

ABERDEEN STUDENT EXPERIENCE SURVEY

You shape UoA

Create a better experience
for **everyone**.

2024 Results

Overall Results

Report Data

Should a visualisation say “No data found – your filters may be too exclusive!” this indicates that there is no data for this entry.

Introduction

The Aberdeen Student Experience Survey (ASES) is an annual survey distributed to all registered students at the University of Aberdeen. Its purpose is to collect feedback on a wide range of University services, facilities, and activities. Similarly, the **New to UoA Survey** gathers input from new students about their welcome experiences during September and January. This report combines data from both surveys into a single comprehensive document.

Development and Collaboration

The surveys have been developed in partnership with the Experience, Engagement, and Wellbeing team, alongside the following University departments:

- **Digital & Information Services**
- **Library Service**
- **People Directorate**, including Careers and Employability, Student Advice & Support
- **PGR College**
- **Online Campus**
- **Qatar Campus**

This report presents the ASES results, incorporating qualitative feedback, with full quantitative data available in the appendix.

Actions and Recommendations

Recommendations and actions will be issued by the relevant departments. Quick wins will be implemented immediately, while Schools will review their reports and incorporate findings into action plans alongside NSS results.

Updates on actions and improvements will be shared through social media, the student eNewsletter, the student Feedback website, and student eNewsletter to the student community.

Survey Approach

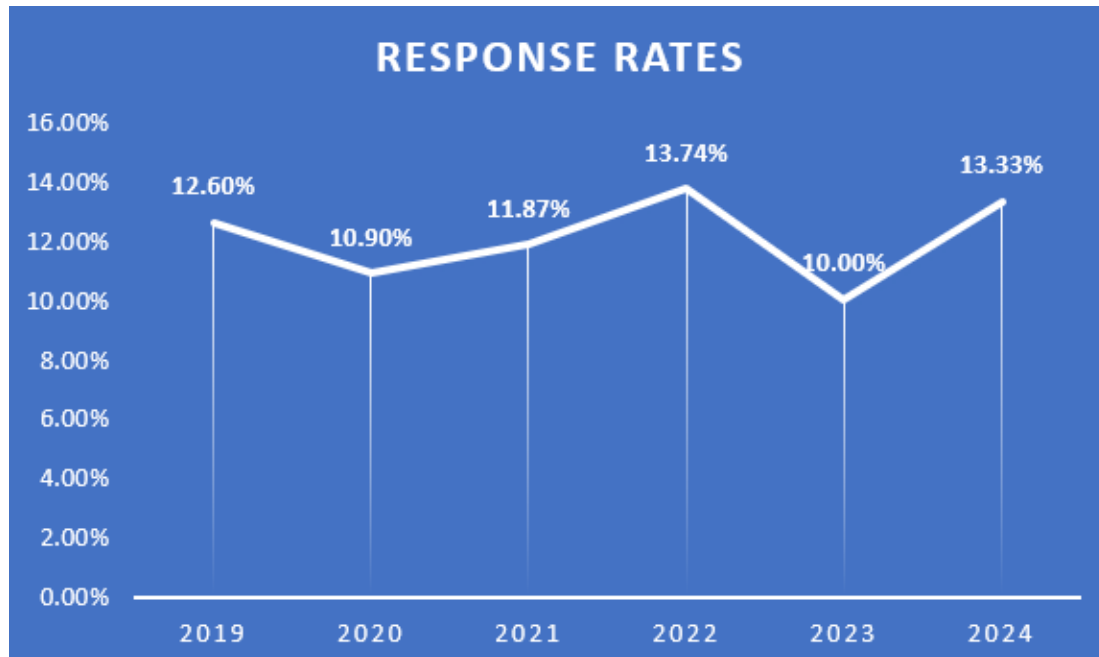
- The **ASES** is distributed in October to undergraduate (UG) and postgraduate taught (PGT) students, and in November to postgraduate research (PGR) students, focusing on non-academic experiences such as services and resources.
- The **New to UoA Survey** is sent in October and January to new students, specifically addressing their welcome experiences.

Responses were collected from all registered University of Aberdeen students, including those on the Aberdeen campus, Qatar campus, and Online campus. Invitations to complete the survey were sent via email, requiring students to log in for security purposes.

Questions were tailored to students' academic levels (UG, PGT, or PGR) and study locations (On-Campus, Qatar, or Online Campus), ensuring relevant feedback was gathered.

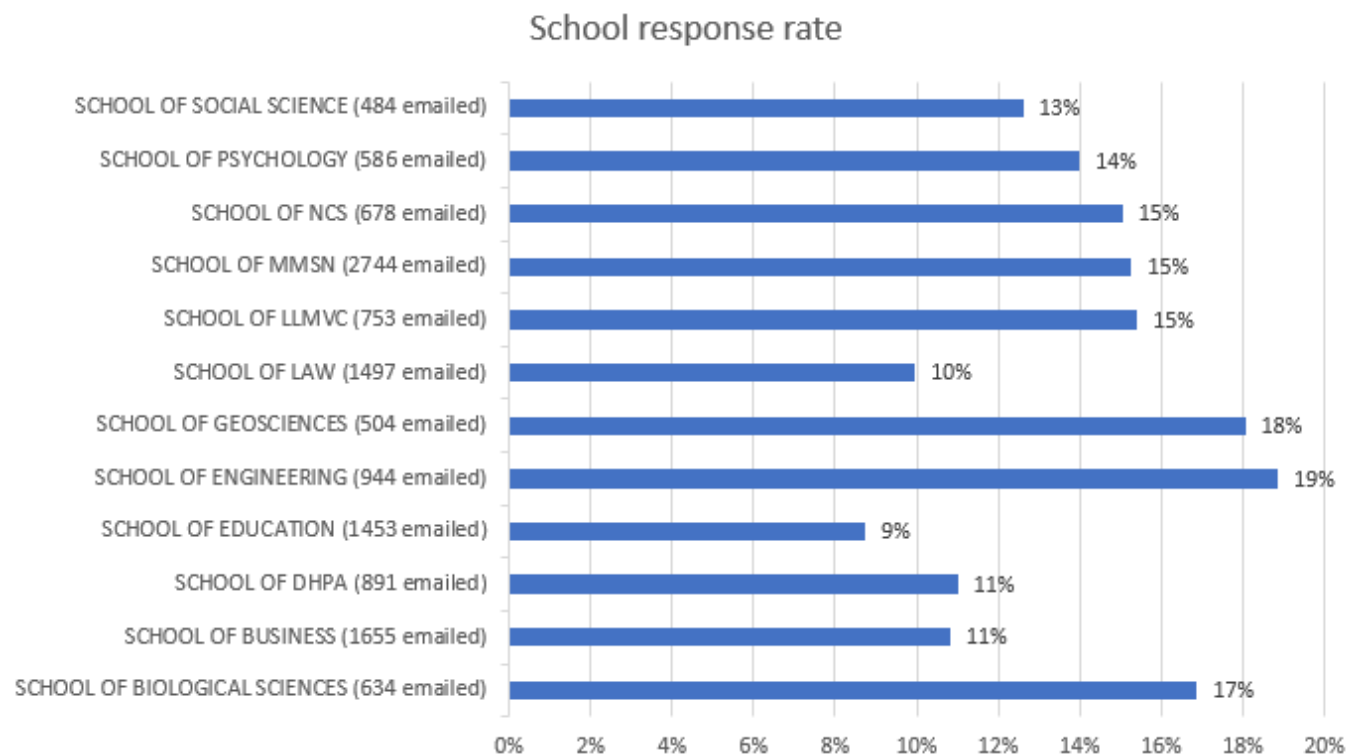
Overall Response Rates

The following results show a total of 1834 responses (for both surveys). The below chart shows the comparison of survey response rates from 2019 to 2023.



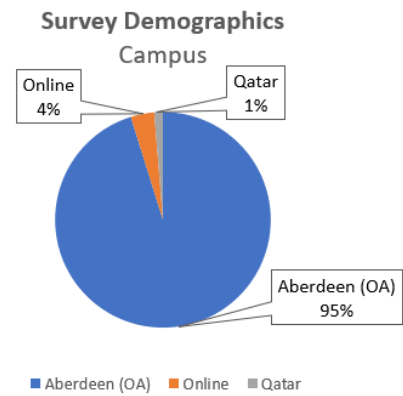
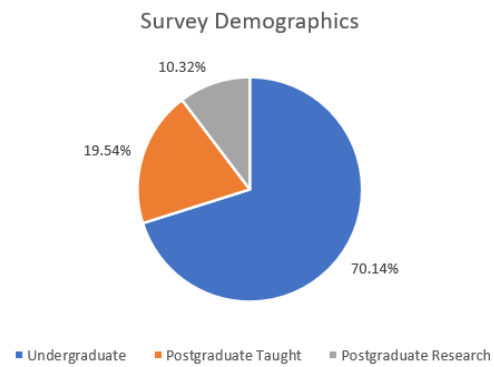
School Response Rates

The following chart shows the response rates for each school based on the number of students originally invited to complete the survey.



About the Survey

The following pages show the survey demographic information based on the 1834 responses.

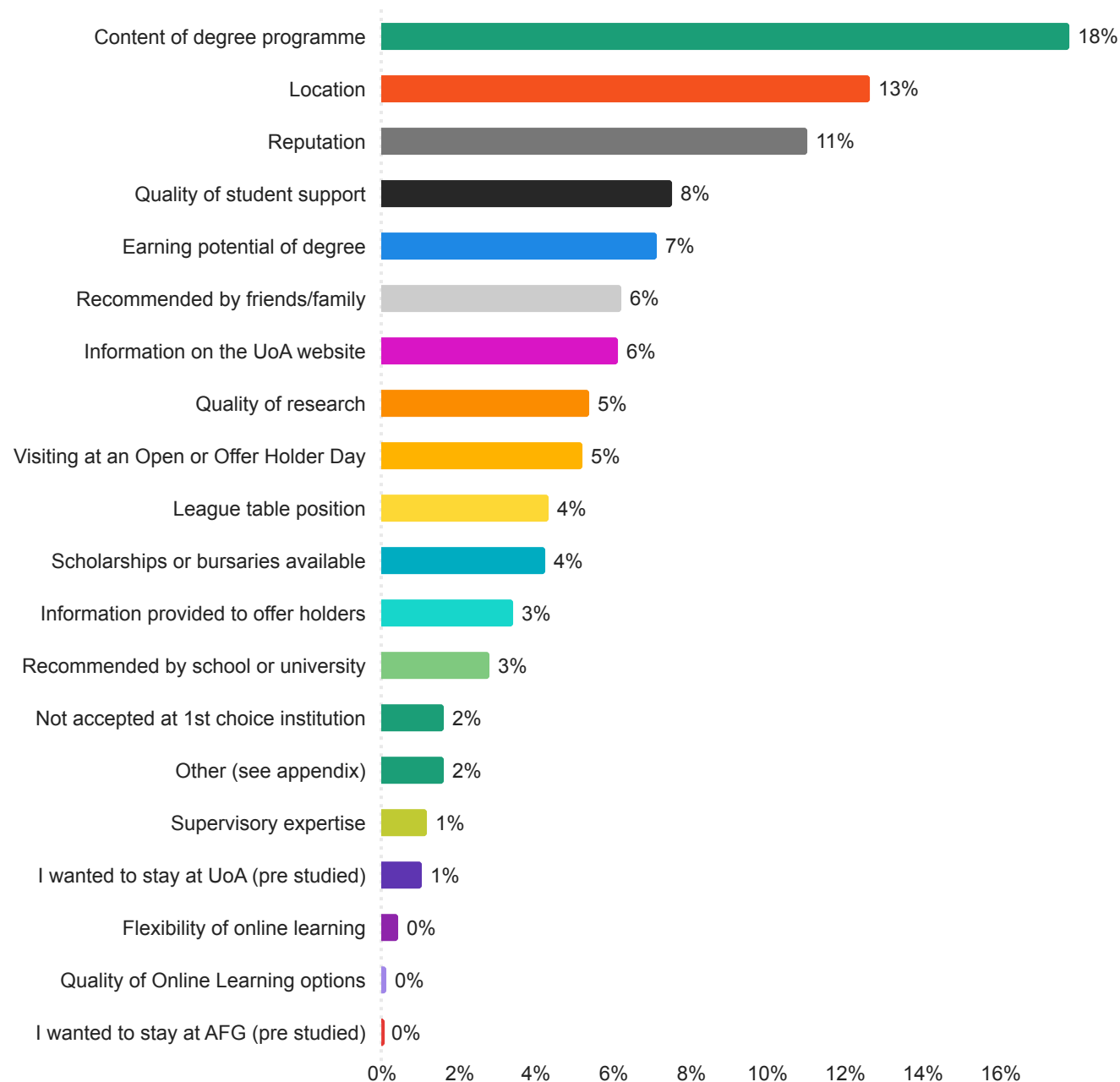


Studying with UoA Decisions

The following question asks students what influences their choice to study at UoA.

Q: Which factors most influenced your decision to study at UoA?

Select as many as you want.



Students were also asked to detail what additional information would have helped them further in choosing UoA. Full qualitative results can be seen in the **appendix**.

Pre-arrival Welcome Information

The following questions are all about the information students received prior to starting University, including registration emails and the new student website.

Students were also asked for additional feedback or suggestions as to how we can improve. Full qualitative results can be seen in the appendix.

Students were asked to rate their agreement against the below statements...

Overall Results (Aberdeen, Qatar and Online campuses)

Question set	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
The information on the UoA 'New Student' section on the UoA Student website was helpful	48%	42%	8%	1%	0%
The pre-arrival emails (sent to personal email addresses) helped me know what to expect for the start of the academic year	53%	35%	7%	5%	1%
I received helpful information on my programme in advance of starting my studies	41%	40%	10%	7%	2%
The information relating to the Students' Union was helpful	40%	38%	16%	4%	1%
Overall, I am satisfied with my Welcome experience	56%	34%	7%	3%	0%

Aberdeen Campus

Question set	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
The information on the UoA 'New Student' section on the UoA Student website was helpful	48%	43%	8%	1%	0%
The pre-arrival emails (sent to personal email addresses) helped me know what to expect for the start of the academic year	54%	34%	7%	5%	1%
I received helpful information on my programme in advance of starting my studies	40%	41%	10%	7%	2%
The information relating to the Students' Union was helpful	40%	39%	16%	4%	1%
Overall, I am satisfied with my Welcome experience	56%	34%	7%	3%	0%

Online Campus

Question set	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
The information on the 'Onboarding' section of the Online website was helpful	71%	0%	14%	14%	0%
The pre-arrival emails (sent to personal email addresses) helped me know what to expect for the start of the academic year	29%	53%	6%	6%	6%
I received helpful information on my programme in advance of starting my studies	53%	24%	12%	0%	12%
The information relating to the Students' Union was helpful	21%	21%	43%	7%	7%
Overall, I am satisfied with my Welcome experience	59%	24%	6%	0%	12%

Students were also asked to detail what additional information would have helped them further in choosing UoA. Full qualitative results can be seen in the **appendix**,

- You indicated that you were not satisfied with your welcome experience, can you briefly explain why and how we could improve?
- Do you have any additional feedback or suggestions on how your experience could have been improved?

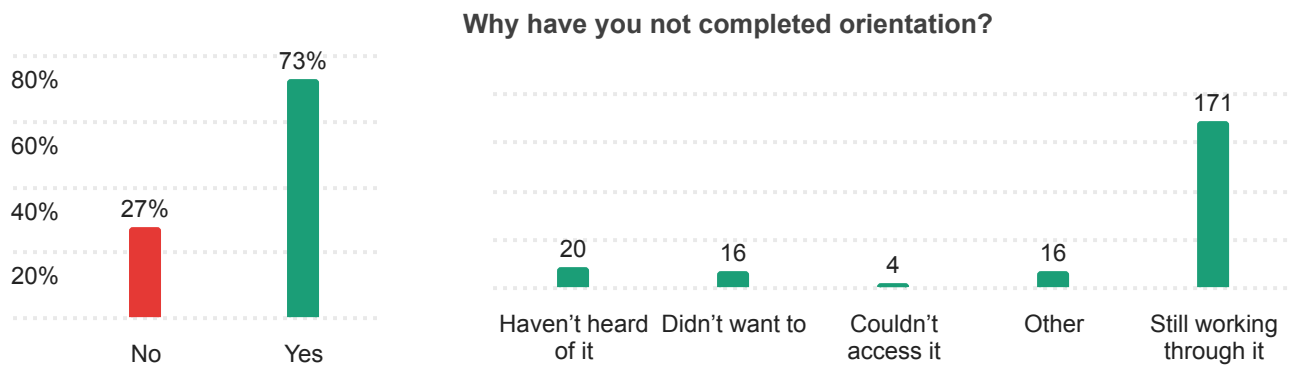
New to UoA - University Orientation

The following questions are about the information students received through the Orientation course.

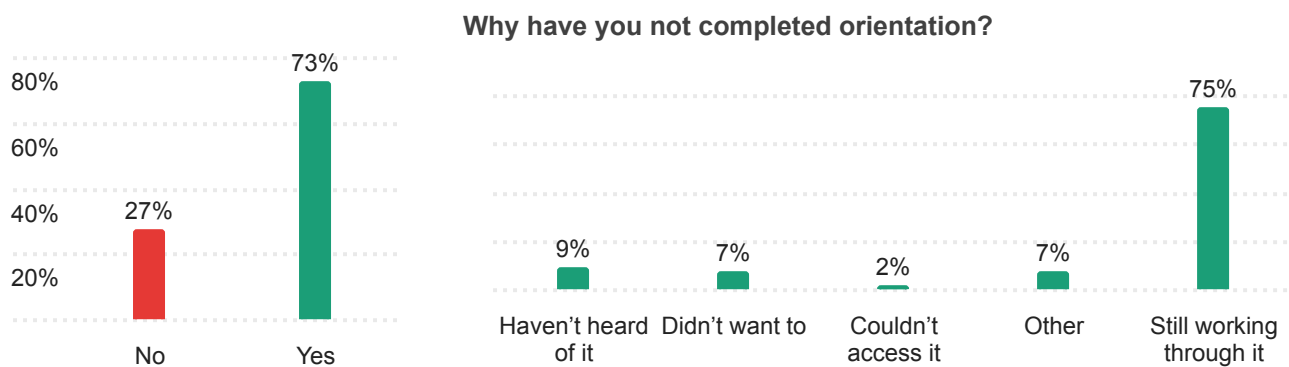
Students were also asked for additional feedback or suggestions as to how we can improve. Full qualitative results can be seen in the appendix.

Q - Have you completed University Online Orientation?

Overall Results (Aberdeen, Qatar and Online campuses)



Aberdeen Campus



Students were asked to rate their agreement against the below statements...

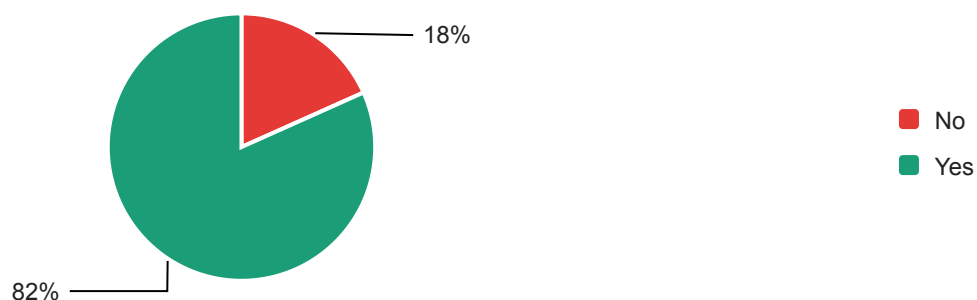
All Campuses

Statements	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
The information and advice given in University orientation was useful	88%	12%	0%	0%	0%
Orientation helped me know what to expect for the start of the academic year and beyond	42%	40%	13%	4%	0%
Orientation made me aware of the services available to me at university	57%	34%	9%	1%	0%
Orientation was inclusive to all students (regardless of background, mode of study, place of study or protected characteristics)	70%	21%	7%	1%	0%
Overall, I am satisfied with my experience of Orientation	54%	35%	9%	2%	0%

Students were also asked to detail what additional information would have helped them further in choosing UoA. Full qualitative results can be seen in the **appendix**,

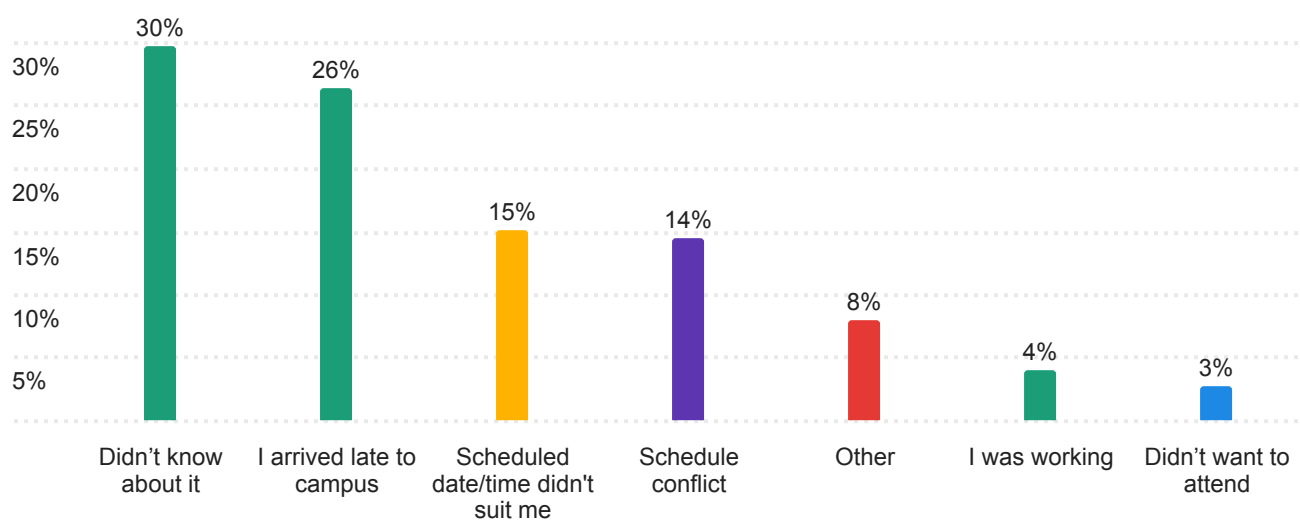
New to UoA - School Induction

Q: Did you attend your School Induction? *(This question was only asked of UG and PGT students).*



Where question responses show "other" or where students are asked for additional feedback or suggestions, these can be seen in the appendix.

Q: Why did you not attend your School Induction?



Students were asked to rate their agreement against the below statements...

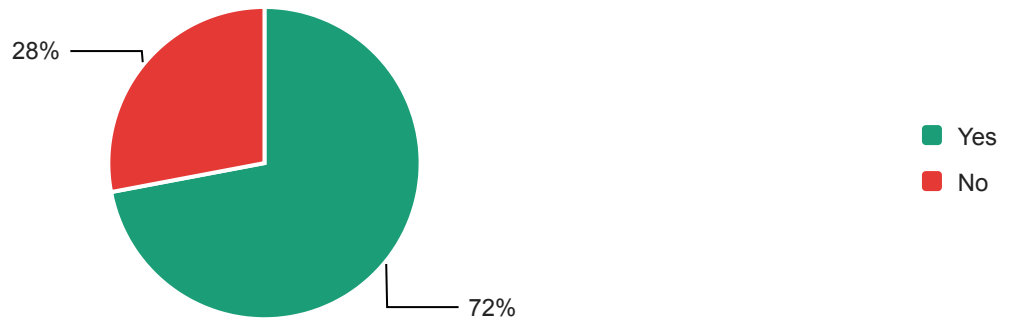
Overall Results (Aberdeen, Qatar and Online campuses)

Statements	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
The information and advice given in your School Induction was useful	54%	36%	7%	2%	1%
School Induction helped me know what to expect for the start of the academic year and beyond	54%	37%	7%	2%	0%
The School Induction provided helpful information on the Students' Union	43%	39%	13%	4%	1%
The School Induction provided helpful information on policies for academic misconduct (such as plagiarism, collusion, contract cheating or the use of AI)	66%	25%	7%	2%	0%
Overall, I am satisfied with my experience of the School Induction	57%	34%	7%	2%	0%

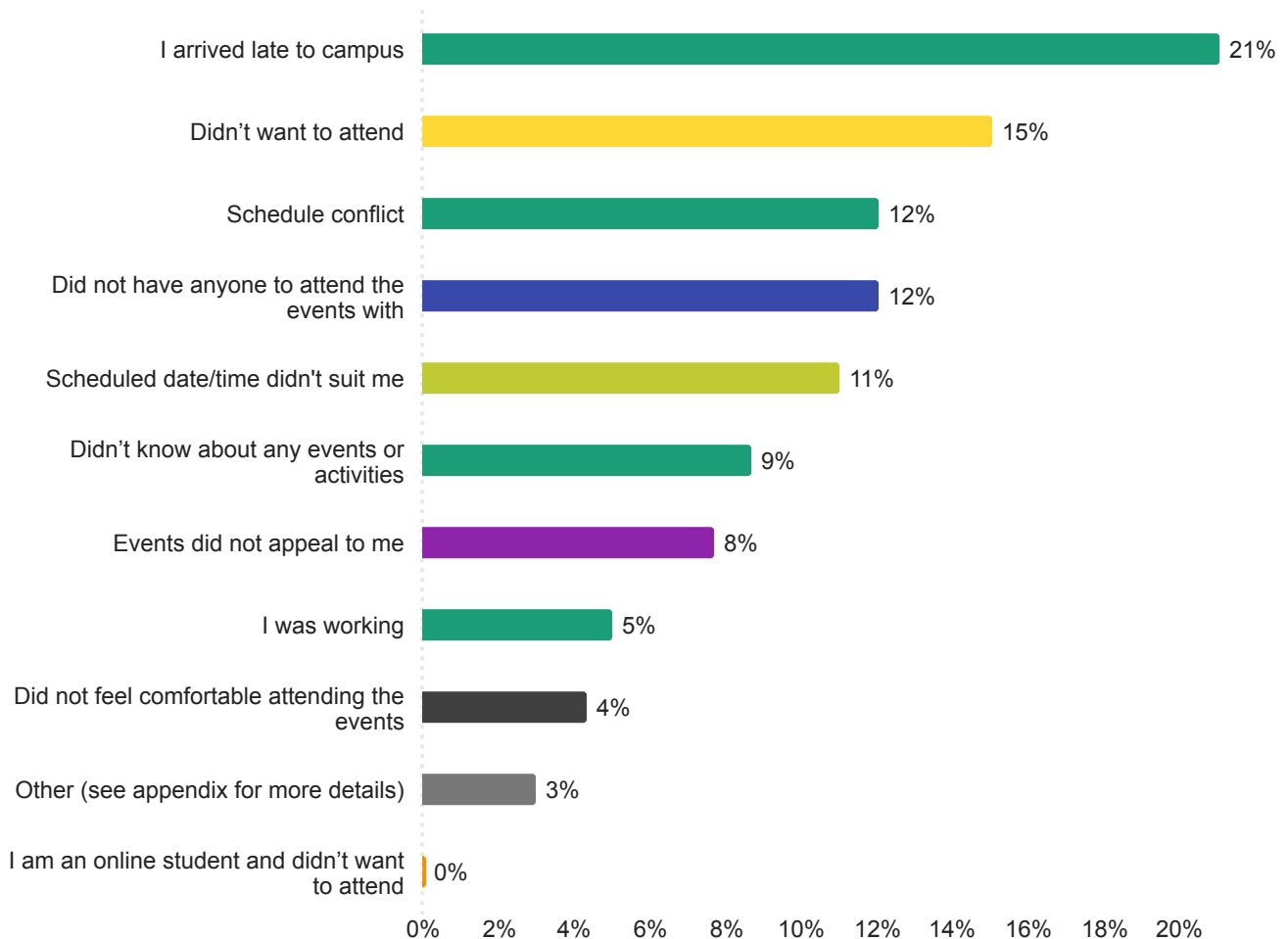
Students were also asked to detail what additional information would have helped them further in choosing UoA. Full qualitative results can be seen in the **appendix**.

New to UoA - Welcome Week

Q: Did you attend or take part in any activities or events during Welcome Week?



Why did you not attend any welcome activities or events?



Students were also asked to detail what other information stopped them from attending Welcome activities. Full qualitative results can be seen in the **appendix**,

Students were asked to rate their agreement against the below statements...

As a result of attending Welcome Week Events...

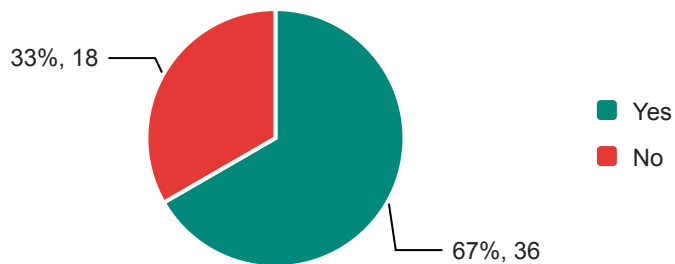
Statements	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I had the opportunity to meet new people and connect with other students during Welcome Week	55%	35%	8%	3%	1%
I had the opportunity to join a society or sports club	63%	23%	10%	3%	1%
I am now more familiar with the UoA Campus	72%	23%	4%	1%	0%
I know of University resources and support that promote personal and academic success	53%	36%	8%	3%	0%

Students were also asked to supply additional information. Full qualitative results can be seen in the **appendix**,

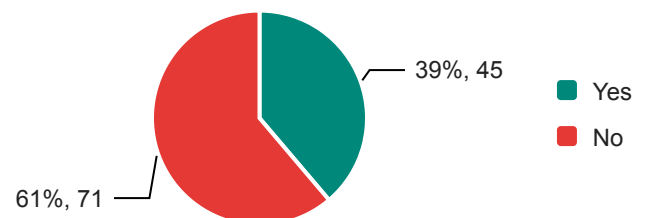
- If you could add one welcome event or activity currently not offered, what would it be?
- Do you have any additional feedback on Welcome Week events, or suggestions on how it could be improved?

PGR Welcome Week

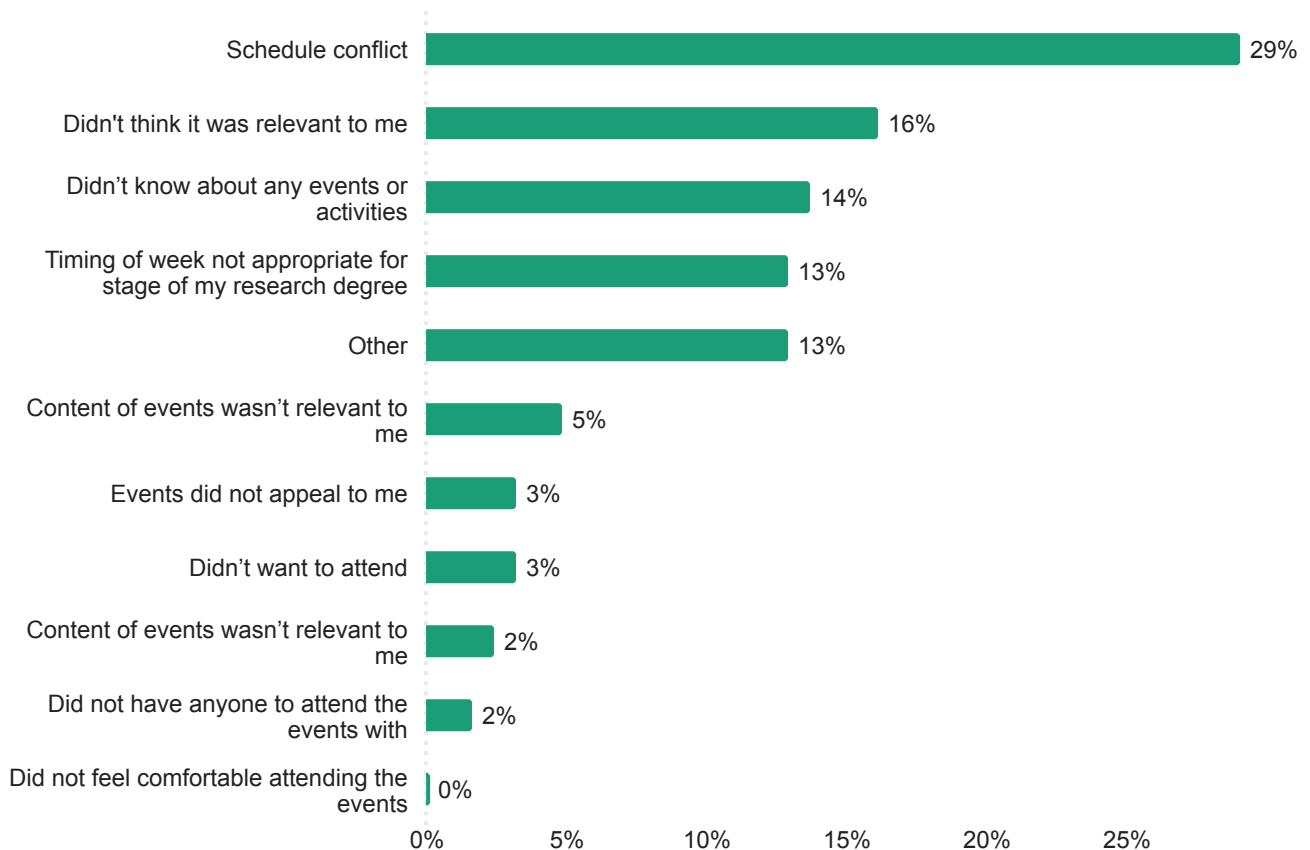
Q: Did you attend PGR Orientation?
New Students



Q: Did you attend PGR Orientation?
Returning Students



Q: Can you detail why not?



Students were also asked to detail what other information stopped them from attending activities. Full qualitative results can be seen in the **appendix**,

Statements	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
The workshops provided useful information on how to navigate my research degree.	44%	45%	10%	1%	0%
I had the opportunity to meet new people and connect with other PGR Students	53%	30%	8%	6%	3%
Orientation was useful for learning about key members of the PGR team who can support me during my degree.	47%	36%	13%	3%	1%
The Market Place event was a good opportunity to find out about and connect with other Professional Services teams that can support my research.	32%	27%	35%	4%	1%
I am aware of the opportunity to become a Class Rep	39%	32%	16%	9%	4%
I am now more familiar with the UoA Campus	52%	27%	16%	3%	3%
I know of University resources and support that promote personal and academic success	51%	39%	9%	1%	0%

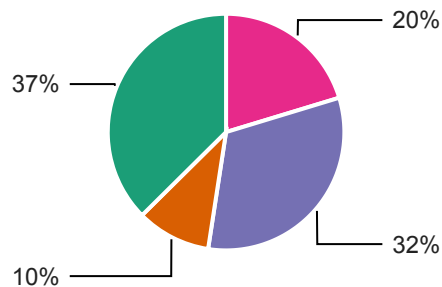
Students were also asked to detail additional feedback on the PGR orientation. Full qualitative results can be seen in the **appendix**.

Personal Tutors

This section was only applicable to undergraduate students.

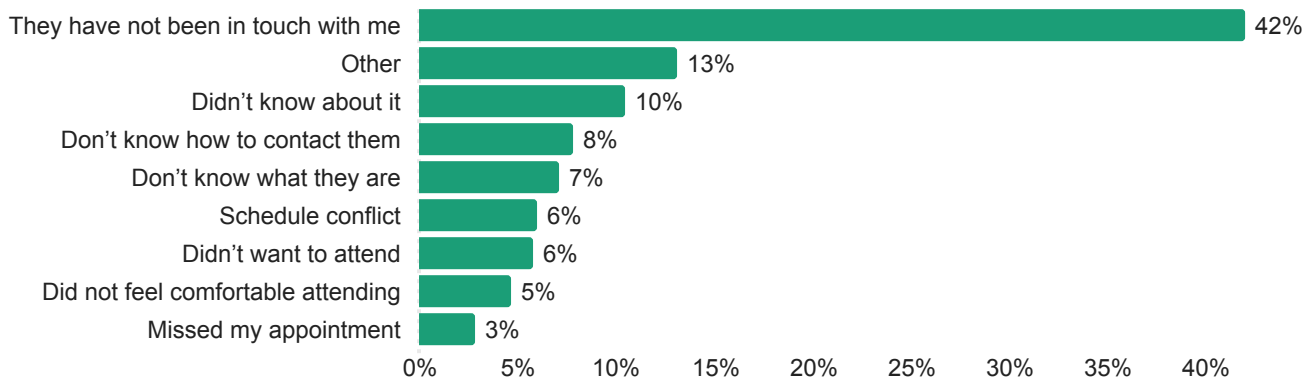
Q: I have communicated with my Personal Tutor by...

- Through emails and school communication ■ I have not met with my PT or had any guidance sent
■ As part of a group meeting ■ At a 1 on 1 meeting



Those responding they had not met with their personal tutor were asked to state a reason why. The text entries for those that stated "Other" are shown in the appendix. Additional qualitative results are also in the appendix.

Q: Why have you not met with your Personal Tutor? ("Other" option responses are shown in the appendix)



Students were asked to rate their agreement against the following statements.

As a result of meeting with your personal tutor... (only asked to those who have met with their support lead)

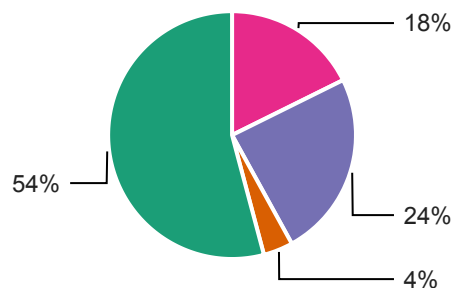
Statements	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I found the meeting with my Personal Tutor to be helpful	50%	33%	12%	3%	2%
There was enough time allocated to address all my concerns and questions	59%	29%	9%	2%	1%
Overall, I am satisfied with my Personal Tutor's support	53%	28%	14%	5%	1%

Regents

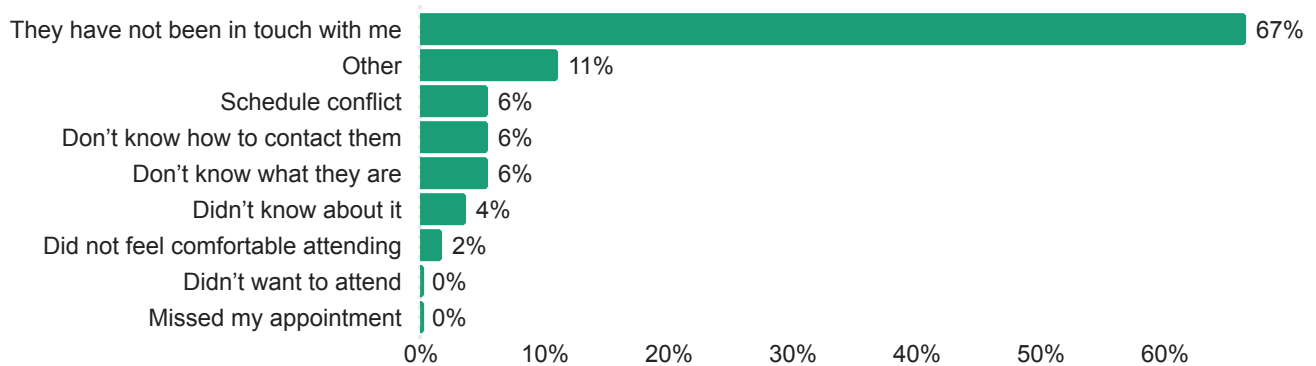
This section was only applicable to undergraduate students.

Q: I have communicated with my Regent by...

- Through emails and school communication
 ■ I have not met with my Regent or had any guidance sent
■ As part of a group meeting
 ■ At a 1 on 1 meeting



Those responding they had not met with their personal tutor were asked to state a reason why. The text entries for those that stated "Other" are shown in the appendix. Additional qualitative results are also in the appendix.



Q: Why have you not met with your Regent? ("Other" option responses are shown in the appendix)

Students were asked to rate their agreement against the following statements.

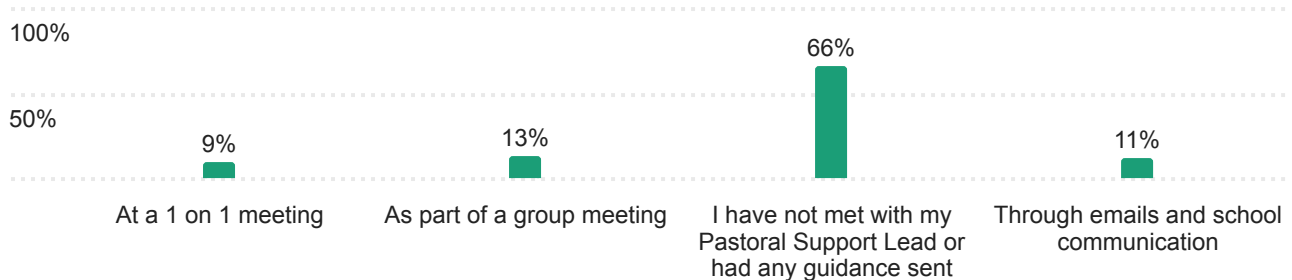
As a result of meeting with your Regent... (only asked to those who have met with their support lead)

Statements	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I found the meeting with my Regent to be helpful	57%	26%	9%	7%	2%
There was enough time allocated to address all my concerns and questions	59%	28%	10%	2%	2%
Overall, I am satisfied with my Regent support	52%	21%	16%	5%	6%

Pastoral Support Lead

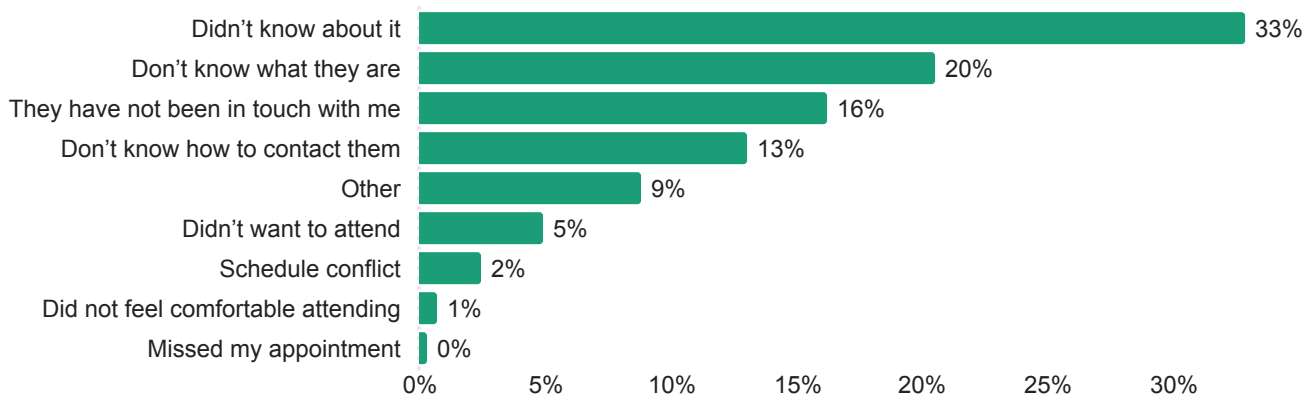
This section was only applicable to postgraduate taught students.

Q: I have communicated with my Pastoral Support Lead by...



Those responding they had not met with their support lead were asked to state a reason why. The text entries for those that stated "Other" are shown in the appendix. Additional qualitative results are also in the appendix.

Q: Why have you not met with your Pastoral support lead?



Students were asked to rate their agreement against the following statements.

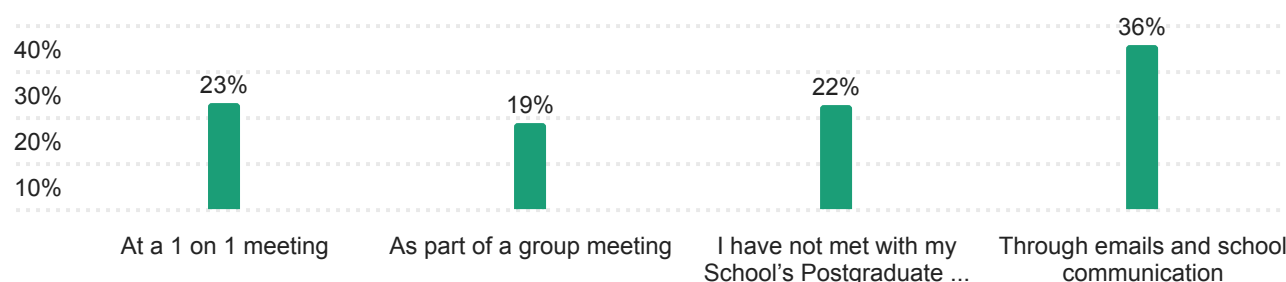
As a result of meeting with your Pastoral Support Lead... (only asked to those who have met with their support lead)

Statements	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I found the meeting with my Pastoral Support Lead to be helpful	59%	33%	5%	2%	2%
There was enough time allocated to address all my concerns and questions	63%	22%	9%	5%	2%
Overall, I am satisfied with my Pastoral Support Lead's support	56%	32%	9%	3%	0%

School's Postgraduate Coordinator/ PGR Director

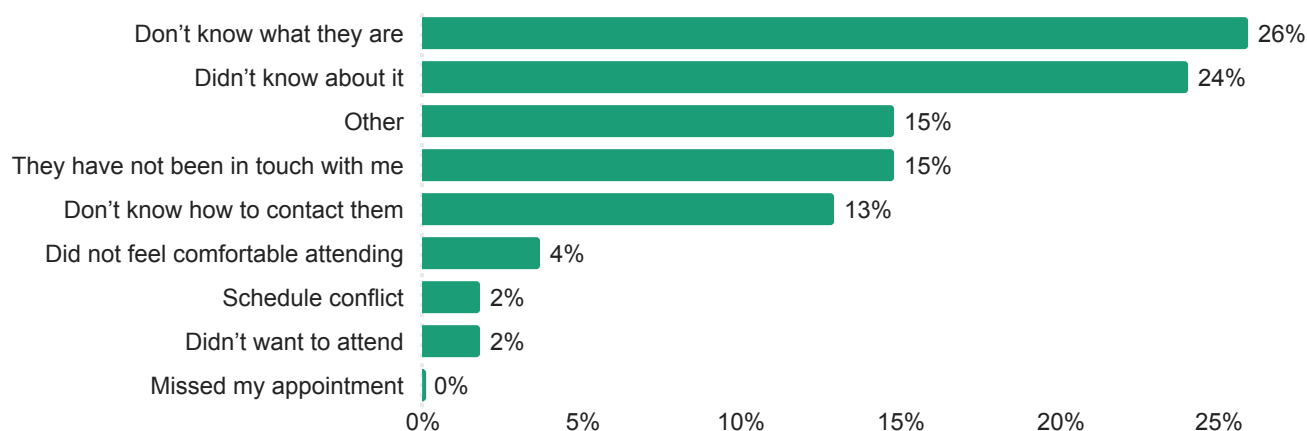
This section was only applicable to postgraduate research students.

Q: I have communicated with my School's Postgraduate Coordinator/ PGR Director by...



Those responding they had not met with their support lead were asked to state a reason why. The text entries for those that stated "Other" are shown in the appendix. Additional qualitative results are also in the appendix.

Q: Why have you not met with them?



Students were asked to rate their agreement against the following statements.

As a result of meeting with your School's Postgraduate Coordinator/ PGR Director... (only asked to those who have met with their support lead)

Statements	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I found my meeting my School's Postgraduate Coordinator/ PGR Director to be helpful	56%	37%	6%	2%	0%
There was enough time allocated to address all my concerns and questions	59%	31%	6%	4%	0%
Overall, I am satisfied with my School's Postgraduate Coordinator/ PGR Director support	51%	32%	15%	1%	1%

ASES - Your UoA Experience (overall)

Students were asked to rate their agreement against the following statements. To see individual campuses please view the filtered reports.

Statements	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I feel part of the University community	38%	43%	12%	5%	2%
I can be myself at the University	57%	32%	8%	3%	1%
I feel the University cares for my health and wellbeing, including my mental health	39%	40%	14%	6%	2%
I know how to contact University support services for advice and support	55%	34%	6%	4%	1%
I am satisfied with the support services the University offers	42%	37%	15%	5%	1%
I know how to contact the Students' Union for advice and support	39%	37%	13%	10%	2%
I have had the opportunity to join a society or sports club	64%	19%	9%	5%	3%
I feel physically safe on campus	35%	29%	35%	0%	0%
I know what SafeZone is and the services it offers	33%	28%	14%	15%	10%
I can take part in the social activities that are of interest to me (online, in-person or both)	51%	32%	11%	5%	2%
I can take part in researcher development opportunities that are of interest to me (online, in person, both)	39%	34%	14%	10%	2%
Our campuses create a caring environment that is alert to cultural differences (online, in-person or both)	42%	39%	13%	4%	2%
Our processes create a caring environment that is alert to cultural differences	42%	38%	15%	3%	2%
I am satisfied with my current level of learning and development	43%	39%	10%	6%	2%
The University's culture enables an exchange of ideas and expertise across subject areas, disciplines, and Schools (excluding PGR Students)	42%	38%	13%	4%	2%
The University's research culture enables an exchange of ideas and expertise across subject areas, disciplines, and Schools (PGR Students)	34%	36%	14%	11%	4%
Our physical spaces enable interdisciplinary exchange and innovation	38%	37%	13%	7%	4%
Our virtual spaces enable interdisciplinary exchange and innovation	35%	34%	21%	7%	3%
I am proud to be a University of Aberdeen student	60%	26%	10%	3%	1%
I am satisfied with my overall experience as a University of Aberdeen student	55%	31%	7%	4%	2%