



CHALMERS MEMBER SURVEY SUMMARY 2022



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, especiallt due to the pandemic situation. Please have this in mind while reading.



All photos in this document by: CFFC
(except: page 15, 16, 18)

YOU DID THE HARD WORK. THANK YOU.

Every year we ask you a lot of questions in surveys. If you ever wonder what happens to all the data, you're not alone. Survey results are rarely presented back. We want to change that trend.

So how do we actually use the collected data and the results? We use the survey for many things. Our staff use it to continuously monitor the different areas of operation (communication, services, finances) and the management team use it as base for the coming operational plan (verksamhetsplan), that dictates what the union will work on specifically each year.

Happy reading!

*The membership
survey team 2022*



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**

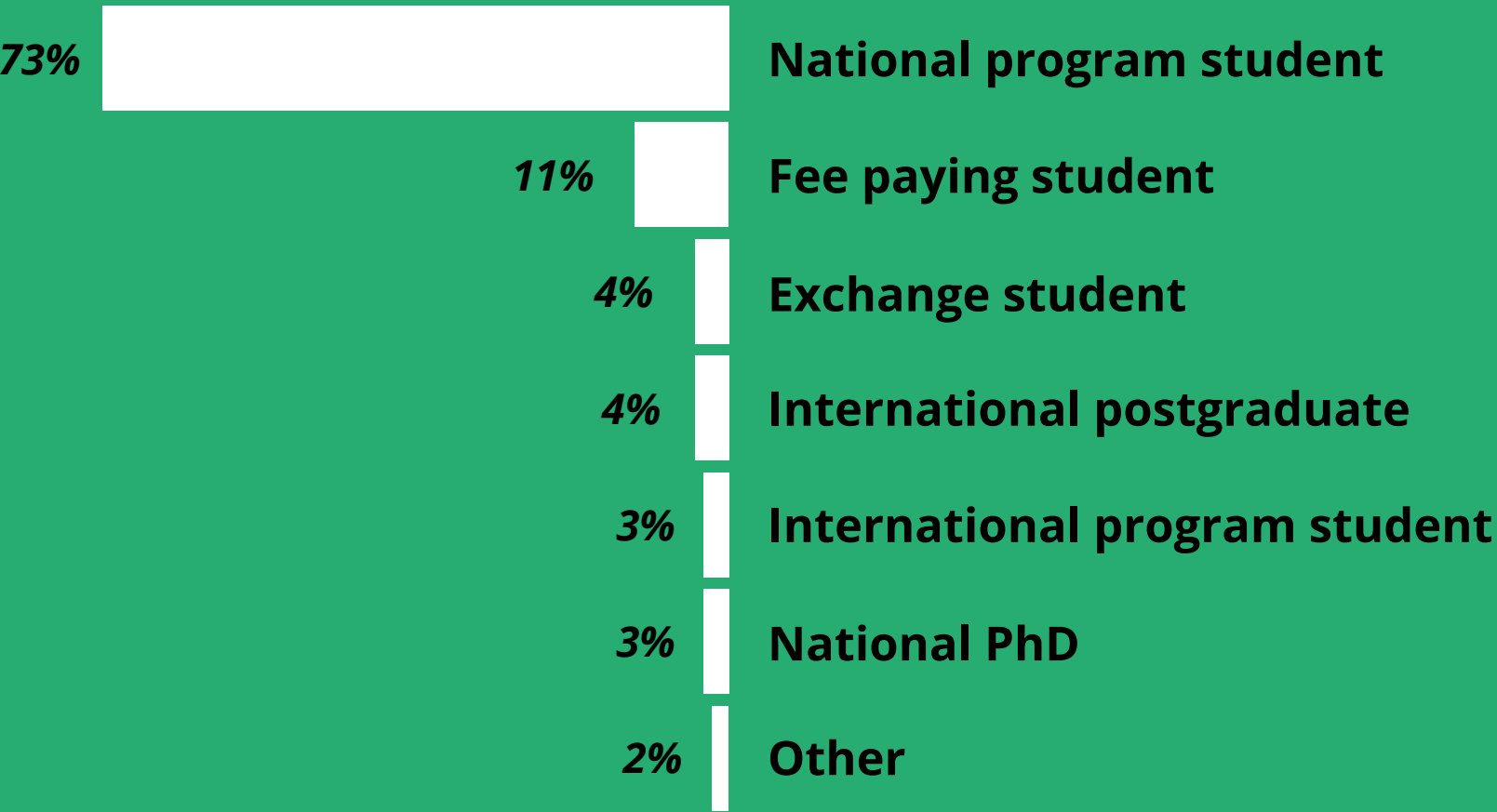
**What you want from us and
how to get it**

WHO YOU ARE

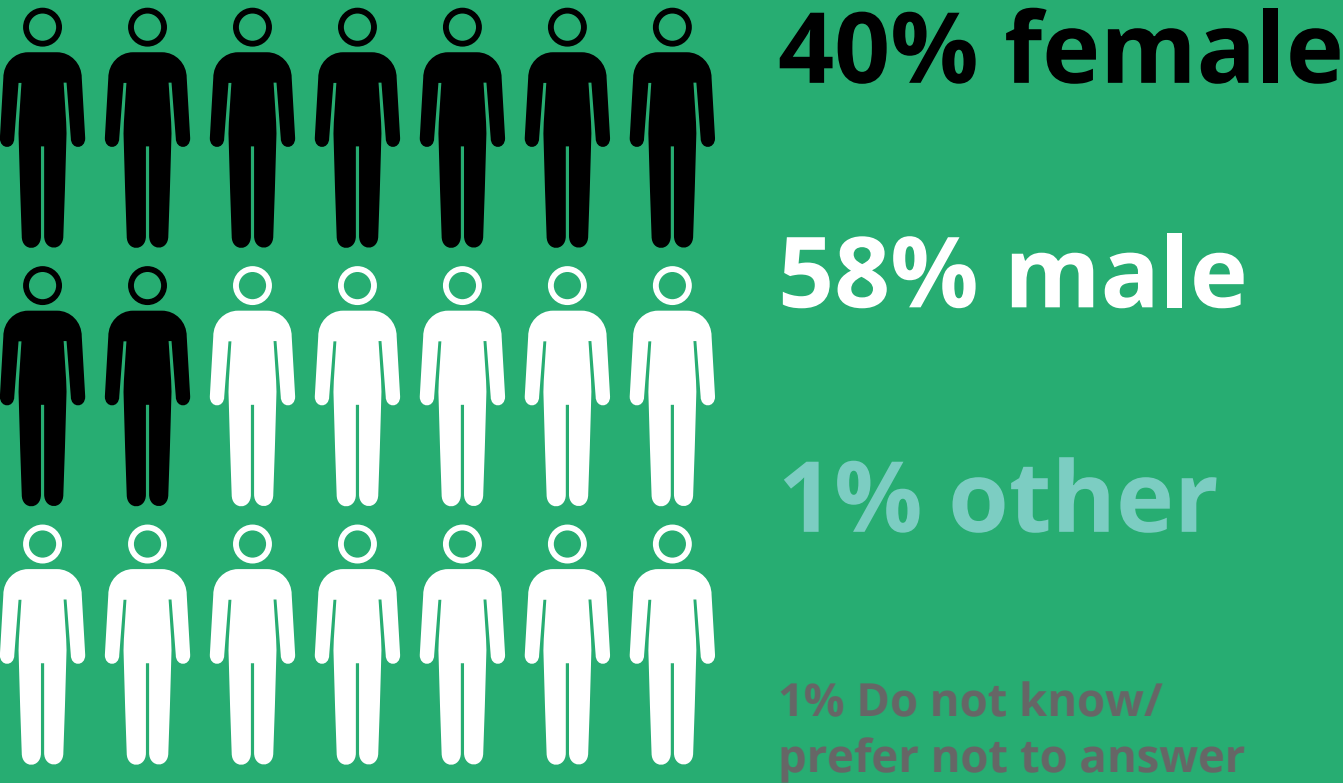
Respondents: 1 717

Average survey time: 9m:26s

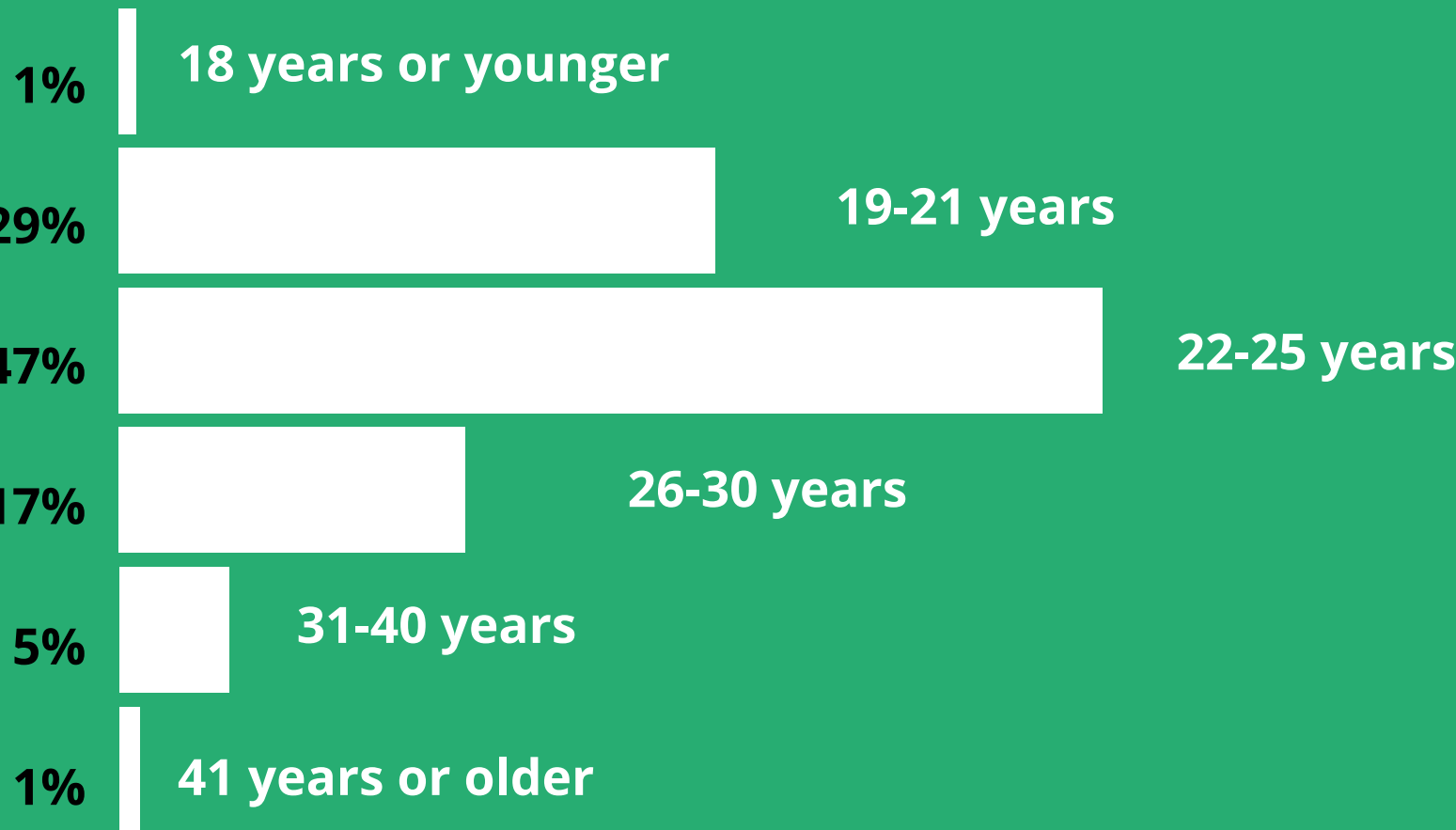
Student type



Gender



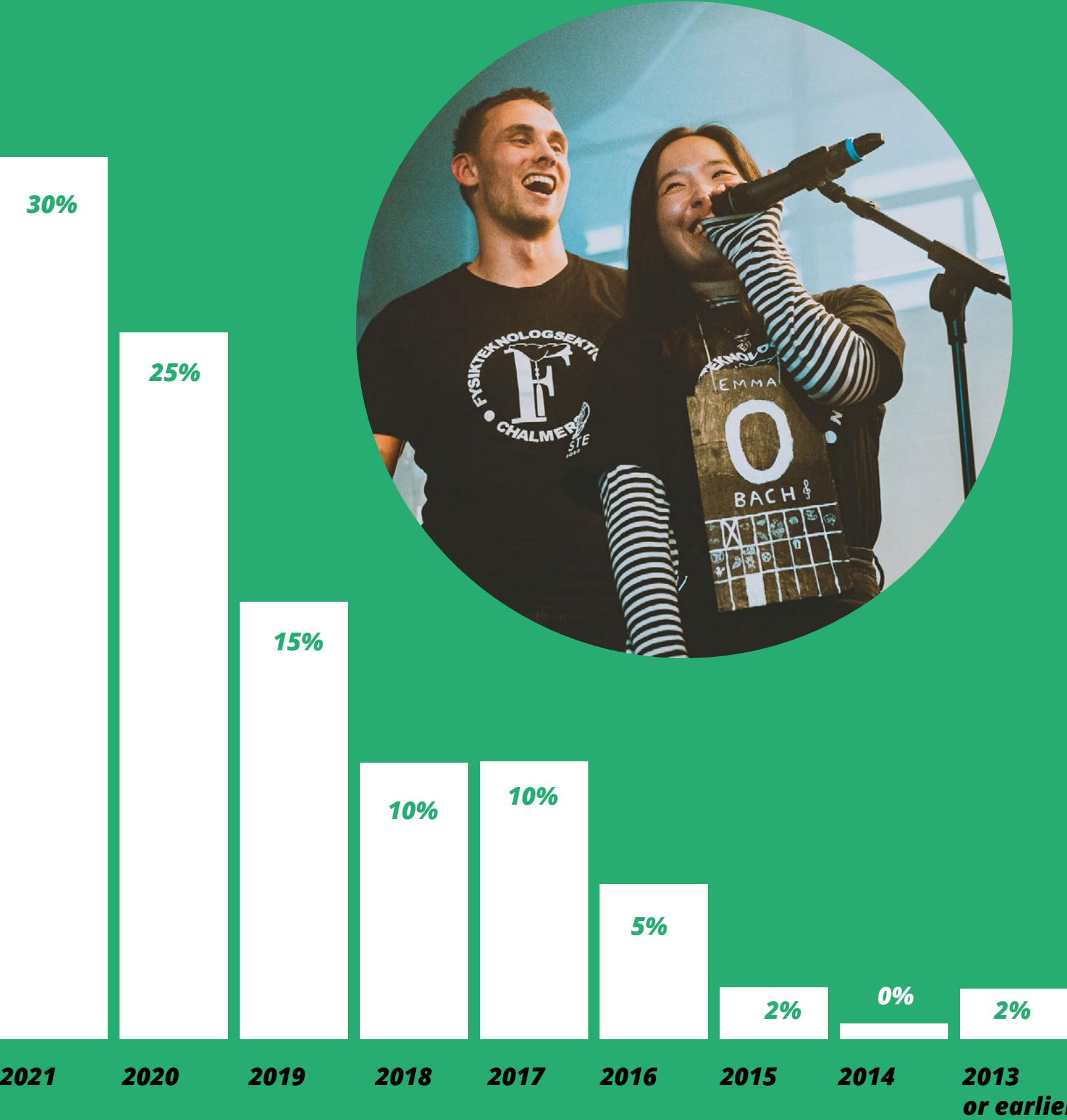
Age



Which student division survey respondent belongs to



Which year did you start studying at Chalmers?



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

Lindholmen

13%

Johanneberg

87%

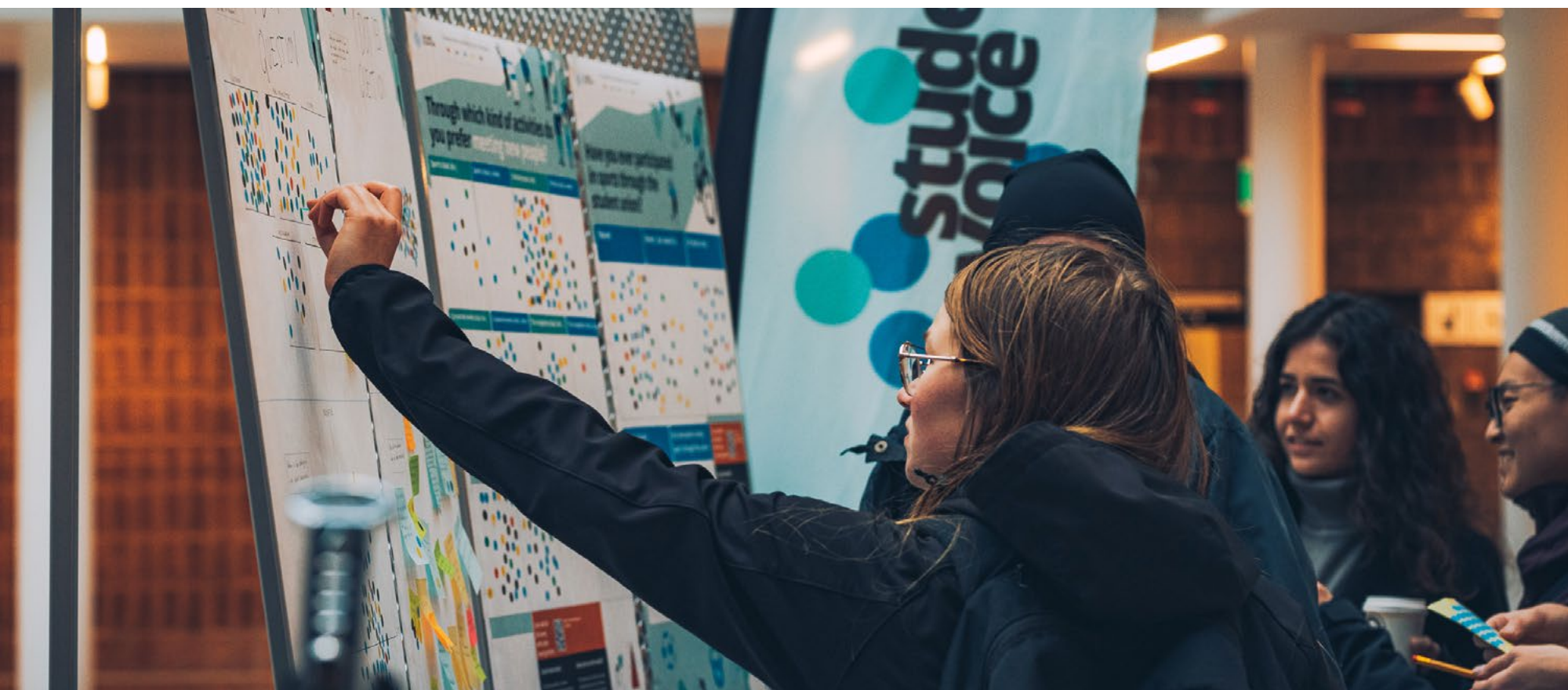
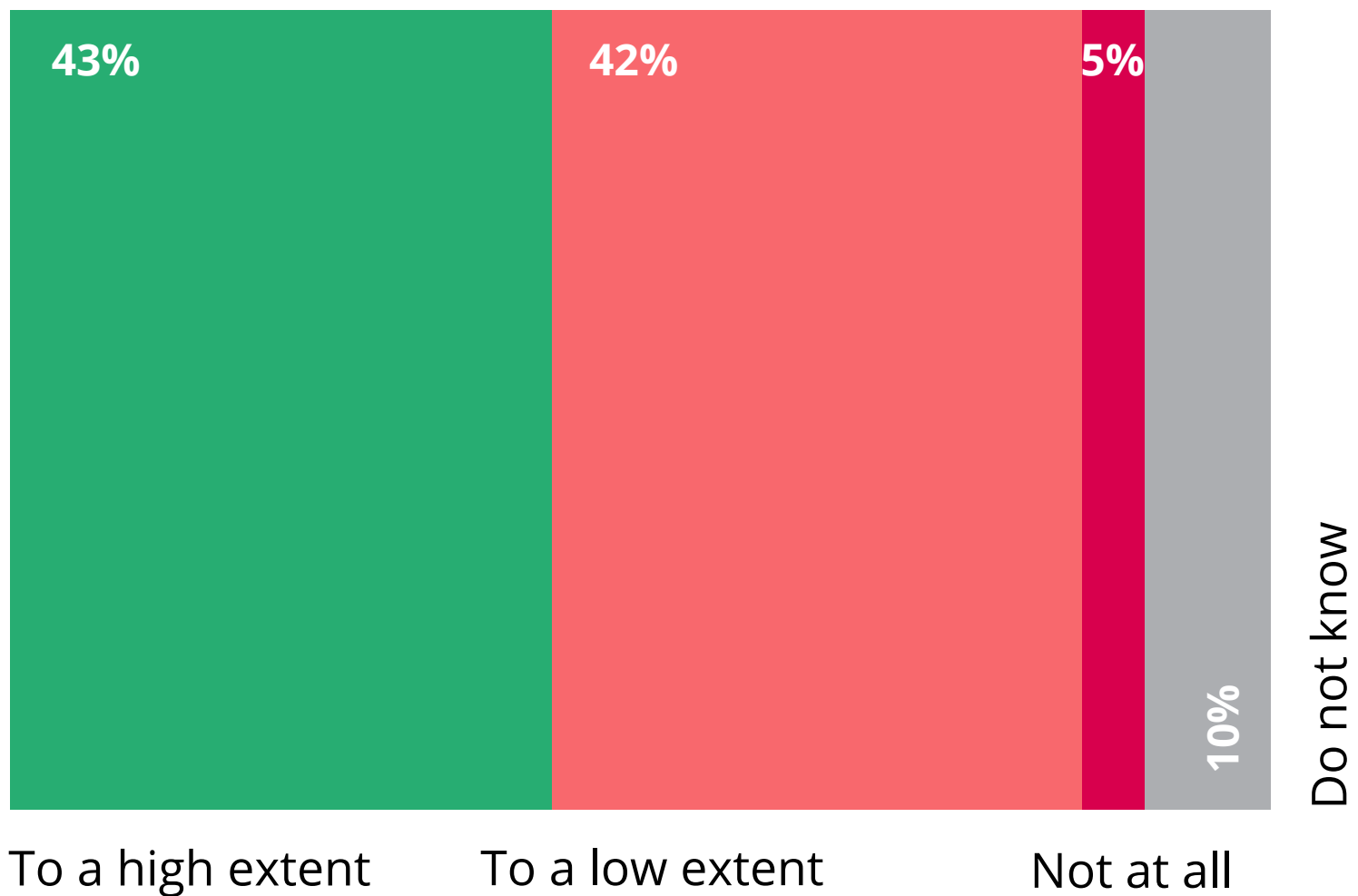


A woman with blonde hair, wearing a blue hard hat with a white 'V' logo, a blue jacket, and a high-visibility yellow vest with reflective stripes, is smiling and holding a white sign that says '300h'. She is standing in the rain. The background is blurred, showing other people and a city street.

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

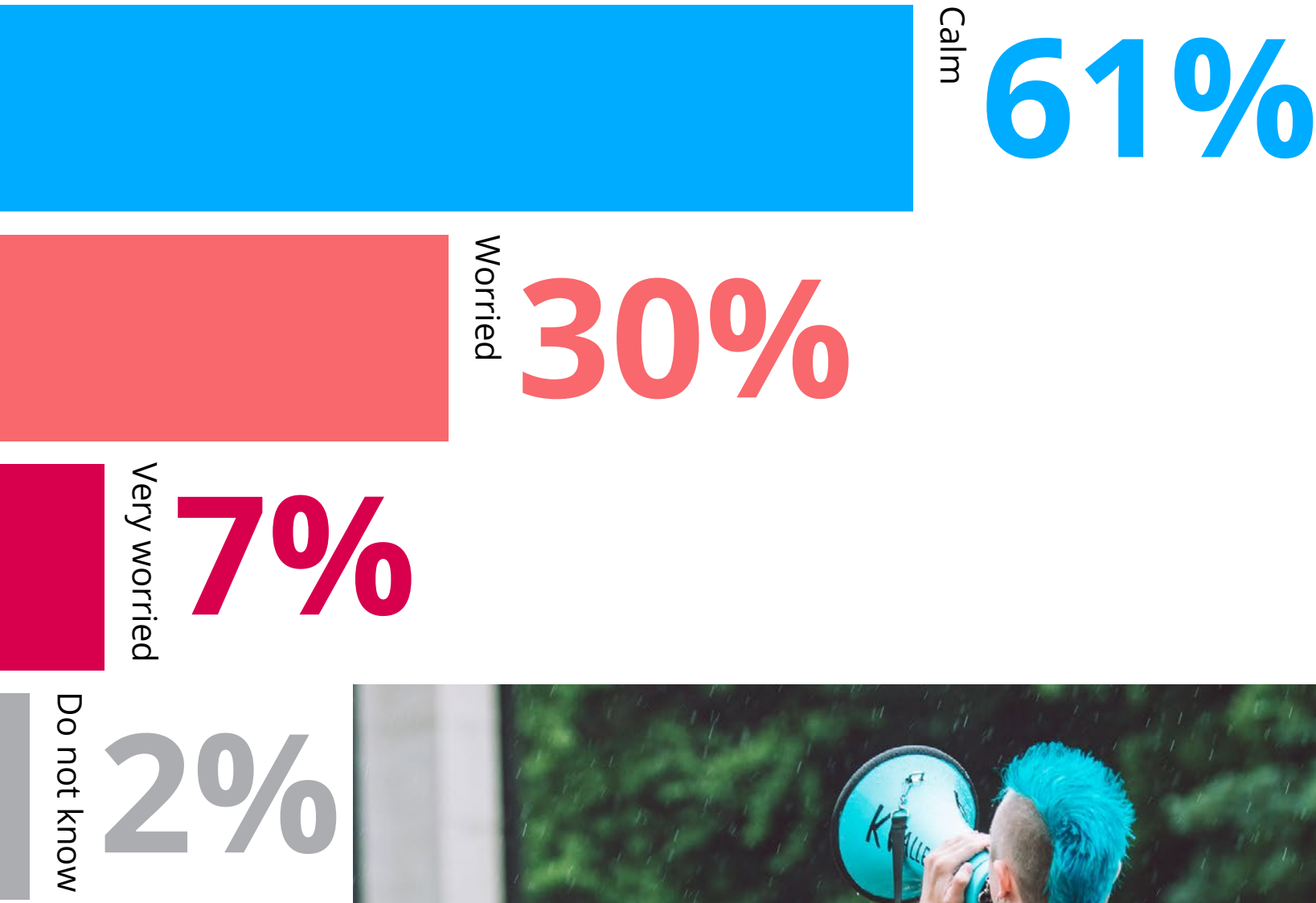


Students are aware of and use the existing systems to affect their education, for example as course representatives and through evaluations. However, some students experience that the teachers and program directors do not always lis-

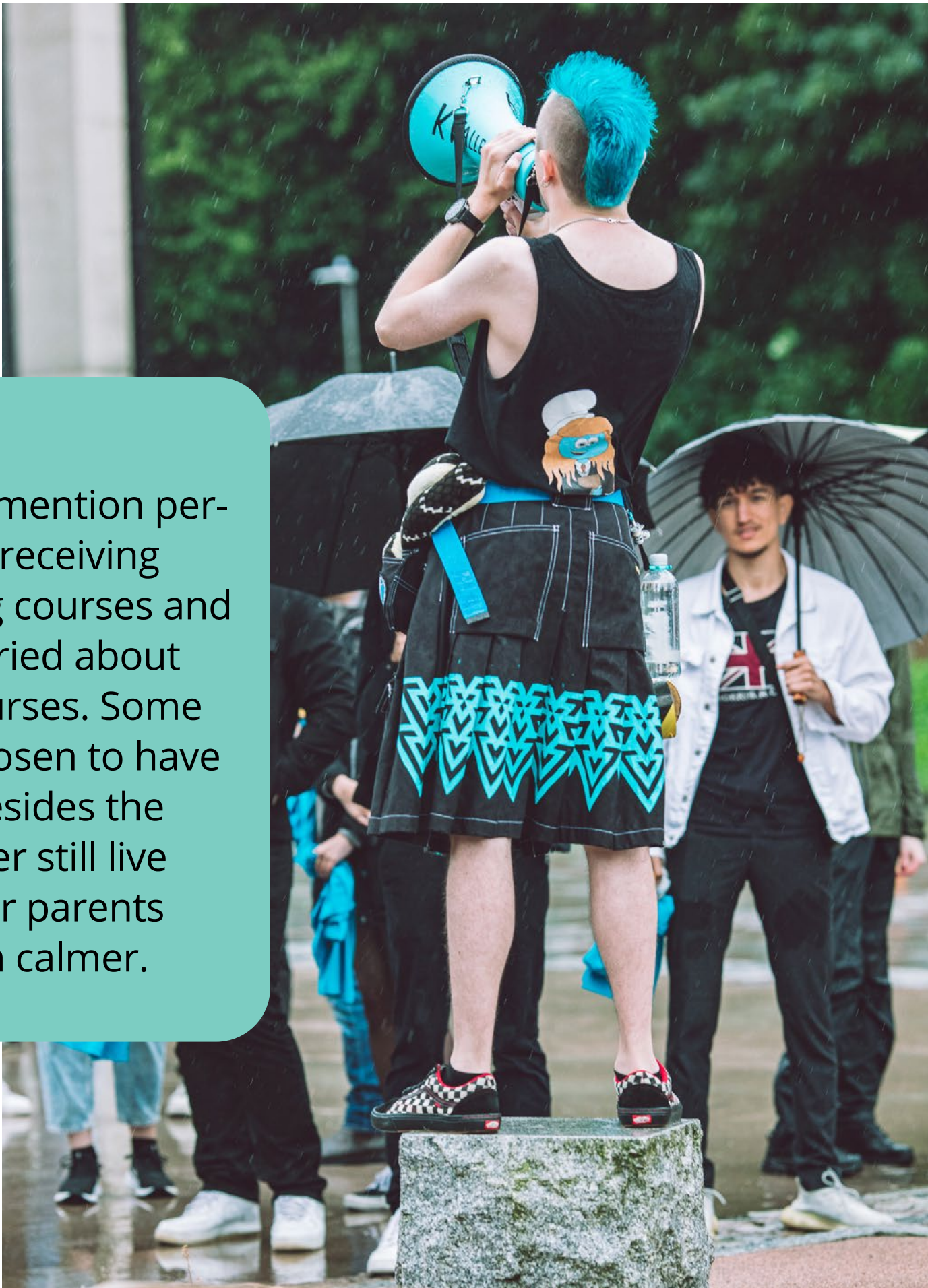
ten, that the processes move slow due to bureaucracy and a lack of communication of the changes being made. As a student wrote, student influence demands you to be brave and speak up.

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

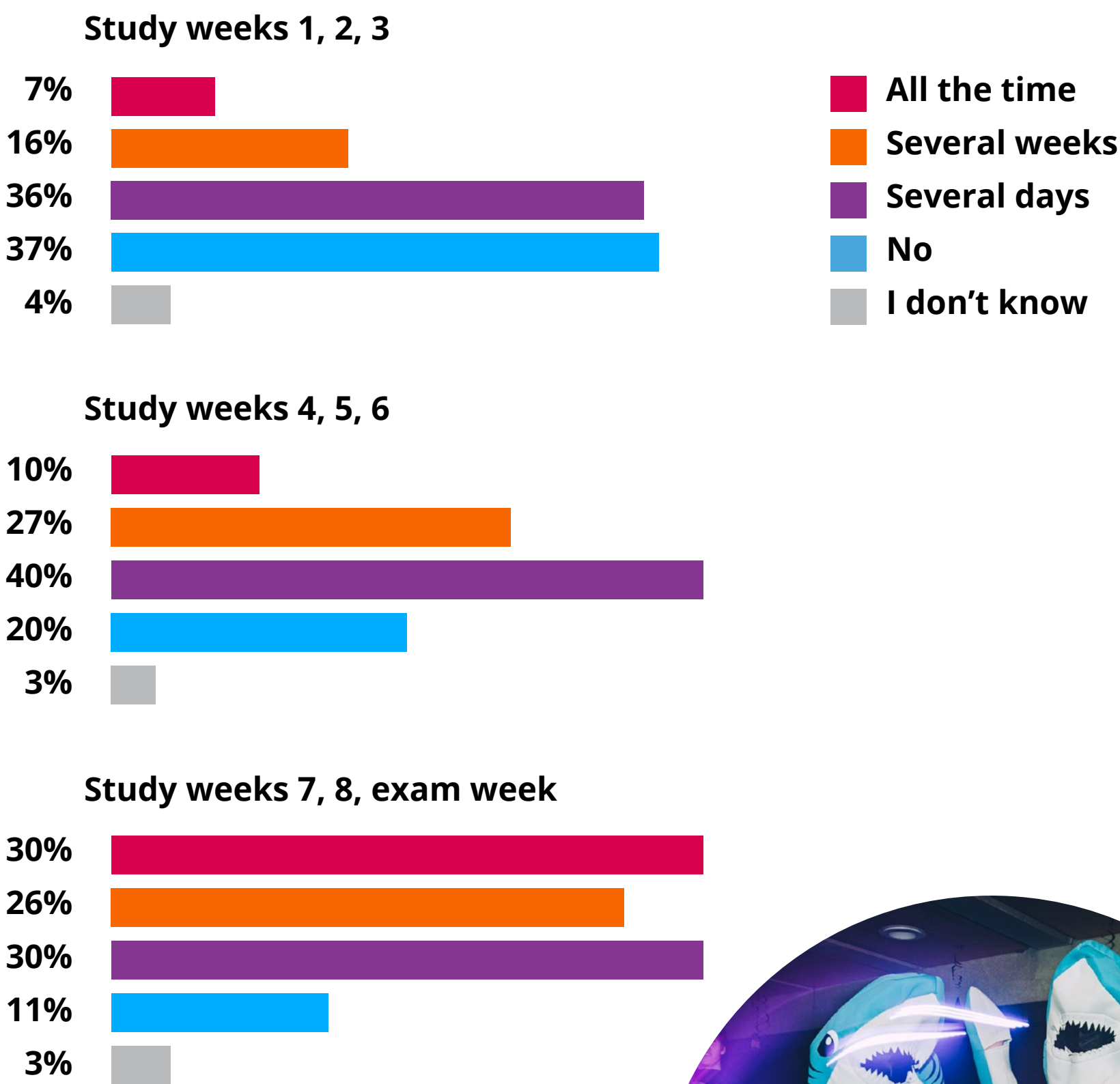
CSN creates financial worries among many



Several students mention personal issues with receiving CSN due to failing courses and that they are worried about failing further courses. Some students have chosen to have a part time job besides the studies while other still live at home with their parents which make them calmer.



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



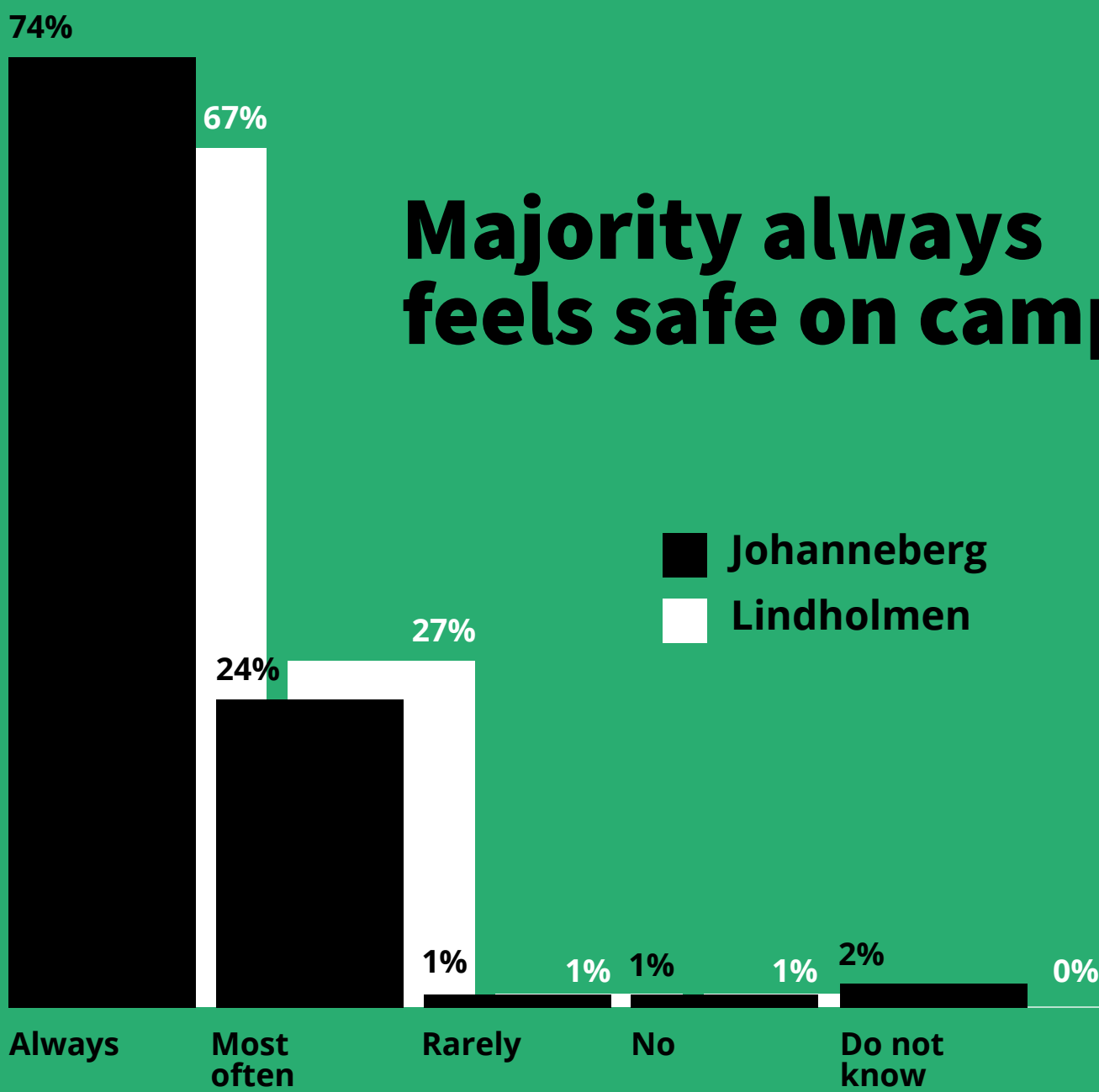
Stress during study weeks



The most common thing that makes student stressed is the workload in courses in terms of deadlines and long school days. Other things mentioned is the large amount of content to cover each week, procrastina-

tion until exams, and high performer complex. Also the covid situation is mentioned, its consequences on the education as well as writing exams on location once again which for a lot of students is the first time.

Question: Do you feel safe on campus?



Majority always feels safe on campus



On both campuses students feel safe during daytime but when night falls some students mention how they feel unsafe and uncomfortable when it is dark and there is a lack of light. Some people also mention how unauthorized people enters buildings

that might steal students' personal belongings. The member survey was also sent out when there was an increase in the spread of covid-19 which resulted in answers regarding that mentioning that students does not feel safe in those terms.

Question: Which of the following wellbeing services are you aware of?

Student counsellor most known as wellbeing service

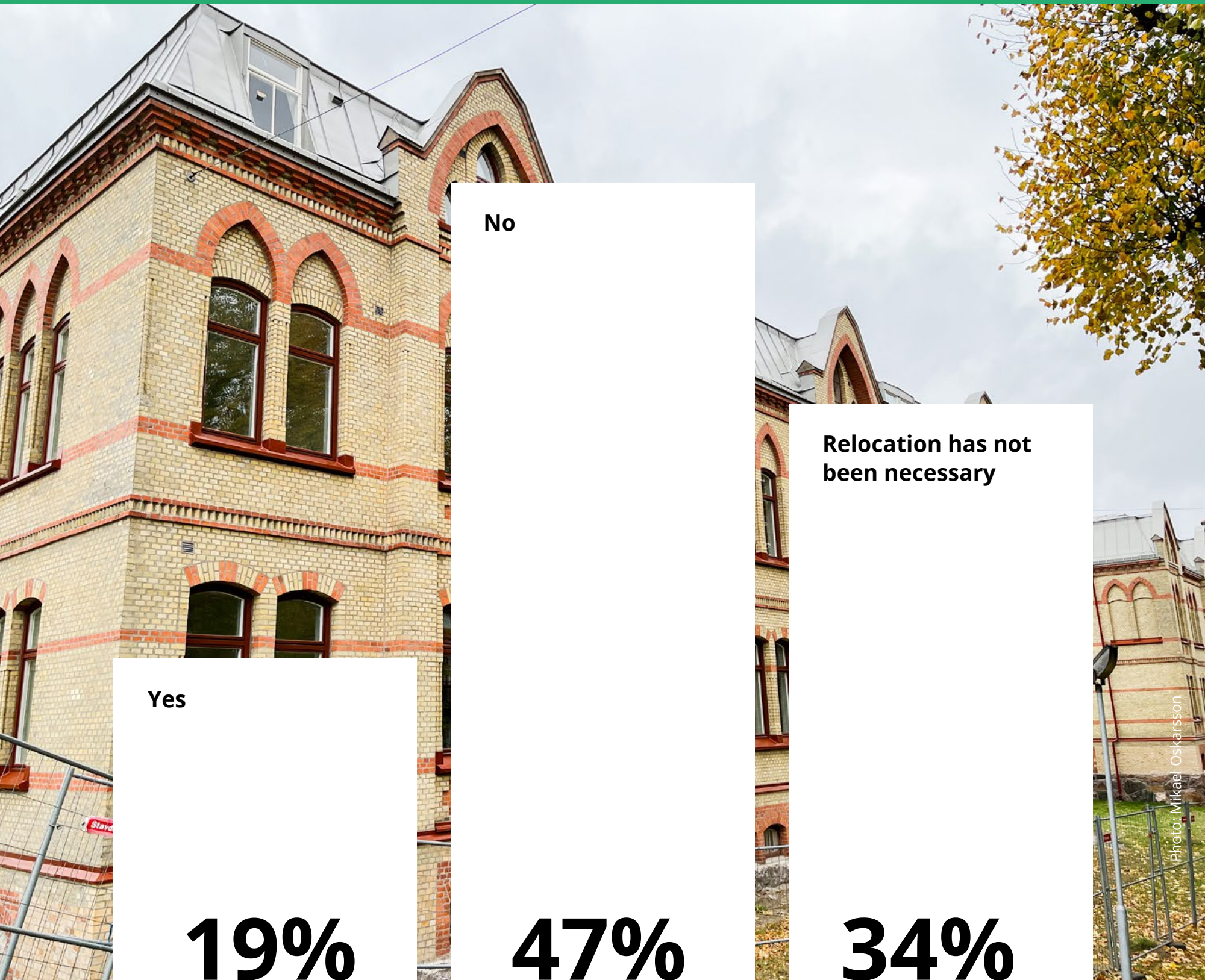


Most of the comments mention a lack of information about which services that are available, what they can help you with and how to find them. It is also mentioned how the threshold to reach out to someone is high.

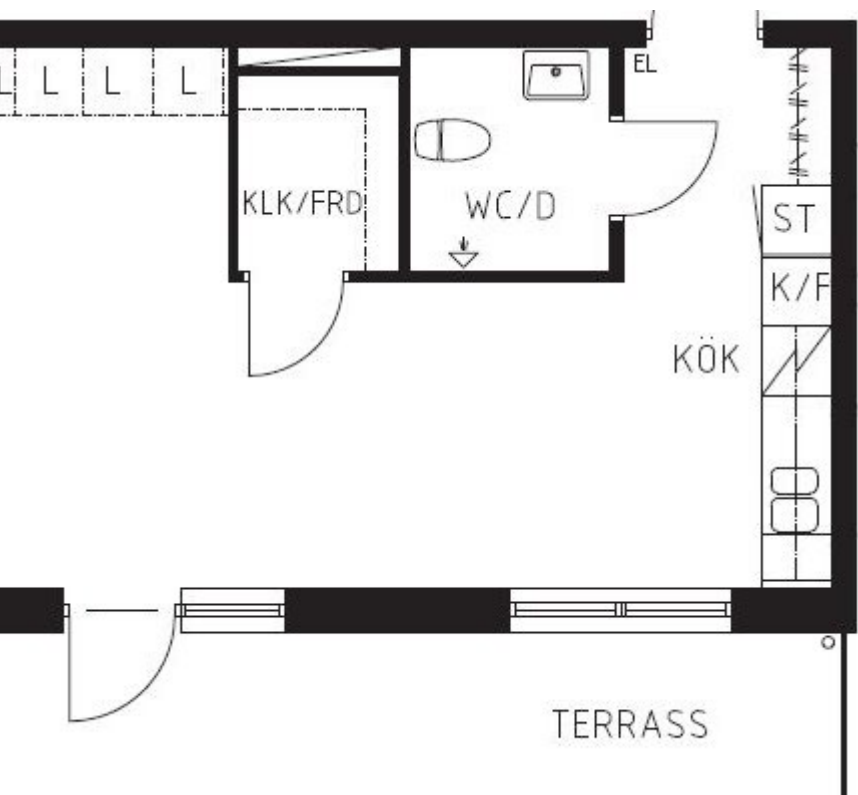
70%	Student guidance counsellor (studievägledare)
57%	Student work environment representative (SAMO) in the Student Division
56%	Safe at Chalmers (Trygg på Chalmers)
39%	School counsellor (kurator)
37%	University Chaplain (studentpräst)
30%	Student Welfare Officer (SO) in the Student Union management team
25%	Feelgood Student Healthcare
21%	Equality Contact (equality@chalmers.se)
13%	None of the above

ACCOMMODATION & TRANSPORTATION

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



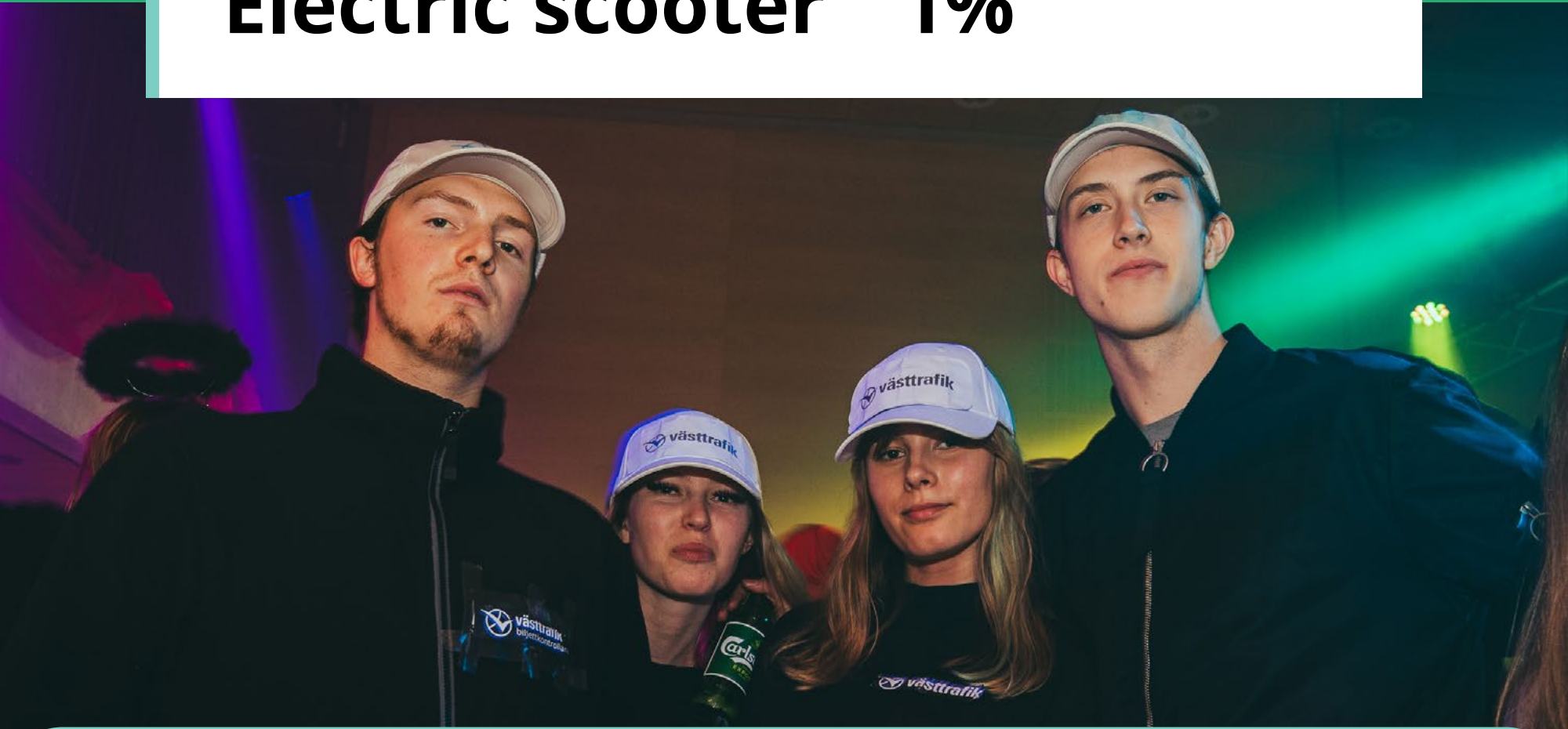
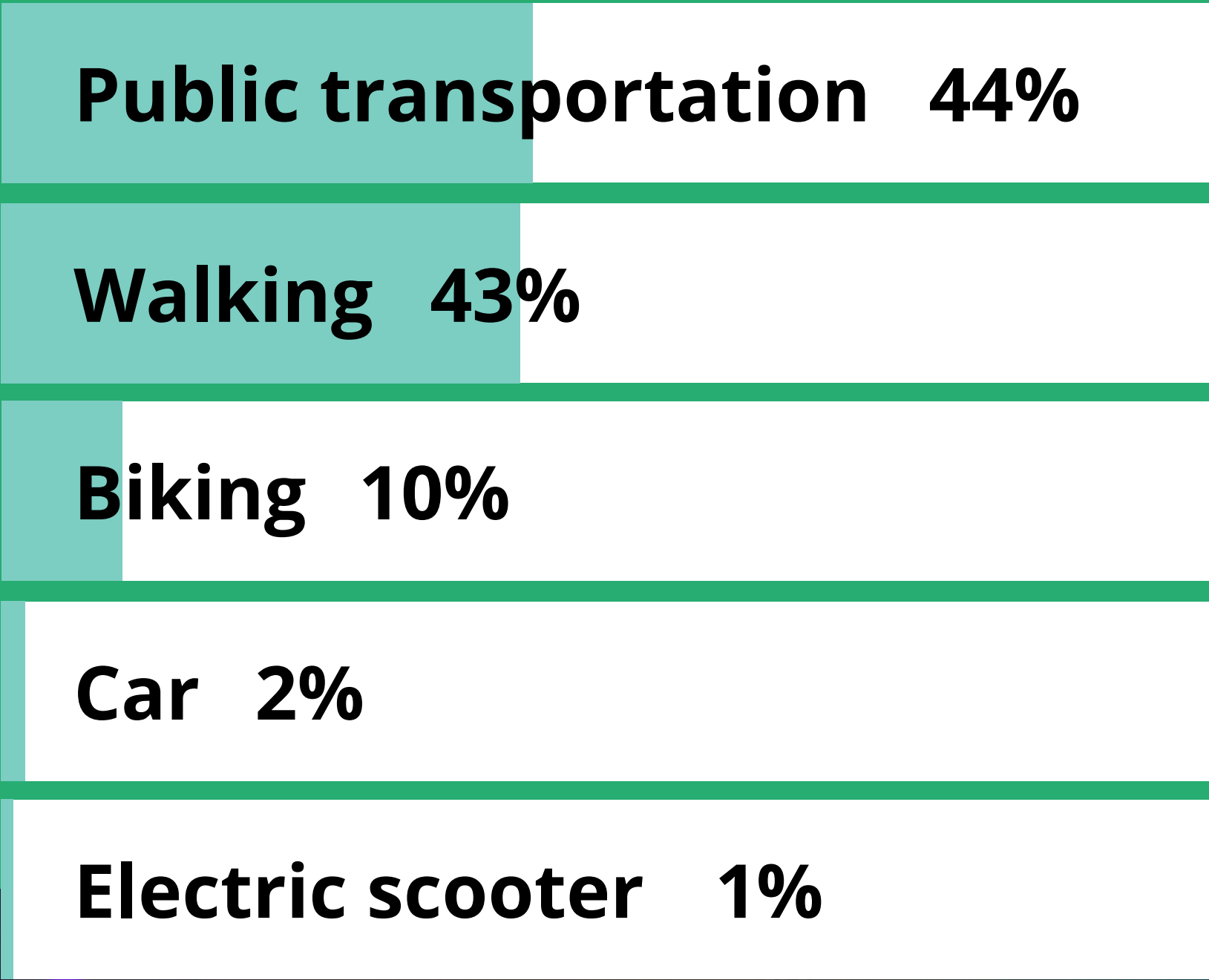
Imbalance in student's living situation



There are many European exchange students that report that they had or still have trouble getting a stable living situation. Some people say that they have a second hand contract and some even write that they are couch surfing or live in an Airbnb. Still, many say that they are having a stable living situation, with some owning their own apartment.

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

How you travel to campus

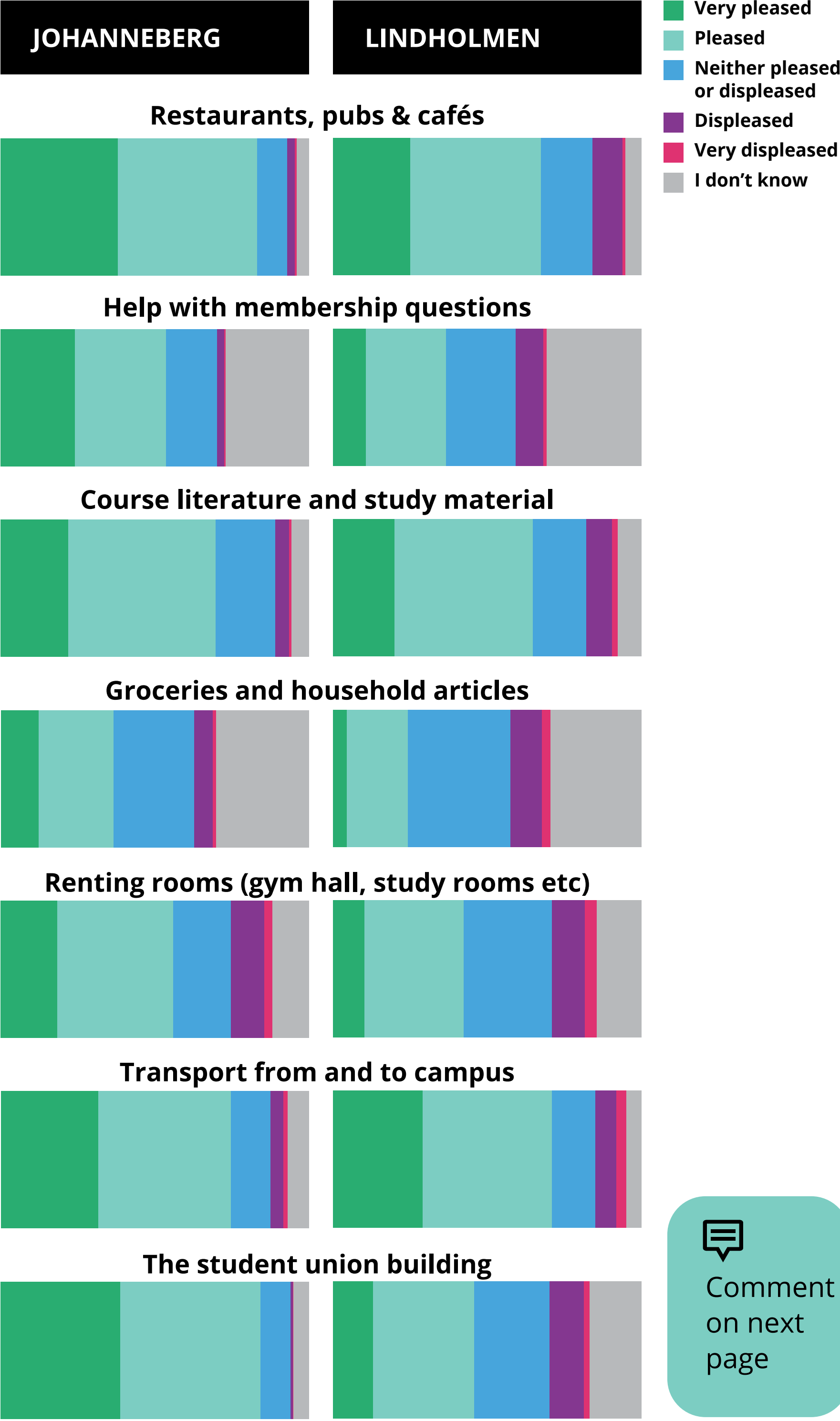


Many state that they use public transportation or walk to campus. Several also bike, but some of them only during the warmer months and either walk or use public transport when it's colder. A notable amount of people also state that they use an electric scooter to travel to campus.

SERVICE ON CAMPUS



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





Service satisfaction



Many people are pleased with the restaurants, cafes and student union building. Most people answer that they do not know if they are pleased with help with membership questions and groceries, which could mean that they do not utilize these. To no surprise, many people also answer that they do not know if they are pleased with the services on campus Lindholmen because their

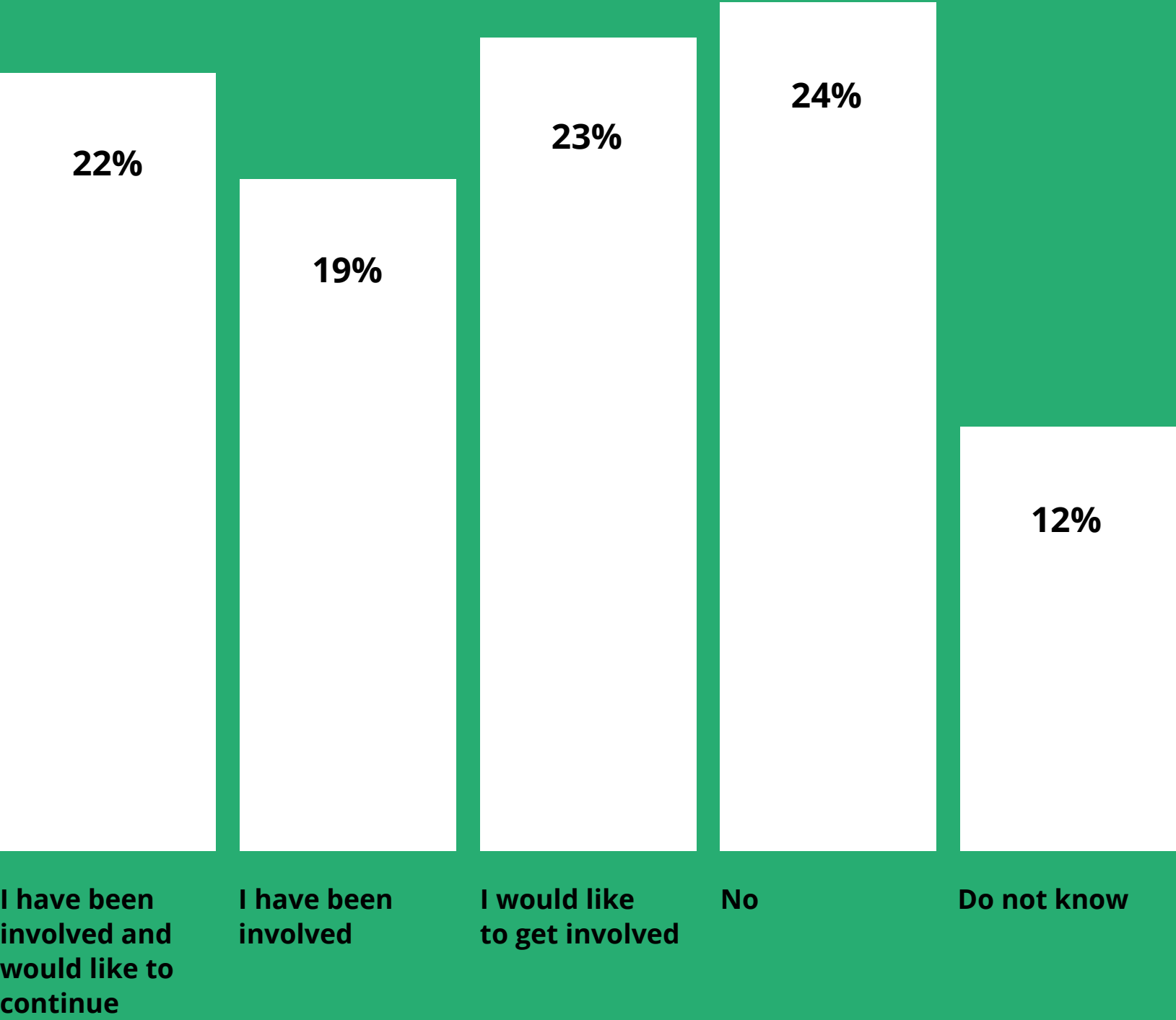
education is based on campus Johanneberg.

Many comments mention that members choose not to buy groceries at campus because they live near another grocery store or they find the groceries on campus expensive. Some people mention in the comments that they do not use bookable rooms because the system to book is complicated.

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 during the pandemic

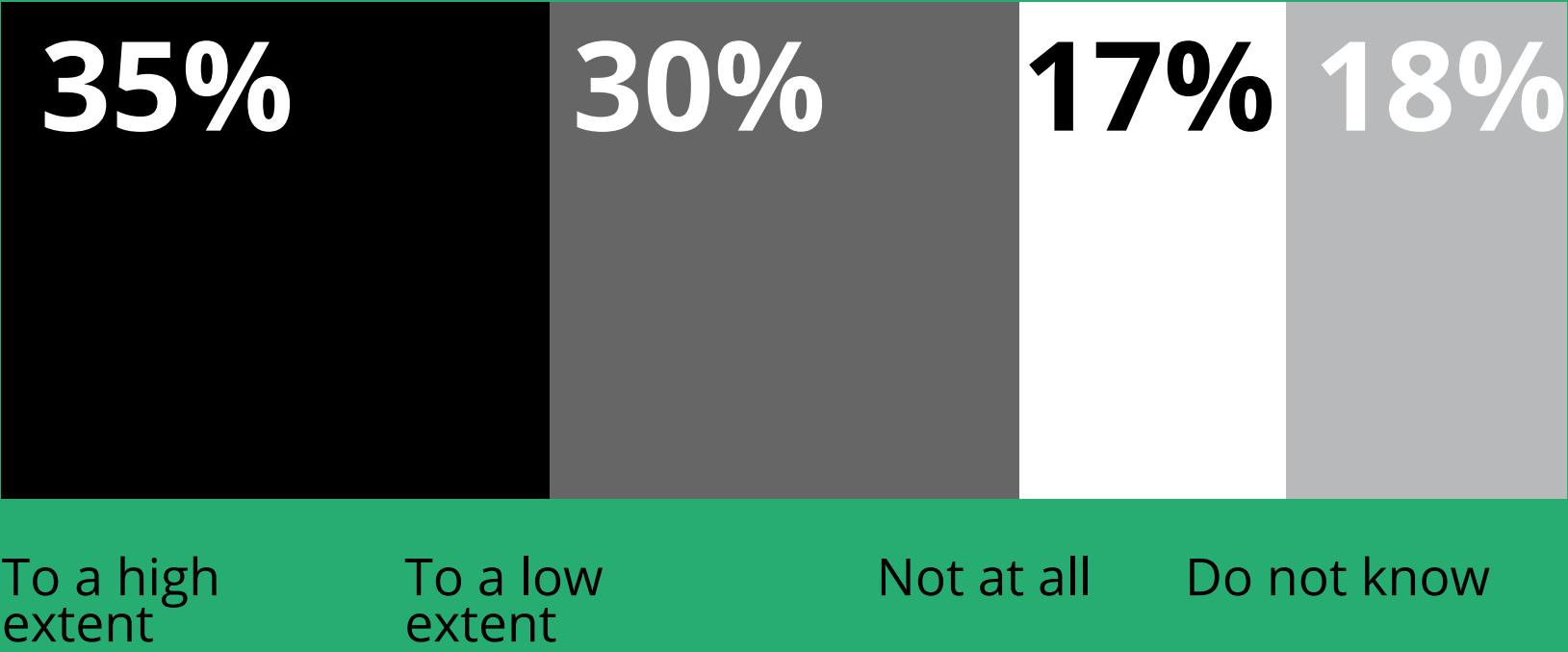


Around 50/50 of the answering members have been involved in the union versus never been involved. The comments indicate that the main reasons for not getting involved is the time demand, disinterest and wanting to focus on studying. Many exchange- or international students comment that they are not getting involved due to the language barrier or the limited time they stay at Chalmers.



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

Getting involved main reason for personal growth



The majority express gratitude for their experiences gained from getting involved in the student union.

Others have not been involved at all and don't understand the questions.

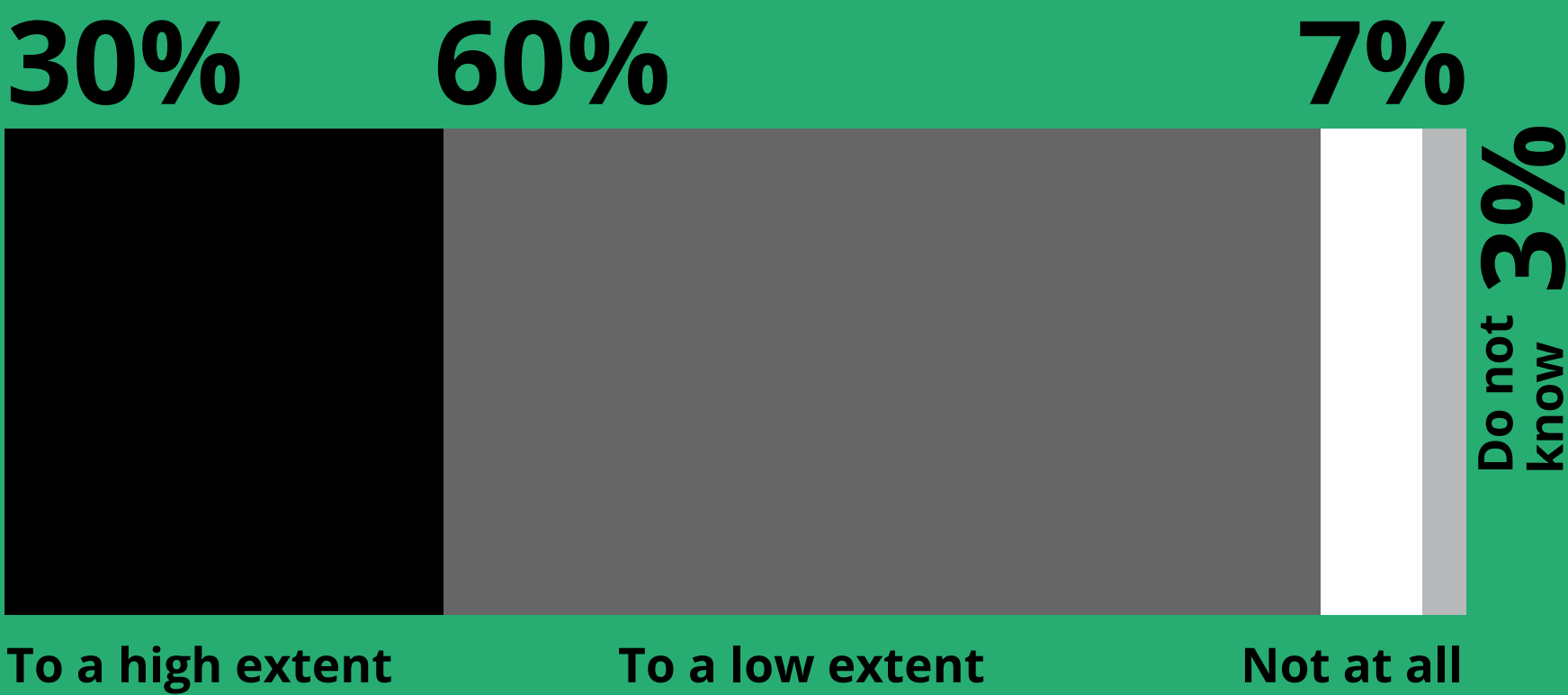
Many, mostly international students, express that too little is available and done for them.



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



Family and side jobs reasons for lack of spare time

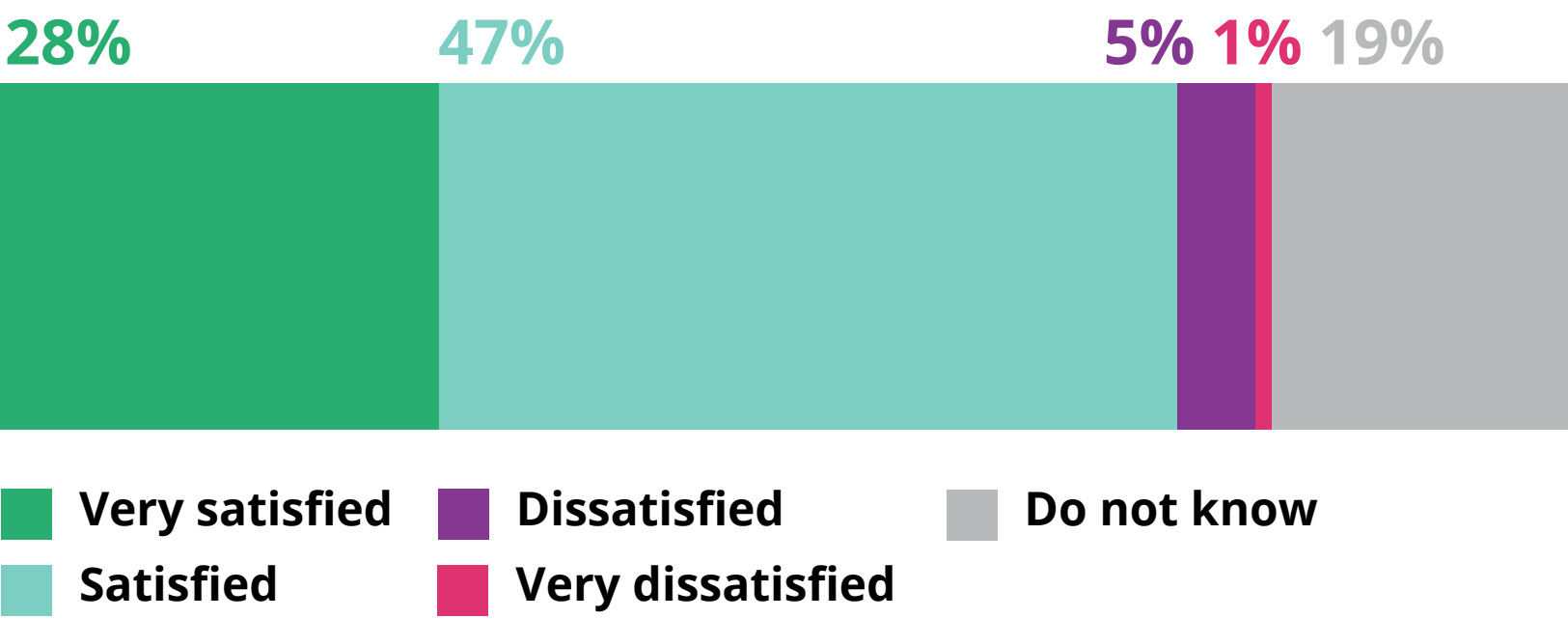


Most feel that studying takes a lot of time, but also that it is expected. Some have families, jobs and commitments outside the studies that leaves no room for spare time. Many also report that it varies between both study

periods and between bachelor and master programmes. All in all it depends on how you look at your student life. Many will only focus on studies, others want to get involved simultaneously which also takes time.

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 overwhelming majority express that there is a wide range of activities and there seems to be something for everyone, within walking distance of campus.

Some say there’s too much alcohol related activities, but it has become better. Some respondents desire larger events that involves

the entire school and not just aimed at smaller groups (student divisions etc).

International students express both satisfaction but also disappointment for feeling excluded and not having the relevant information on getting involved.





THE UNION'S MAIN FOCUS AND YOUR MEMBERSHIP

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

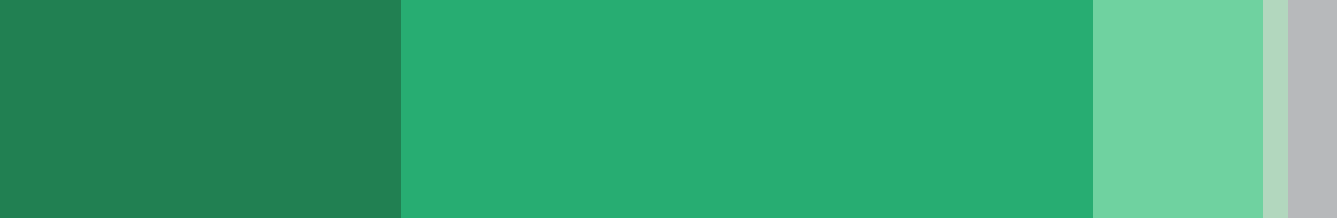
Maintaining a high quality education



Feeling safe during my time at Chalmers



Representing the opinion of its members



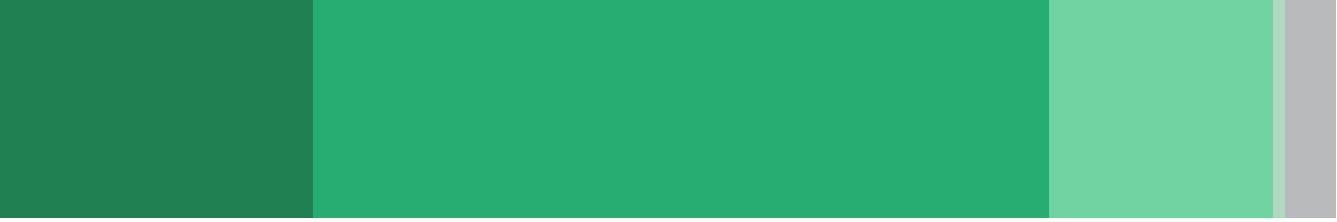
Being prepared for my future career



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



Comment
on next
page

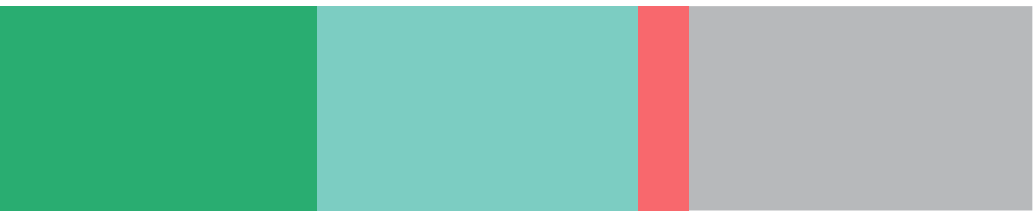


While the results speaks for itself, in the comments, we can find desires concerning better integration between international and Swedish students. Comments on maintaining Chalmers specific traditions to enhance Chalmers identity are also expressed.



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

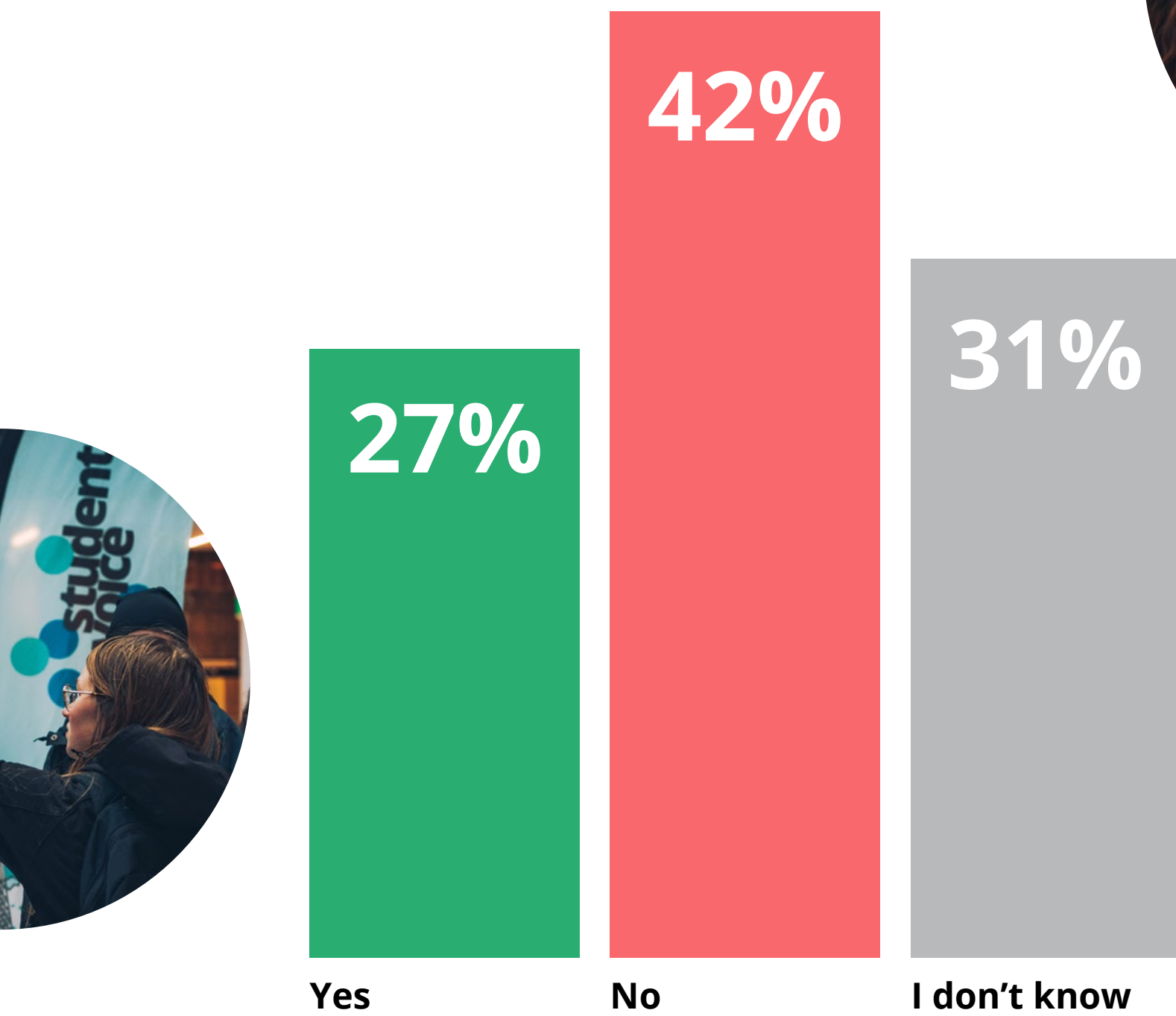


The most comments received where about not having any or enough information about the union’s opinions in mentioned matters. One area being mentioned multiple times is housing.



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" to 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.

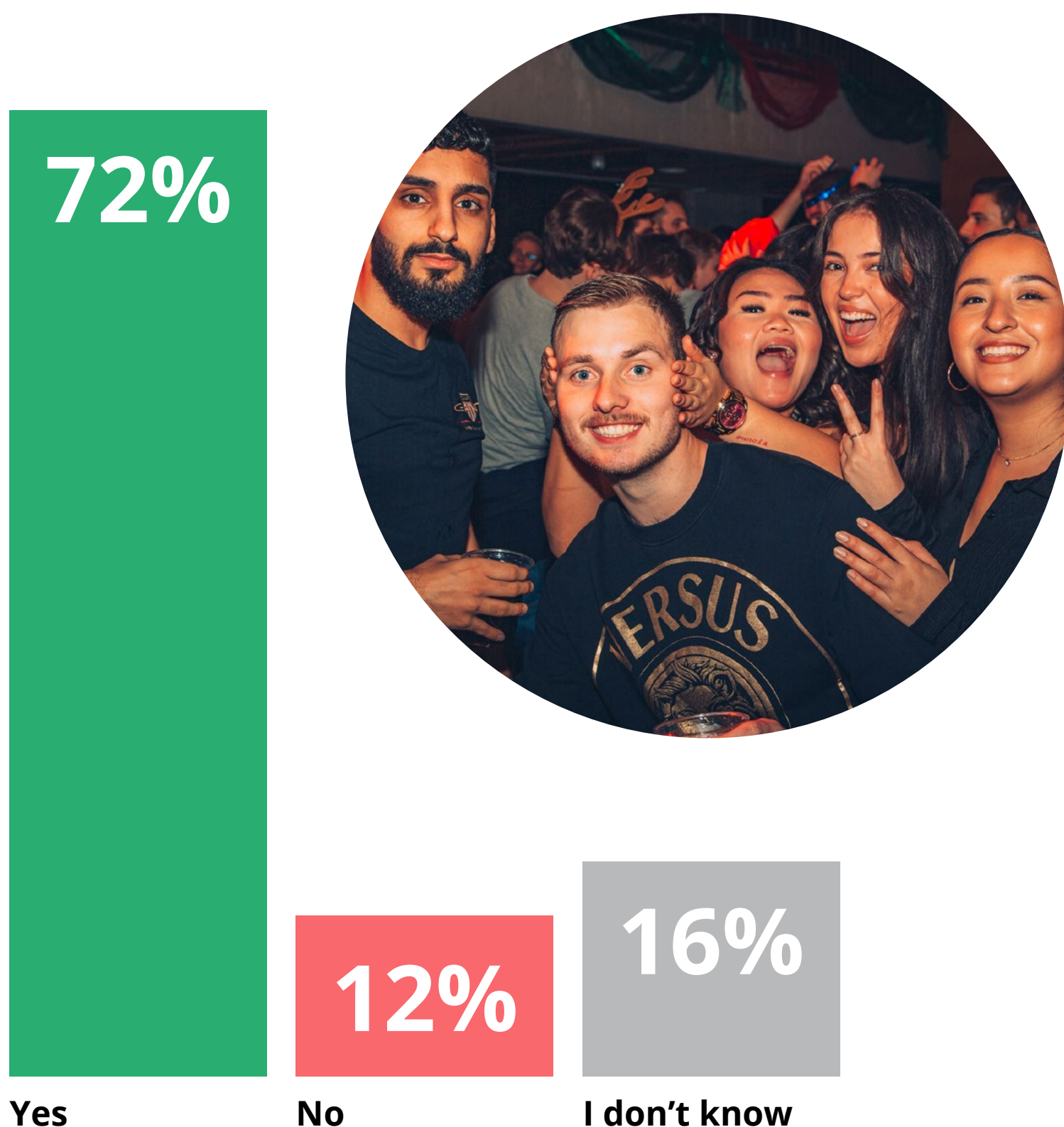
Among the "Yes" comments we found:

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



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



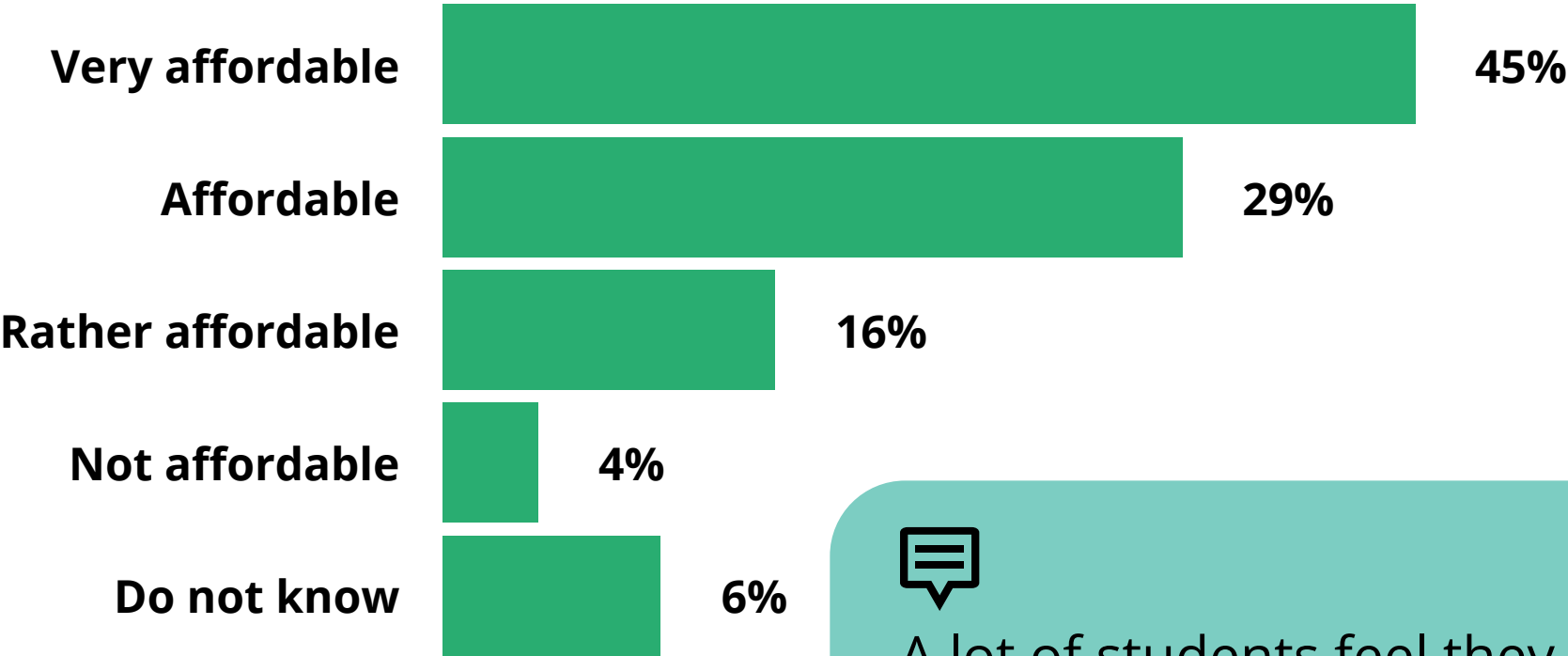
There is a consensus that discounts pay off the membership fee.

Some say they do not know what they receive for their fee and some express that the membership is just a mere cost and therefore not getting anything in return.

International students and PhD students experience getting less value from being a member. Others justify their membership in things such as advocacy work towards the university, social connections, events and solidarity.

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



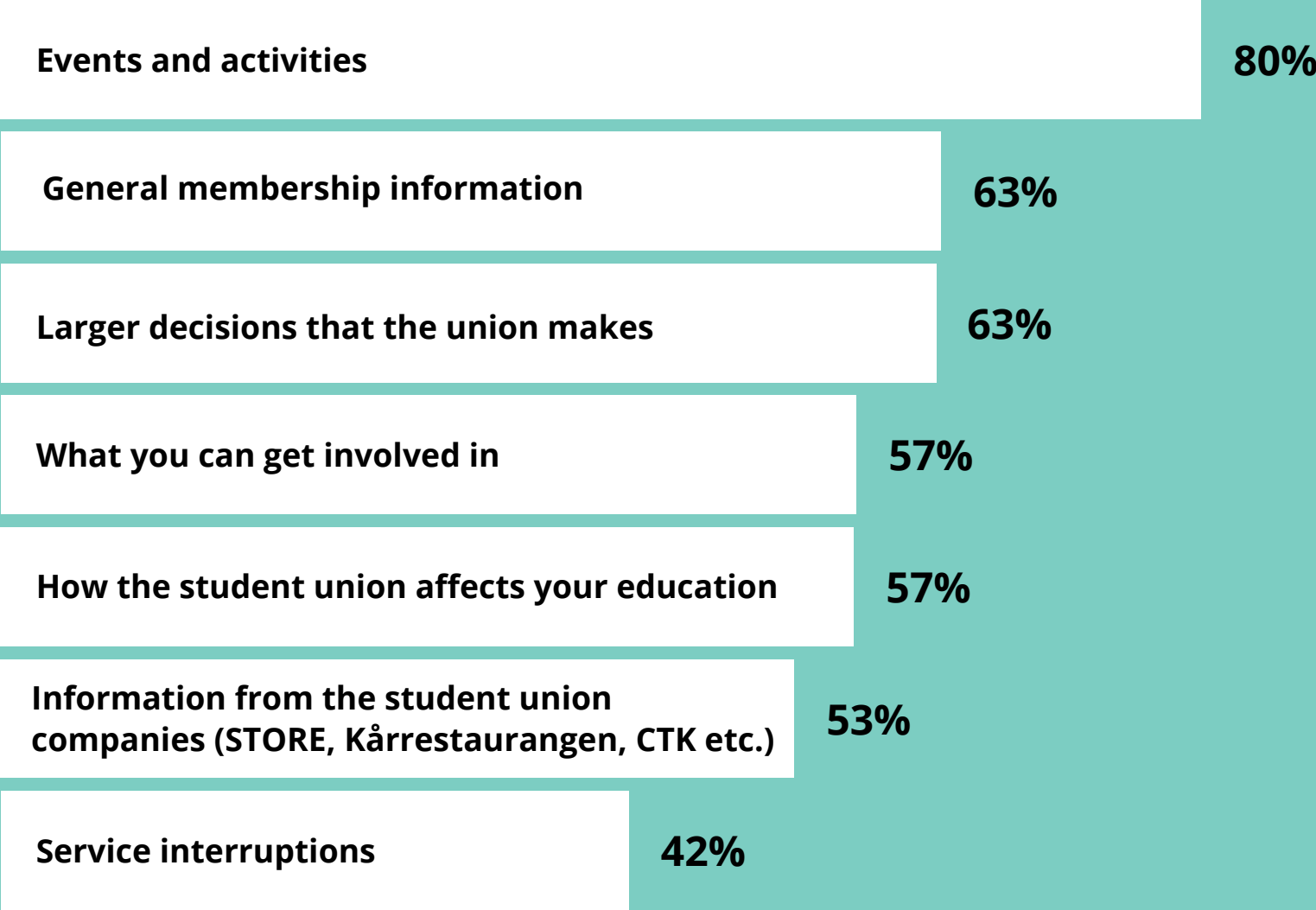
A lot of students feel they get their fee back in form of discounts, while others seldom or never use the services provided through restaurants and events. Some feel the fee should be lower, other that it should be higher. Other don't understand why there's no discounts for course literature.



WHAT YOU WANT FROM US AND HOW TO GET IT

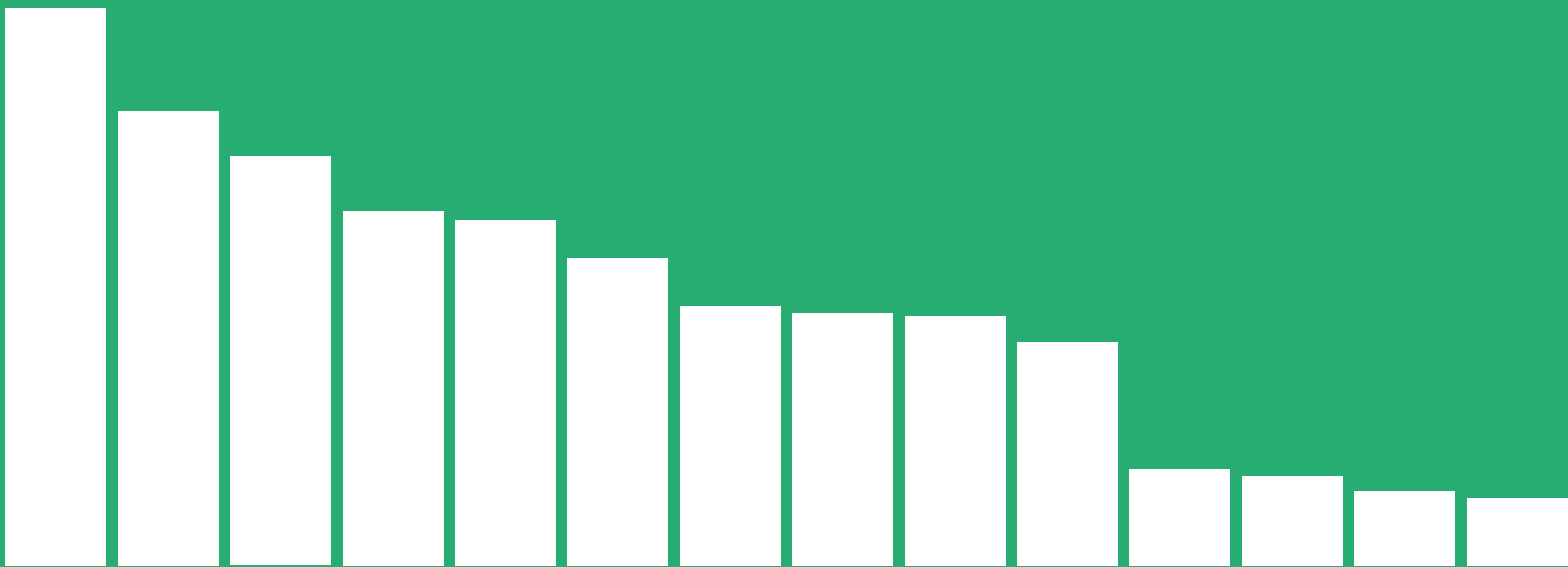
Question: What kind of information do you want from the student union?

What you want, information wise



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

How you want information



- 53% Student union newsletter
- 43% Newsletter from your Student Division
- 39% Student union website: www.chalmersstudentkar.se
- 34% Student union Facebook
- 33% Student union Instagram
- 29% Student Division Facebook
- 25% Bulletin boards in the student union building
- 24% Student Division Instagram

- 24% Student Division website
- 21% CoreTV, student union informations TV-screens
- 9% Student Division member meeting
- 9% Printed matter (booklets, folders, etc)
- 7% Student union magazine Tofsen
- 6% Student Division magazine

E-MAIL
MOST POPULAR
CHANNEL



There is a wide range of comments stating both wanting more frequents updates as well as less information from the union. Most prefer information through

email, some suggest alternatives such as Slack, Canvas and a union app. For others, differentiating between the union and the student division can be tricky.

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