

# The ICU Welfare Survey: Analysing welfare provision in the context of IC students

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# Why a Welfare Survey?

- We wanted to cover all the welfare services IC offers and other issues
- The Health Centre
- Depression
- The Counselling Service
- Disability Support
- Phone Lines
- The Student Hub
- Union Welfare Support
- The Tutorial System
- International Student Support
- The Chaplaincy
- Personal safety



# Who took the survey?

- 320 students, mostly between 18 and 25
- Most respondents were undergraduate, Natural Sciences and based on the South Kensington campus
- Most lived in rented accommodation with 25% in Halls
- 72% were UK students with 13.9% EU and International respectively
- Most were Christian, Atheist, of no religion or Agnostic



# Medical Services

- 4% are not registered with any medical provider
- 6% have missed more than 10 College days due to illness
- Largely poor awareness of the full breadth of services offered by the health centre
- At Silwood 75% seem to not know the hours/ location of the surgery there



# Depression

- We had no true record of the incidence of depression in our student population
- We incorporated the Patient Health Questionnaire in its entirety into the survey
- 8% surveyed are likely to suffer from a depressive disorder, and 11% from a major depressive disorder – 19% in total



# The Counselling Service

- Feedback was that the service is not good at signposting to other services
- More than 50% were able to get an initial appointment made for within 7 days
- 43.6% saying that they got less counselling than they wanted
- 42% of users of the Counselling service rated it the quality as 'fair' though roughly 23.5% and 20% rated it as good or very good respectively
- There is still a distinct reluctance to use the service



# Disabilities

- 11.8% weren't aware of the DAS existing, with 33.3% not sure how to contact the service. In last year's survey, 13.3% weren't aware of the DAS
- Greatest awareness was of exam arrangements, diagnosis and DSA
- Most students have a learning difficulty
- 80.4% have declared their disability
- This year 43.1% didn't know who their DDLO is, last year this was 55.3%
- 67.3% had had exam arrangements made
- Sporadic usage of the services in the library and the Assistive tech room
- Feedback on the DAS - students would like an on-site tutor



# Disabilities and the Tutorial System

- The most common frequency of tutorial meetings in both groups is once a term, with a shift towards more frequently for those with a disability and less for those without a disability
- 64% rate their tutor's support as 'Good' or 'Very Good', versus 44.2% for their non-disabled peers
- However, 10% fewer disabled than non-disabled students know who their Senior or Postgraduate Tutor is

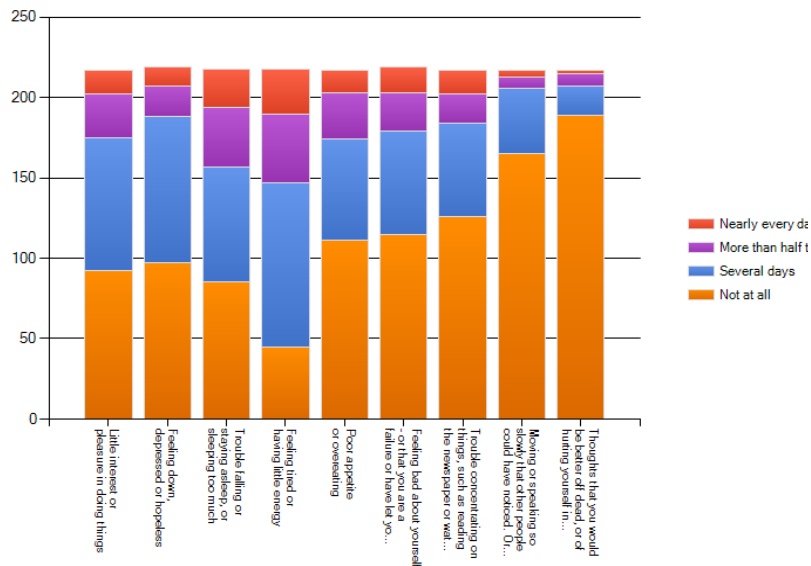


# Disabilities and Depression

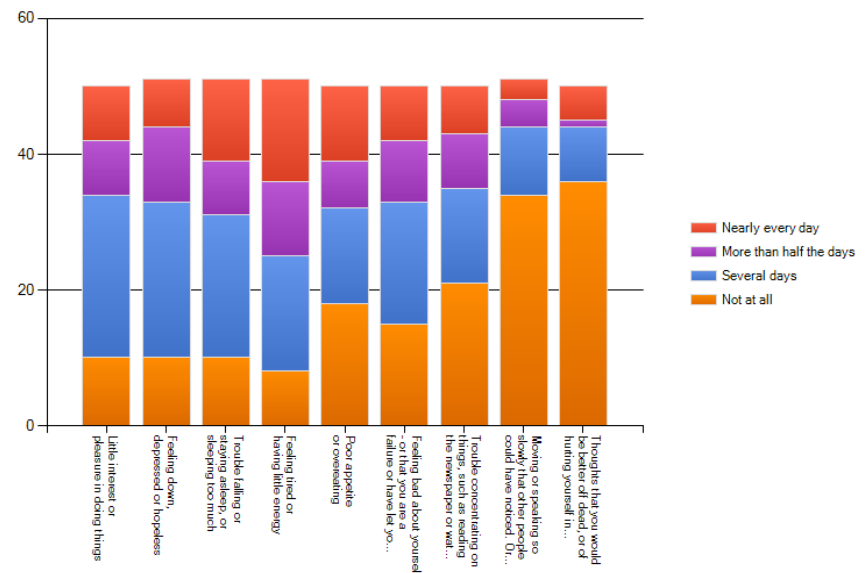
Students with no disability

Students with a disability

Over the last two weeks how often have you been bothered by any of the following problems?



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# Disabilities and Depression

	Percentage of respondents likely to have a depressive disorder	Percentage of respondents likely to have a major depressive disorder
Students with no disability	8.181818	11.36364
Students with a disability	7.843137	29.41176
Difference	-0.338681	18.04812

Students with disabilities are 18% more likely to have a major depressive disorder



# Phone Lines and the Student Hub

- Only four students said they would use a phone line
- Most aware of Nightline and Frank, but not of Brook, Drinkline or Debtline
- Awareness of the student hub is good, with 59% of students were aware of at least one service the Hub offered
- 82.1% have used the Hub, with 87% rating it as either 'good' or 'very good'



# Union Welfare Support

- Awareness for the Advice Centre is not good, however, awareness of the services that the Advice Centre offers is good
- Only 5.3% have used the Advice Centre
- Most users of the service rated it as 'Fair' or 'Very Good'.
- Awareness of the Deputy President (Welfare) is moderate, awareness of specific services offered by the DPW is good.
- 8.3% have contacted the Deputy President (Welfare)
- 75% rated the service as 'Good' or 'Very Good'



# The Tutorial System

- Most people (42.5%) meet with their Personal Tutor/Supervisor once a term
- 44% would like meetings to be more frequent. This consists of 47.3% of undergraduates and 29.2% of Masters and PhDs
- PhDs mostly frequently rate their tutorial support as 'Very Good' (41.7%), with Masters 'Good'/'Fair' and undergraduates 'Fair'
- 76.3% of undergrads are aware of their Senior Tutor, with 54.2% of Masters students aware of their Senior Tutor and 62.5% of PGs aware of their Postgraduate Tutor
- 64.3% of undergrad students are aware of what College Tutors do – this is 54.2% and 50.0% mark for Masters/PG



# International Student Support

- 40.8% of UK students were aware of at least one specific service offered by the International Office
- 15.8% of EU students and 36.1% of International students have used the International Office, which is surprisingly low
- 64.9% of International students and 44.4% of EU students are aware that the ELSP offers English support
- 18.9% of International students and 5.4% of EU students have used the ELSP



# The Chaplaincy

- Students are by far most aware of being able to talk to the Chaplain, and this awareness is high across our students (86.2%)
- Over 50% of students are aware of the various faith advisors and of the multifaith prayer room
- 7.8% of students have used the Chaplaincy



# Personal Safety

- Approx 70% said that they 'strongly agreed' that they feel very safe on campus, with 29% saying they agreed
- This drops to about 60% agreeing that they feel safe in their local area ie. Where they live
- 49.8% leave their possessions unattended on purpose on campus, i.e. To save a seat at the library





# Improvements

- Use software that streamlines questions to make the survey shorter for individuals
- Ask about other important areas not covered including discrimination, harassment and sexual harassment
- Make the survey more centrally created and implemented to increase uptake and produce more valuable data



# Thank you

Special thanks to Jenny Wilson, John Sandall and Nicolas Massie for the inception and creation of the survey.