



MEMBER SURVEY SUMMARY 2021



CHALMERS
STUDENTKÅR



How to read the report

Interpreting the numbers

We are not statisticians and therefore we have chosen not to analyze or draw conclusions. We simply present the numbers and some comments we think can nuance the results.

Previous results

There is also a lack of some historical data for several questions, so we have chosen to only present the most recent data. We are aware that it may not be the best and most accurate picture due to the Covid-19 situation. Please have this in mind while reading.



All photo in this document by: CFFC
(except: page 15, 16)

FIRST OF ALL, WE APOLOGIZE.

Every year we ask you, our members, a lot of questions.

How you are doing during the study periods, if you have enough spare time and if we are doing what you expect us to - among many things.

The results are normally presented for the council, but we suspect that you've probably never seen the full report if you're not a council member. We realised that we need to work differently and report back directly to YOU. You, who took the time telling us everything and helped us change.

In this very first user friendly report, we have selected the questions we believe matter the most or are relevant for you. We have not only looked at the numbers, but also the comments. To ensure anonymity, we have not quoted directly, but rather summarised some of the various ideas, concerns and feedback that you've given us. The comprehensive report can be found on our website.

Happy reading and let us know if you have any thoughts or feedback to next year's report.

/Anna, Mikael, Noelle and Jesper,
The membership survey team 2021



RESULTS IN THE REPORT

Who you are

**Affecting your education and
study situation**

**Accommodation and
transportation**

Service on campus

**Getting involved, personal
growth and activities**

**The union's main focus and
your membership**

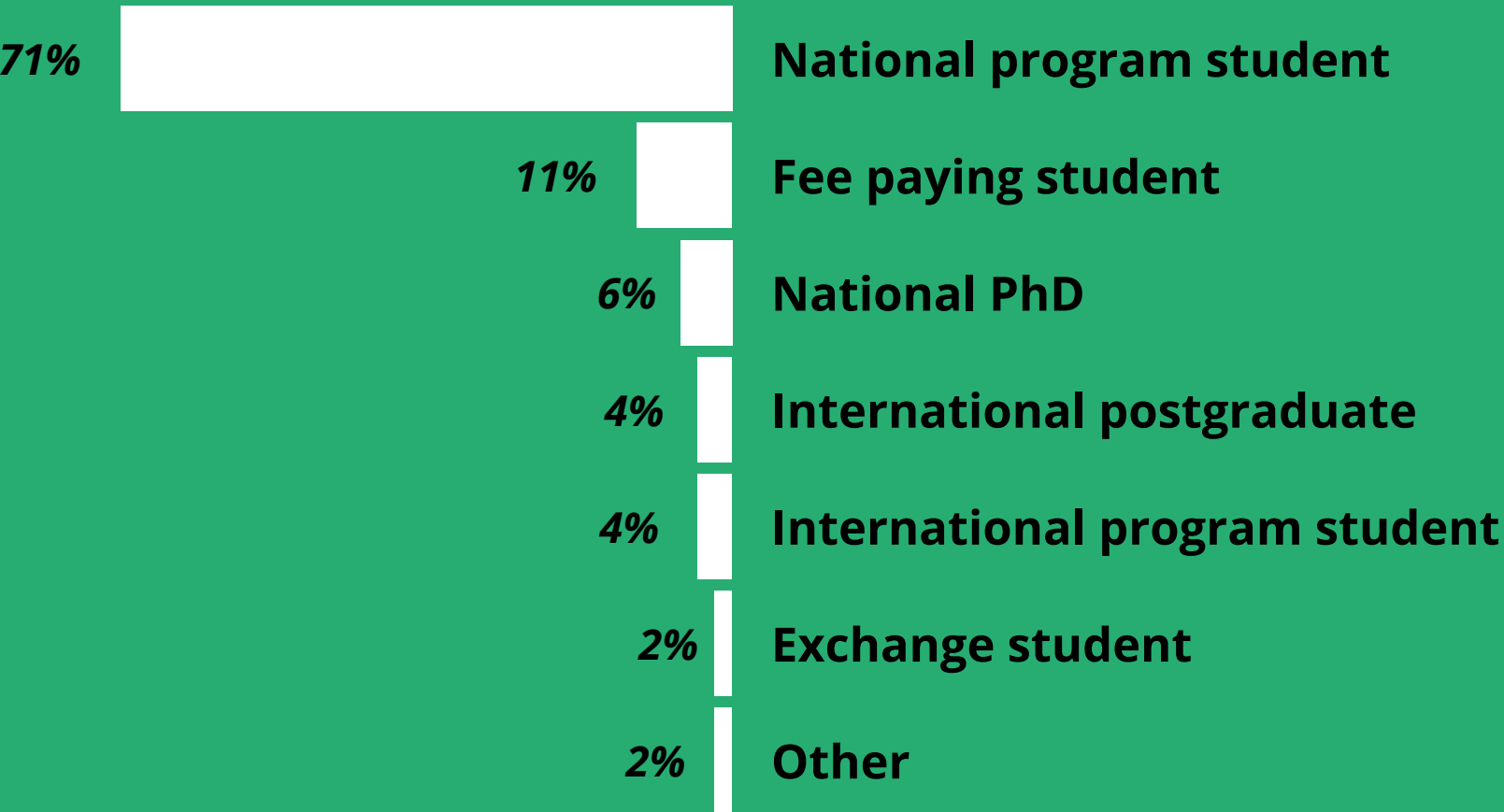
**What you want from us and
how to get it**

WHO YOU ARE

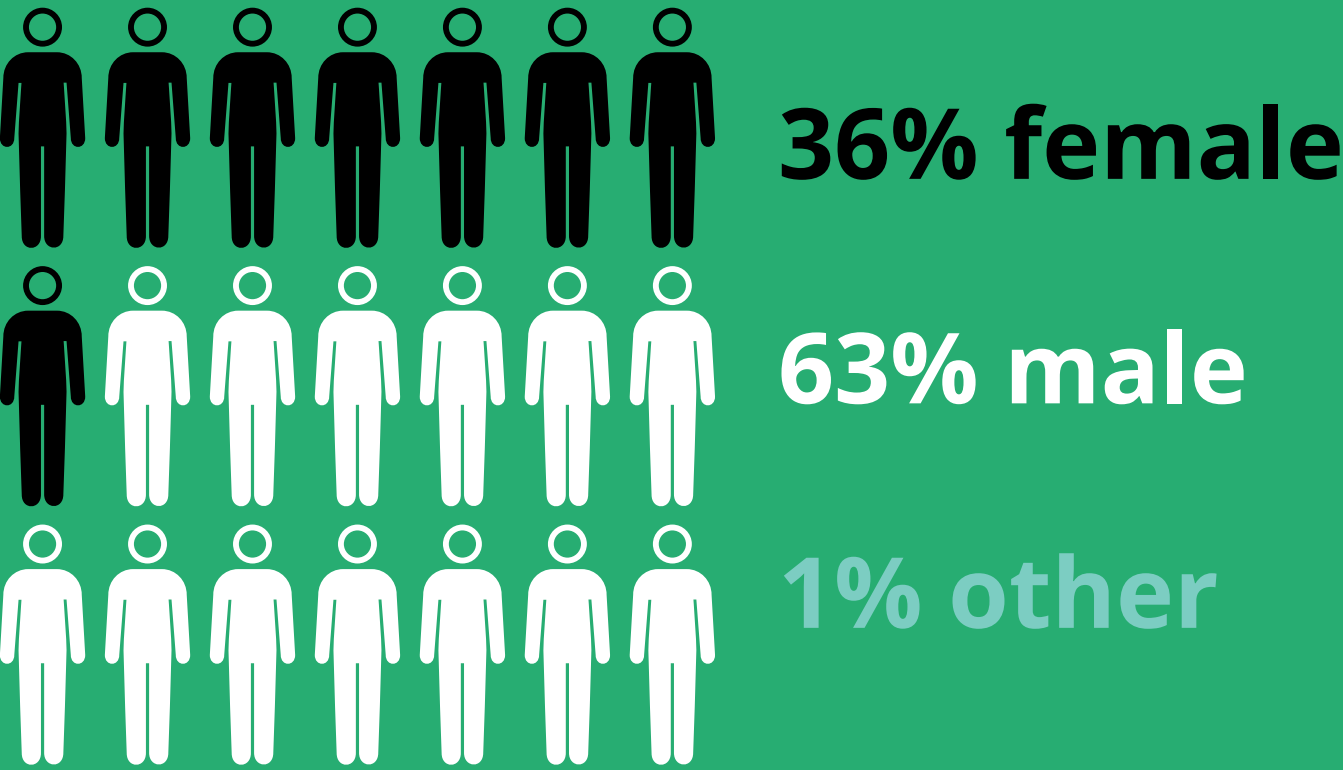
Respondants: 3 119

Average survey time: 9m:11s

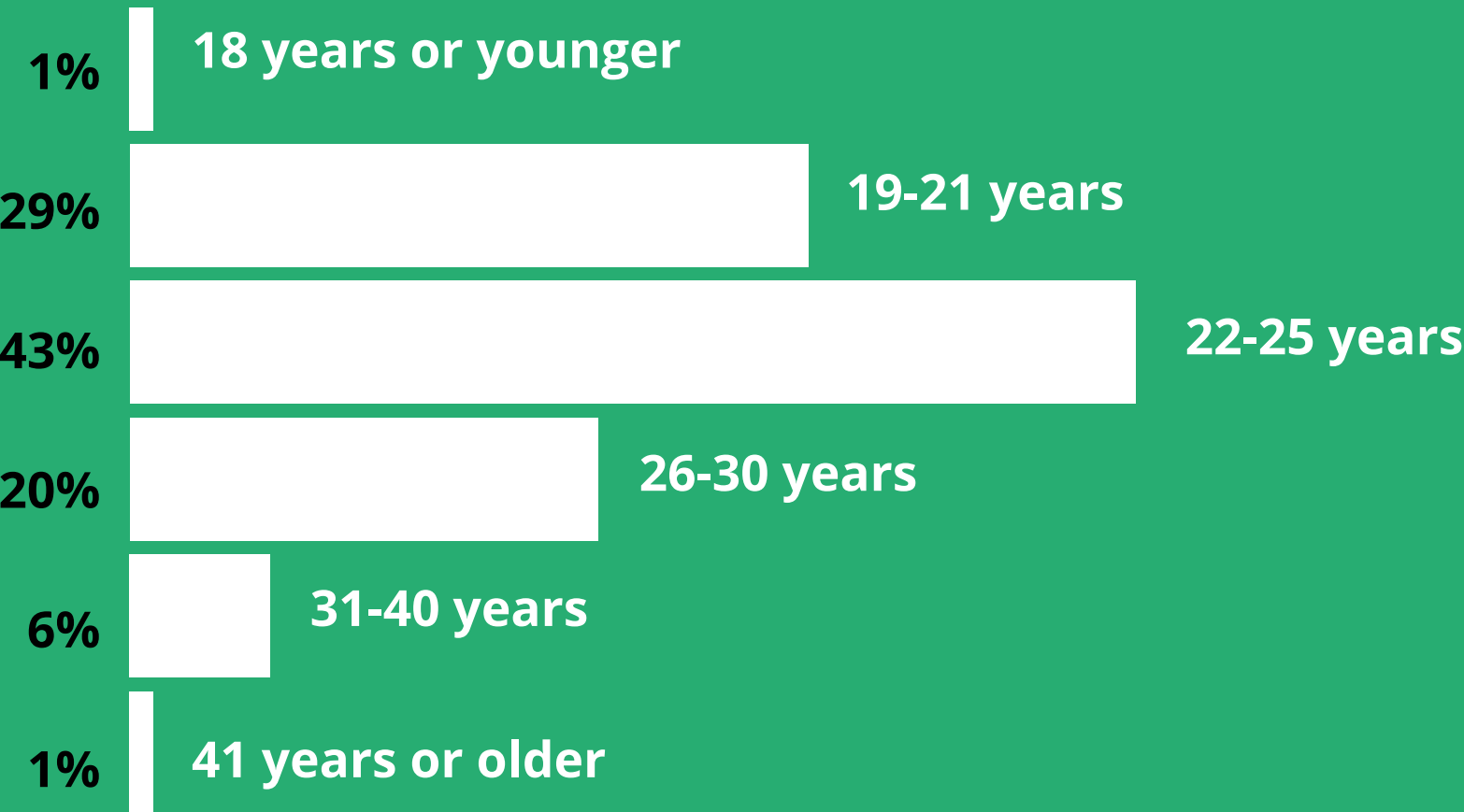
Student type



Gender



Age





Which year did you start studying at Chalmers?



On which campus is the main part of your education located?

Lindholmen 16%

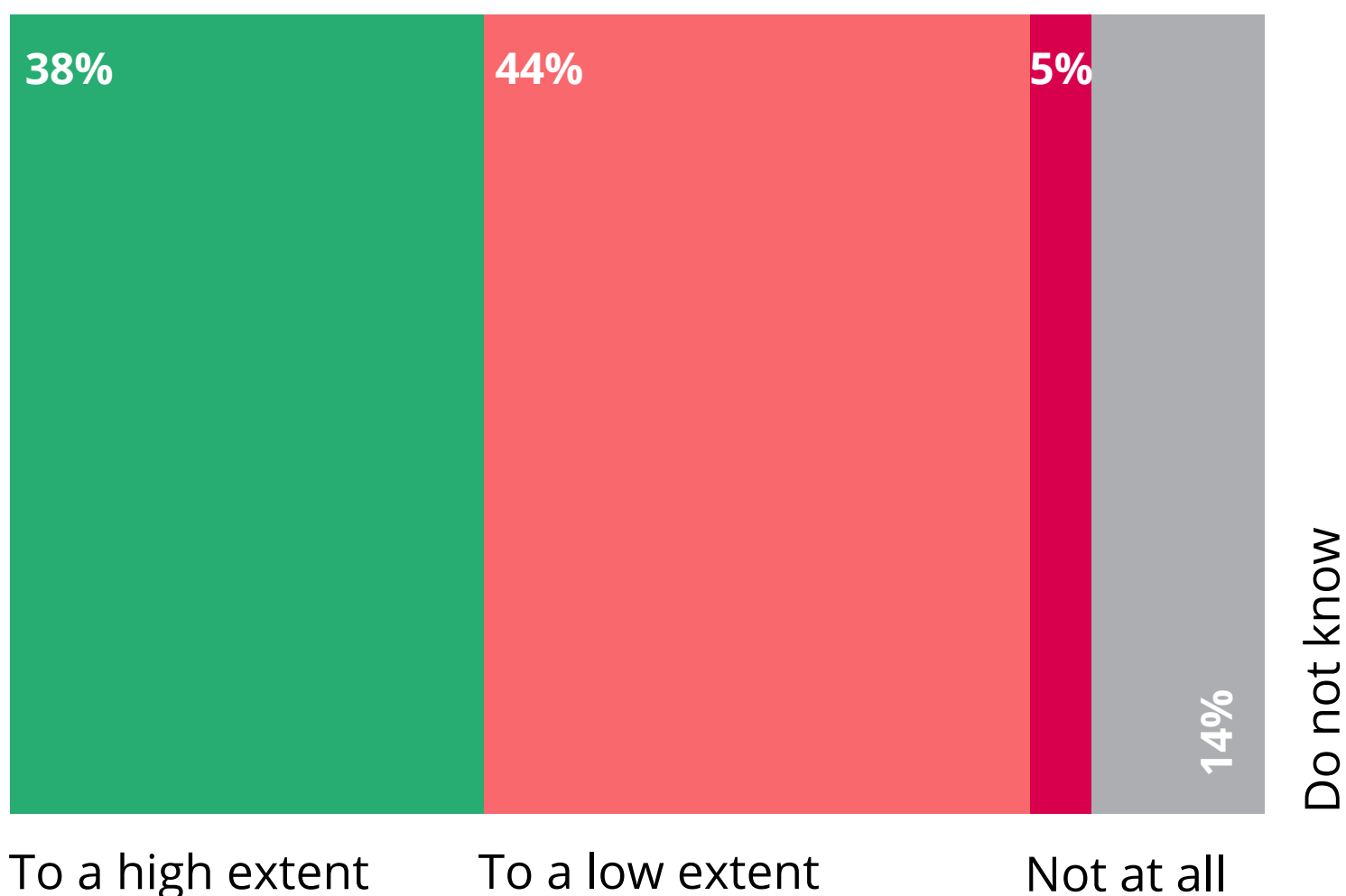
Johanneberg 84%



AFFECTING YOUR EDUCATION AND STUDY SITUATION

Question: To which extent do you feel that you can affect your education and study situation?

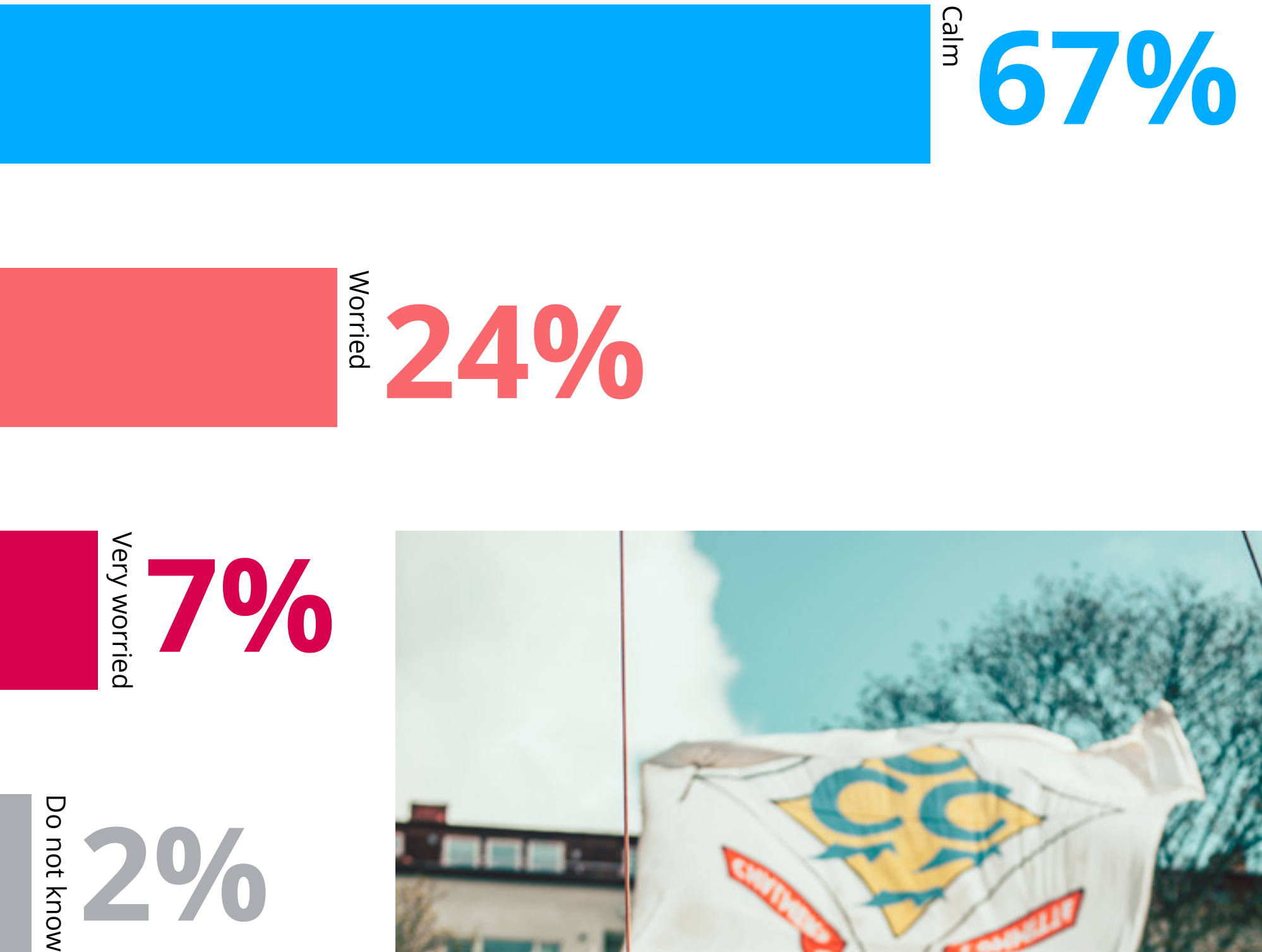
Most feel they can affect their education to some extent



Several comment on the fact that they may be able to affect the future education, rather than the present. Some feel that examiners take feedback seriously, others that there is no demands for teachers to make suggested changes.

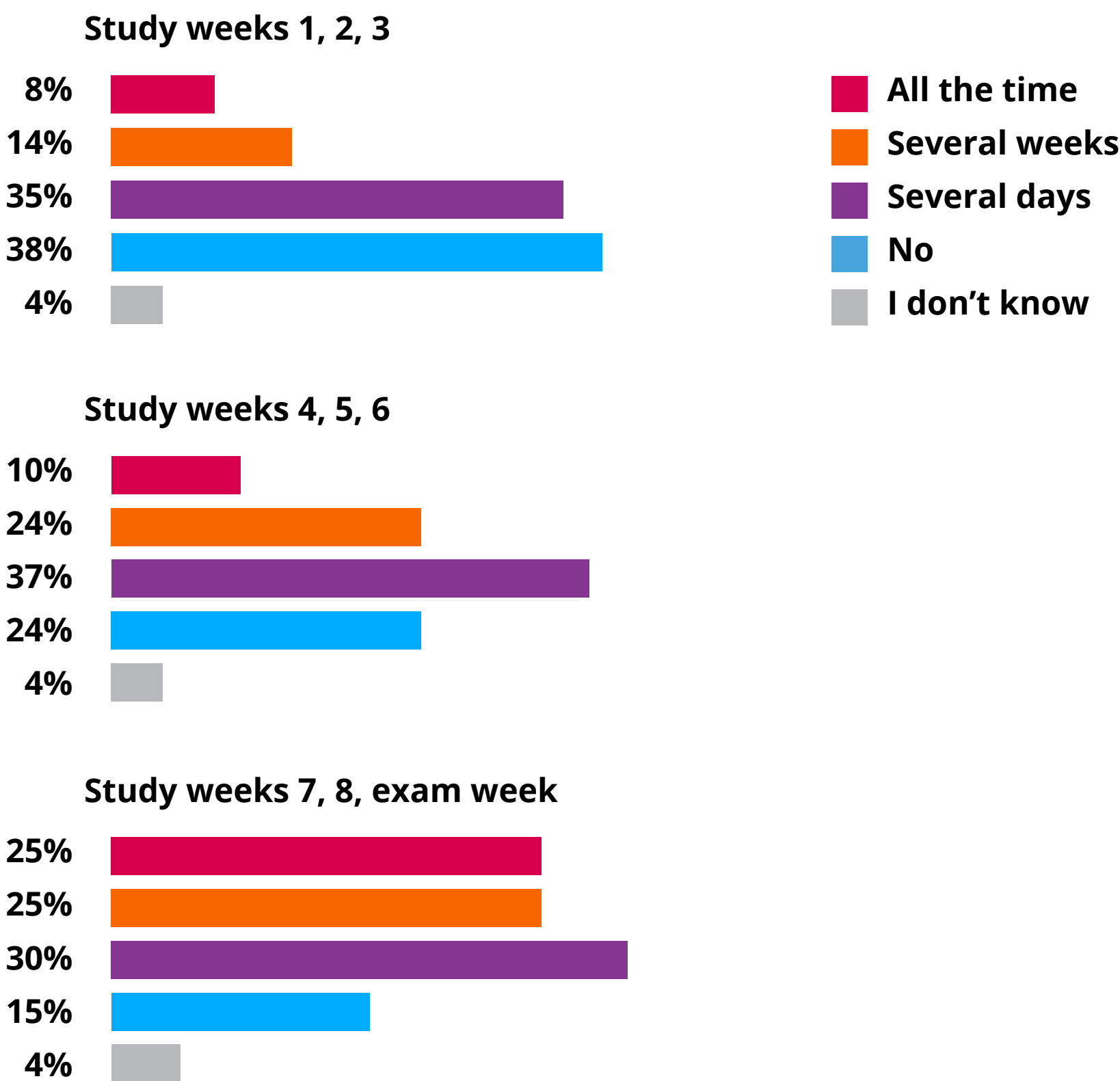
Question: How have you felt about your financial situation the last year?

Most students not worried about their financial situation



Reoccurring comments among respondents are expressing worries about not completing their courses and thus being able to keep CSN. Some also feel the need to do part-time job, despite their increased workload.

Question: During the last year, have you been stressed or worried about your study situation in...

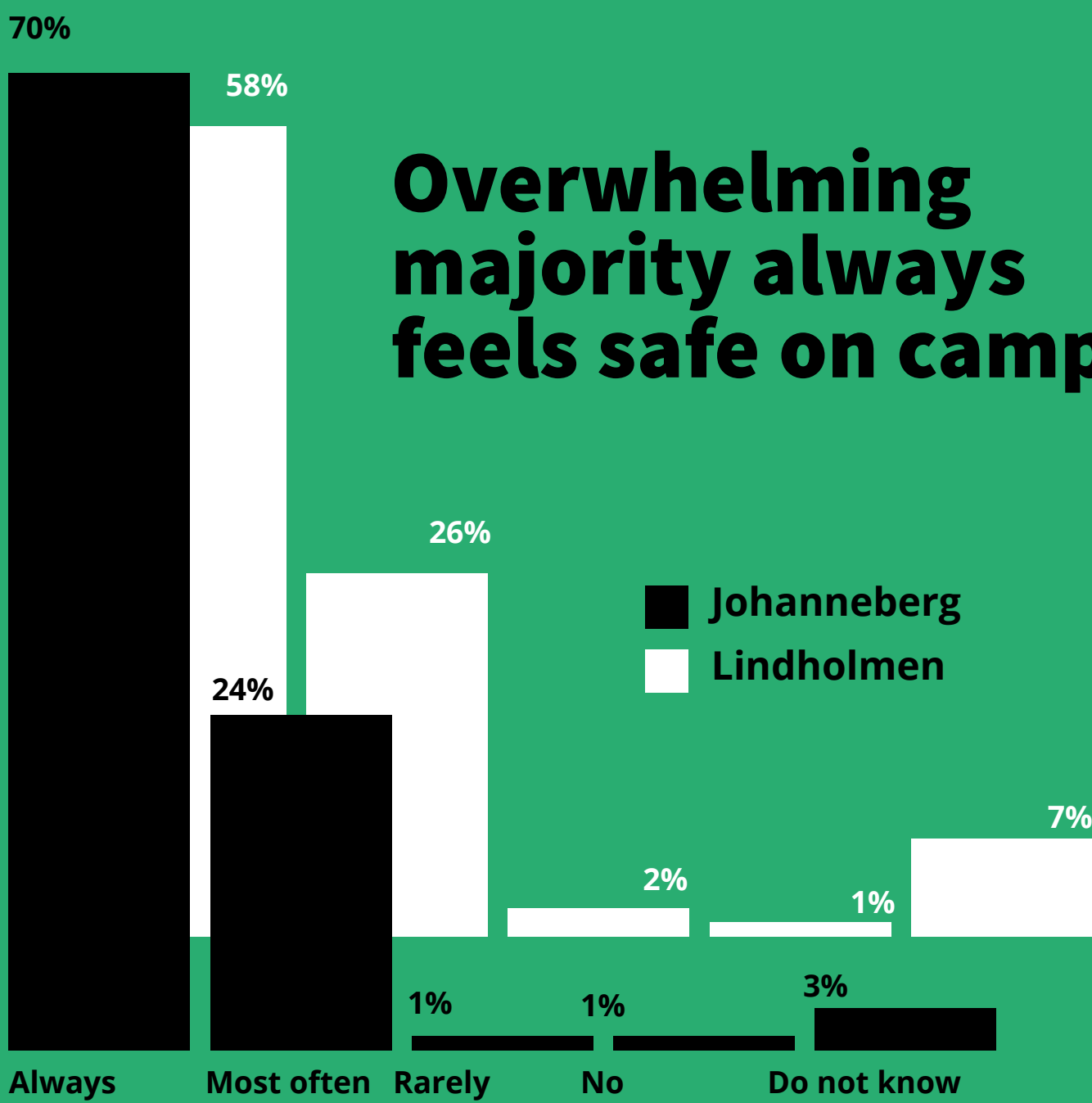


Stress during study weeks



Many witness that the pandemic has put additional stress on them as they are not able to connect as easily and discuss problems with fellow students.

Question: Do you feel safe on campus?



Overwhelming majority always feels safe on campus



Some experience Chalmers campus much safer than a night out in town and that students are good at looking out for each other.

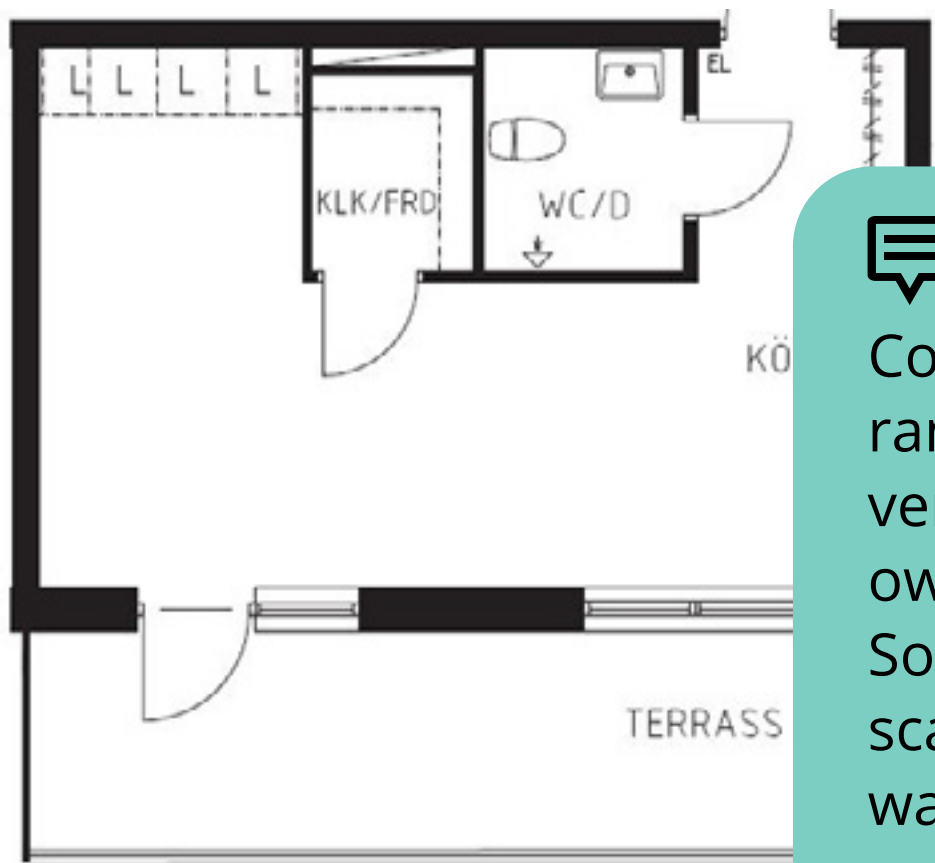
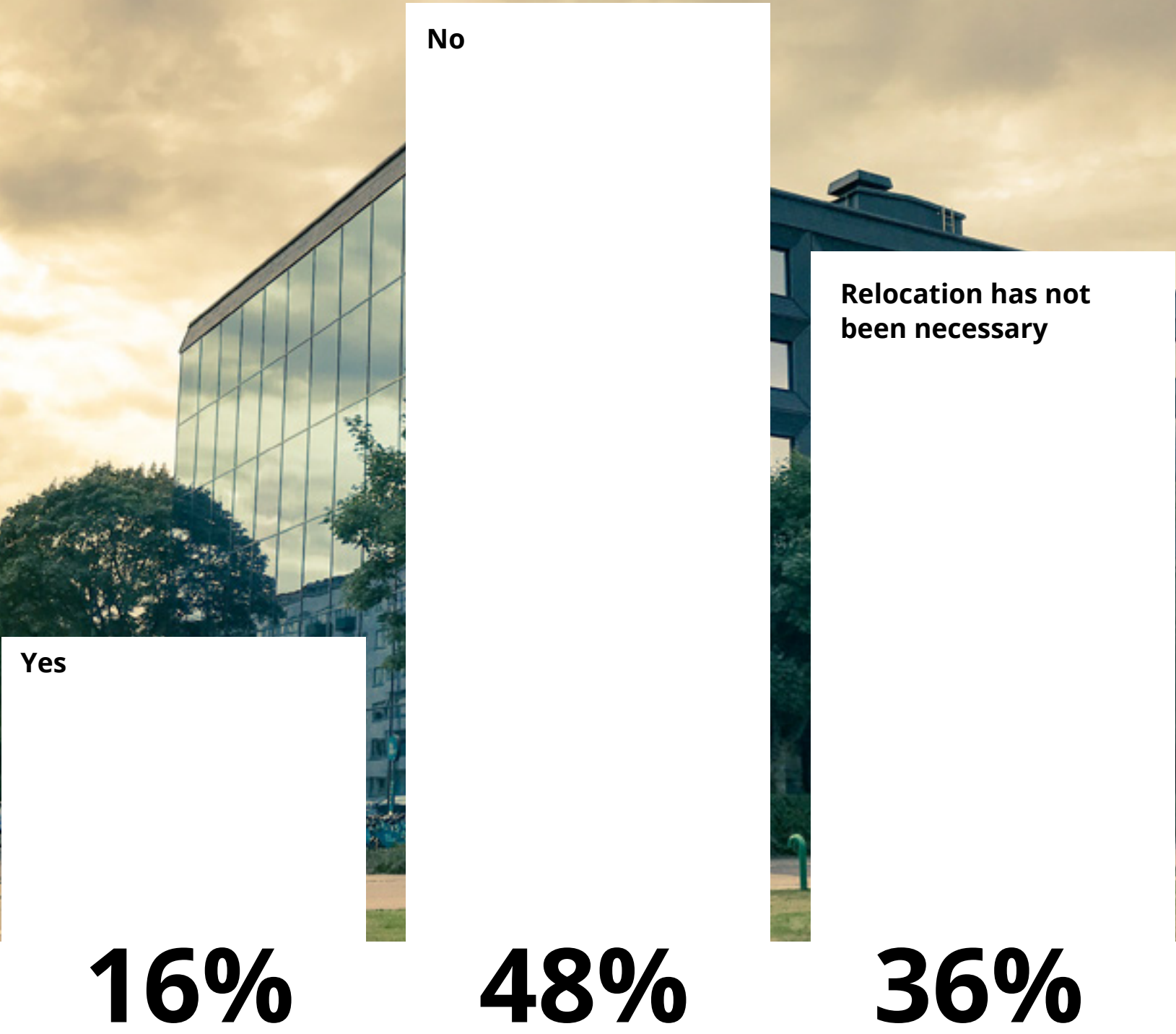


ACCOMMODATION & TRANSPORTATION

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Question: Have you had problems finding accommodation during the last 12 months?

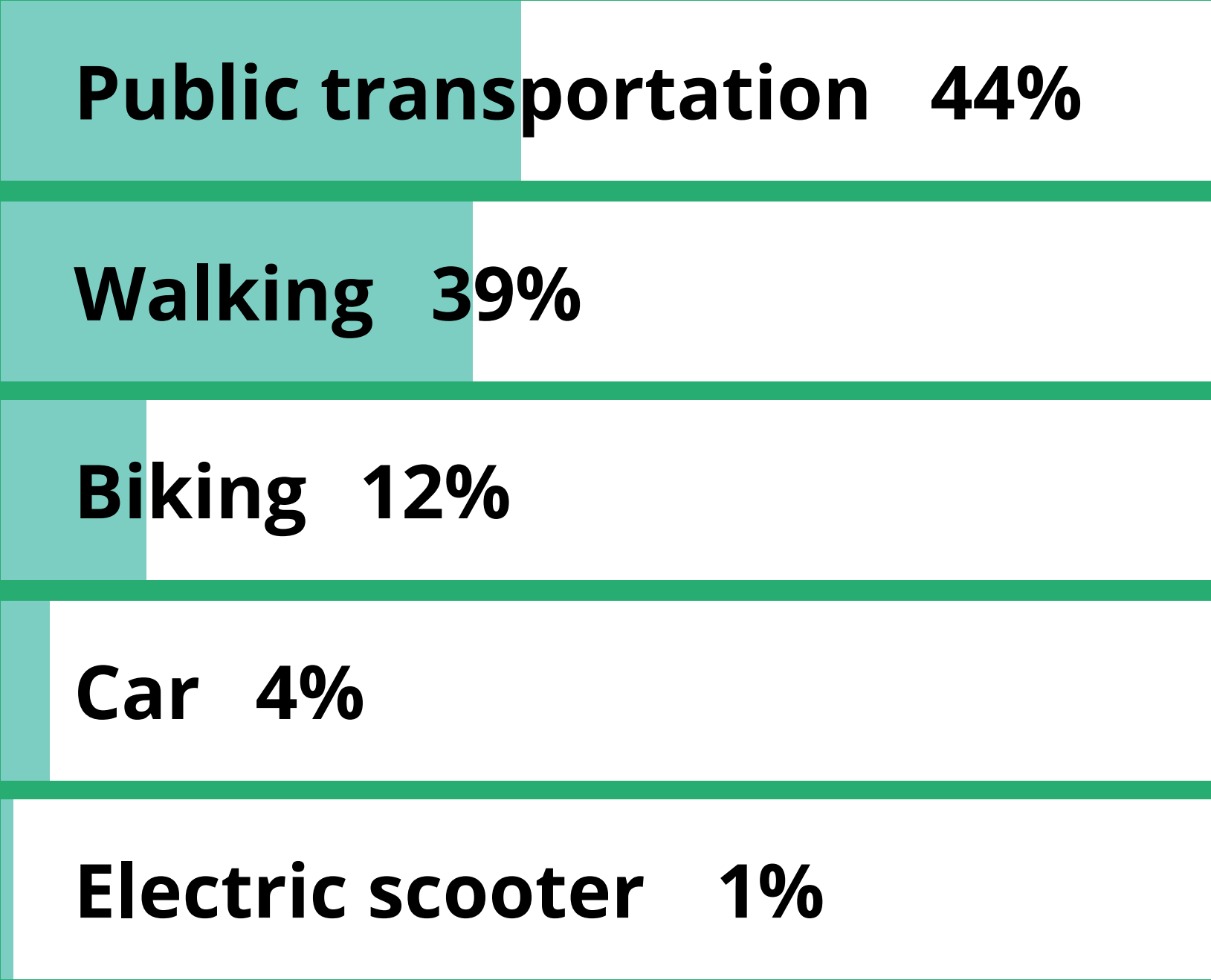
400+ homes still missing



Comments show a broad range of students living in very small spaces to those owning their own home. Some have experienced scammers and others have waited years for a first hand contract. Other have stayed with relatives or family members, often initially when coming to Chalmers.

Question: What is your main mean of transportation to campus?

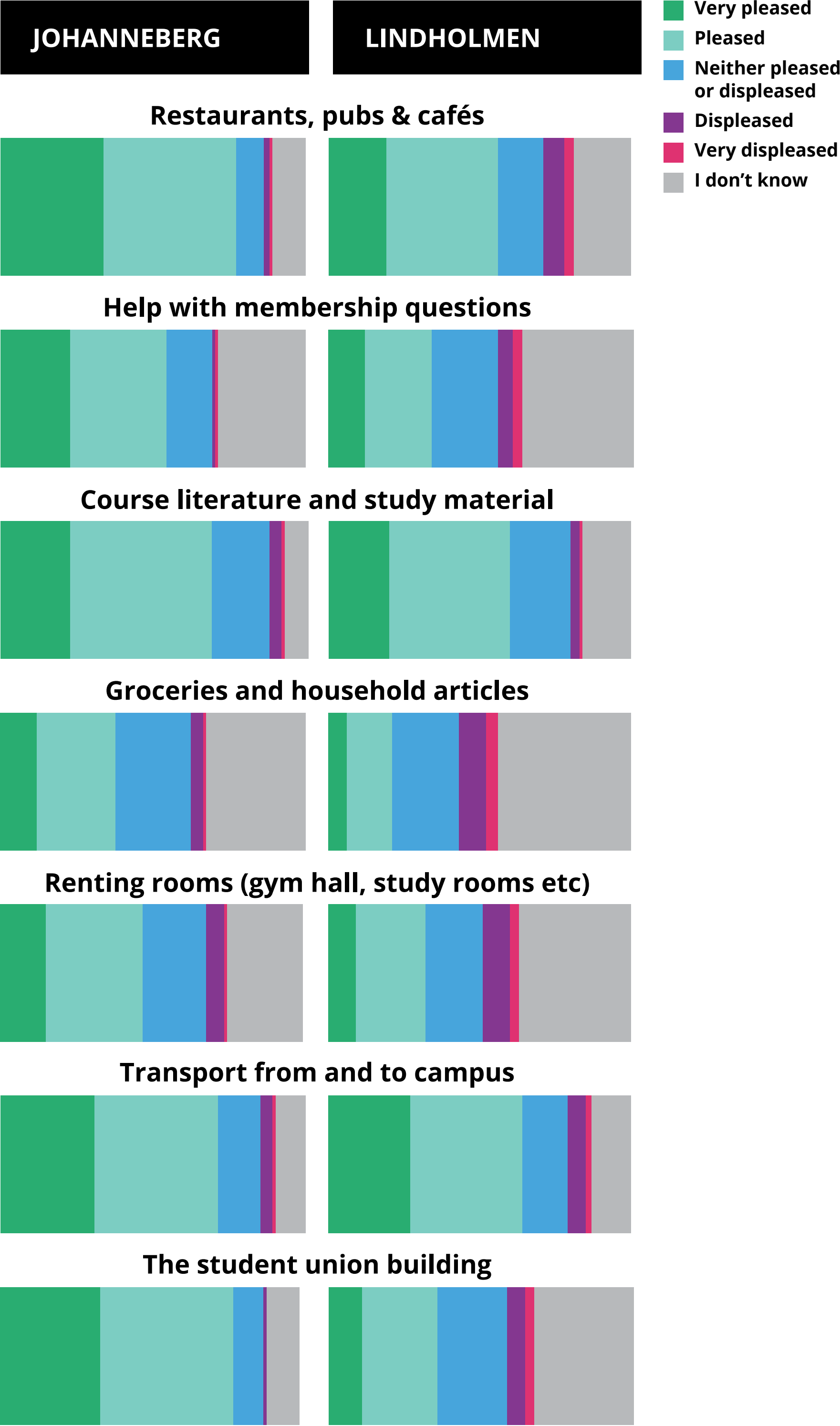
Most common way to travel to campus



SERVICE ON CAMPUS



Question: How satisfied are you in general with service on campus regarding...





Service satisfaction



The majority are either happy enough with the services, and to be expected many have no opinion since we ask for many area in this question.

Some international students find that certain items are not budget friendly.

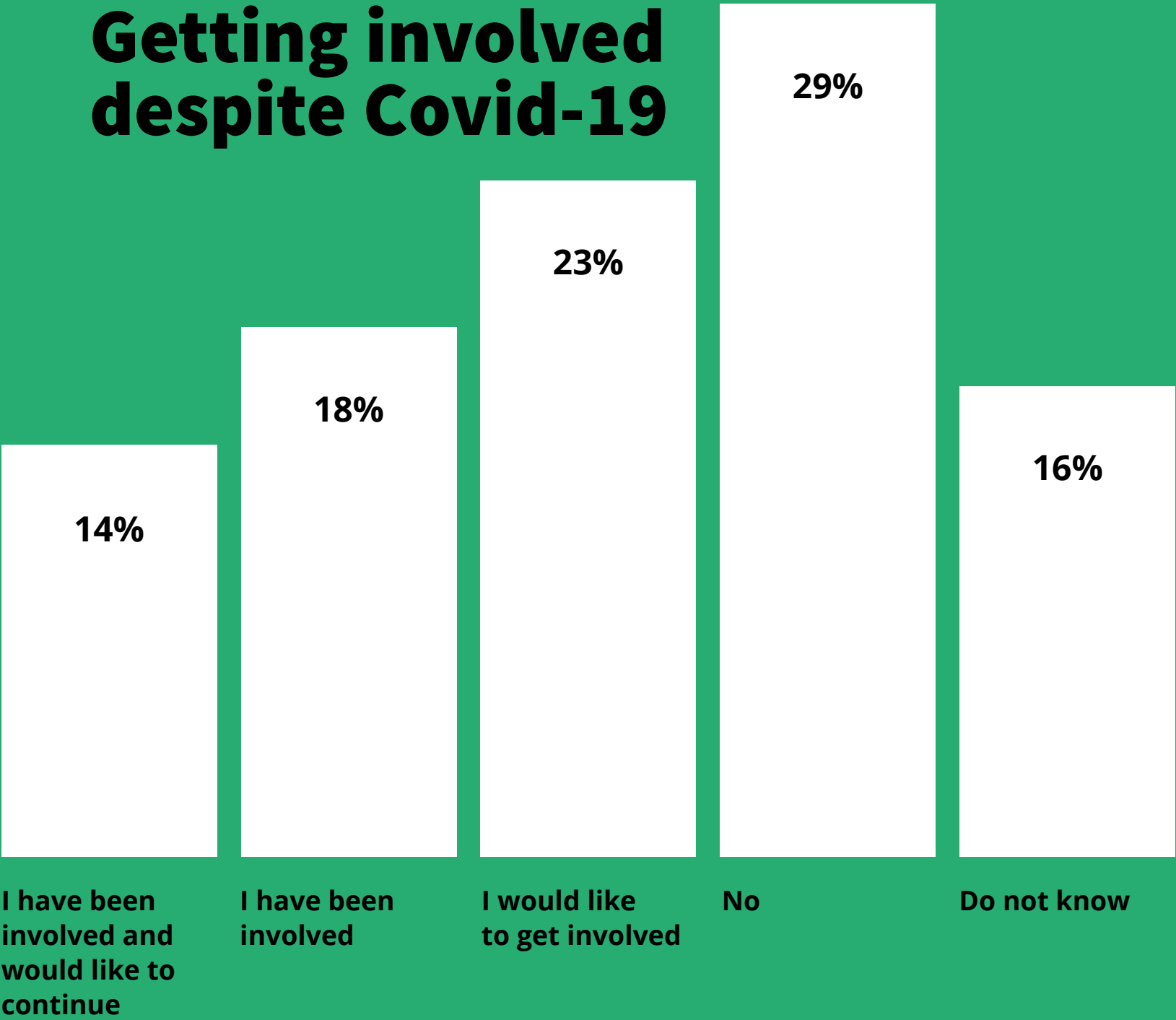
A few want cheaper transportation between campuses, i.e. Chalmers bus card that was revoked some years ago.



GETTING INVOLVED, PERSONAL GROWTH AND ACTIVITIES

Question: During your time at Chalmers, have you or would you like to get involved within Chalmers student union’s organization? E.g. student representative, societies, committees or your student division.

Getting involved despite Covid-19

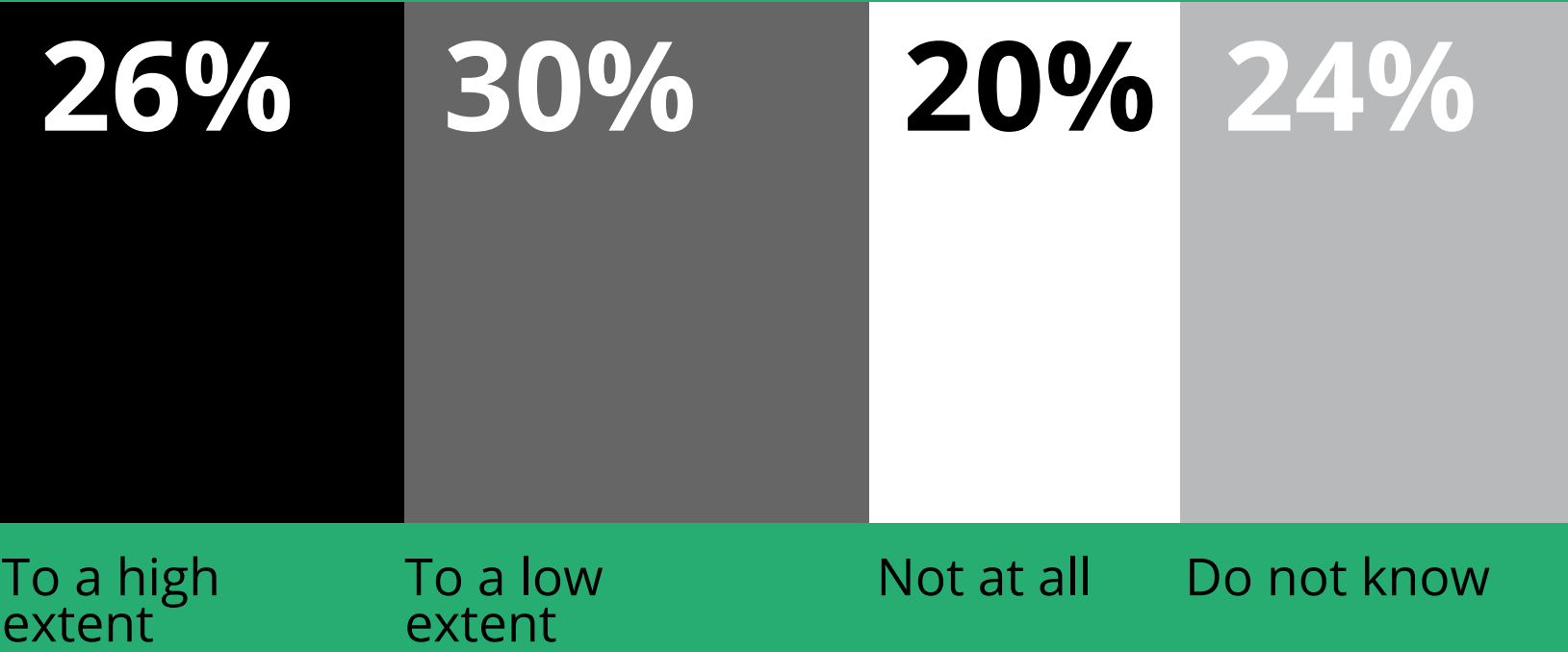


The overall comments shows that there are very clear lines between those loving to get involved and those not seeing the point or not having time. Different point of views are expected and has not changed remarkably over time. PhD students generally feel less inclined or connected to the student union.



Question: To which extent do you feel that the student union has contributed to your personal development?

Getting involved main reason for personal growth



Many express that committees within the student union or student division have contributed to their personal development.

Phadder groups as well as the reception are mentioned as reasons to getting new friends and feeling at home faster.

PhD students and Engineering Preparatory Year mention lack of connection to the union.

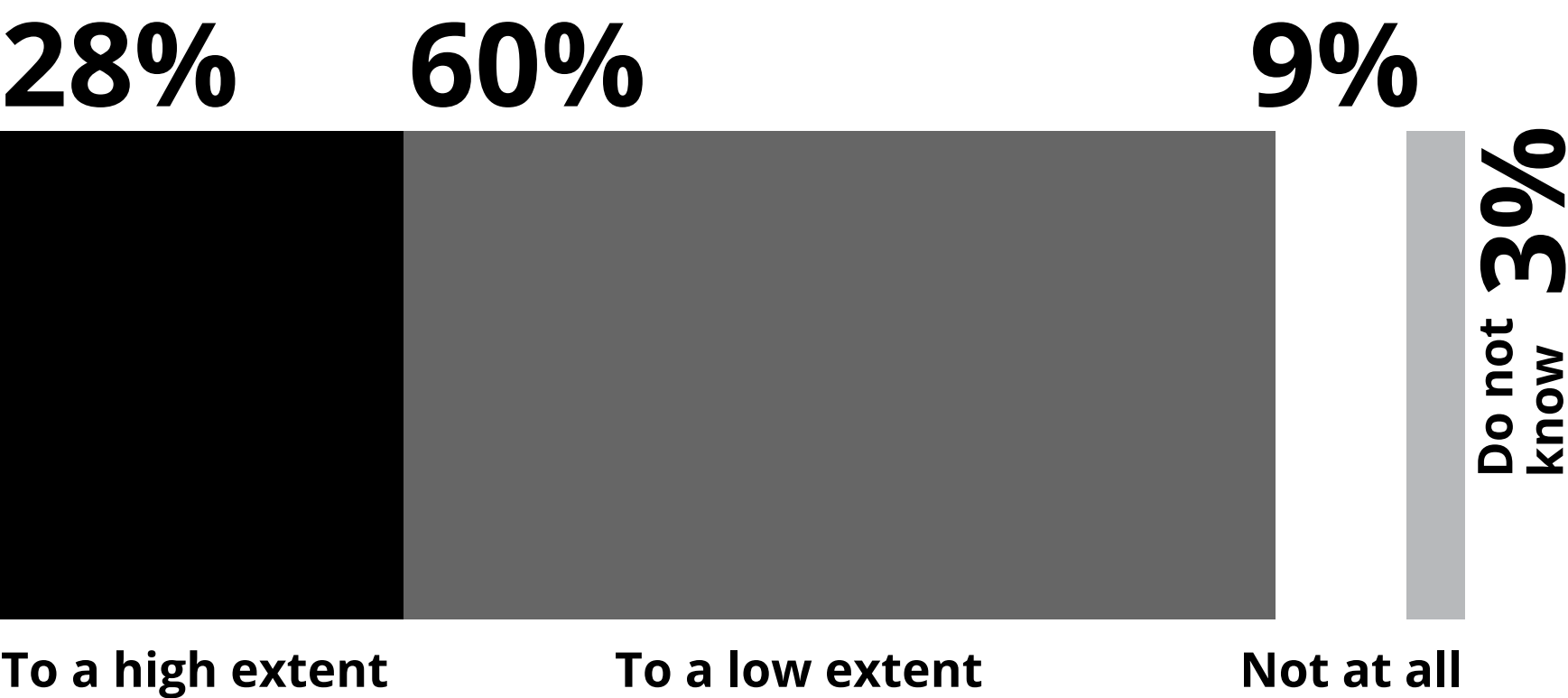
One comment mentioned that is was due to their personal development that they did not drop out of Chalmers during the first year.

Some say that they only got information in the beginning and then never again.

Question: To which extent do you feel that you have spare time in addition to your studies?



Many lack spare time



The numbers can be hard to understand, but the comments give us a clearer picture that it all depends on which study period you are in and/or what year.

Some have gotten more spare time due to less travel time to campuses since the pandemic. Others feel the opposite and have less time and opportunities to find recreation.

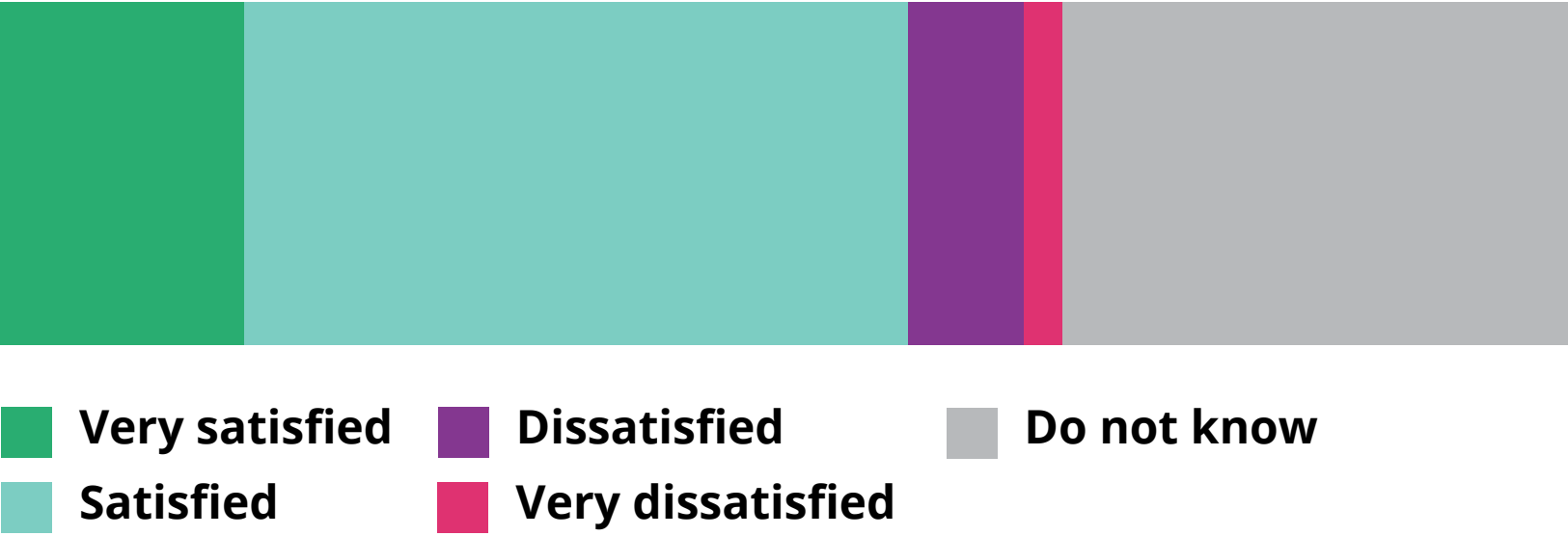
One comment stated the difficulties in knowing when school started and ended, due to being at home all the time.

Another student comment on the challenge of combining family and kids with studies at Chalmers.

The overall majority have trouble finding spare time, one way or another.

Question: How satisfied are you in general with the range of activities within the student union? Areas of examples: entertainment, nightlife, hobbies, influential work and employability.

General satisfaction even during a pandemic



The great number of “Do not knows” may be linked to the pandemic and the comments suggests this. However, considering that most regular and annual events have either been canceled, postponed or digitalized, the overall satisfactory is stable.

Most comments from first year students just say “Corona” or “not had the chance to attend any events due to Corona”.

Some lack “English as standard”, others are looking for more hobby oriented activities

Also scattered comments on not knowing what the union offers in this area.

And finally some students claim that there’s something for everyone.



THE UNION'S MAIN FOCUS AND YOUR MEMBERSHIP

Question: The student union should focus on...
Prioritize between the different areas.

Maintaining a high quality education



- Highest priority
- High priority
- Low priority
- Irrelevant
- No opinion

Feeling safe during my time at Chalmers



Representing the opinion of its members



Being prepared for my future career



My possibilities to affect my studies and study situation



Being a stabile and long-term organisation



Providing services and accesses (e.g. food, rooms, study material, help w/ membership questions)



Actively communicating what the union does for its members



Meeting and hanging out with friends on campus



Being able to develop alongside my studies



Question: To which extent do you feel that the student union represents your point of view regarding...

Education

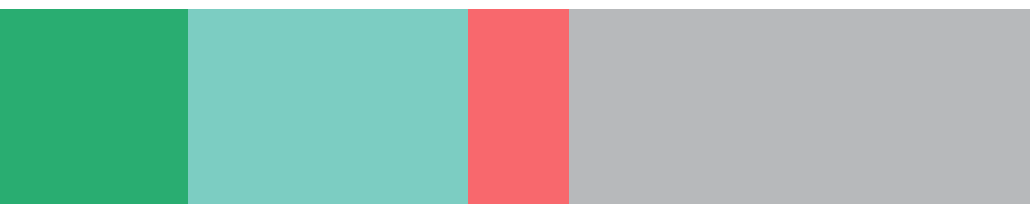


- To a high extent
- Partially
- To no extent
- No opinion

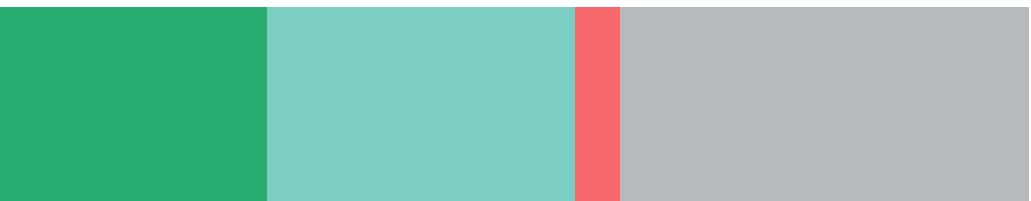
Equality



Accommodation



Campus development



Career opportunities



Uneven distribution on main areas



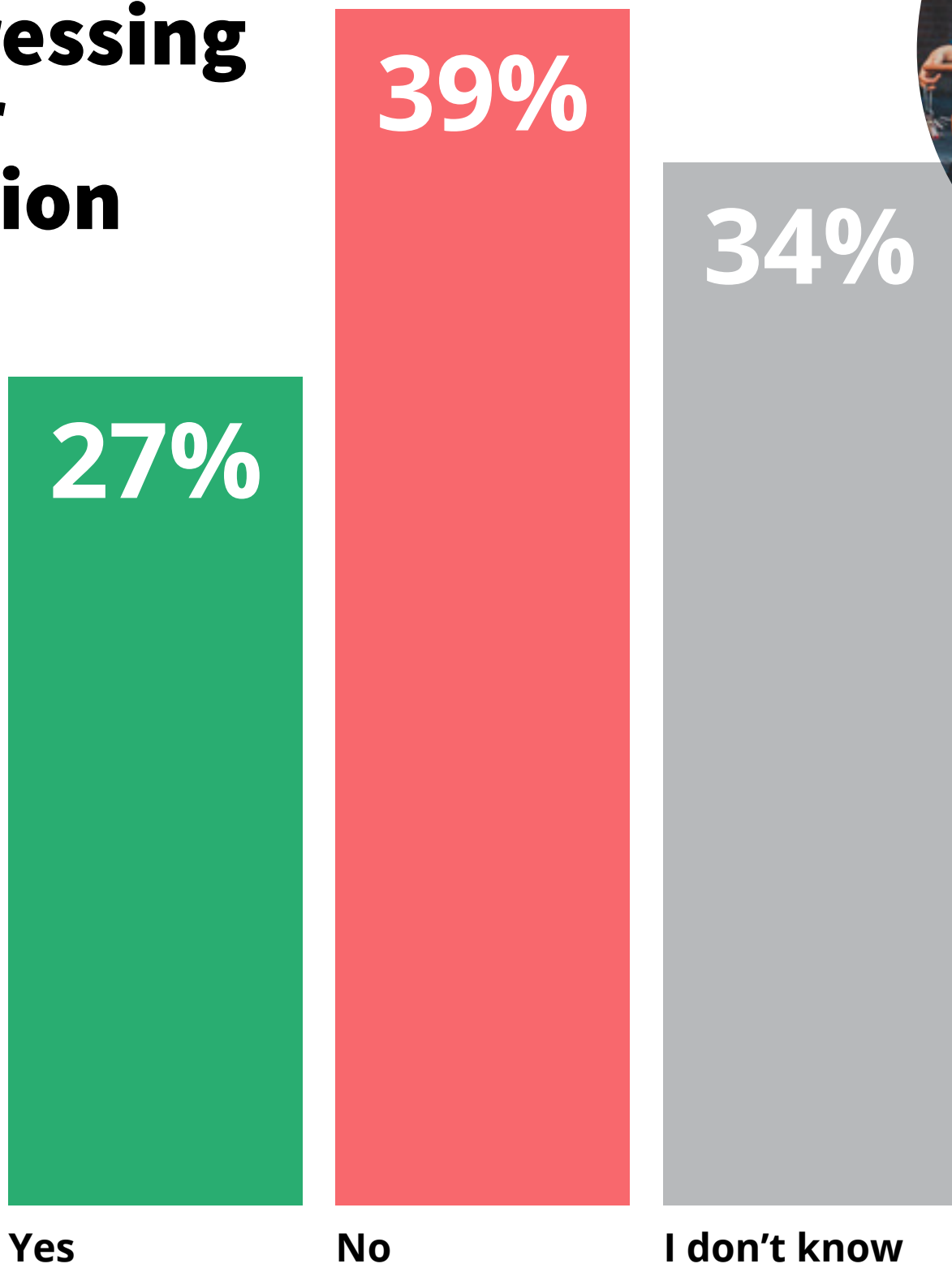
This is a constant challenge for the student union. Even if many feel well represented in certain areas, a vast majority are unaware of how the union are working within these areas of operation.

The equality area is the most highlighted in the survey.



Question: Are you aware of any way in which you can express your opinion about the student union's area of operation?

Ways of expressing your opinion



Even though the majority replied "No" in this question, the ones choosing "Yes" had detailed and accurate information on how to get in touch with the student union. Comments lack from "No" and "I don't know" respondents.

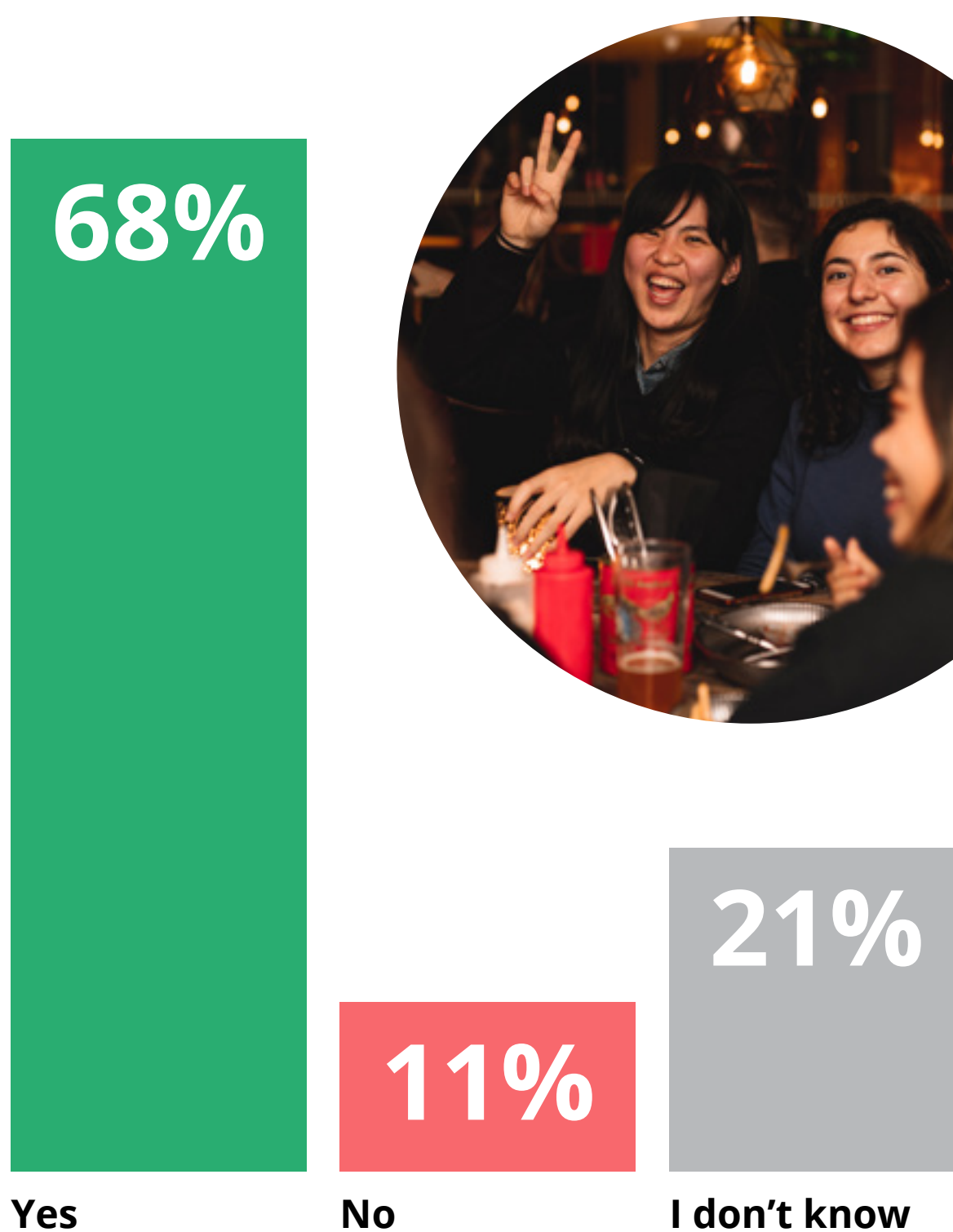
Among the "Yes" comments we found:

- *email*
- *visiting the management team office*
- *student union council and its representatives*
- *membership survey*
- *council elections*
- *student barometer*



Question: If the membership in Chalmers student union was voluntary and it was designed as today with the same fee, would you choose to be a member?

Most would remain members



The majority of comments are in favor of remaining a member, even if membership would be voluntary. The main reasons stated are:

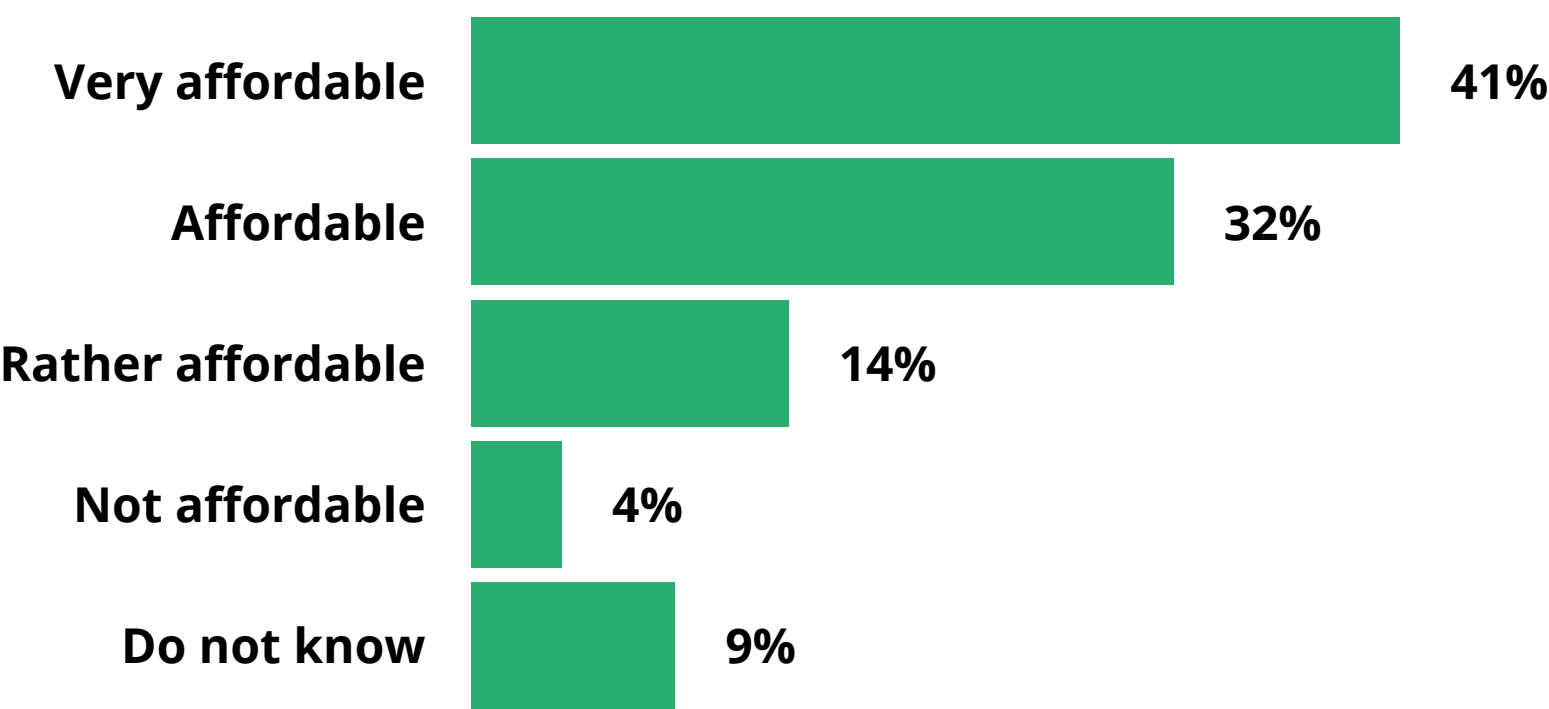
- *events and activities*
- *discounts*
- *contributing to a lively and active campus*

One comment also reflects on their personal experience from other, voluntary unions in the city and the importance of having resources to create a rich student life.

The number has declined slightly from last year, but been consistent for the past 5 years otherwise.

Question: How affordable do you think the student union membership fee is relative to the membership benefits? E.g. discounts in all the student union restaurants and pubs, convenience store, events, access to rooms etc.

Majority in favor, diverse responses among minority



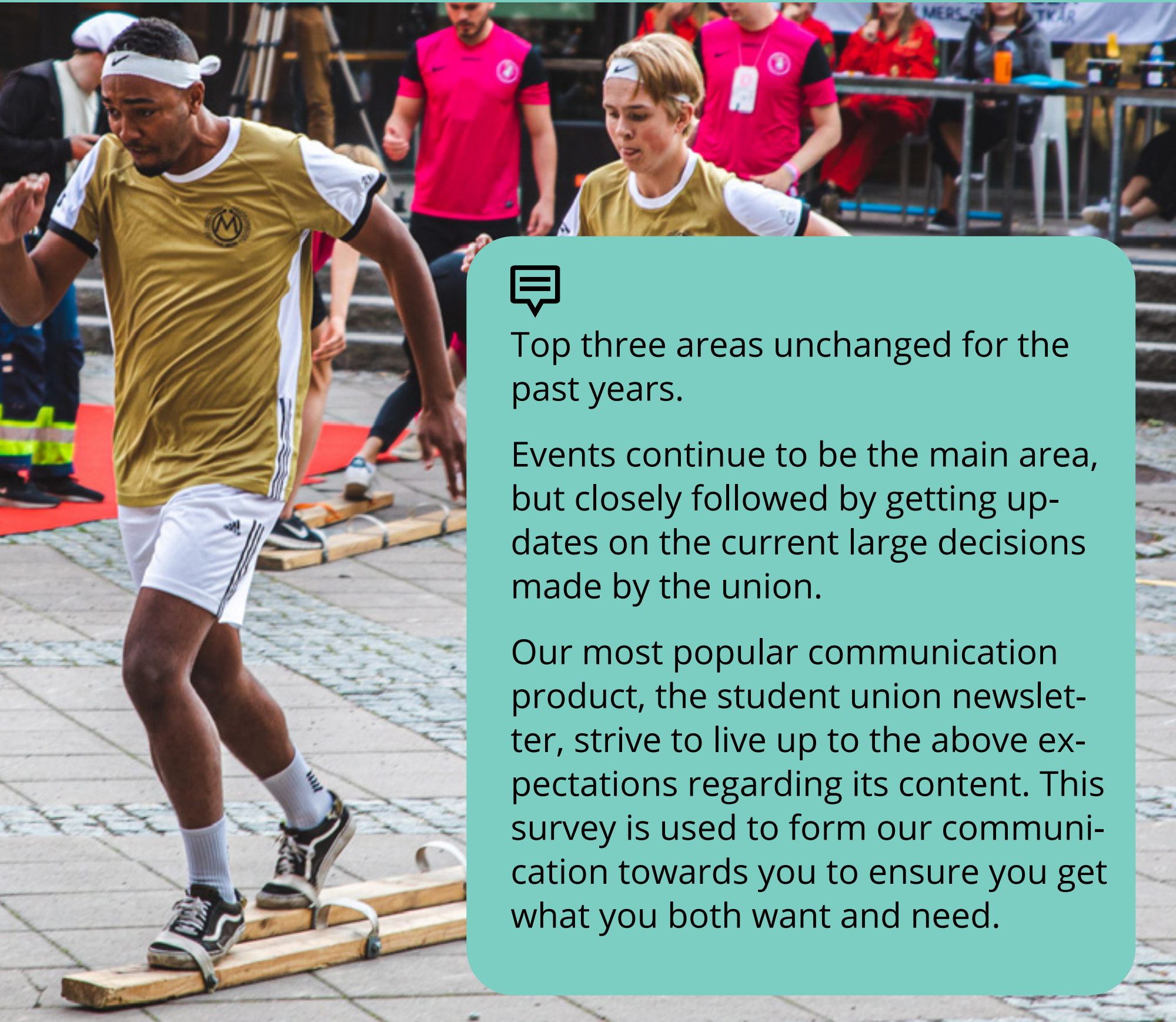
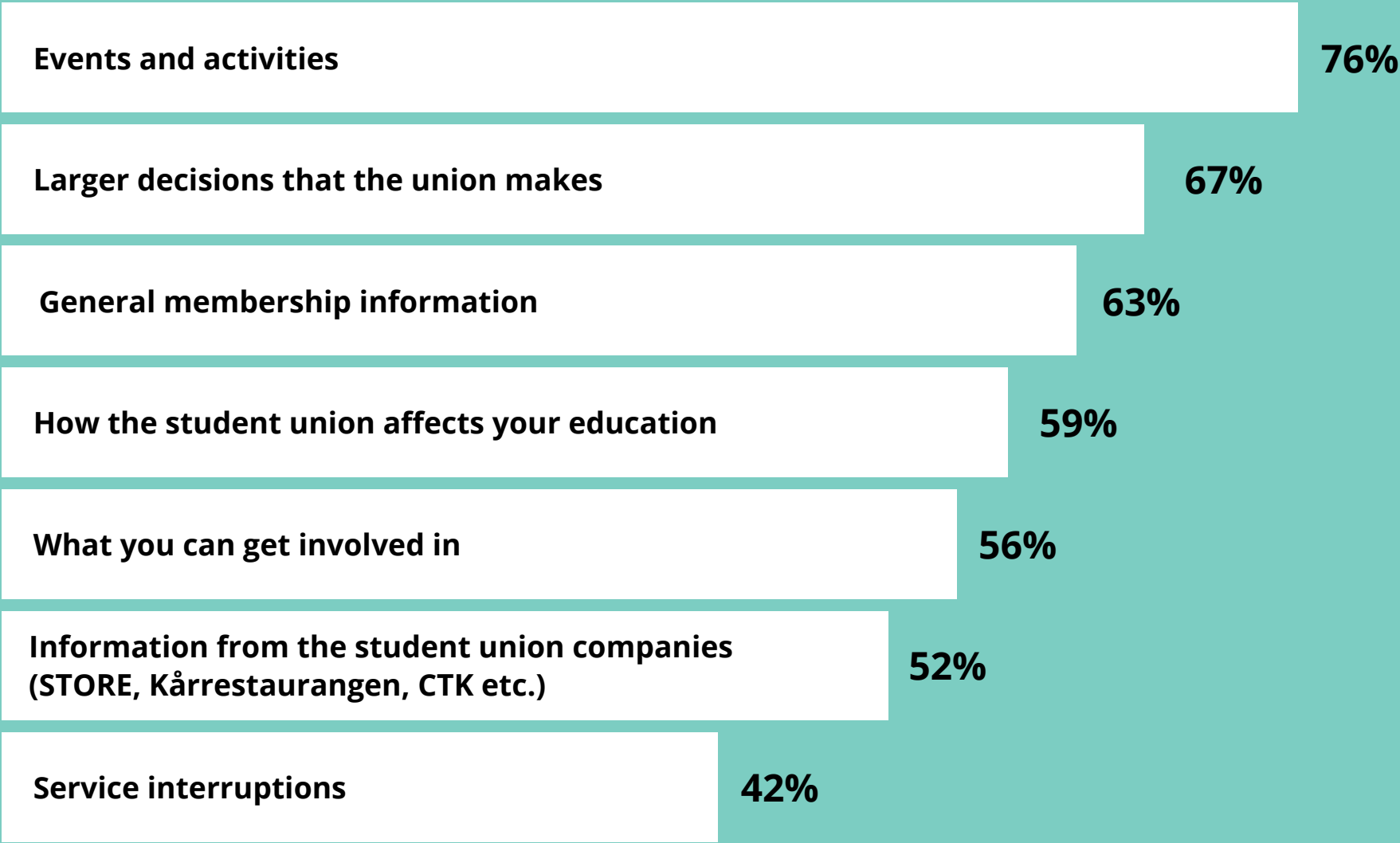
The overwhelming majority finds the union fee affordable. In the comment section we do find the entire spectrum however. We have those wanting to remove the fee, never using their benefits, not being aware of their benefits and finding things expensive. Then we have students finding it very affordable and also maximizing their benefits. Those in between are either indifferent or believe that education monitoring alone makes up for the fee.



WHAT YOU WANT FROM US AND HOW TO GET IT

Question: What kind of information do you want from the student union?

What you want, information wise



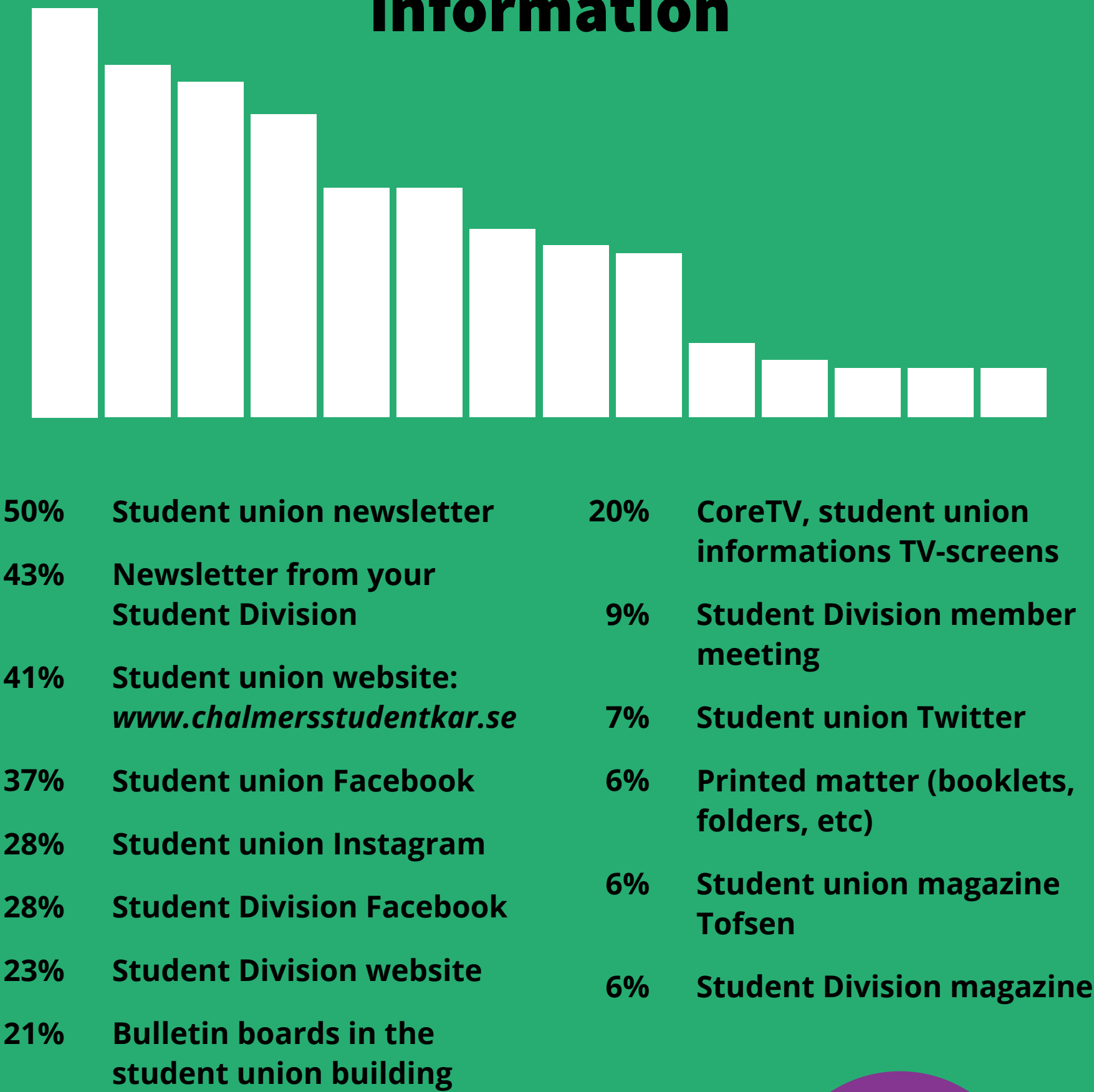
Top three areas unchanged for the past years.

Events continue to be the main area, but closely followed by getting updates on the current large decisions made by the union.

Our most popular communication product, the student union newsletter, strive to live up to the above expectations regarding its content. This survey is used to form our communication towards you to ensure you get what you both want and need.

Question: Through which channels or forms would you like to get information?

How you want information



**E-MAIL
MOST POPULAR
CHANNEL**



E-mail continues to be the most popular way to receive information and our opening rate numbers for email support this, ca 50% of all who receive the union newsletter open it.

One reason stated by a respondent is that they do not want to participate in social media. Another says it takes too much time to go through social media just to get information.

NEW YEAR, NEW CHANCES

Help us represent all the students by taking the survey next time it pops up in your inbox!

Your survey team



CHALMERS STUDENTKÅR