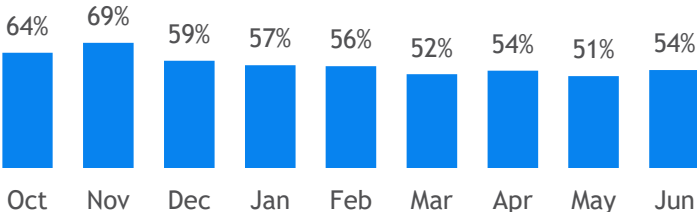
Monthly

2019-2020 % agree



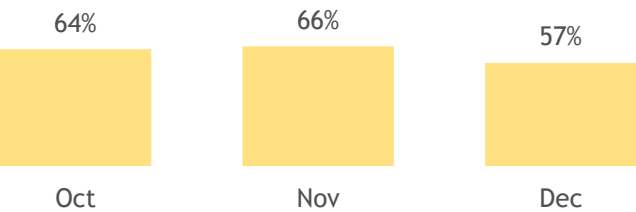
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



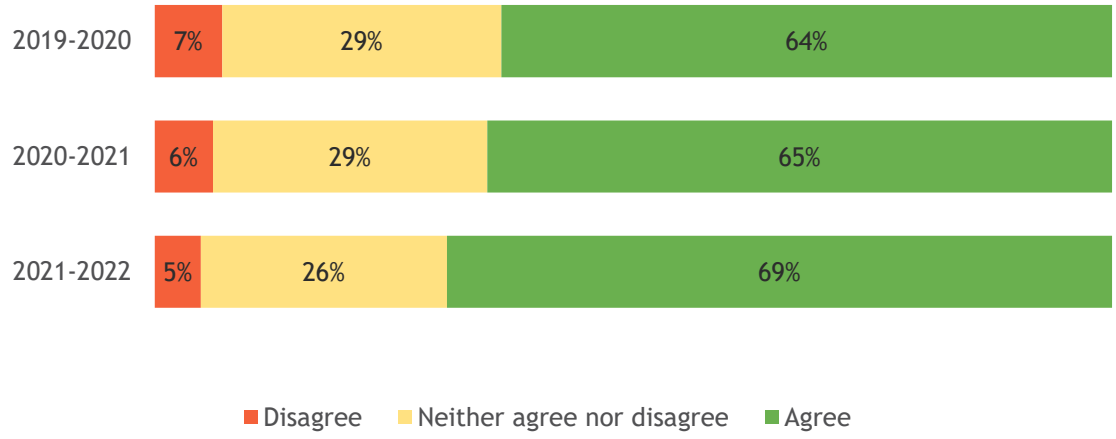
Representing students on gender issues

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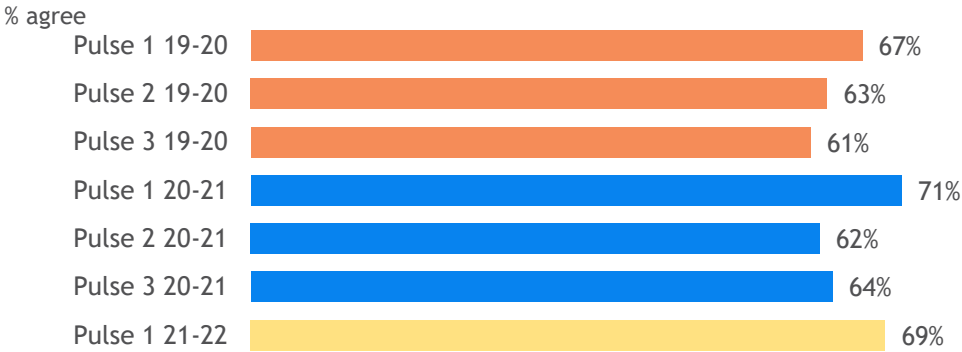
Agreement the Students' Union represent students on 'Gender issues', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,605 Base (2020-2021): 1,336 Base (2021-2022): 436

Year on year

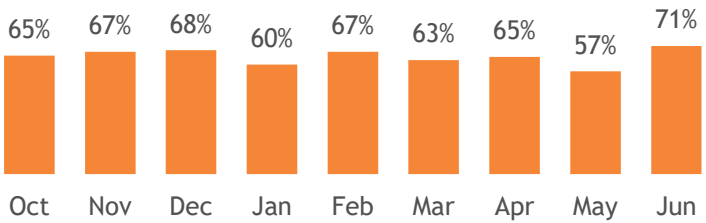


Pulse period



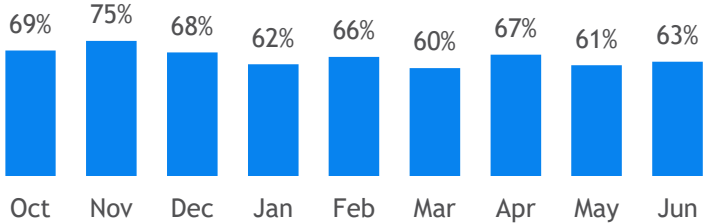
Monthly

2019-2020 % agree



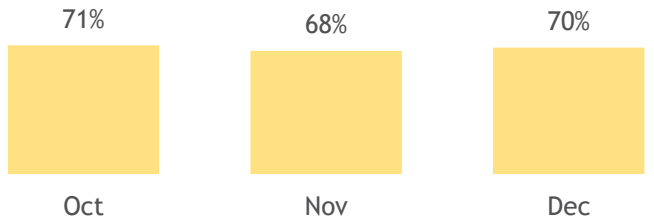
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



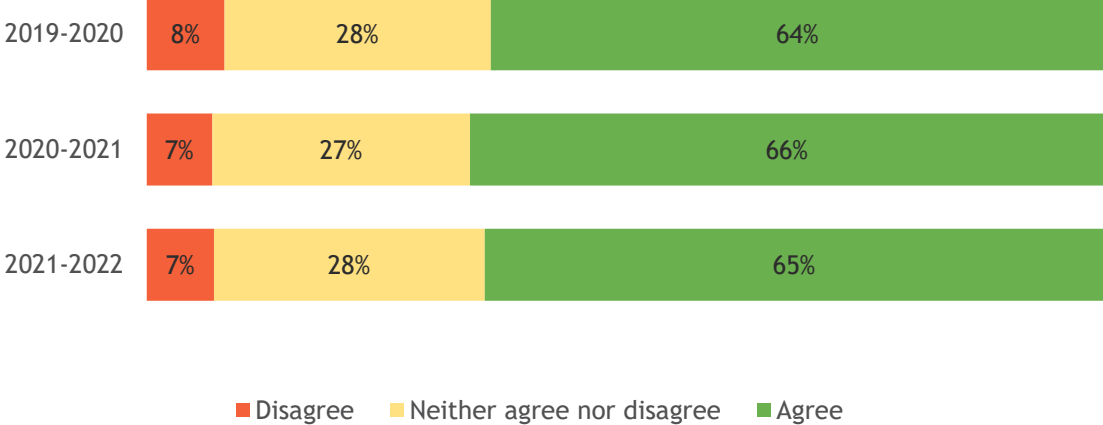
Representing students on disability issues

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Agreement the Students' Union represent students on 'Disability issues', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,603 Base (2020-2021): 1,330 Base (2021-2022): 428

Year on year

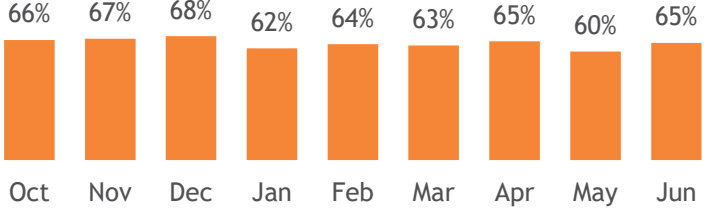


Pulse period



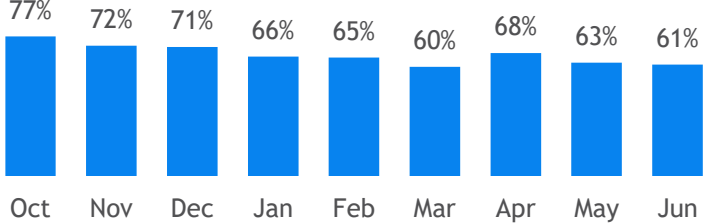
Monthly

2019-2020 % agree



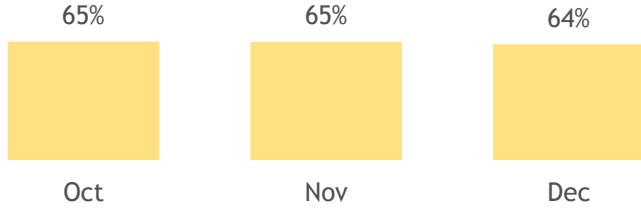
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



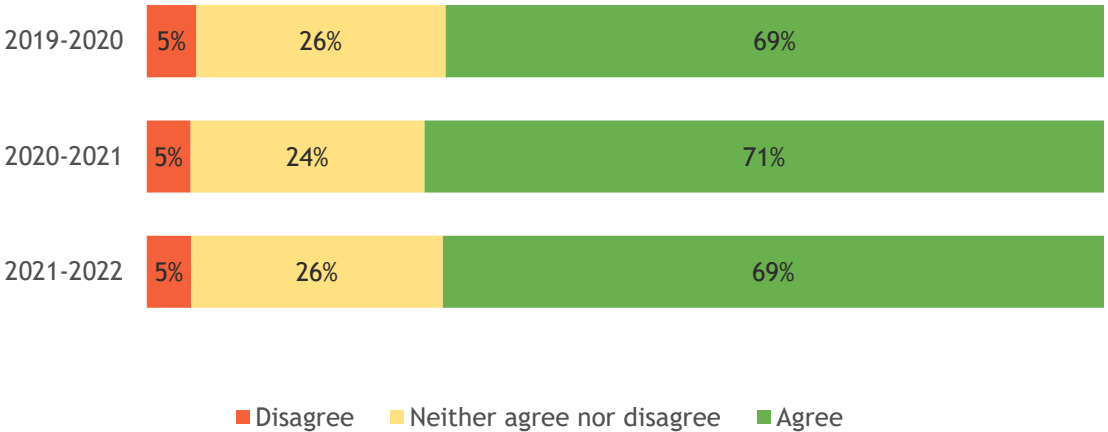
Representing students on LGBT+ issues

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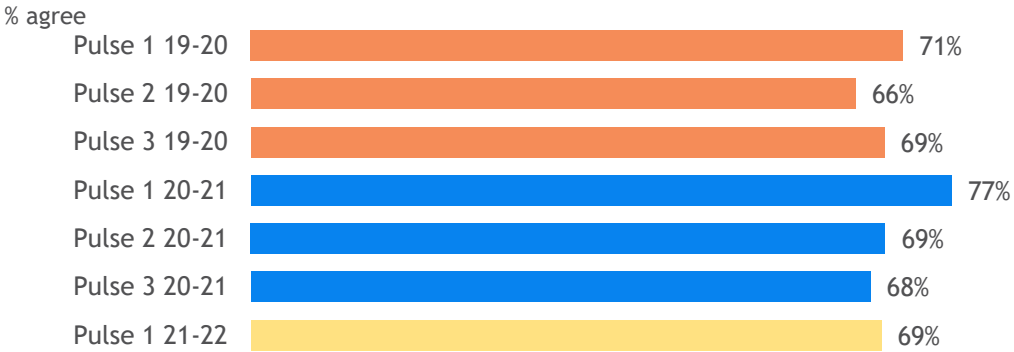
Agreement the Students' Union represent students on 'LGBT+ issues', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,641 Base (2020-2021): 1,331 Base (2021-2022): 430

Year on year

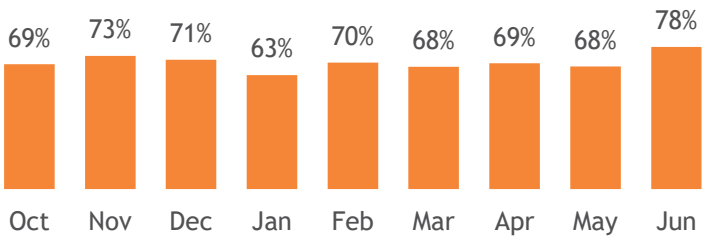


Pulse period



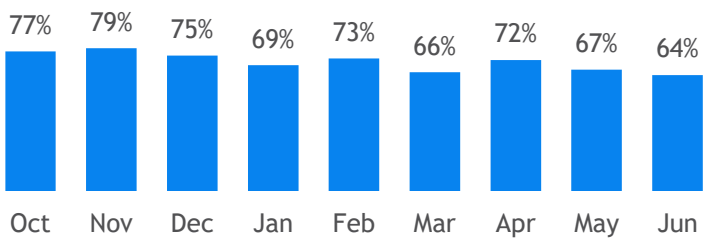
Monthly

2019-2020 % agree



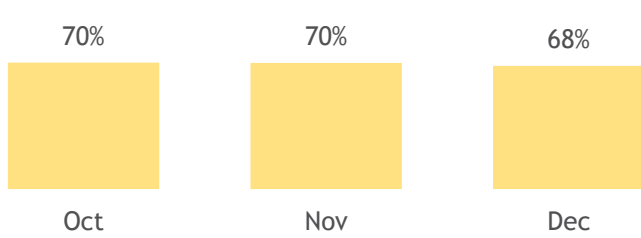
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



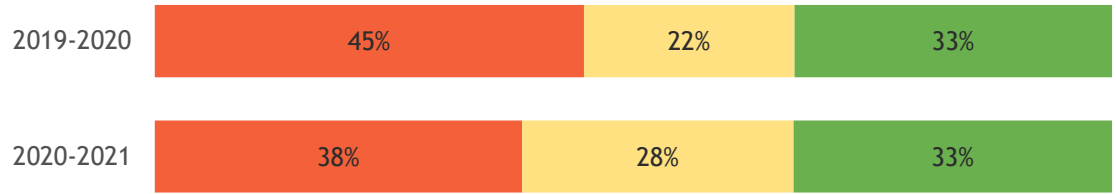
Understanding of Sabbatical Officers

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Agreement with 'I understand how the Students' Union is managed', by year, Pulse period and month.

Base (2019-2020): 859 Base (2020-2021): 706 Base (2021-2022): 0

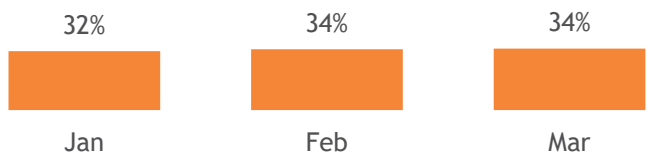
Year on year



■ Disagree ■ Neither agree nor disagree ■ Agree

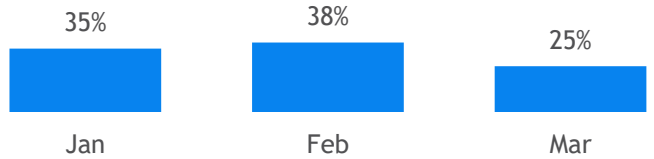
Monthly

2019-2020 % agree



Monthly

2020-2021 % agree



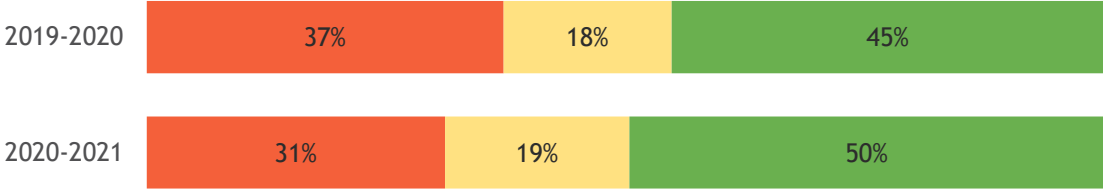
Understanding of Sabbatical Officers

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Agreement with 'I understand how the Students' Union Sabbatical Officers are appointed', by year, Pulse period and month.

Base (2019-2020): 859 Base (2020-2021): 706 Base (2021-2022): 0

Year on year

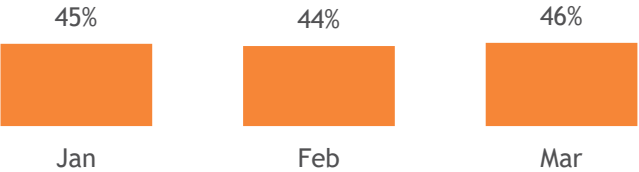


2021-2022

■ Disagree ■ Neither agree nor disagree ■ Agree

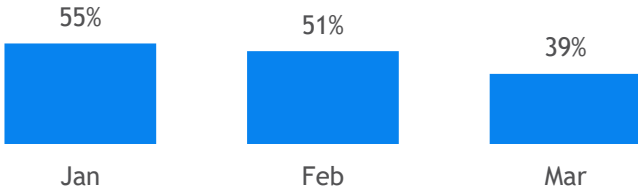
Monthly

2019-2020 % agree



Monthly

2020-2021 % agree



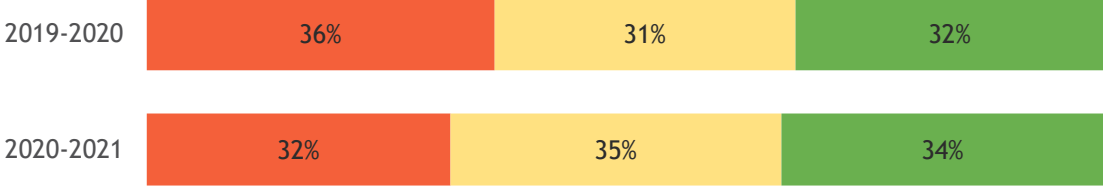
Interest in Sabbatical Officers

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Agreement with 'I am interested in the Students' Union Sabbatical Officers and what they stand for', by year, Pulse period and month.

Base (2019-2020): 859 Base (2020-2021): 706 Base (2021-2022): 0

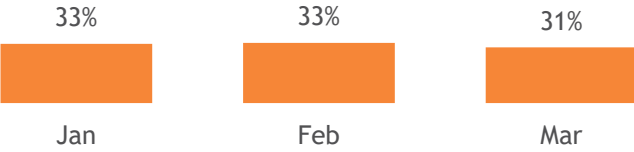
Year on year



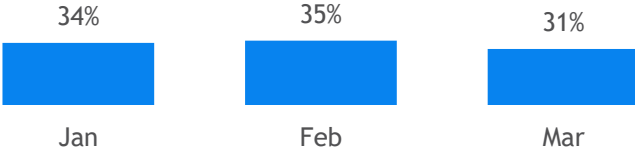
2021-2022

■ Disagree ■ Neither agree nor disagree ■ Agree

Monthly 2019-2020 % agree



Monthly 2020-2021 % agree



Monthly 2021-2022 % agree

This question was not included in the 2021-2022 survey

Interest in Students' Union elections

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Agreement with 'I am interested in being involved in the Students' Union elections', by year, Pulse period and month.

Base (2019-2020): 859 Base (2020-2021): 706 Base (2021-2022): 0

Year on year

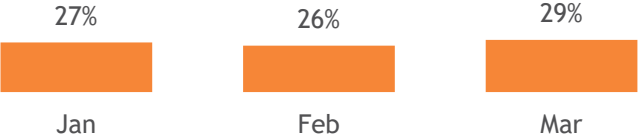


2021-2022

■ Disagree ■ Neither agree nor disagree ■ Agree

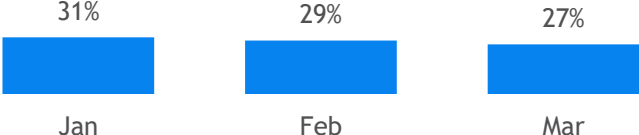
Monthly

2019-2020 % agree



Monthly

2020-2021 % agree



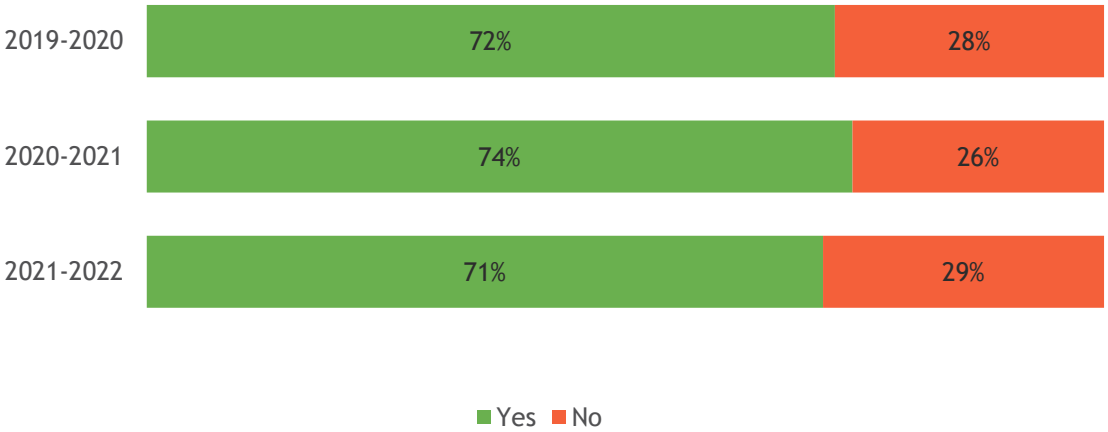
Understanding who students' course rep is

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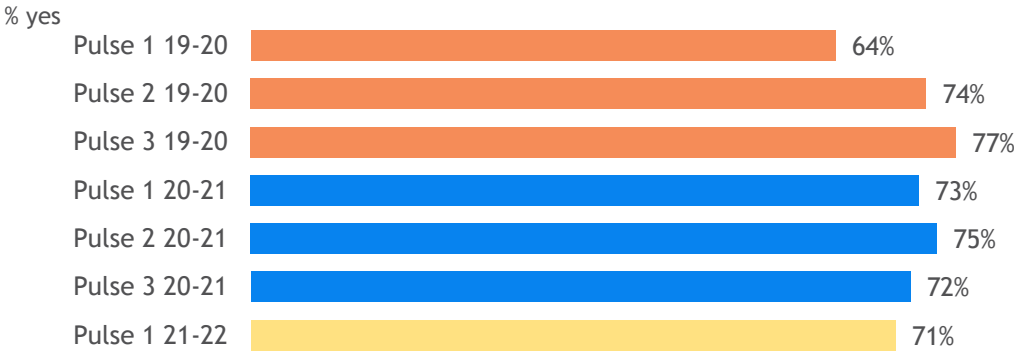
'I know who my course rep is', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

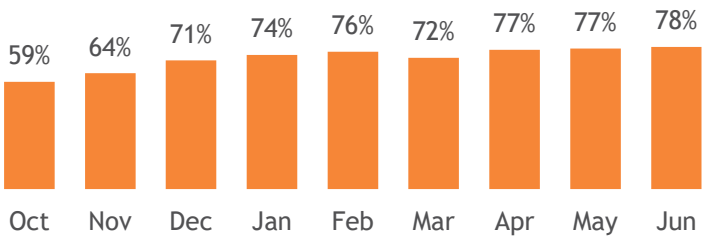


Pulse period



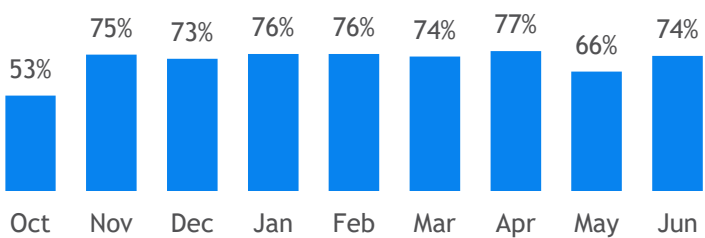
Monthly

2019-2020 % yes



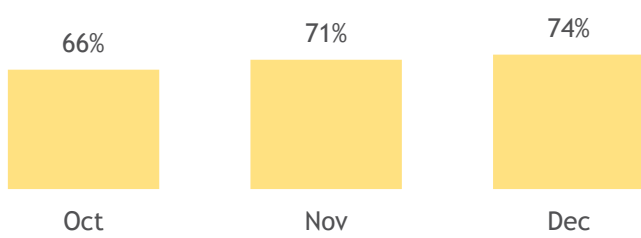
Monthly

2020-2021 % agree



Monthly

2021-2022 % yes



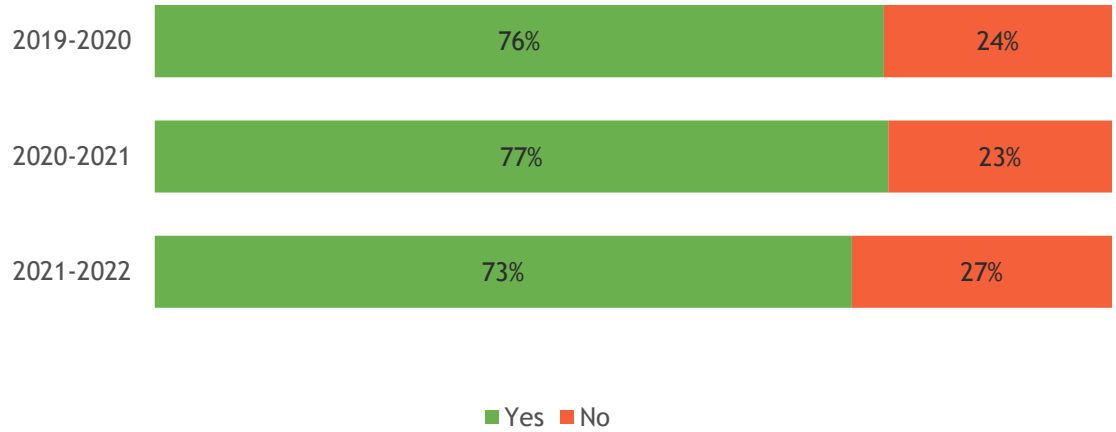
Understanding what course reps do

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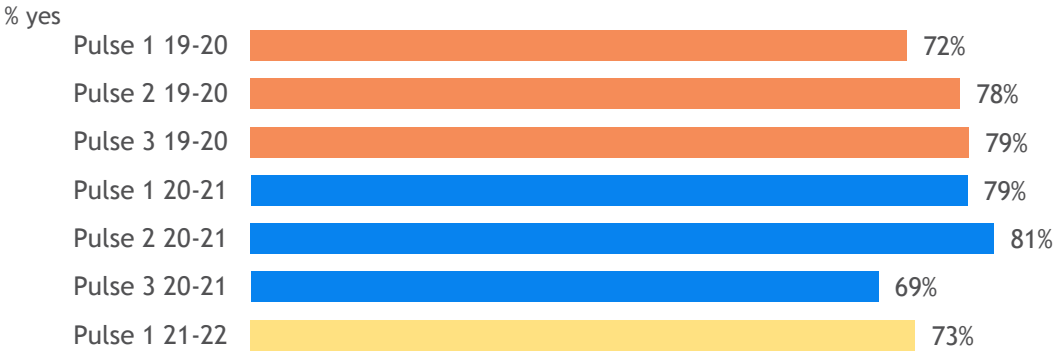
'I understand what my course rep does', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

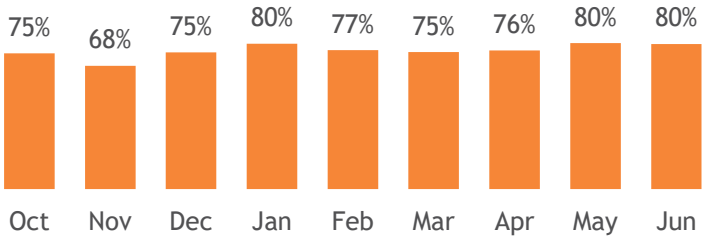


Pulse period



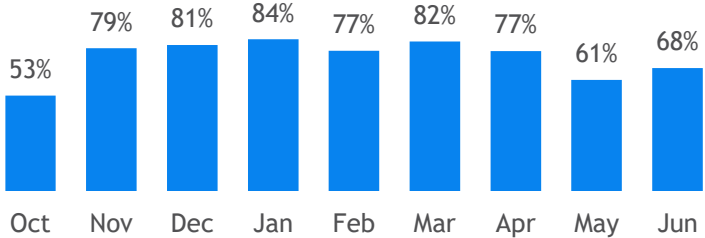
Monthly

2019-2020 % yes



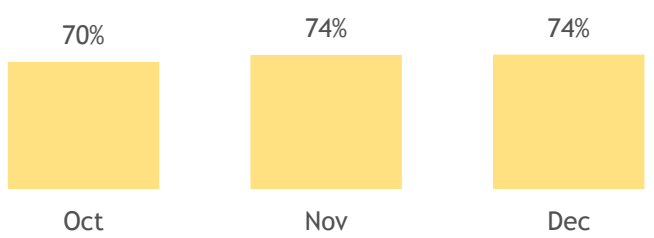
Monthly

2020-2021 % agree



Monthly

2021-2022 % yes



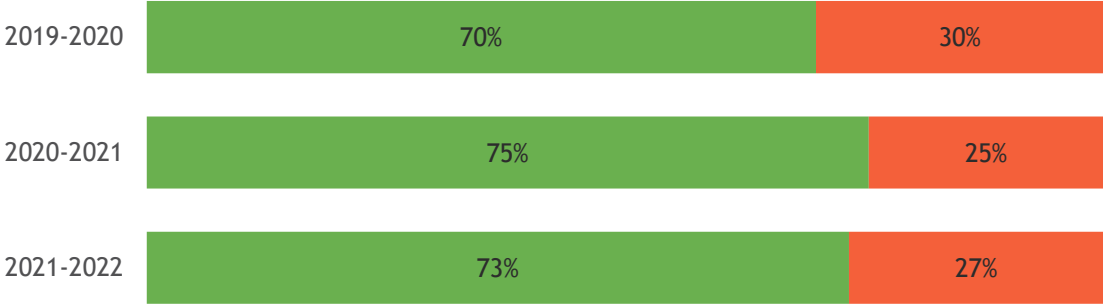
Knowing how to contact students' course rep

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'I know how to contact my course rep', by year, Pulse period and month.

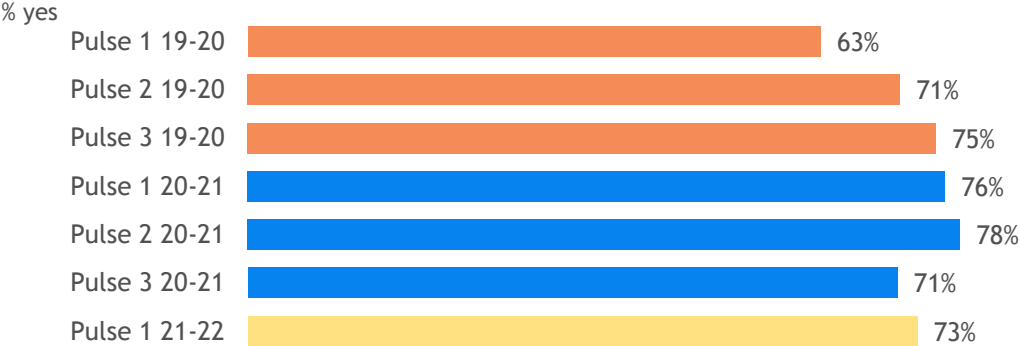
Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



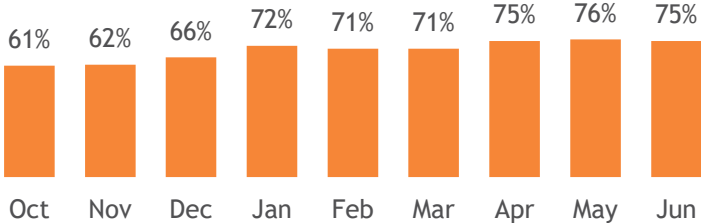
■ Yes ■ No

Pulse period



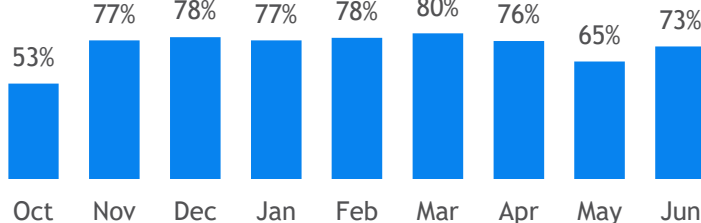
Monthly

2019-2020 % yes



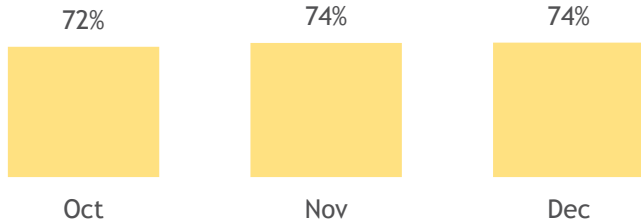
Monthly

2020-2021 % agree



Monthly

2021-2022 % yes



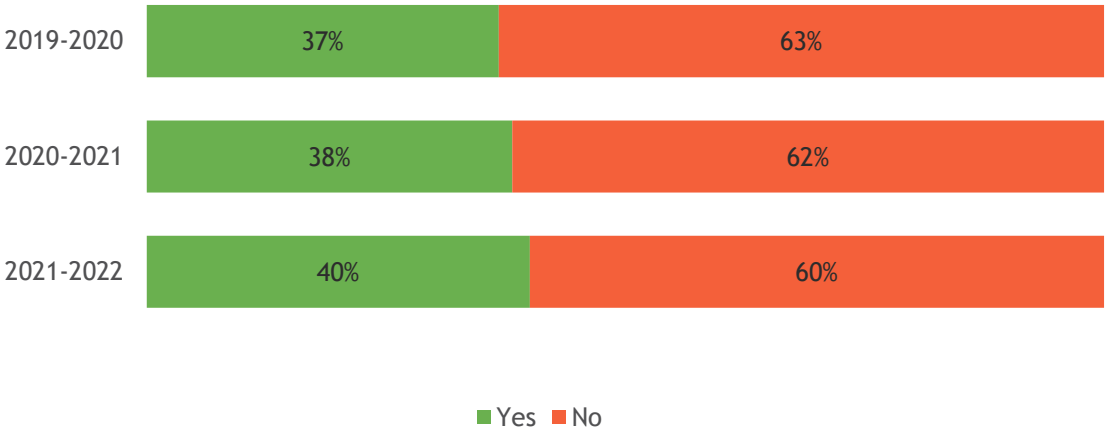
Awareness of course reps' achievements

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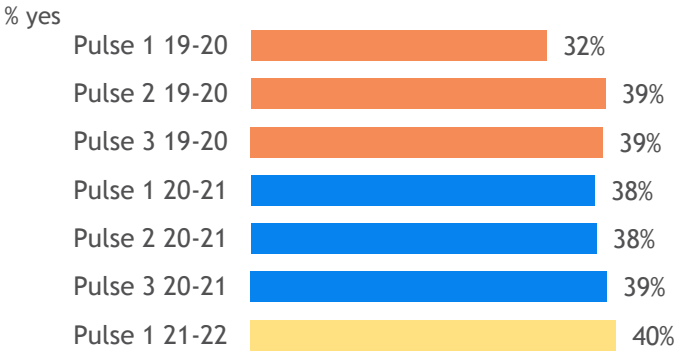
'I am aware of the achievements of my course rep this year', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

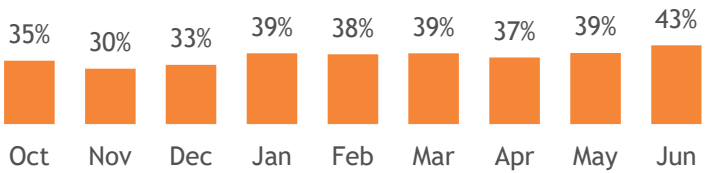


Pulse period



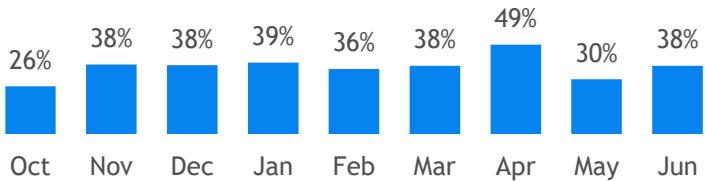
Monthly

2019-2020 % yes



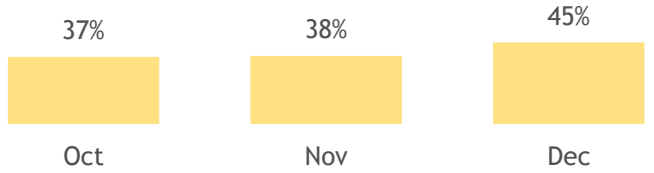
Monthly

2020-2021 % agree



Monthly

2021-2022 % yes



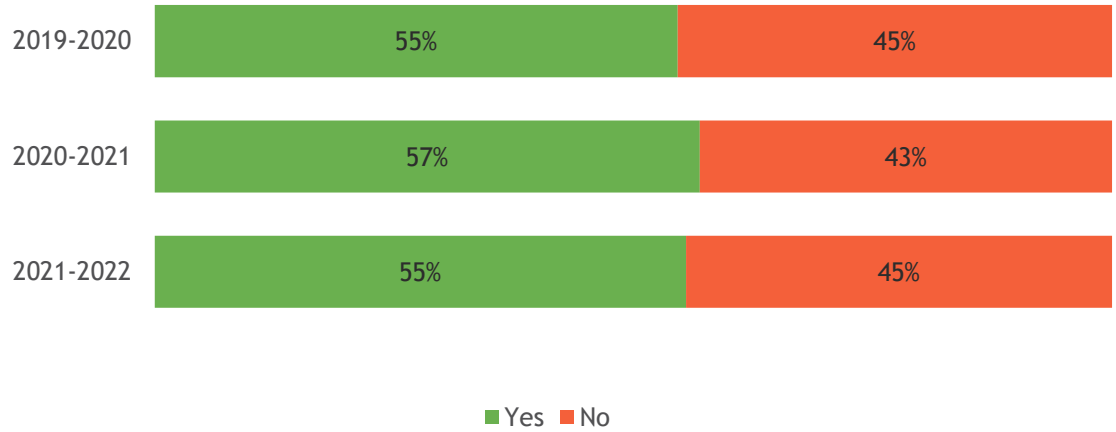
Awareness that course reps are part of the SU

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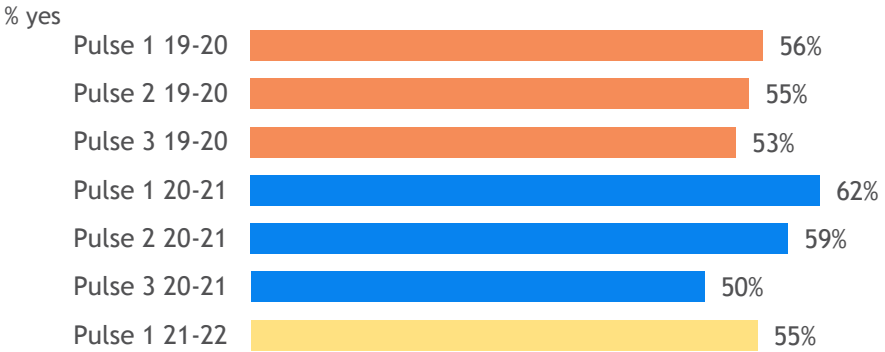
'I was aware that course reps are part of the Students' Union', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

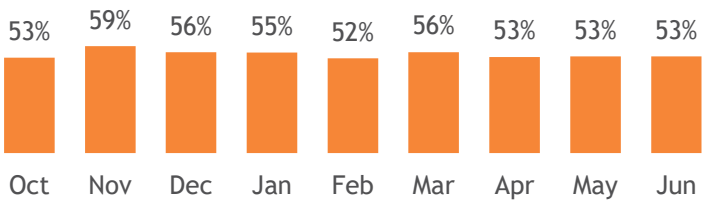


Pulse period



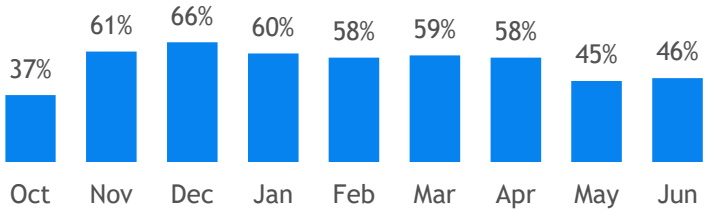
Monthly

2019-2020 % yes



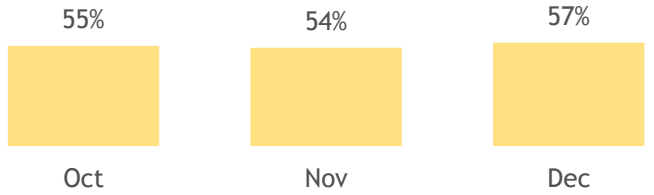
Monthly

2020-2021 % agree



Monthly

2021-2022 % yes



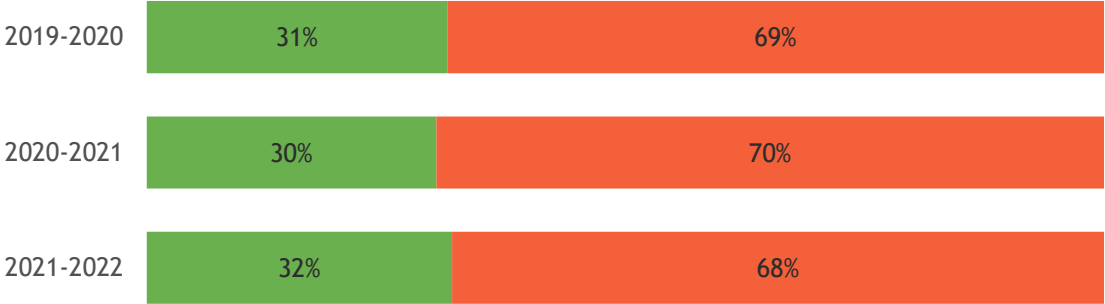
Awareness of who the SU's Sabbatical Officers are

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'I know who the Students' Union's Sabbatical Officers are', by year, Pulse period and month.

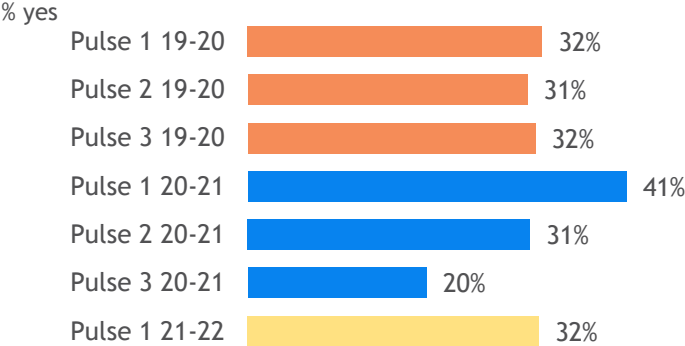
Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year



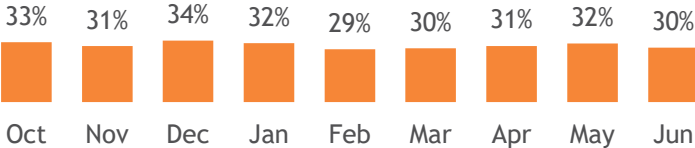
■ Yes ■ No

Pulse period



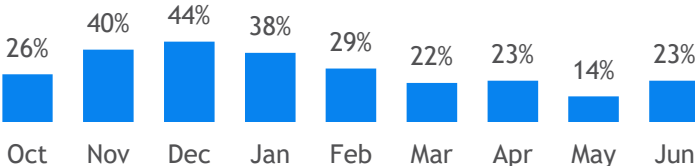
Monthly

2019-2020 % yes



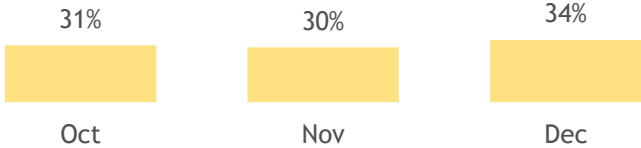
Monthly

2020-2021 % agree



Monthly

2021-2022 % yes



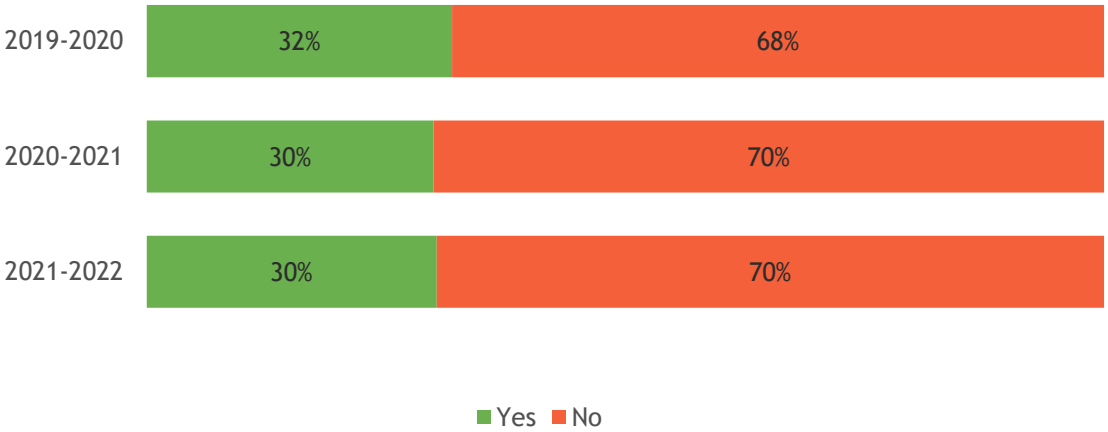
Understanding what Sabbatical Officers do

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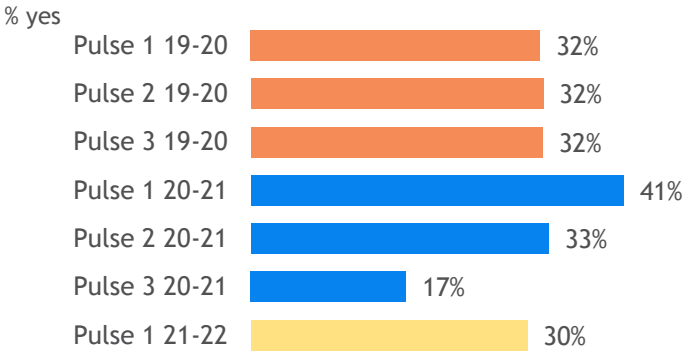
'I understand what the Students' Union's Sabbatical Officers do', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

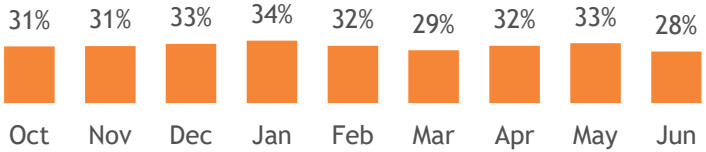


Pulse period



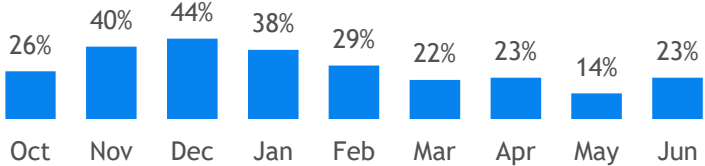
Monthly

2019-2020 % yes



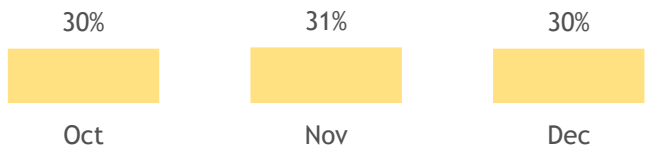
Monthly

2020-2021 % agree



Monthly

2021-2022 % yes



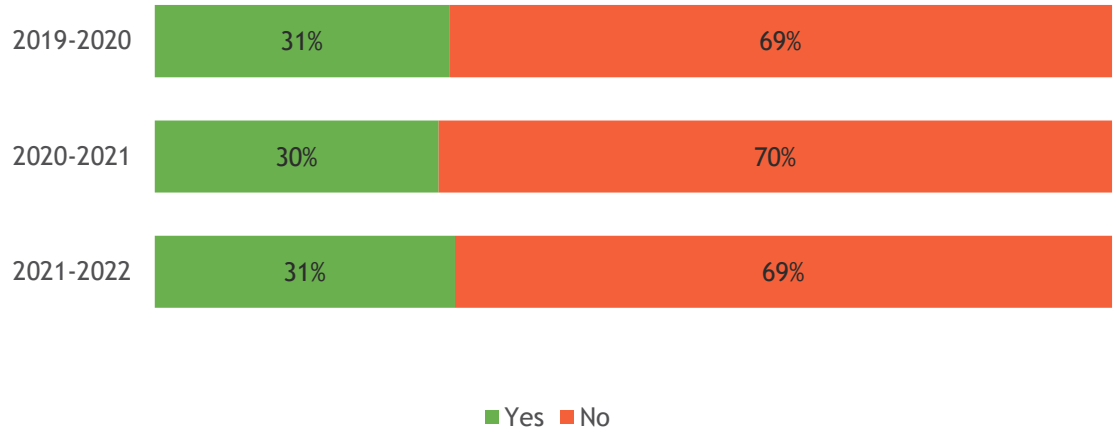
Knowing how to contact the SU's Sabbatical Officers

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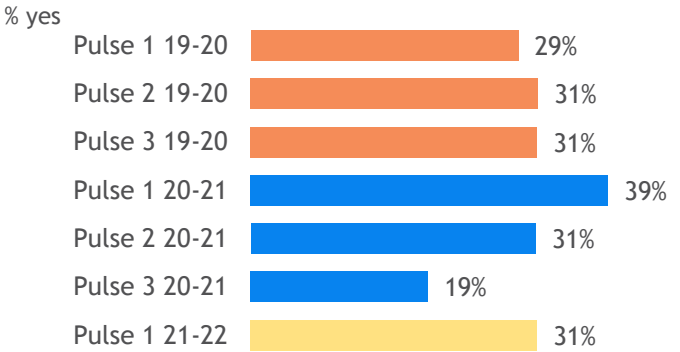
'I know how to contact the Sabbatical Officer team', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

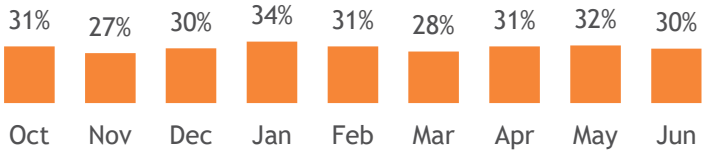


Pulse period



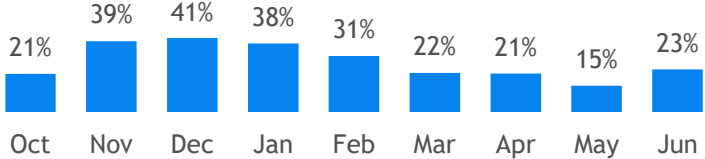
Monthly

2019-2020 % yes



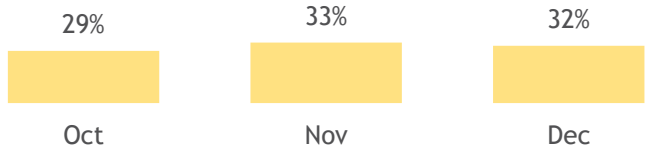
Monthly

2020-2021 % agree



Monthly

2021-2022 % yes



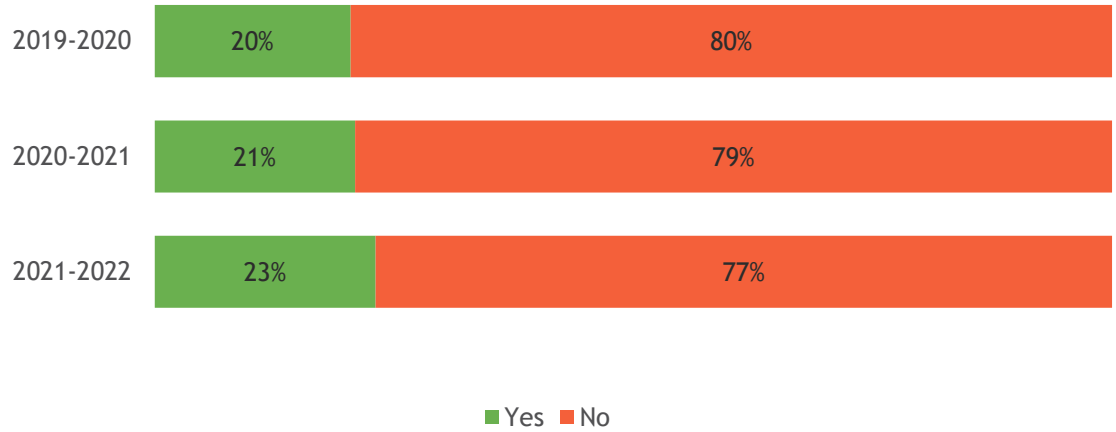
Awareness of the Sabbatical Officer team's achievements

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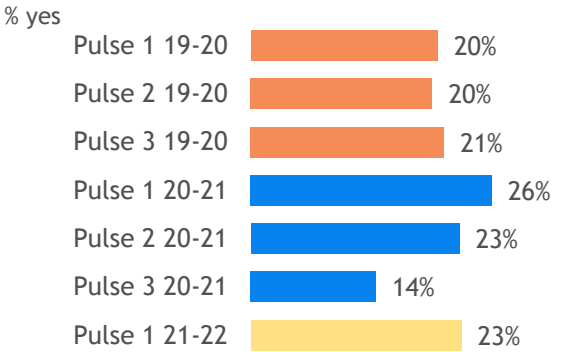
'I am aware of the achievements of the Sabbatical Officer team this year', by year, Pulse period and month.

Base (2019-2020): 2,182 Base (2020-2021): 1,716 Base (2021-2022): 555

Year on year

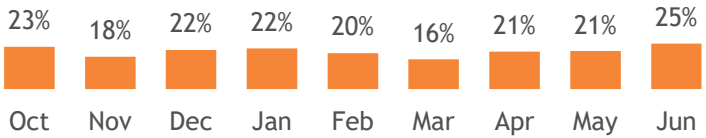


Pulse period



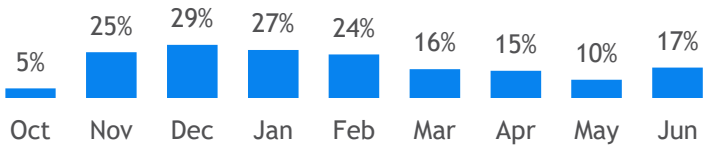
Monthly

2019-2020 % yes



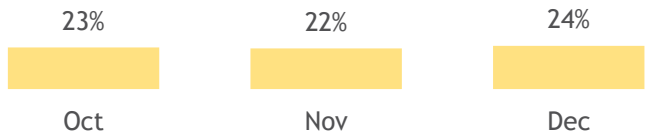
Monthly

2020-2021 % agree



Monthly

2021-2022 % yes



Voting in a course rep election

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'Have you ever voted in a course rep election', by year, Pulse period and month.

Base (2019-2020): 817 Base (2020-2021): 674 Base (2021-2022): 0

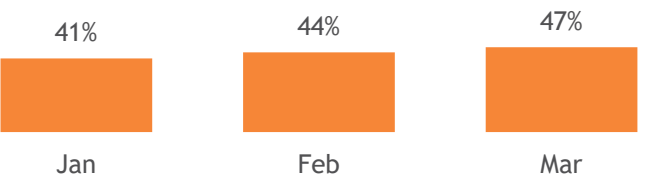
Year on year



■ Yes ■ No ■ I don't know

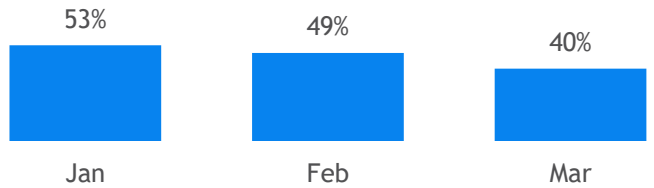
Monthly

2019-2020 % yes



Monthly

2020-2021 % yes



Voting for a Sabbatical Officer

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'Have you ever voted to elect a Sabbatical Officer to your Students' Union?' by year, Pulse period and month.

Base (2019-2020): 823 Base (2020-2021): 685 Base (2021-2022): 0

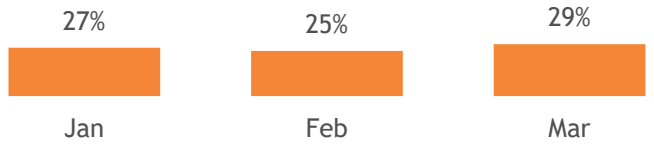
Year on year



■ Yes ■ No ■ I don't know

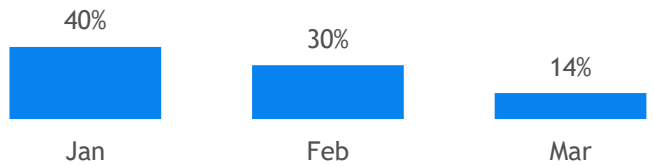
Monthly

2019-2020 % yes



Monthly

2020-2021 % yes



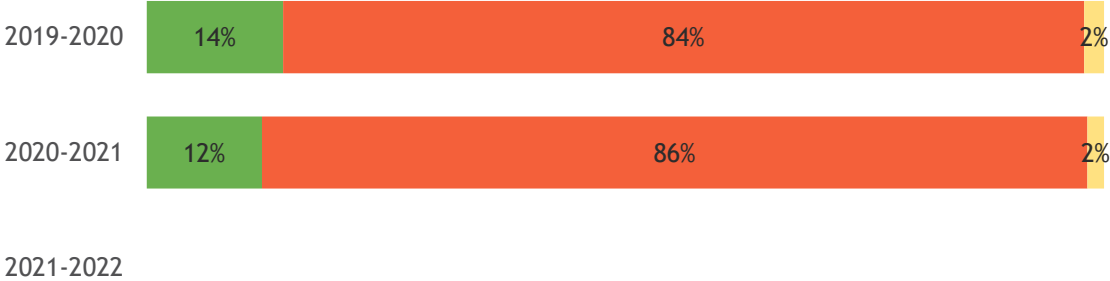
Being elected as a course rep

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'Have you been an elected course rep?' by year, Pulse period and month.

Base (2019-2020): 823 Base (2020-2021): 681 Base (2021-2022): 0

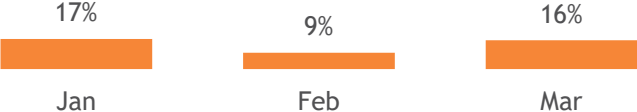
Year on year



■ Yes ■ No ■ I don't know

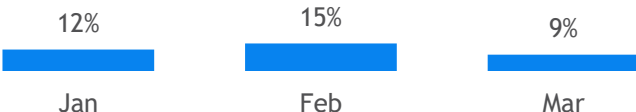
Monthly

2019-2020 % yes



Monthly

2020-2021 % yes



Voting in the Students' Union election

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'Will you vote in the next Students' Union election?' by year, Pulse period and month.

Base (2019-2020): 810 Base (2020-2021): 672 Base (2021-2022): 0

Year on year

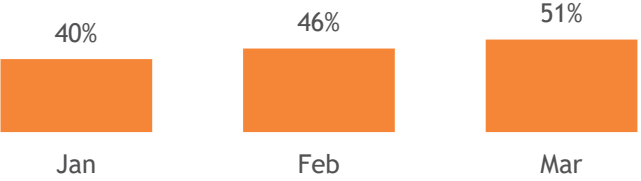


2021-2022

■ Yes ■ No ■ I don't know

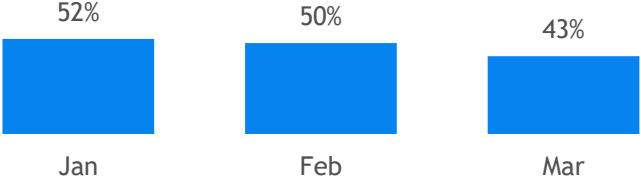
Monthly

2019-2020 % yes



Monthly

2020-2021 % yes



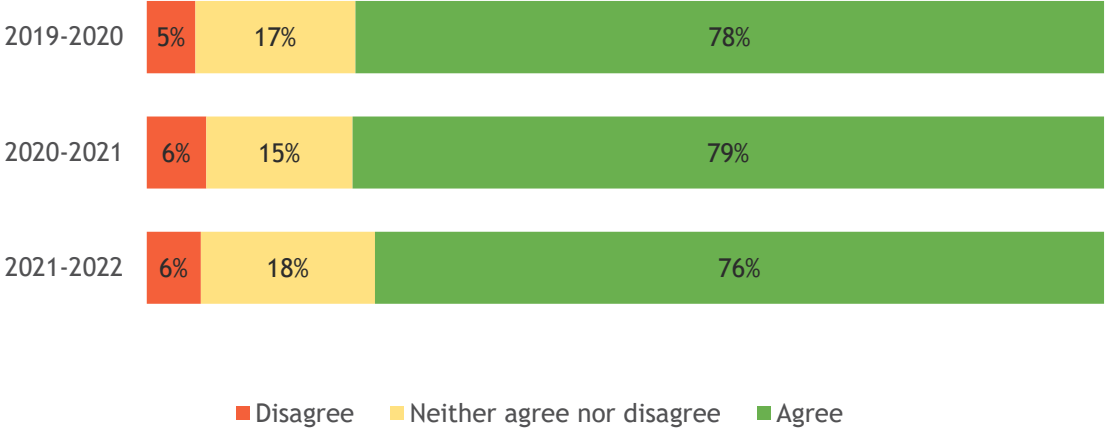
Belief the SU is supportive

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Agreement the Students' Union is 'Supportive', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,993 Base (2020-2021): 1,563 Base (2021-2022): 495

Year on year

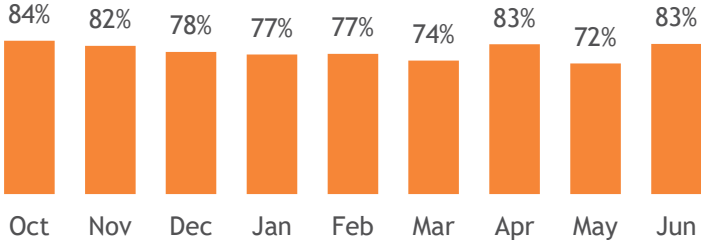


Pulse period



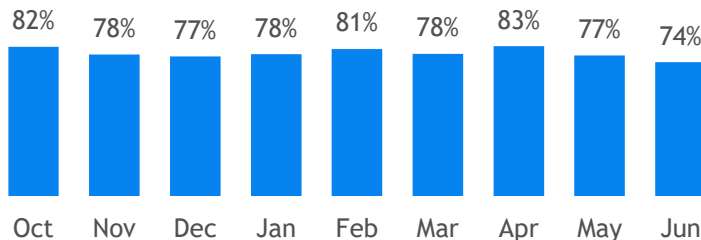
Monthly

2019-2020 % agree



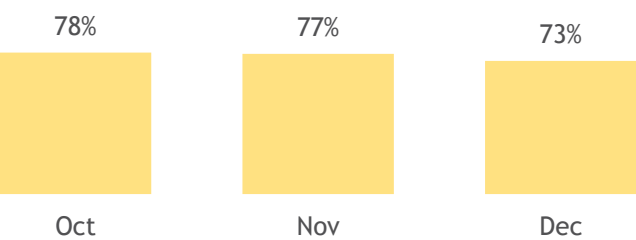
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



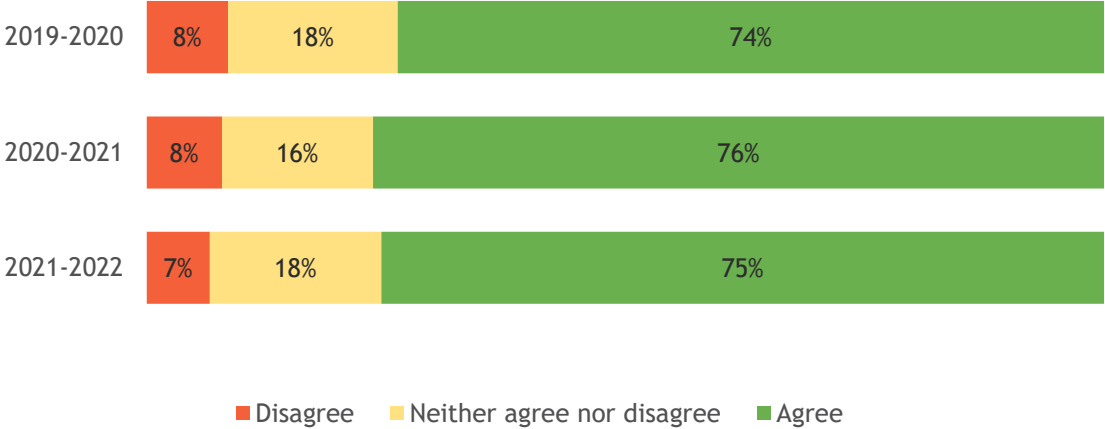
Belief the SU is approachable

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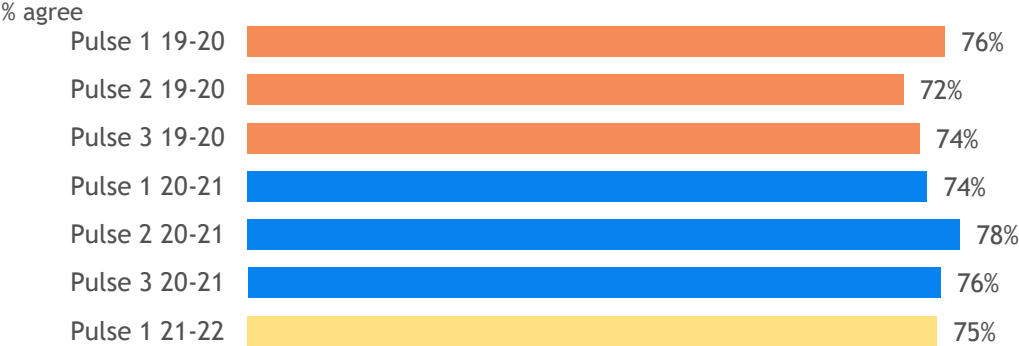
Agreement the Students' Union is 'Approachable', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 2,018 Base (2020-2021): 1,583 Base (2021-2022): 502

Year on year

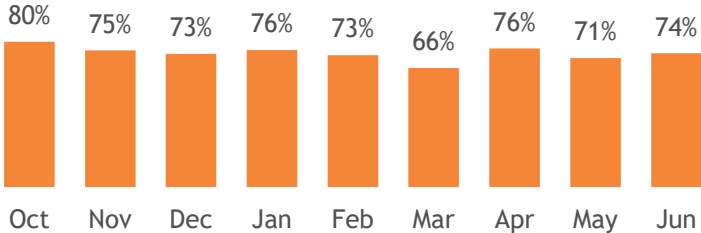


Pulse period



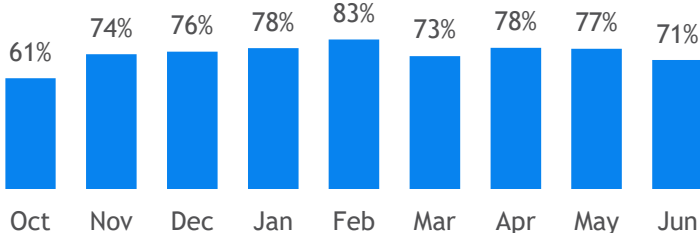
Monthly

2019-2020 % agree



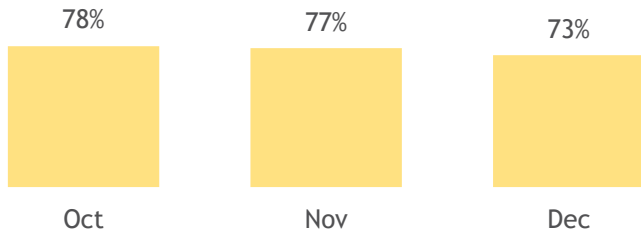
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



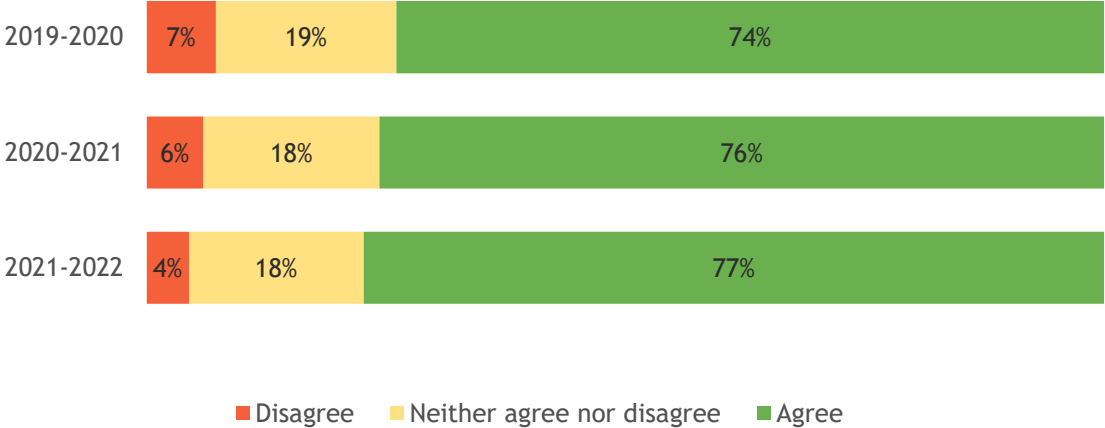
Belief the SU is democratic

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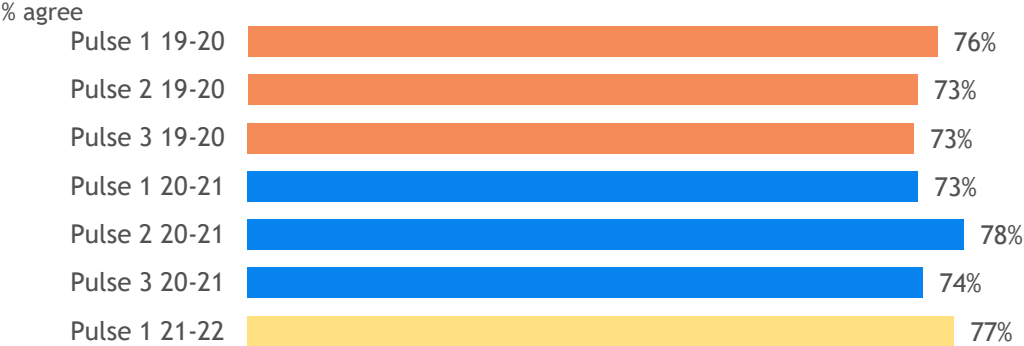
Agreement the Students' Union is 'Democratic', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,944 Base (2020-2021): 1,522 Base (2021-2022): 477

Year on year

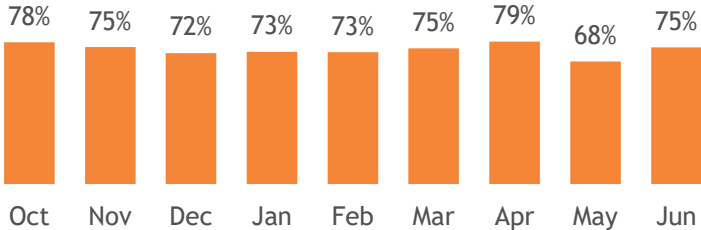


Pulse period



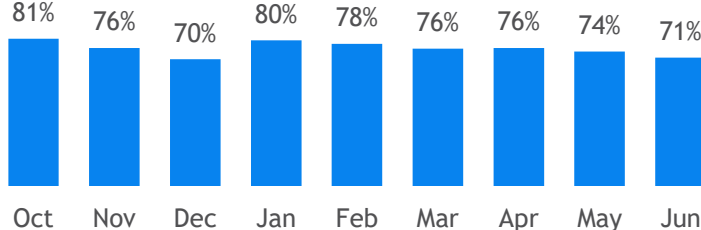
Monthly

2019-2020 % agree



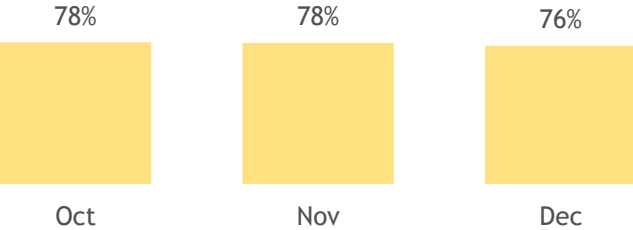
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



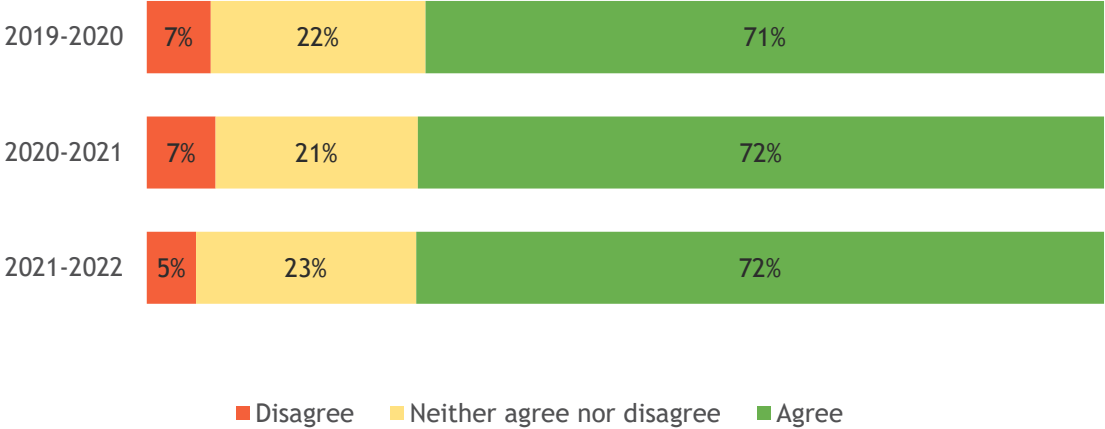
Belief the SU is dynamic

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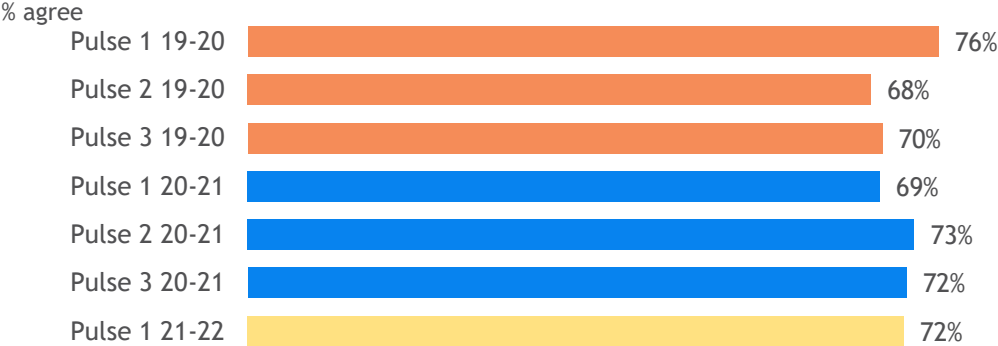
Agreement the Students' Union is 'Dynamic', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,900 Base (2020-2021): 1,502 Base (2021-2022): 487

Year on year

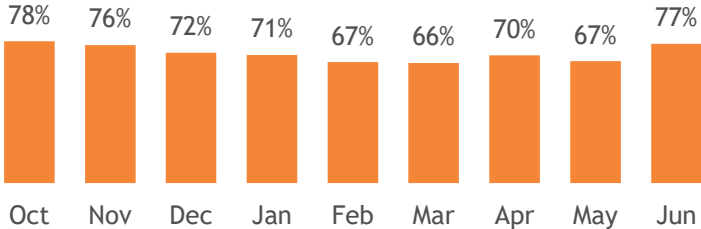


Pulse period



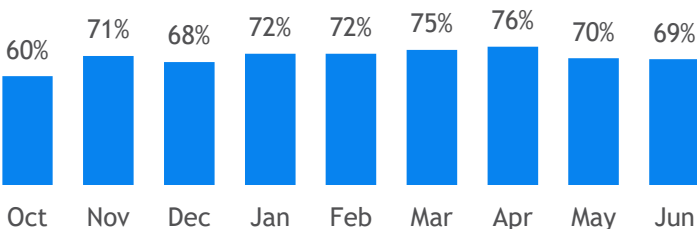
Monthly

2019-2020 % agree



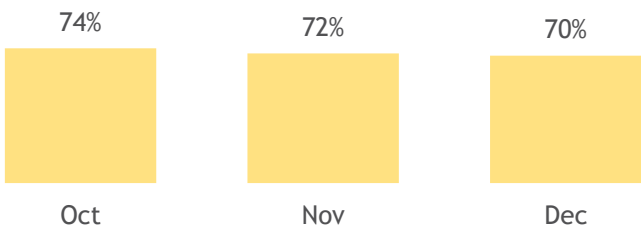
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



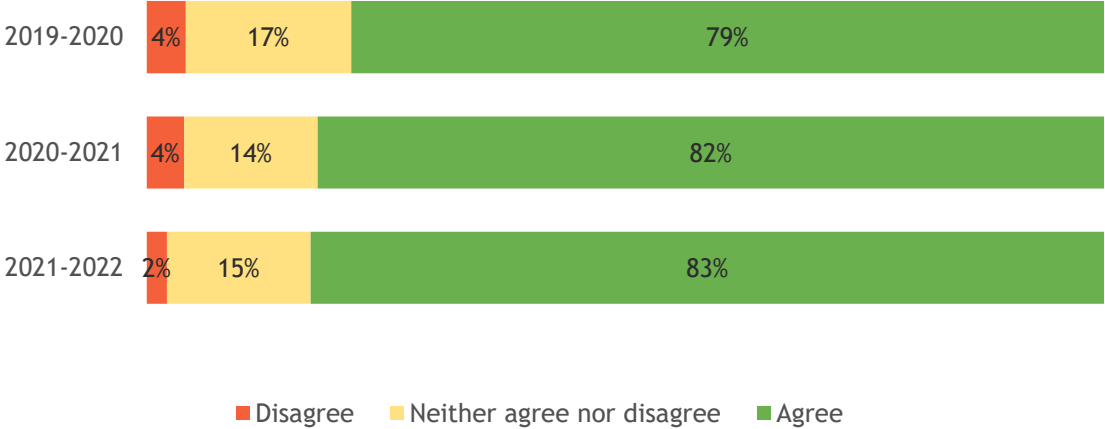
Belief the SU is ethical

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[See the annual view of this question](#)

Agreement the Students' Union is 'Ethical', by year, Pulse period and month. Answers exclude those who selected 'I don't know'.

Base (2019-2020): 1,944 Base (2020-2021): 1,535 Base (2021-2022): 479

Year on year

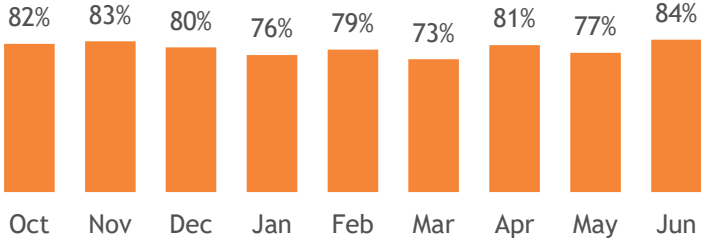


Pulse period



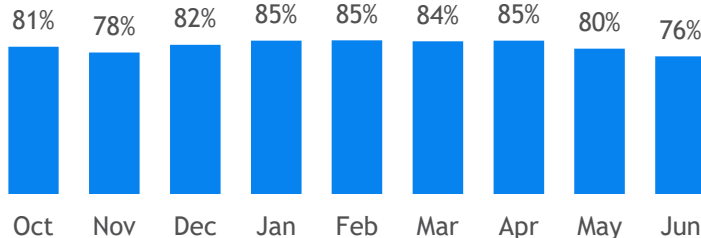
Monthly

2019-2020 % agree



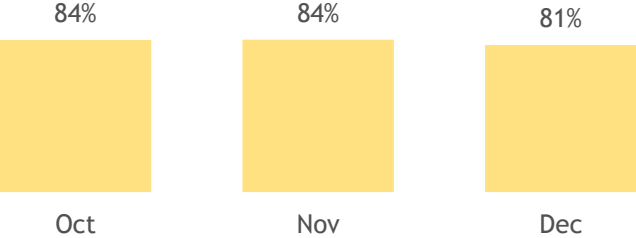
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



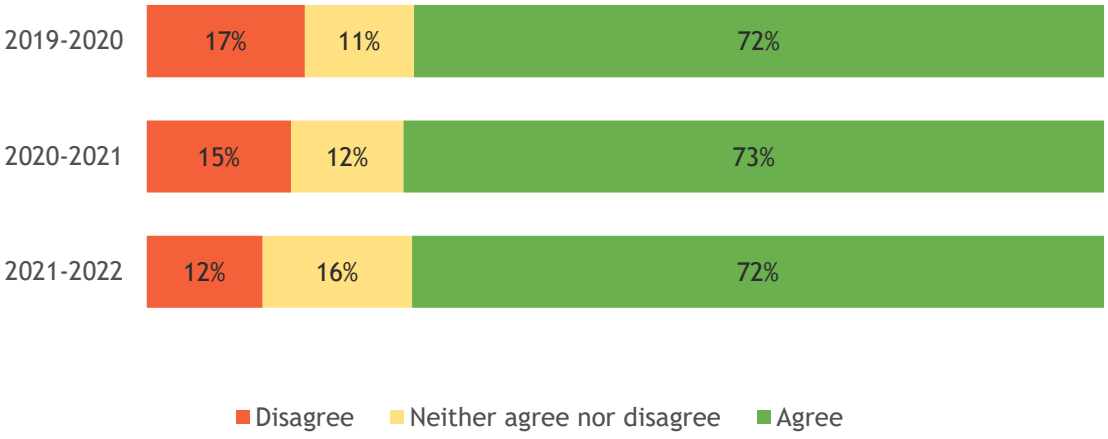
Satisfaction with the quality of accommodation

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'I am happy with the quality of my accommodation', by year and month. Answers exclude those who selected 'Not applicable' and is asked in Pulse 1 only.

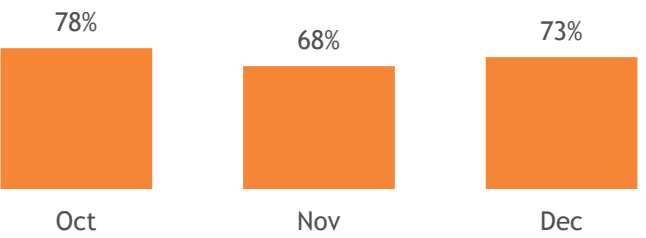
Base (2019-2020): 527 Base (2020-2021): 358 Base (2021-2022): 397

Year on year



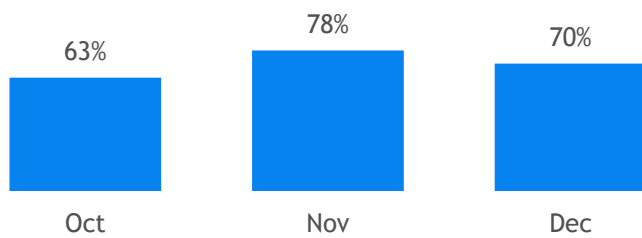
Monthly

2019-2020 % agree



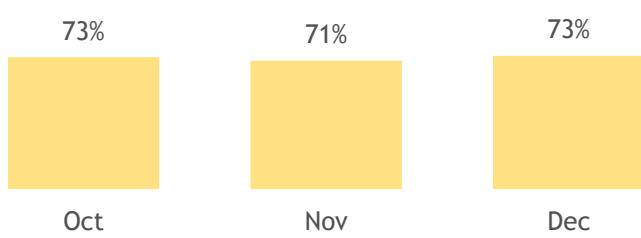
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



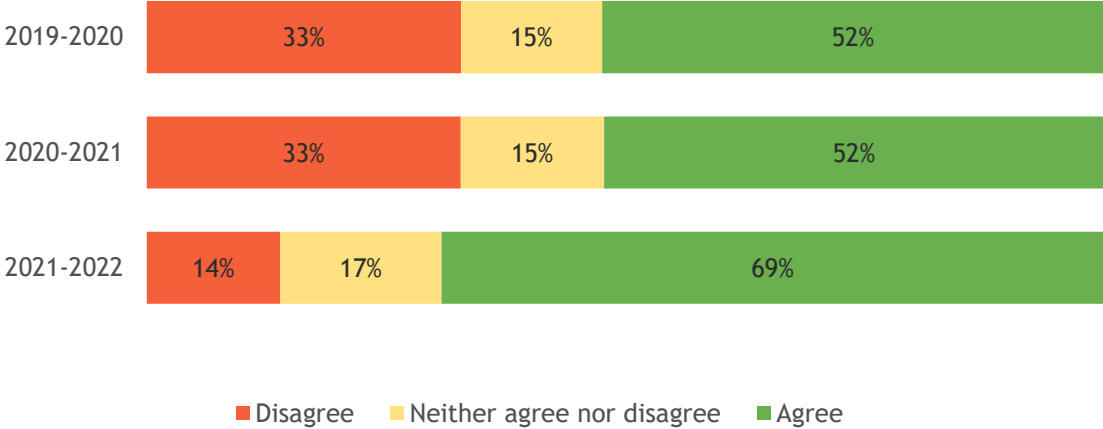
Satisfaction with the availability of accommodation

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'The availability of accommodation in Guildford meets my needs', by year and month. Answers exclude those who selected 'Not applicable' and is asked in Pulse 1 only.

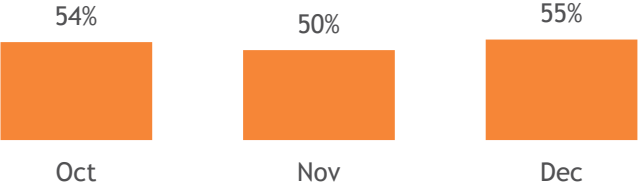
Base (2019-2020): 515 Base (2020-2021): 360 Base (2021-2022): 380

Year on year



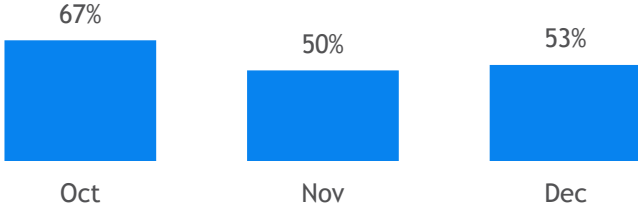
Monthly

2019-2020 % agree



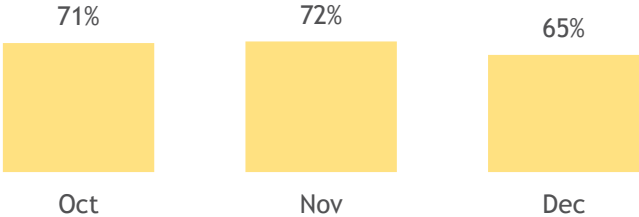
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



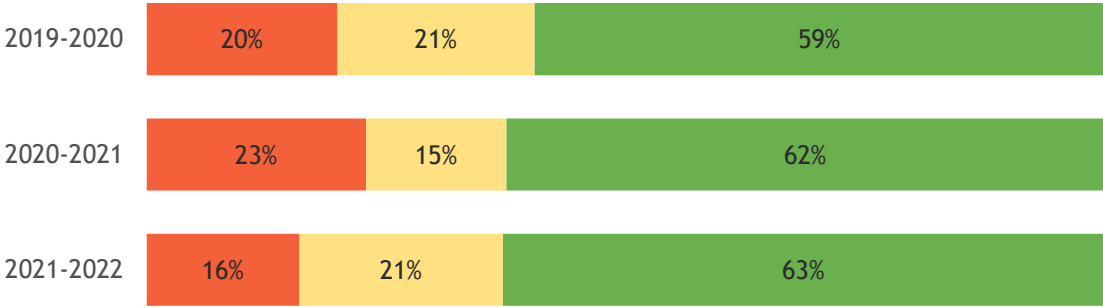
Satisfaction with the service from landlords

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'I am happy with the service I receive from my landlord', by year and month. Answers exclude those who selected 'Not applicable' and is asked in Pulse 1 only.

Base (2019-2020): 427 Base (2020-2021): 306 Base (2021-2022): 320

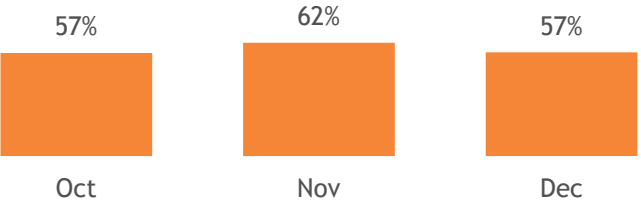
Year on year



■ Disagree ■ Neither agree nor disagree ■ Agree

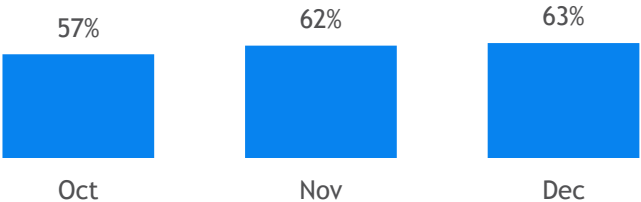
Monthly

2019-2020 % agree



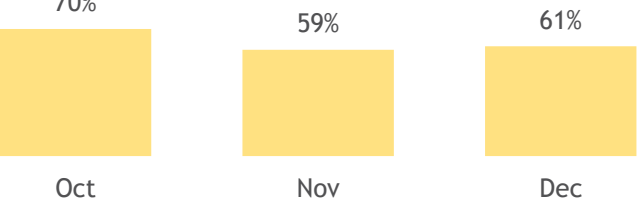
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree

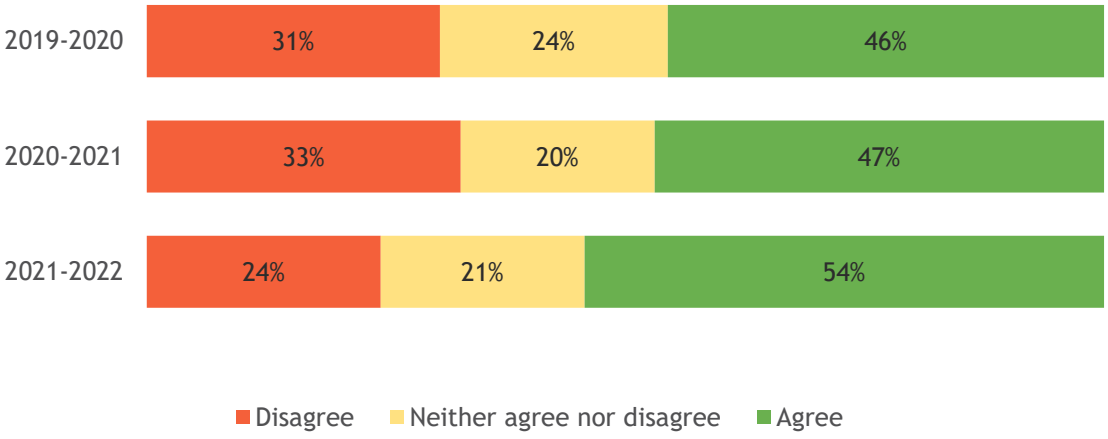


Satisfaction with the price of University accommodation

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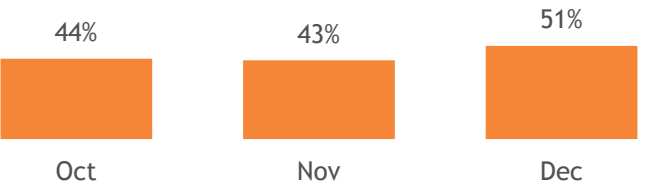
'I am happy with the price I am paying for my University accommodation', by year and month. Answers exclude those who selected 'Not applicable' and is asked in Pulse 1 only.
Base (2019-2020): 294 Base (2020-2021): 247 Base (2021-2022): 315

Year on year



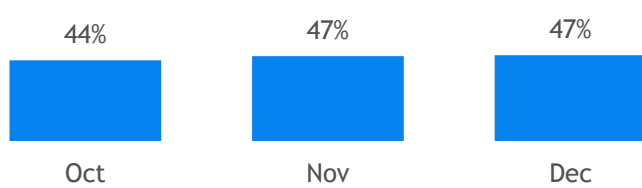
Monthly

2019-2020 % agree



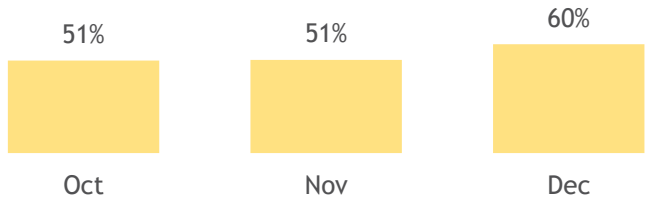
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



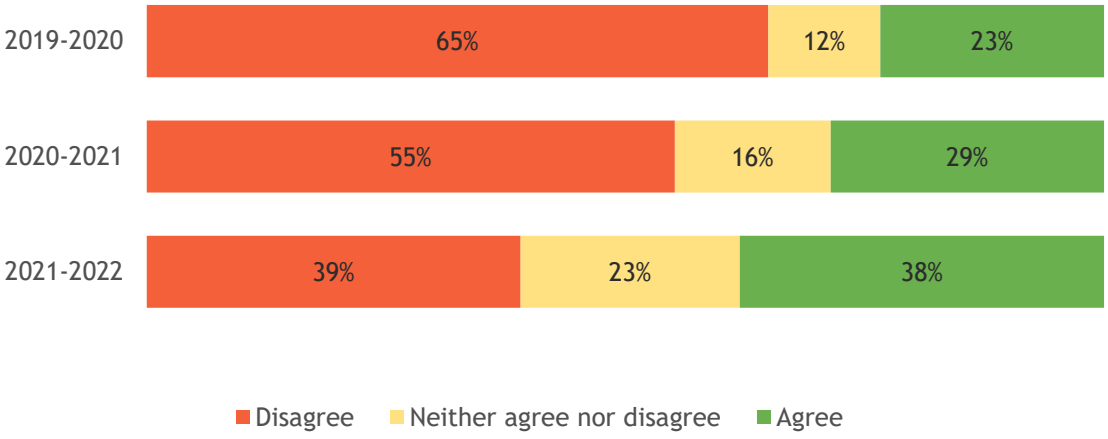
Satisfaction with the price of private accommodation

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'I am happy with the price I am paying for my private accommodation', by year and month. Answers exclude those who selected 'Not applicable' and is asked in Pulse 1 only.

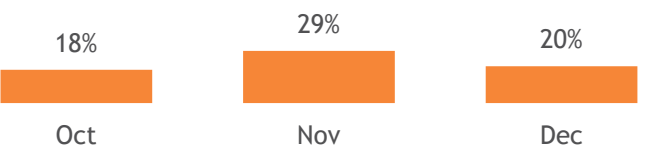
Base (2019-2020): 231 Base (2020-2021): 301 Base (2021-2022): 297

Year on year



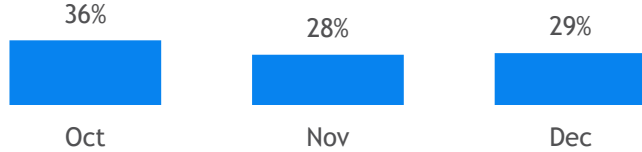
Monthly

2019-2020 % agree



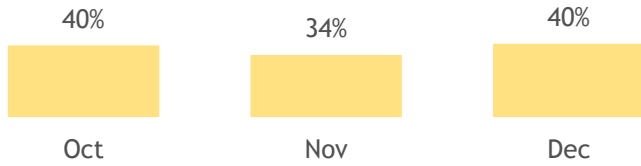
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree

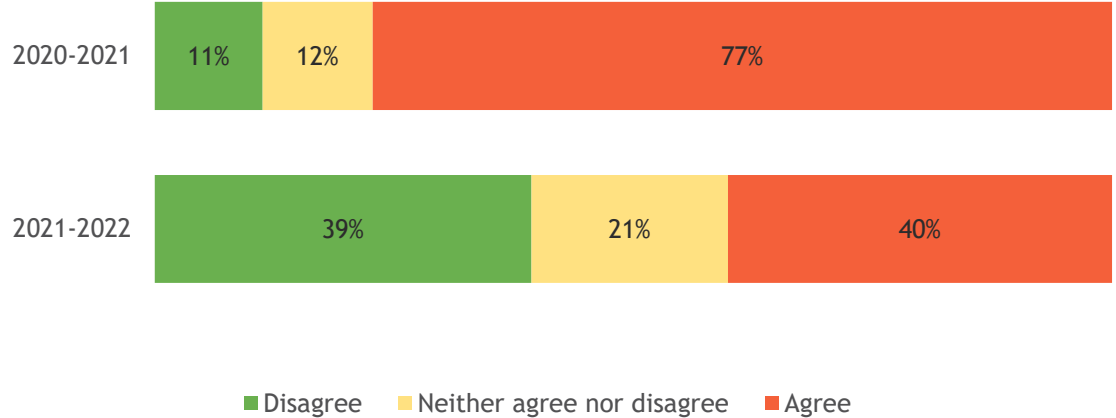


Coronavirus and its impact on university life

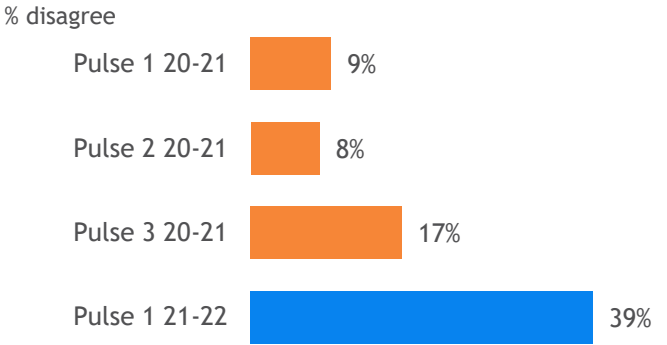
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'In the last two weeks, Coronavirus has negatively impacted my university experience', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.
Base (2020-2021): 1,652 Base (2021-2022): 511

Year on year



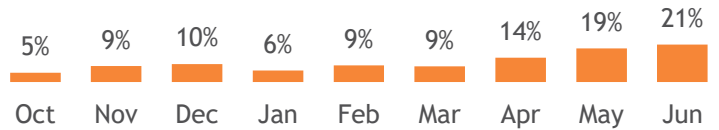
Pulse period



Monthly

2020-2021

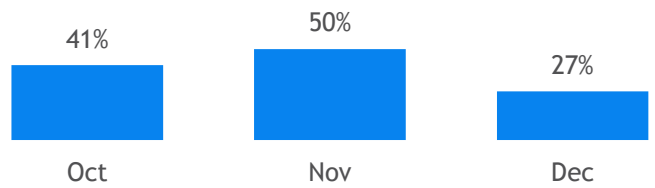
% disagree



Monthly

2021-2022

% disagree



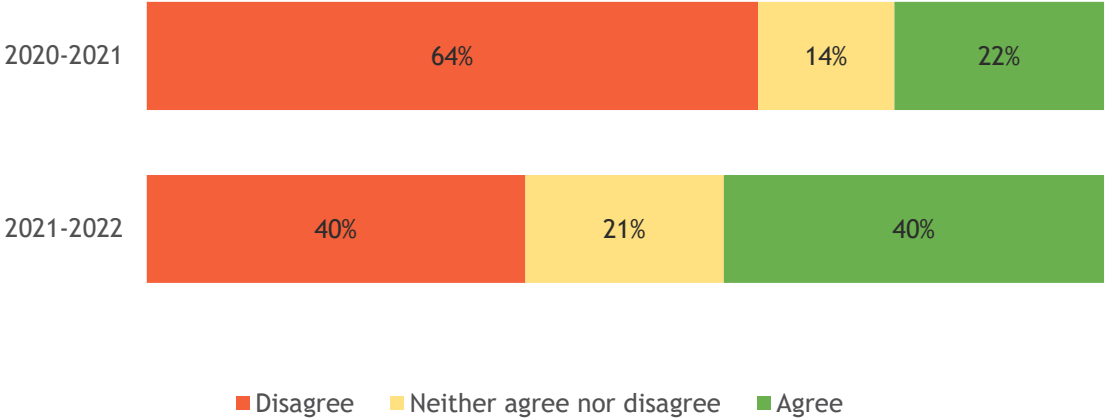
Coronavirus and value for money

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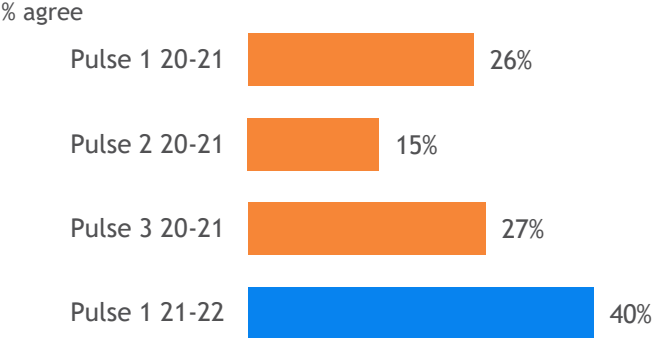
'I am getting value for money from my university experience despite Coronavirus', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2020-2021): 1,649 Base (2021-2022): 521

Year on year

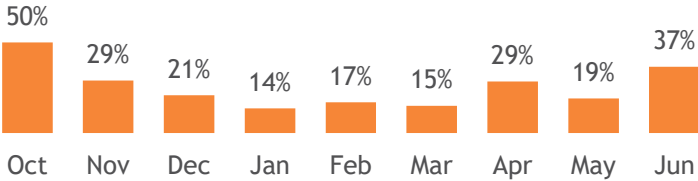


Pulse period



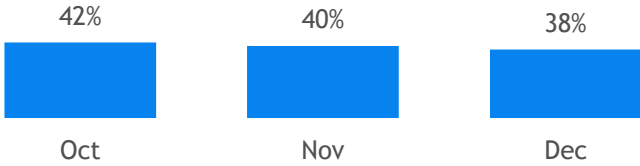
Monthly

2020-2021 % agree



Monthly

2021-2022 % agree



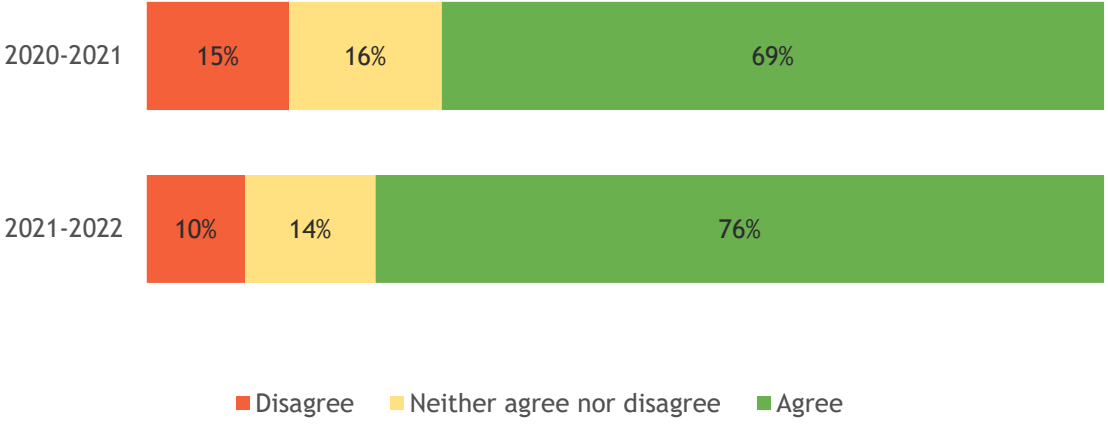
Feeling safe on campus

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'I feel safe in and around campus', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'.

Base (2020-2021): 1,554 Base (2021-2022): 527

Year on year

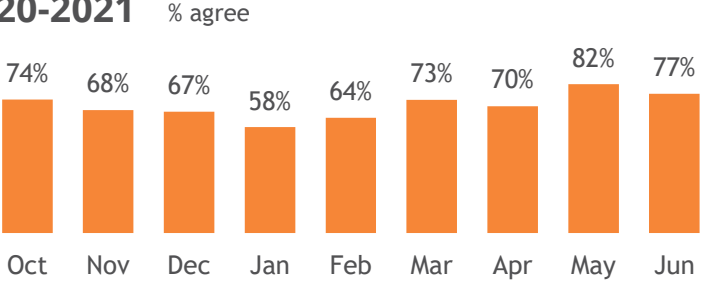


Pulse period



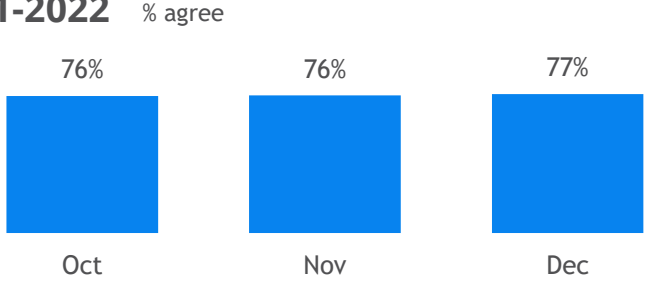
Monthly

2020-2021



Monthly

2021-2022

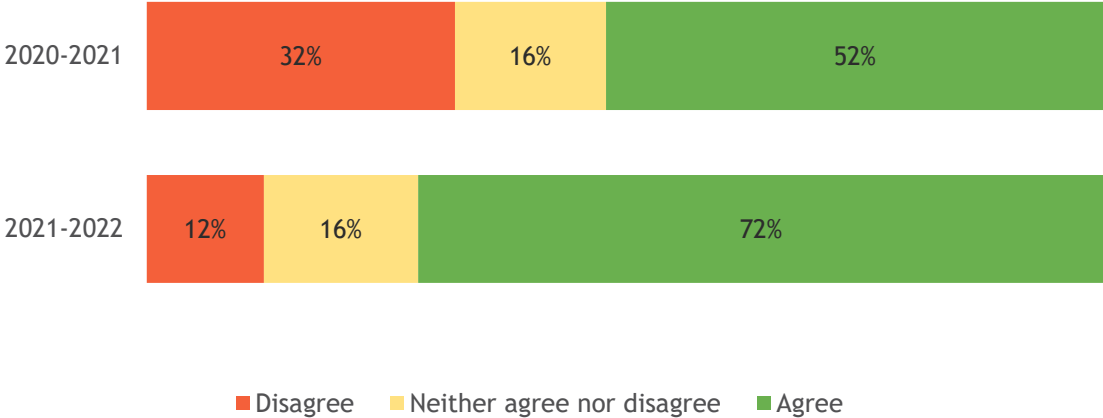


Engaging with learning materials

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'I feel able to engage effectively with teaching and learning materials during lectures and seminars', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'. Base (2020-2021): 1,597 Base (2021-2022): 515

Year on year

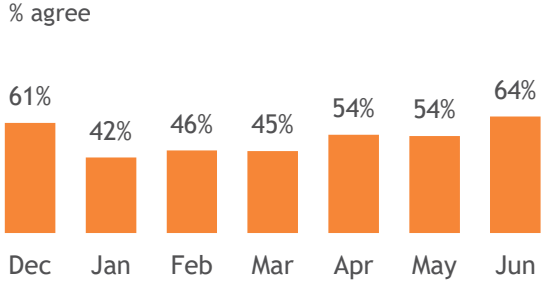


Pulse period



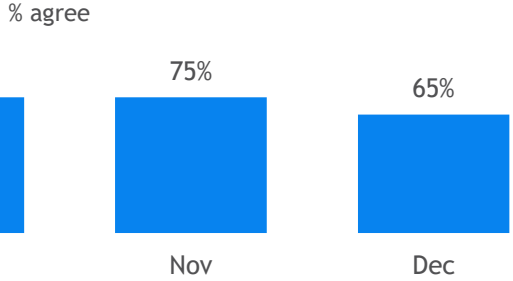
Monthly

2020-2021



Monthly

2021-2022

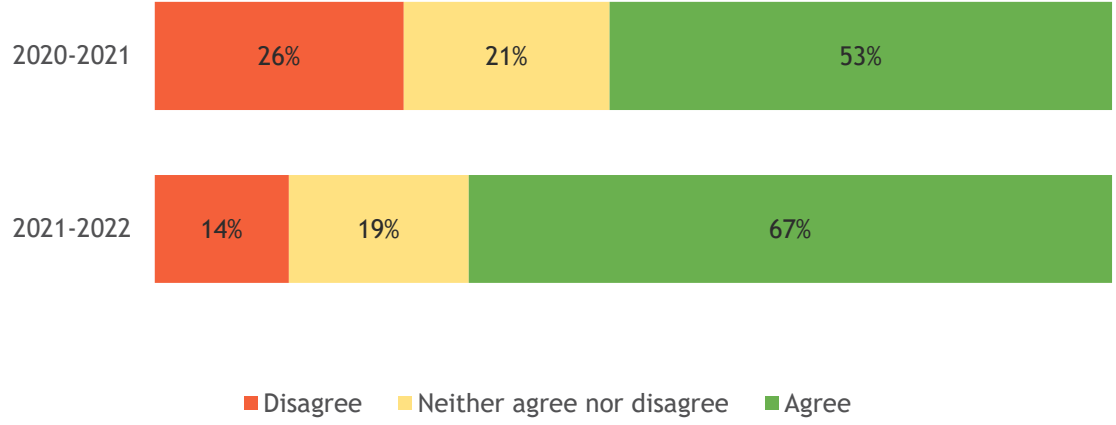


Satisfaction with the University's response to Coronavirus

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'I am satisfied with how the University is responding to the situation regarding Coronavirus', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'. Base (2020-2021): 1,676 Base (2021-2022): 543

Year on year

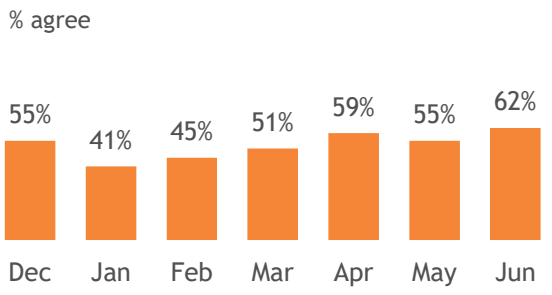


Pulse period



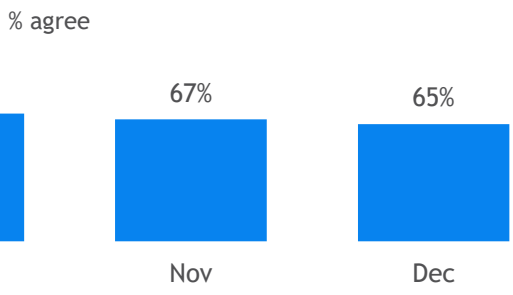
Monthly

2020-2021



Monthly

2021-2022

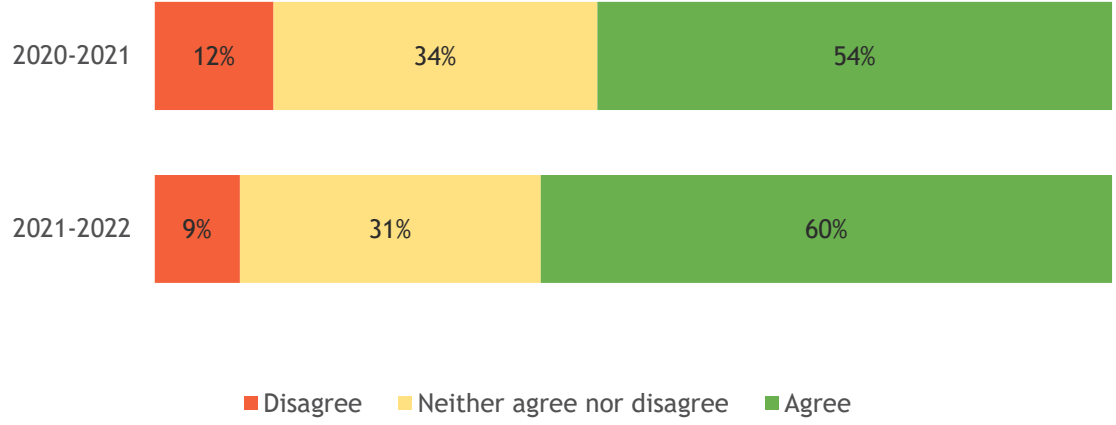


Satisfaction with the Students' Union response to Coronavirus

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'I am satisfied with how the Students' Union is responding to the situation regarding Coronavirus', by year, Pulse period and month. Answers exclude those who selected 'Not applicable'. Base (2020-2021): 1,575 Base (2021-2022): 496

Year on year

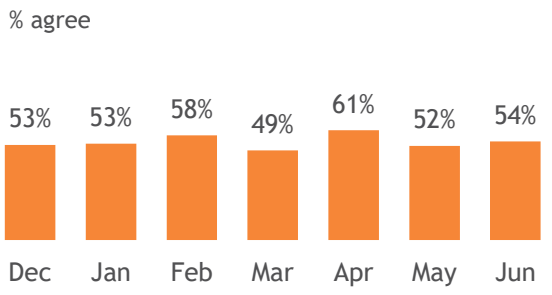


Pulse period



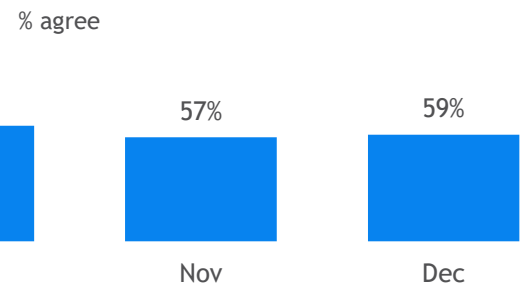
Monthly

2020-2021



Monthly

2021-2022



Help

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What is annual view and when should I use it?

You can use annual view to observe key trends in your data, areas where you are performing well compared to others and areas where you are not performing as well compared to others.

What is tracking view and when should I use it?

Tracking view provides your results splits over three time periods: Yearly, Pulse period and Monthly. Use this when you want to understand how trends have changed over time and the progress the organisation has made.

How do I navigate around my report?

The home page provides links to either the annual view or the tracking view. This also gives you access to the contents, help and methodology pages. If you need to return to the help page, the ? icon in the top right hand side can be used.

Once you are within the document, you can use the links to the previous and next page at the bottom of each page or navigate back to the contents page on the top right. You can also navigate directly to the tracking view of that question if you are in the annual view, or the tracking view if you are in the annual view.

If you know what you're looking for, you can also use the search bar at the top to find the relevant page(s).

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How do I export my report?

You can export your report to multiple formats (though we recommend only using PowerPoint or PDF). Demographic filtering will only work in your online dashboard, and will not be available for use.

Simply click the 'Export' button at the top of your screen and choose the format you wish to export the report into. Then choose whether to export only the page you are on 'Export selected page(s)' or the whole report 'Export all pages'.

Have any further questions?

Please contact the Student Life Pulse team using slp@alterline.co.uk

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Method

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What is Student Life Pulse?

The Student Life Pulse is a large-scale quantitative survey, running throughout the academic year. It is based around four core areas of students' lives: employability, academic life, wellbeing and social life, and six core SU metrics: overall satisfaction and perceptions, representation and democracy, support and advice, activities, communications and commercial services.

Research method

The Student Life Pulse survey runs for nine months of the year (October to June). The student population is randomly divided by nine, and one ninth of the student population is emailed each month and invited to take part. Over the full academic year, all students will have the opportunity to complete the questionnaire. The survey includes core questions that will be benchmarked against results from partner students' union in your annual benchmarking report which will be available at the end of the academic year. The remainder of the survey includes questions that have been tailored specifically to your students' union.

The online questionnaire data was quality checked and cleaned (including removing duplicates/incomplete data). Charts have been produced for all questions and included in this report. Where necessary, statements from the questionnaire have been shortened or paraphrased for inclusion in charts.

Note: percentages in charts are rounded to the nearest whole number and, therefore, may not add up to 100%.