

## Kingston Students' Union 2025 Annual Student Survey

### 1. Background

The 2025 Annual Student Survey was open between 21<sup>st</sup> April and 2<sup>nd</sup> June 2025. The survey was communicated to the students through newsletters, social media posts, and posters across campuses. Cash prize incentives were available for four randomly selected respondents. We also trialled an incentive process for Course Reps to refer students to complete the survey.

The survey asked questions about students' demographic characteristics and their perceptions of KSU services across four KSU strategic themes.

### 2. Responses

1,067 students participated in the Annual Student Survey, with 842 completing all questions. This represents 4.5 per cent of the Kingston University 2024/25 student population, a significant increase from previous years.

| Year | No. of Respondents | No. of Completions | No. of Questions |
|------|--------------------|--------------------|------------------|
| 2025 | 1,067              | 842                | 52               |
| 2024 | 221                | 164                | 75               |
| 2023 | 172                | 146                | 60               |
| 2022 | 441                | 398                | 55               |
| 2021 | 230                | 189                | 29               |
| 2020 | 1,472              | 939                | 21               |

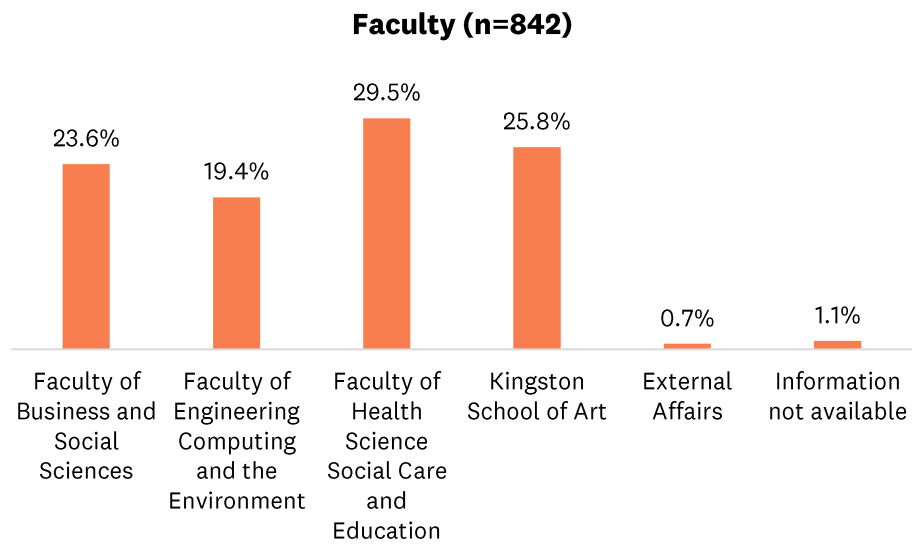
*Table 1. Year by year comparison of survey completions, 2020-2025.*

The results of this survey have a margin of error of +/- 5 percentage points at the 95% confidence level.

### 3. Demographic information

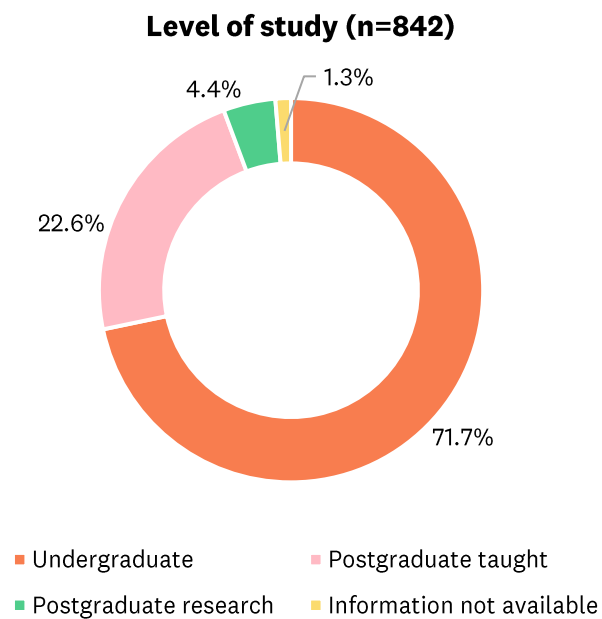
Below are the demographic profiles of the respondents who completed the survey. From this point forward these respondents will be referred to as 'students.'

## Faculty



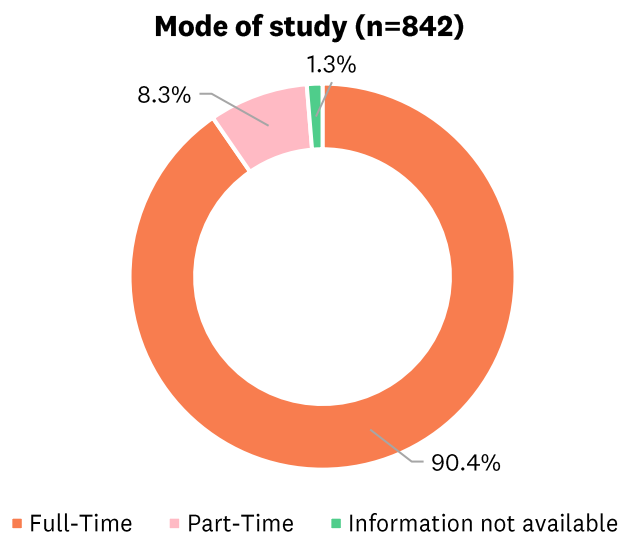
*Graph 1. Students by faculty*

## Level of study



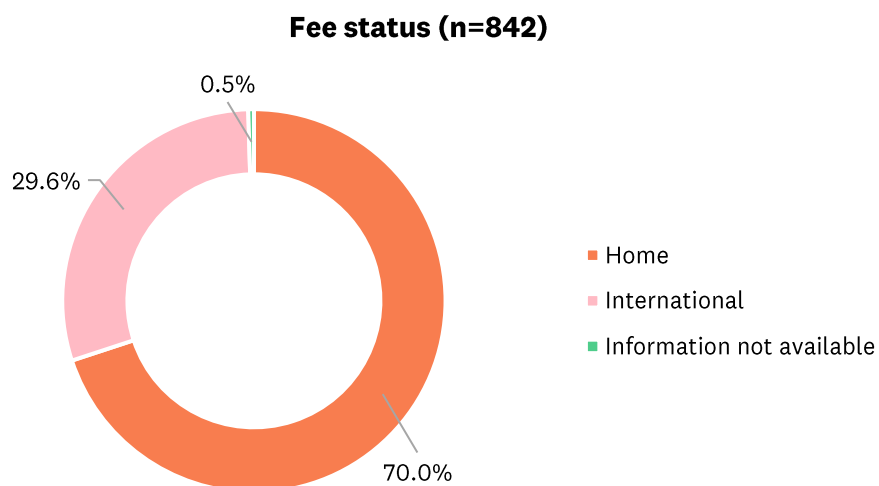
*Graph 2. Students by level of study*

### Mode of study



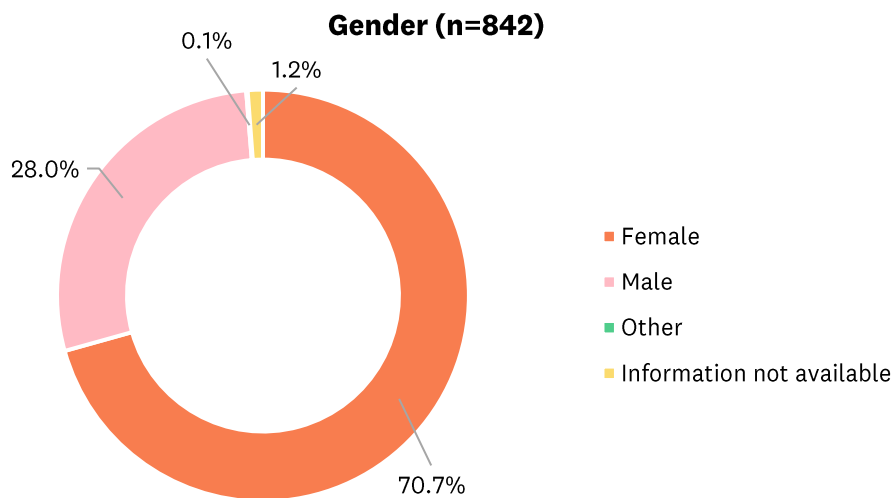
*Graph 3. Students by mode of study*

### Fee status



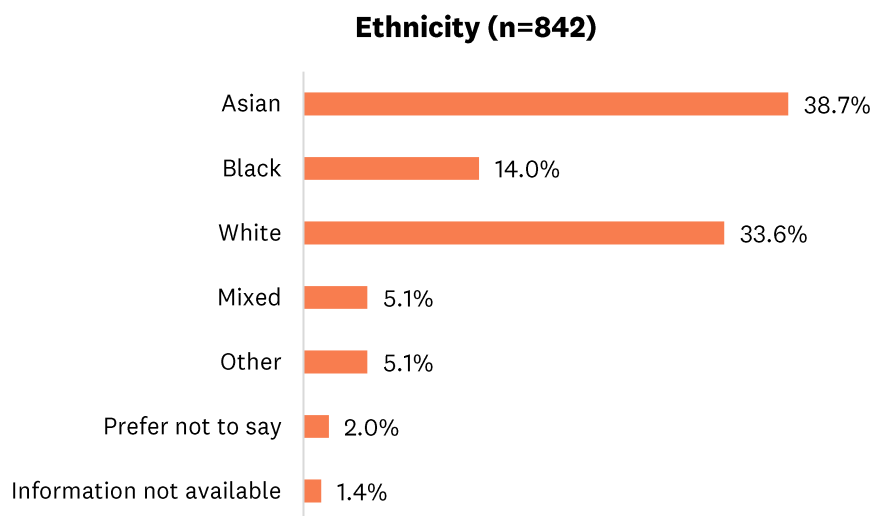
*Graph 4. Students by fee status*

## Gender



*Graph 5. Students by gender*

## Ethnicity



*Graph 6. Students by ethnicity*

## Campus

We asked students how much time they spend on each campus, ranging from all the time to never. Penrhyn Road is the campus where most students spend their time on, with only 13.4 per cent of students (n=842) reporting to never spending any time at Penrhyn Road. On the other hand, 88.7 per cent of students reported never spending time at Roehampton Vale. The full responses are in Table 2 below:

| Campus          | %               |                  |                  |       |
|-----------------|-----------------|------------------|------------------|-------|
|                 | All of the time | Most of the time | Some of the time | Never |
| Kingston Hill   | 15.7%           | 11.3%            | 14.6%            | 58.4% |
| Knights Park    | 8.3%            | 9.1%             | 12.1%            | 70.4% |
| Penrhyn Road    | 35.3%           | 17.0%            | 34.3%            | 13.4% |
| Roehampton Vale | 2.0%            | 3.0%             | 6.3%             | 88.7% |

Table 2. 'How much time do you spend on each campus?'

### Travel time and cost

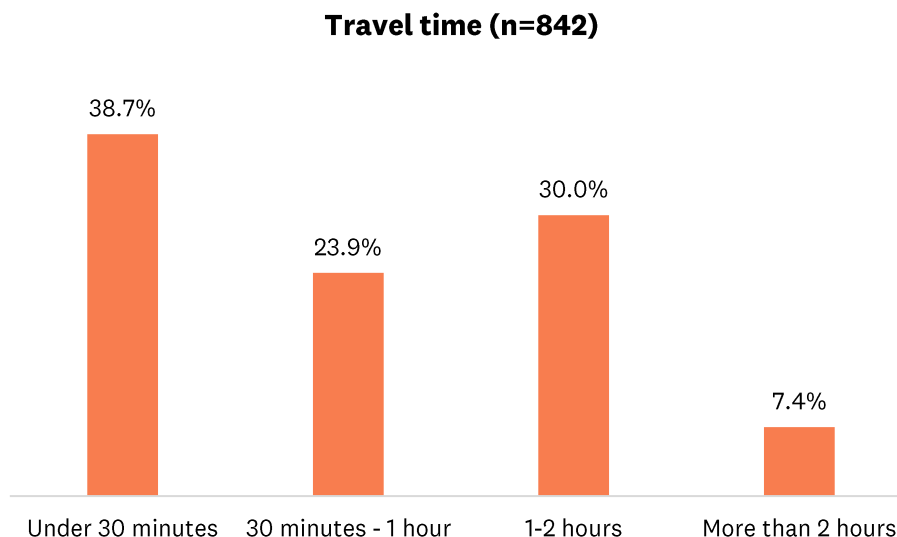
We asked how long it typically takes and how much it costs students to get to campus, to get an understanding of the time and financial pressures students might be under to complete their studies and get involved in the university community.

62.6 per cent of students (n=842) travel under one hour to campus, 30 per cent travel between 1 to 2 hours, and for 7.4 per cent it typically takes more than 2 hours to get to campus.

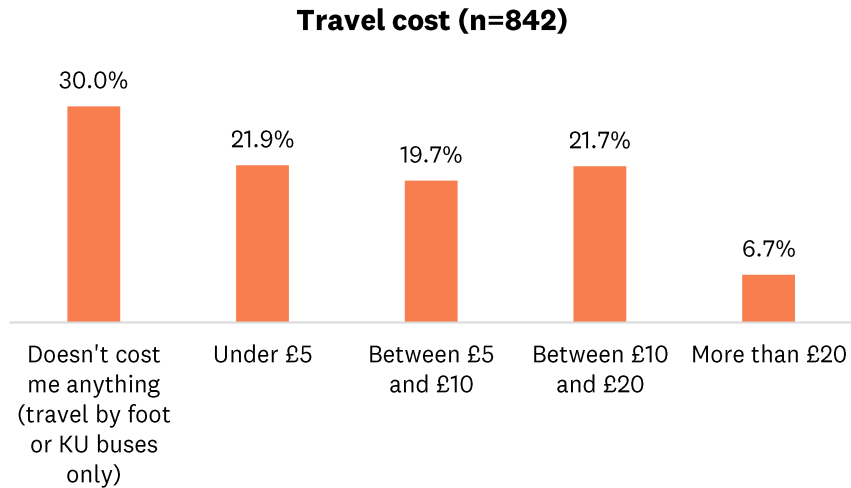
As for costs, 30 per cent of students did not pay anything to travel to campus. Of these students, 95.3 per cent of them travelled by foot and/or KU buses. Full results of students' mode of travel are in Table 3 below.

The next most common travel cost was under £5 (21.9 per cent), followed by between £10 and £20 (21.7 per cent), between £5 and £10 (19.7 per cent), and more than £20 (6.7 per cent). Extrapolating this data to the total KU student population, we are confident that approximately 1,250 students have to pay more than £20 each day they need to make it onto campus.

The full responses are in Graphs 7 and 8 below.



Graph 7. 'How long do you travel to go to campus?'



Graph 8. 'On average, how much do you spend to go to campus and back each day?'

#### Mode of travel

The most common way to travel to campus is public buses (42.5 per cent), followed by on foot (33 per cent), trains (27.3 per cent), and the KU bus (23.4 per cent). Full responses are in Table 3 below. Please note that students were asked to choose up to two options to allow students to express where they use multiple forms of transport, so the aggregate number is more than 100 per cent.

| Mode of travel     | % (n=842) |
|--------------------|-----------|
| By foot            | 33.0      |
| By car             | 12.6      |
| KU buses           | 23.4      |
| Public buses       | 42.5      |
| Trains             | 27.3      |
| London Underground | 8.8       |

Table 3. 'How do you usually travel to campus?'

#### Intersectionality

We analysed students' intersecting demographic characteristics, and the results are as follows:

| Demographic characteristic      | % (n=842) |
|---------------------------------|-----------|
| Home/UK fee paying student      | 70.0      |
| International student           | 29.6      |
| Mature students                 | 40.7      |
| Students with disability        | 12.2      |
| Have caring responsibilities    | 4.8       |
| Care leaver                     | 1.2       |
| Recipient of Free School Meals  | 4.0       |
| First Generation student        | 16.9      |
| LGBTQ+                          | 12.0      |
| Doing paid work alongside study | 28.1      |

| Demographic characteristic | % (n=842) |
|----------------------------|-----------|
| Prefer not to say          | 1.2       |

Table 4. Students' demographic characteristics

Below are some examples of the intersections of students' demographic characteristics:

| Demographic characteristic      | Home student | International student | Doing paid work | Mature students | Young students |
|---------------------------------|--------------|-----------------------|-----------------|-----------------|----------------|
| Doing paid work alongside study | 76.8%        | 22.8%                 | -               | 52.7%           | 45.1%          |
| Have caring responsibilities    | 90.0%        | 10.0%                 | 35.0%           | 80.0%           | 20.0%          |
| Students with disability        | 89.3%        | 9.7%                  | 43.7%           | 60.2%           | 35.9%          |

Table 5. Examples of intersections of students' demographic characteristics

These examples indicate, among other things:

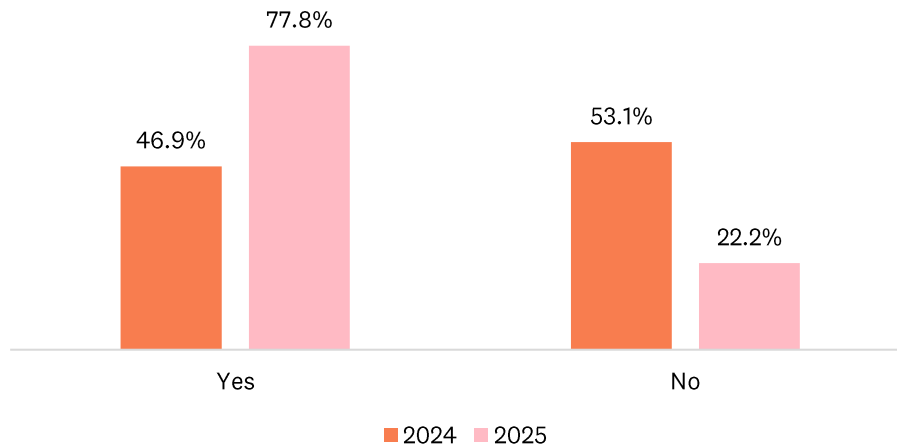
- More Home students, in comparison to international students, have paid work alongside their studies.
- Most students with caring responsibilities were Home students and/or mature students, with more than a third were also doing paid work alongside their studies.
- Mature students are more likely to have caring responsibilities and doing paid work alongside their studies.
- Students with disability are more likely to be Home students and/or mature students, and almost half were also doing paid work alongside their studies.

These are only small examples of the complexity of the students' profiles. It is reminder for us to always start with the understanding that the student body is highly heterogenous, and that all students come from highly variable backgrounds which influence their expectations, needs, and experiences as a university student.

#### 4. Operational Excellence

Students were asked if they had used KSU website in the past year, and 77.8 per cent (n=842) said that they did. This is a marked increase from last year's survey results, where more than half of respondents reported that they had not used KSU website. See Graph 9 below for the comparison.

### Have you used the KSU website in the last 12 months?

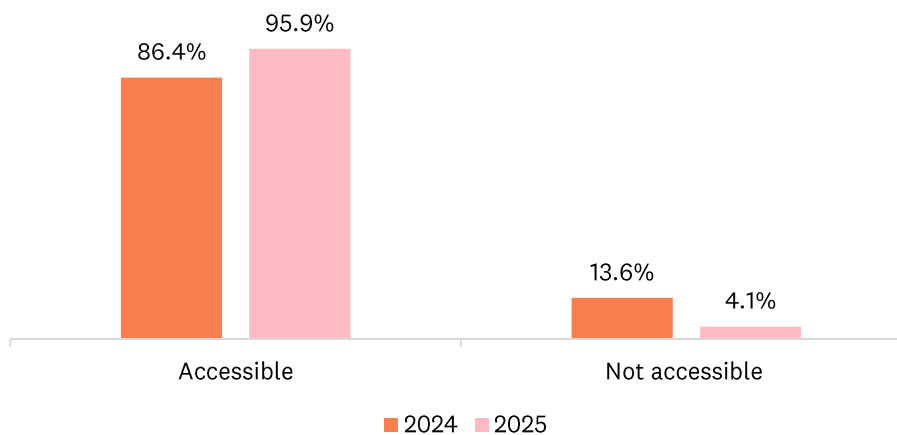


Graph 9. 'Have you used the KSU website in the last 12 months?', 2024-2025.

Of the students who had used the website (n=655), the majority (88.7 per cent) said that they could find what they were looking for.

Students who had used the website were also asked if they felt that the website was accessible, and 95.9 per cent agreed to the statement. Graph 10 below shows the comparison with last year's survey results:

### Do you think that the KSU website is accessible?



Graph 10. 'Do you think that the KSU website is accessible?', 2024-2025.

Comments from students who disagreed with the statement highlighted these main issues. The numbers in brackets are the frequency the topic was mentioned by students.

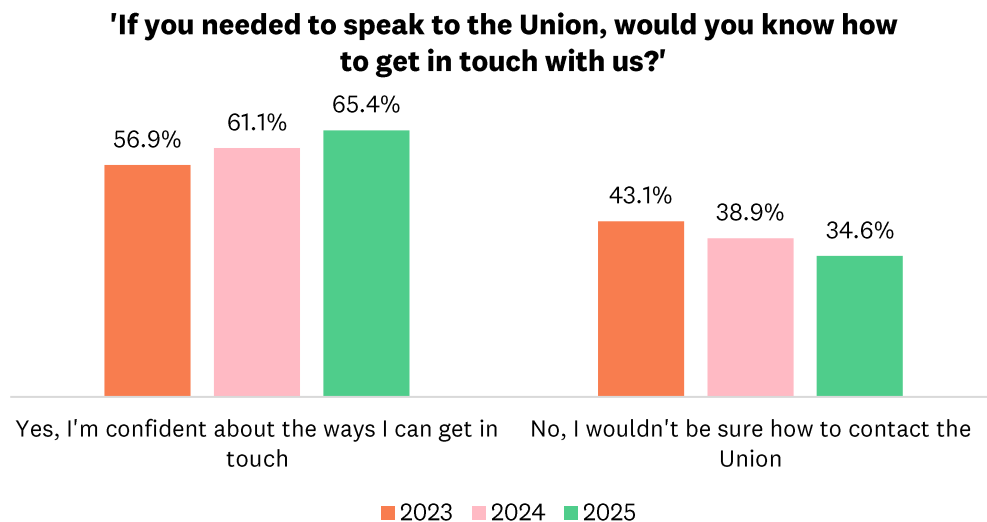
- Complicated website structure that is difficult to navigate (13)
- Insufficient and unclear information on the website, especially about the student groups and joining student groups (7)
- Login issues (3)

- Booking and payment issues (2)

Additionally, students were asked what they would typically look for on the KSU website, and their answers can be categorised as follows:

- Events and activities (232)
- Societies and sports clubs (210)
- General information (49)
- Support and resources (32)
- Job opportunities (31)
- Elections (18)
- Academic reps (11)
- Merchandise (4)

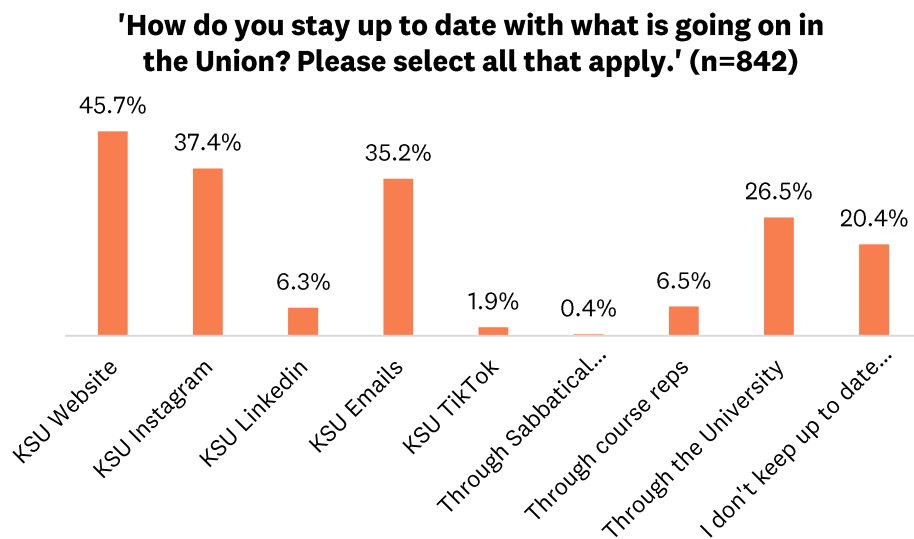
65.4 per cent of students (n=842) stated that they knew how to get in touch with Union, while 34.6 per cent would not be sure how to contact the Union. This is an improvement from the survey results from the last two years. See Graph 11 below for the comparison.



Graph 11. 'If you needed to speak to the Union, would you know how to get in touch with us?', 2023-2025.

The most chosen first contact method students (n=842) would use to get in touch with KSU was to email KSU (66.6 per cent), followed by the reception desk (12 per cent), email a specific staff member (9 per cent), and speaking directly to a staff member (8.3 per cent).

With regards to staying up to date with KSU, the channels most chosen were KSU website, followed by KSU Instagram, KSU emails, and through the university. Please see Graph 12 below.



Graph 12. 'How do you stay up to date with what is going on in the Union? Please select all that apply.'

## 5. Bespoke Offer

Students were asked what they thought KSU is here to do. The most chosen option was to 'represent' students (46.2 per cent), followed by 'run events' (41.5 per cent) and 'support student societies and sports clubs' (40.2 per cent). Full responses are in Table 6 below. Please note that students were asked to choose up to three options, so the aggregate number is more than 100 per cent.

| What do you think Kingston Students' Union is here to do?         | % (n=808) |
|-------------------------------------------------------------------|-----------|
| Give academic advice to you                                       | 29.1      |
| Give non-academic advice to you (e.g., housing, finance, welfare) | 22.3      |
| Run events                                                        | 41.5      |
| Represent you                                                     | 46.2      |
| Campaign on student issues                                        | 36.4      |
| Support student societies and sports clubs                        | 40.2      |
| Provide student jobs                                              | 6.9       |
| Hold the University to account                                    | 10.8      |
| Provide employability opportunities (e.g., run careers fairs)     | 11.9      |
| Manage social spaces                                              | 10.0      |
| Signpost to other services                                        | 3.2       |
| Other                                                             | 1.6       |

Table 6. 'What do you think Kingston Students' Union is here to do?'

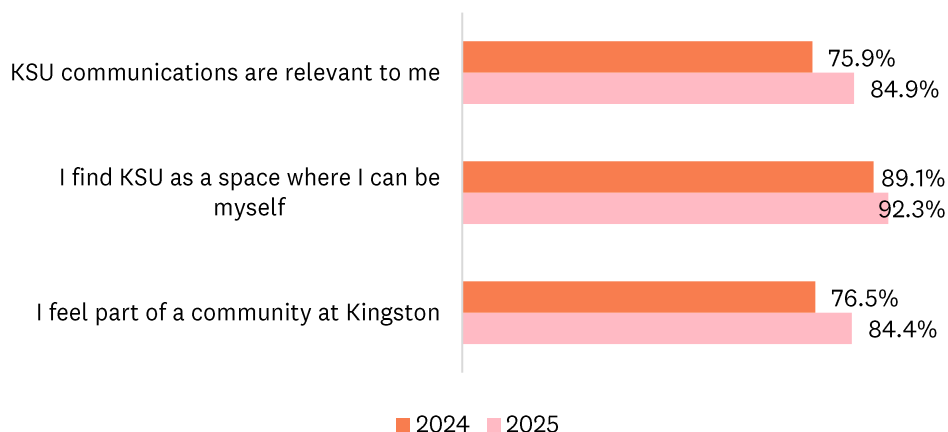
We asked students about their agreement to three statements related to Bespoke Offer. It is encouraging to see that for all statements, a large majority of the students agreed. The full results are on Table 7 below.

|                                                            | %              |       |          |                   |
|------------------------------------------------------------|----------------|-------|----------|-------------------|
|                                                            | Strongly Agree | Agree | Disagree | Strongly Disagree |
| <b>KSU communications are relevant to me (n=808)</b>       | 21.4           | 63.5  | 12.6     | 2.5               |
| <b>I find KSU as a space where I can be myself (n=804)</b> | 22.3           | 70.0  | 6.3      | 1.4               |
| <b>I feel part of a community at Kingston (n=800)</b>      | 25.4           | 59.0  | 14.3     | 1.4               |

Table 7. Agreements to statements related to Bespoke Offer

Graph 13 below compares the agreement rate for the statements with last year's survey results. We can see that there has been an improvement in the agreement rate for all statements.

### Agreement to statements related to Bespoke Offer, 2024-2025



Graph 13. Agreement to statements related to Bespoke Offer, 2024-2025.

For students who disagreed to the statement 'KSU communications are relevant to me', we asked what we could do to make sure that our communications are relevant. Their responses can be categorised as follows:

- Some student groups expressed that they felt unrepresented and suggested that there should be more KSU communications and activities that cater to their needs and experiences. These groups are mature students, postgraduate students, commuter students, disabled students, and other groups of non-traditional students (i.e., degree apprenticeship, part-time, and distance learning) (33)
- More information about what KSU does and how it benefits the students (14)
- More information relevant to their courses (11)
- Send out communications by email (7)
- More information about events (5)
- More frequent contact or engagement (4)
- More information related to careers (3)
- More about representing student issues and interests (2)

- More posters across campuses (2)
- More information about societies and sports clubs (2)

Students who disagreed to the statement 'I find KSU as a space where I can be myself' explained the cause for their disagreement. Their responses can be categorised as follows:

- They had not engaged with KSU (20)
- They felt that they did not fit in and did not align with KSU (9)
- For mature and postgraduate students, KSU felt more geared towards young and undergraduate students (7)
- They felt that KSU has not been helpful (4)

Students who disagreed to the statement 'I feel part of a community at Kingston' explained why they have not felt that they were part of a community at Kingston. Their responses can be categorised as follows:

- They lived far from campus and/or had not spent much time on campus (18)
- There is a lack of sense of unity or community at Kingston (16)
- For mature and/or postgraduate students, especially research students who worked mostly independently, it felt more difficult to feel like part of a community (13)
- There were no opportunities to get involved or to connect with the community (11)
- They were not informed of the things happening at Kingston (11)
- They had not been involved in the community (9)
- They did feel connected to KSU or the community, or felt left out (9)
- They focused on their studies (6)
- They did not have many friends (6)
- The four campuses felt separate (5)
- The course closures made them feel unsupported and isolated from the community (4)

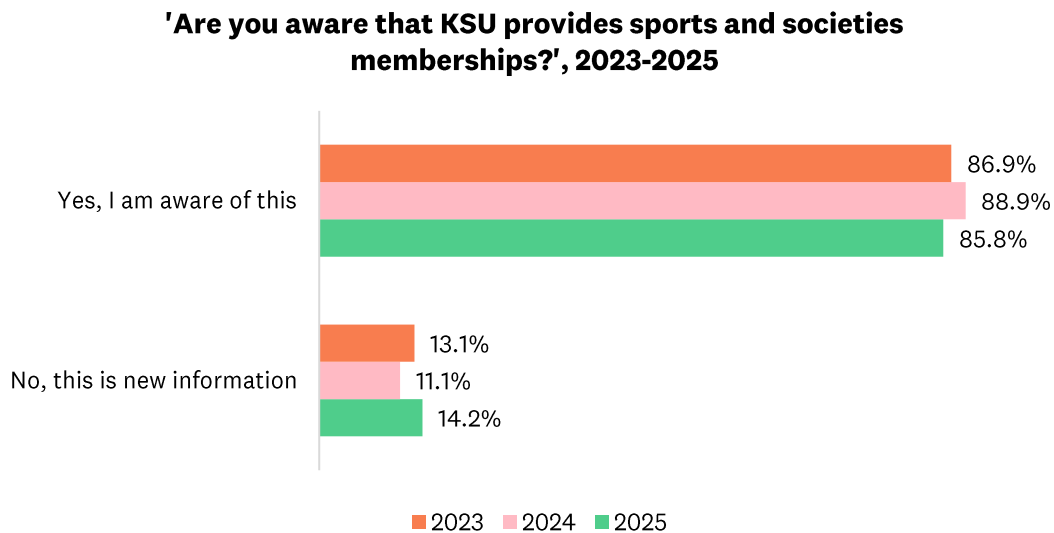
In this section we also asked students about their friendship groups – if they have friends from their course, their sports club or society, outside of the university, their faith or religion, and their work. Their responses are as follows:

| Do you have friends from... | % (n=790) |
|-----------------------------|-----------|
| Your course                 | 91.3      |
| Your sports club or society | 26.7      |
| Outside the university      | 90.6      |
| Your faith or religion      | 47.6      |
| Your work                   | 57.8      |

Table 8. Students' friendship groups.

### a. Societies and sports memberships

85.8 per cent of students (n=790) were aware that KSU provides sports and societies memberships, while for 14.2 per cent of students this was new information. Graph 14 below compares the levels of awareness of societies and sports clubs' memberships between survey results from 2023 to 2025.



Graph 14. "Are you aware that KSU provides sports and societies memberships?", 2023-2025.

Of the students who were aware of the sports and societies memberships (n=678), more than half (56 per cent) had never been involved with any. Of those who had been involved, the most common was as a member of a society (29.4 per cent), followed by member of a sports club (11.5 per cent), part of a society committee (9.1 per cent), and part of a sports clubs committee (2.1 per cent).

Of the students who had been involved with the societies and sports clubs, they rated their experience as follows:

| Experience with societies (% , n=260)    |      |      |       |
|------------------------------------------|------|------|-------|
| Excellent                                | Good | Bad  | Awful |
| 36.9                                     | 58.1 | 4.2  | 0.8   |
| Experience with sports clubs (% , n=150) |      |      |       |
| Excellent                                | Good | Bad  | Awful |
| 36.7                                     | 49.3 | 10.0 | 4.0   |

Table 9. Rating of experience with societies and sports clubs

For students who had not been involved in sports and societies (n=378), below are the reasons, from most chosen to least:

- None of the existing clubs were of interest (25.7 per cent)
- Could not afford the membership fees (23.5 per cent)
- They were not sure what had been stopping them (20.6 per cent)
- Anxiety or mental health related issues (19.3 per cent)
- They did not know about the societies and sports clubs on offer (11.1 per cent)

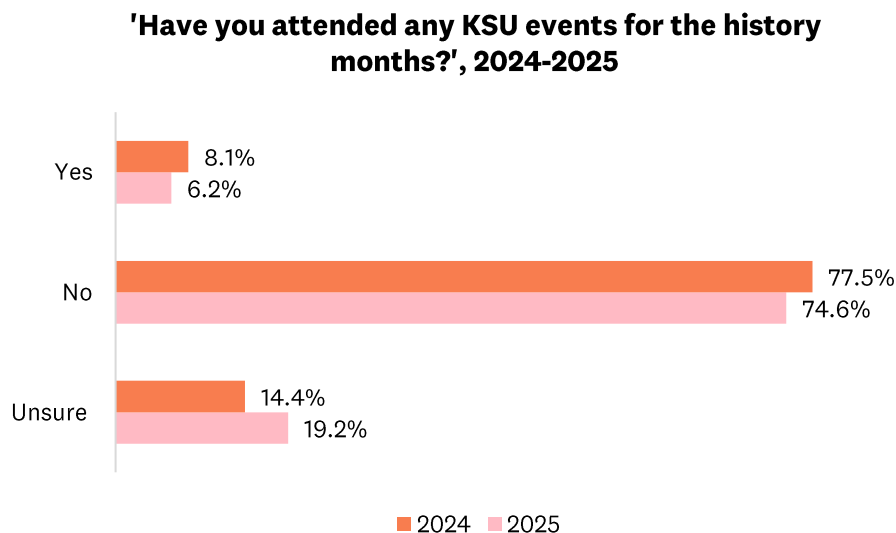
- They could afford the membership fees but did not think that it was worth it (8.2 per cent)

There were also 'Other' reasons (26.2 per cent), including:

- No time left after course work, part-time jobs, and other commitments e.g., caring responsibilities (47)
- Live far away from campus (36)
- Not on campus often (4)
- Timing of the activities did not align with their schedule (3)

## b. KSU events

74.6 per cent of students (n=787) had never attended any KSU history month events, 6.2 per cent had attended, and 19.2 per cent were unsure. Of those who attended (n=49), 98 per cent rated the events as excellent or good, while 2 per cent rated it as awful.



Graph 15. 'Have you attended any KSU events for the history months?', 2024=2025.

Graph 15 above shows that there has been a decrease from 2024 in the percentage of students who had attended KSU history month events. **However, it must be noted that there have been fewer history months events conducted by KSU this year due to the EDI Projects Coordinator role being vacant in Term 2 of 2024/25 academic year.**

Students were asked what sorts of KSU events they would like to see on campus, and their answers can be categorised as follows:

- Employability and educational events, such as job fairs, employability workshops, and alumni talks (123)
- Social and networking events (102)
- Sports events, including gaming or esports (94)
- Cultural events that showcase and celebrate the diverse cultures at Kingston (78)
- Creative events, including arts, craft, and design (44)

- Music and dancing events (41)
- More frequent and more variety of events, including those that cater to different groups of students, e.g., women, commuters, LGBTQIA+, mature students (33)
- Food events (30)
- Societies events (29)
- Events about liberation and social issues (28)
- Fairs and markets (27)
- Wellbeing events, such as mental health workshops, meditation and relaxation sessions, and pet therapy (20)
- Course related events (15)
- Faith events (14)
- Parties/balls (14)
- Campus based events (8)
- Events with KSU and sabbatical officers (6)
- Picnics and field trips (5)

### c. KSU Advice Service

72.9 per cent of students (n=772) were aware of how to get academic advice from KSU, and of these students, 30.4 per cent had contacted KSU Advice Service. Of students who had been in contact with KSU Advice Service (n=171), 99.4 per cent rated their experience as excellent or good, while 0.6 per cent rated it as bad.

## 6. Impactful Advocates

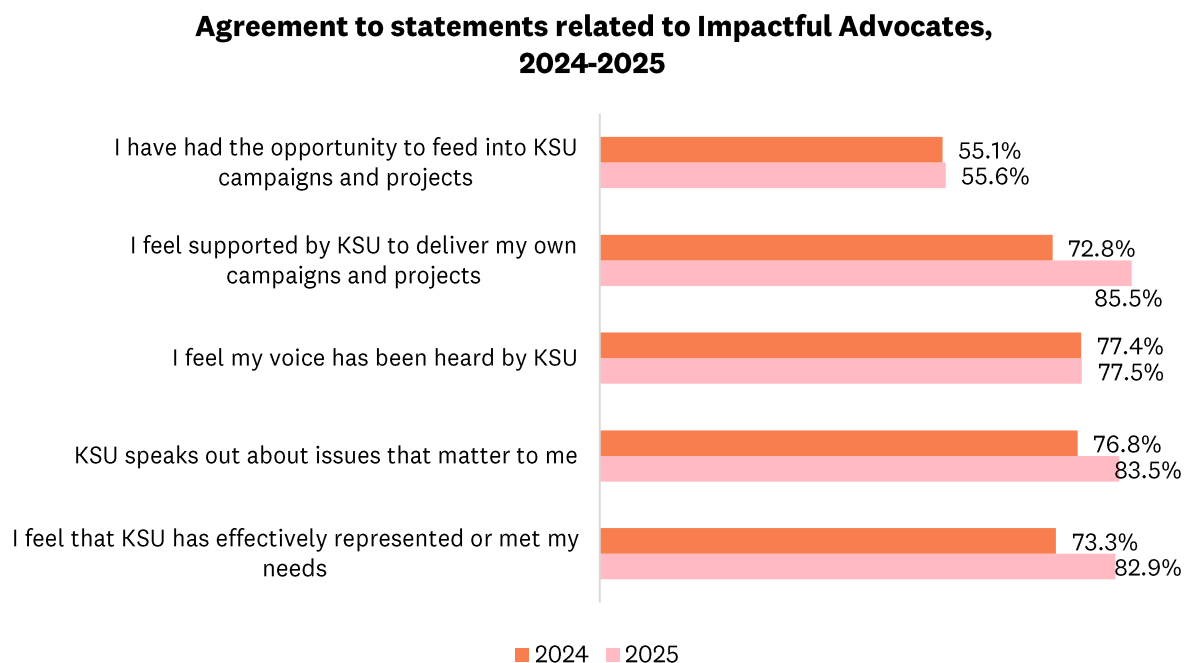
|                                                                                                                                                   | %              |       |          |                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------|----------|-------------------|
|                                                                                                                                                   | Strongly Agree | Agree | Disagree | Strongly Disagree |
| <b>I have had the opportunity to feed into KSU campaigns and projects (n=770)</b>                                                                 | 12.1           | 43.5  | 36.0     | 8.4               |
| <b>I feel supported by KSU to deliver my own campaigns and projects (n=442)</b>                                                                   | 21.5           | 64.3  | 11.3     | 3.2               |
| <b>I know about KSU representation opportunities, such as Officer elections, being a Course Rep, and Student Council (n=375)</b>                  | 19.7           | 61.6  | 14.4     | 4.3               |
| <b>I know which students represent me on issues that matter to me (e.g., course reps, school reps, faculty reps, Sabbatical Officers) (n=753)</b> | 21.8           | 51.7  | 21.5     | 5.0               |
| <b>I feel my voice has been heard by KSU (n=750)</b>                                                                                              | 14.3           | 63.2  | 19.2     | 3.3               |
| <b>KSU speaks out about issues that matter to me (n=745)</b>                                                                                      | 15.2           | 68.3  | 13.7     | 2.8               |

|                                                                            | %              |       |          |                   |
|----------------------------------------------------------------------------|----------------|-------|----------|-------------------|
|                                                                            | Strongly Agree | Agree | Disagree | Strongly Disagree |
| <b>I feel that KSU has effectively represented or met my needs (n=742)</b> | 13.2           | 69.7  | 14.3     | 2.8               |

Table 10. Agreement to statements related to Impactful Advocates

Of the seven statements related to Impactful Advocates, the highest agreement was for the statement 'I feel supported by KSU to deliver my own projects and campaigns' (85.5 per cent) while the lowest agreement was for the statement 'I have had the opportunity to feed into campaigns and projects' (55.6 per cent).

Graph 16 below compares the agreement rate of some of the statements with results from last year's survey.



Graph 16. Agreement to statements related to Impactful Advocates, 2024-2025

We can see that there has been improvement in the agreement rate of the statements.

For students who disagreed with the statement 'I have had the opportunity to feed into KSU campaigns and projects,' we asked a follow question about what campaigns they would be interested in getting involved with. Their responses can be categorised as follows:

- Equality, diversity, and inclusion, including race, women, LGBTQIA+, and other underrepresented groups such as mature students (32)
- Environment, including sustainability and climate change (13)
- Mental health and wellbeing (12)
- Creatives (arts, music, etc) (11)
- Course closures (9)
- Course related issues (9)
- Careers (9)

- Palestine (7)
- Sports (7)
- Disability (7)
- Cost of living and housing (5)
- History Months (3)

For students who disagreed with the statement 'I feel supported by KSU to deliver my own campaigns and projects,' we asked how we could support them more. Their responses can be categorised as follows:

- More communication and engagement from KSU, including more information about what KSU offers and how students can get involved (27)
- By being more accessible (4)
- More listening to student concerns (3)
- Providing a platform for students (2)
- More funding (2)
- Improved training (2)

For students who disagreed with the statement 'I know which students represent me on issues that matter to me (e.g., course reps, school reps, faculty reps, Sabbatical Officers)' we asked a follow up question about how they would student reps to engage with them. Their responses can be categorised as follows:

- By email (68)
- By reaching out and making themselves known to students (41)
- By having regular talks or meetings with students (21)
- Through social media (9)
- By coming to lectures or being present on campus (9)
- By being friendly (5)
- Through leaflets and posters across campuses (5)
- By holding events for students (3)

Students who disagreed with the statement 'I feel my voice has been heard by KSU' provided ways on how they would like their voice to be heard, and their responses can be categorised as follows:

- Through surveys and being asked about their opinions or feedback (25)
- Through opportunities or platforms to engage directly with KSU, such as regular meetings (18)
- By email (13)
- KSU being more inclusive (10)
- KSU being more vocal about student issues (7)
- More information about KSU (6)
- Speaking to student leaders and reps (5)
- KSU to listen better and follow up on feedback (5)
- Through complaint channels or suggestion boxes (4)
- KSU to provide more support (3)

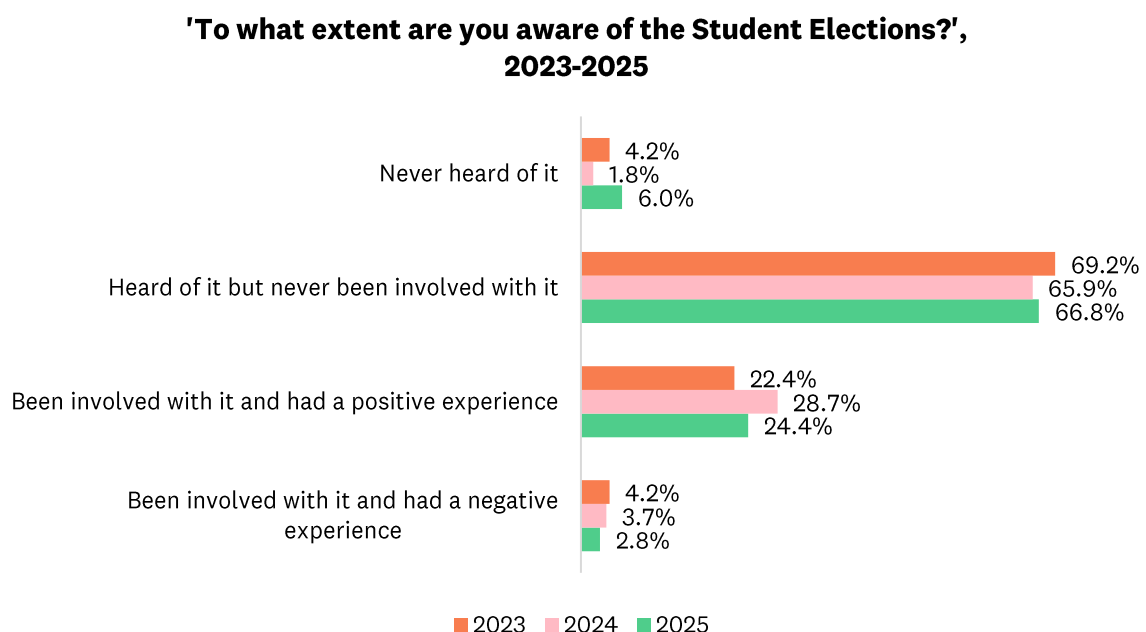
Students who disagreed with the statement 'KSU speaks out about issues that matter to me' suggested issues that they felt KSU should have been more vocal on:

- Course closures (14)
- Palestine (6)
- Mental health (6)
- Current world issues (5)
- LGBTQIA+ (4)
- Disabilities (4)
- Employability (4)
- Safety and security on campus (4)
- Genocides (3)
- Campus related issues (3)

Students who disagreed with the statement 'I feel that KSU has effectively represented or met my needs' suggested how KSU could do better in representing their needs:

- Being more inclusive (16)
- Ask and involve the students (14)
- Take actions and address current student issues, such as course closures (12)
- Clear communications with students (10)
- More surveys (7)
- Holding events (9)
- Providing opportunities to give feedback (5)
- Societies and sports clubs (5)
- Being more present (4)
- More support for students with disability (3)

With regards to Elections, most students (66.8 per cent, n=751) had heard of it but never been involved. Further, 24.4 per cent had been involved and had a positive experience, 6 per cent never heard of the Elections, and 2.8 per cent been involved and had a negative experience. Graph 17 below shows the results in comparison to the results from 2023 and 2024 surveys.



Graph 17. 'To what extent are you aware of the Student Elections?', 2023-2025

We can see that this year there has been an increase of the percentage of students who had never heard of the Elections, and a decrease in the percentage of students who had been involved and had a positive experience.

Students who had been involved with the Elections and had a positive experience shared their reasons, and they can be categorised as follows:

- Easy and straight forward process (32)
- Enjoyed the campaigns by candidates (29)
- Voted (24)
- Helpful information from KSU (11)
- Had good conversations and met new people (10)
- Supported friends who ran as candidates (9)
- Ran as candidates (8)
- KSU support (6)
- It was fun (5)
- Good candidates (5)
- It was empowering (3)

Students who had a negative experience with Elections also shared their reasons:

- Issues with candidates' behaviour when campaigning (10)
- Lack of information and late notice (4)
- Issues with student group committee elections (3)
- Website issues (3)

## 7. Commercials

With regards to the recent rebranding of KSU, we asked students to identify which one is the current KSU logo, from these three options:

Option 1



Option 2



Option 3



Interestingly, despite the current logo (Option 2) being displayed on the survey webpage, 16.9 per cent of students still chose Option 1, and 0.5 per cent chose Option 3. However, it is encouraging that most students (82.6 per cent) recognised the current KSU logo.

## 8. Final questions

In the final section of the survey, we asked students their agreement to a series of statement about trust. The results are in Table 11 below:

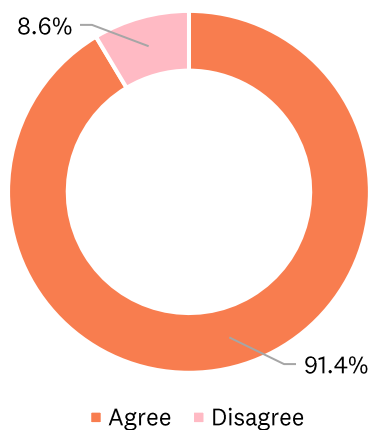
|                                        | % (n=736)      |       |          |                   |
|----------------------------------------|----------------|-------|----------|-------------------|
|                                        | Strongly Agree | Agree | Disagree | Strongly Disagree |
| <b>I trust the Sabbatical Officers</b> | 14.3           | 69.0  | 13.9     | 2.9               |
| <b>I trust KSU staff</b>               | 26.1           | 66.8  | 5.0      | 2.0               |
| <b>I trust KSU</b>                     | 23.0           | 69.2  | 5.8      | 2.0               |
| <b>I trust my department</b>           | 34.2           | 60.7  | 3.7      | 1.4               |
| <b>I trust my faculty</b>              | 36.8           | 58.8  | 3.3      | 1.1               |
| <b>I trust the University</b>          | 28.9           | 59.2  | 8.7      | 3.1               |

Table 11. Agreement to statements about trust

It is encouraging to see that a large majority of the students agreed to all statements. The highest agreement was for the statement 'I trust my faculty' (95.7 per cent), while the lowest was for the statement 'I trust the Sabbatical officers' (83.3 per cent).

As for general satisfaction level, 91.4 per cent of students agreed to the statement 'In general, I am satisfied with my experience with KSU.'

### 'In general, I am satisfied with my experience with KSU' (n=736)



Graph 18. 'In general, I am satisfied with my experience with KSU'

Finally, we asked students for suggestions on how KSU can improve. Their responses are as follows:

- More information and promotion about KSU services (83)
- More events (58)
- Engage more with students (42)

- More inclusive, including more representation of KU campuses other than Penrhyn Road (36)
- Better support and more opportunities for societies and sports clubs (22)
- More supportive for students (17)
- More presence on campuses (14)
- More career related opportunities (9)
- Take more actions on student issues (8)
- Better website (7)

## 9. Differences across demographic profiles

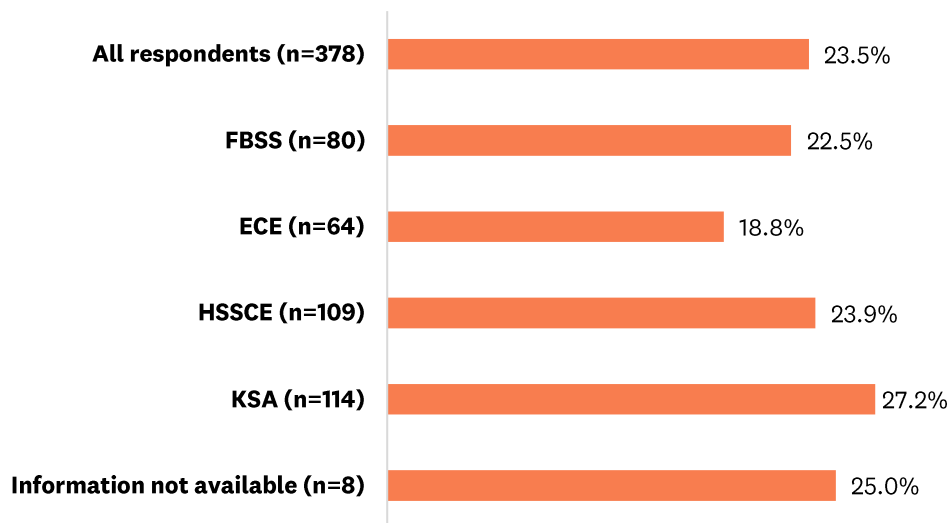
### a. Faculty

What do you think KSU is here to do?

| Faculty                         | Top 3 answers                                                                                                                                                                                         |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)         | 1. Represent you (46.2%)<br>2. Run events (41.5%)<br>3. Support student societies and sports clubs (40.2%)                                                                                            |
| FBSS (n=188)                    | 1. Represent you (48.9%)<br>2. Support student societies and sports clubs (41.0%)<br>3. Run events (37.2%)                                                                                            |
| ECE (n=158)                     | 1. Represent you and run events (45.6% each)<br>2. Support student societies and sports clubs (37.3%)<br>3. Give academic advice to you and campaign on student issues (28.5% each)                   |
| HSSCE (n=241)                   | 1. Represent you (46.1%)<br>2. Campaign on student issues (43.2%)<br>3. Support student societies and sports clubs (39%)                                                                              |
| KSA (n=208)                     | 1. Run events (51%)<br>2. Represent you (43.8%)<br>3. Support student societies and sports clubs (42.8%)                                                                                              |
| Information not available (n=9) | 1. Represent you (55.6%)<br>2. Campaign on student issues and support student societies and sports clubs (44% each)<br>3. Give non-academic advice, run events, and provide student jobs (22.2% each) |

Table 12. Top three answers for 'What do you think KSU is here to do?' by faculty

### Can't afford membership fees for societies and sports clubs



Graph 19. Percentage of students per faculty who had never been involved with societies and sports clubs and chose option 'I can't afford the membership fees (for societies and sports clubs)' as the reason

### Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

Highlighted with green are agreement levels that are lower than the average:

|                           | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|---------------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                           | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| FBSS                      | 84.0                                     | 54.0                                                                 | 80.6                                    | 82.7                                                          | 94.0                                                   |
| ECE                       | 84.5                                     | 56.7                                                                 | 75.3                                    | 81.6                                                          | 88.3                                                   |
| HSSCE                     | 86.1                                     | 60.4                                                                 | 81.1                                    | 84.0                                                          | 94.6                                                   |
| KSA                       | 82.6                                     | 50.2                                                                 | 71.3                                    | 83.5                                                          | 87.9                                                   |
| Information not available | 77.8                                     | 71.4                                                                 | 100.0                                   | 57.1                                                          | 85.7                                                   |
| <b>Total</b>              | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 13. Percentage of students per faculty who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

### Statements related to trust in KSU

|                           | % Agree                          |               |                     |
|---------------------------|----------------------------------|---------------|---------------------|
|                           | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| FBSS                      | 84.4                             | 94.6          | 94.0                |
| ECE                       | 84.8                             | 90.3          | 91.7                |
| HSSCE                     | 84.3                             | 94.2          | 95.5                |
| KSA                       | 80.0                             | 88.4          | 89.5                |
| Information not available | 71.4                             | 100.0         | 100.0               |
| <b>Total</b>              | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 14. Percentage of students per faculty who agreed to statements related to trust in KSU

### b. Ethnicity

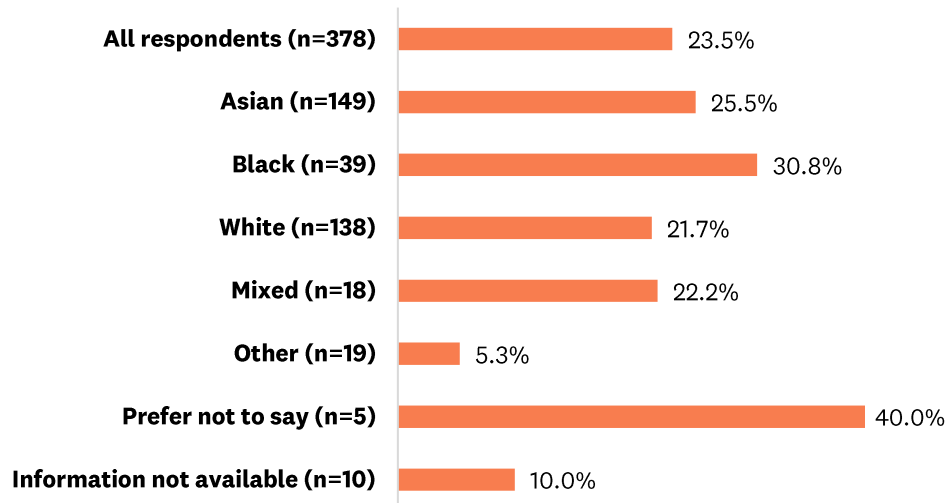
What do you think KSU is here to do?

| Ethnicity                | Top 3 answers                                                                                                                                                                                                                                                                     |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)  | <ol style="list-style-type: none"> <li>1. Represent you (46.2%)</li> <li>2. Run events (41.5%)</li> <li>3. Support student societies and sports clubs (40.2%)</li> </ol>                                                                                                          |
| Asian (n=313)            | <ol style="list-style-type: none"> <li>1. Represent you (45%)</li> <li>2. Support student societies and sports clubs (43.5%)</li> <li>3. Run events (39%)</li> </ol>                                                                                                              |
| Black (n=116)            | <ol style="list-style-type: none"> <li>1. Represent you (52.6%)</li> <li>2. Support student societies and sports clubs (39.7%)</li> <li>3. Run events and campaign on student issues (37.1% each)</li> </ol>                                                                      |
| White (n=270)            | <ol style="list-style-type: none"> <li>1. Represent you (48.9%)</li> <li>2. Run events (48.1%)</li> <li>3. Campaign on student issues (39.3%)</li> </ol>                                                                                                                          |
| Mixed (n=41)             | <ol style="list-style-type: none"> <li>1. Represent you (46.3%)</li> <li>2. Support student societies and sports clubs (41.5%)</li> <li>3. Run events and campaign on student issues (36.6% each)</li> </ol>                                                                      |
| Other (n=40)             | <ol style="list-style-type: none"> <li>1. Run events (45%)</li> <li>2. Campaign on student issues (37.5%)</li> <li>3. Support student societies and sports clubs and give academic advice (35%)</li> <li>4. Represent you (29.4%)</li> </ol>                                      |
| Prefer not to say (n=16) | <ol style="list-style-type: none"> <li>1. Give academic advice to you (56.3%)</li> <li>2. Represent you and give non-academic advice to you (31.3% each)</li> <li>3. Run events, campaign on student issues, and support student societies and sports clubs (25% each)</li> </ol> |

| Ethnicity                        | Top 3 answers                                                                                                                                                                                                                   |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Information not available (n=12) | <ol style="list-style-type: none"> <li>1. Support student societies and sports clubs (50%)</li> <li>2. Represent you (41.7%)</li> <li>3. Give non-academic advice to you and campaign on student issues (33.3% each)</li> </ol> |

Table 15. Top three answers for 'What do you think KSU is here to do?' by ethnicity

Can't afford membership fees for societies and sports clubs



Graph 20. 'I can't afford the membership fees (for societies and sports clubs)' by ethnicity

Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                           | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|---------------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                           | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Asian                     | 90.6                                     | 61.2                                                                 | 84.8                                    | 86.3                                                          | 94.0                                                   |
| Black                     | 80.7                                     | 59.5                                                                 | 79.4                                    | 84.9                                                          | 94.3                                                   |
| White                     | 80.3                                     | 48.3                                                                 | 67.6                                    | 78.5                                                          | 87.1                                                   |
| Mixed                     | 78.0                                     | 46.2                                                                 | 84.2                                    | 86.5                                                          | 94.3                                                   |
| Other                     | 77.5                                     | 57.5                                                                 | 74.4                                    | 79.5                                                          | 89.7                                                   |
| Prefer not to say         | 93.8                                     | 60.0                                                                 | 71.4                                    | 85.7                                                          | 92.9                                                   |
| Information not available | 83.3                                     | 60.0                                                                 | 90.0                                    | 70.0                                                          | 90.0                                                   |
| <b>Total</b>              | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 16. Percentage of students by ethnicity who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

### Statements related to trust in KSU

|                           | % Agree                          |               |                     |
|---------------------------|----------------------------------|---------------|---------------------|
|                           | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Asian                     | 87.6                             | 94.0          | 93.6                |
| Black                     | 82.1                             | 92.5          | 95.3                |
| White                     | 80.3                             | 90.8          | 91.6                |
| Mixed                     | 77.1                             | 85.7          | 91.4                |
| Other                     | 82.1                             | 89.7          | 89.7                |
| Prefer not to say         | 78.6                             | 92.9          | 92.9                |
| Information not available | 80.0                             | 100.0         | 100.0               |
| <b>Total</b>              | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 17. Percentage of students by ethnicity who agreed to statements related to trust in KSU

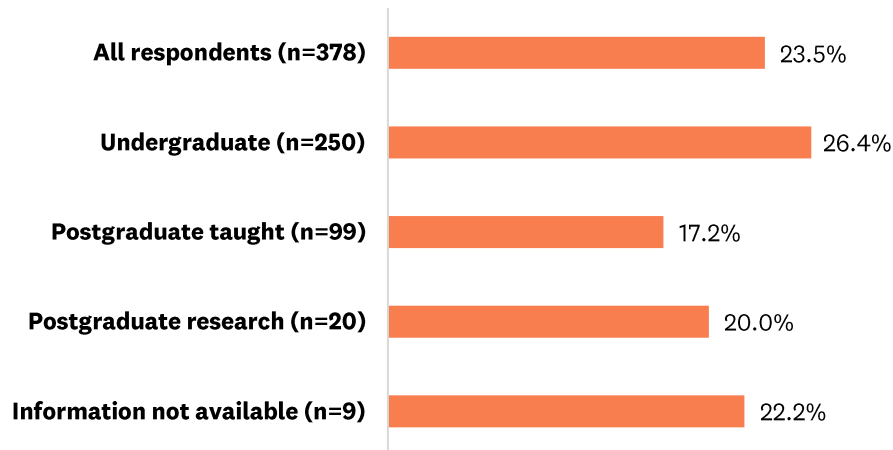
### c. Level of study

What do you think KSU is here to do?

| Level of study                   | Top 3 answers                                                                                                                                                                                                                                         |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)          | <ol style="list-style-type: none"> <li>1. Represent you (46.2%)</li> <li>2. Run events (41.5%)</li> <li>3. Support student societies and sports clubs (40.2%)</li> </ol>                                                                              |
| Undergraduate (n=579)            | <ol style="list-style-type: none"> <li>1. Represent you (45.1%)</li> <li>2. Run events (42.0%)</li> <li>3. Support student societies and sports clubs (40.6%)</li> </ol>                                                                              |
| Postgraduate taught (n=181)      | <ol style="list-style-type: none"> <li>1. Represent you (46.4%)</li> <li>2. Run events (42.5%)</li> <li>3. Support student societies and sports clubs (39.8%)</li> </ol>                                                                              |
| Postgraduate research (n=37)     | <ol style="list-style-type: none"> <li>1. Represent you and campaign on student issues (62.2% each)</li> <li>2. Support student societies and sports clubs (35.1%)</li> <li>3. Give non-academic advice to you and run events (32.4% each)</li> </ol> |
| Information not available (n=11) | <ol style="list-style-type: none"> <li>1. Represent you and support student societies and sports clubs (45.5% each)</li> <li>2. Campaign on student issues (36.4%)</li> <li>3. Give non-academic advice to you and run events (27.3% each)</li> </ol> |

Table 18. Top three answers for 'What do you think KSU is here to do?' by level of study

### Can't afford membership fees for societies and sports clubs



Graph 21. 'I can't afford the membership fees (for societies and sports clubs)' by level of study

### Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                           | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|---------------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                           | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| UG                        | 85.4                                     | 56.1                                                                 | 76.3                                    | 83.1                                                          | 91.9                                                   |
| PGT                       | 83.7                                     | 56.7                                                                 | 81.9                                    | 85.5                                                          | 93.9                                                   |
| PGR                       | 73.0                                     | 40.5                                                                 | 69.4                                    | 72.2                                                          | 74.3                                                   |
| Information not available | 81.8                                     | 66.7                                                                 | 100.0                                   | 66.7                                                          | 88.9                                                   |
| <b>Total</b>              | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 19. Percentage of students by level of study who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

### Statements related to trust in KSU

|                           | % Agree                          |               |                     |
|---------------------------|----------------------------------|---------------|---------------------|
|                           | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| UG                        | 81.4                             | 91.5          | 93.0                |
| PGT                       | 91.5                             | 95.7          | 93.9                |
| PGR                       | 74.3                             | 82.9          | 85.7                |
| Information not available | 77.8                             | 100.0         | 100.0               |
| <b>Total</b>              | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 20. Percentage of students by level of study who agreed to statements related to trust in KSU

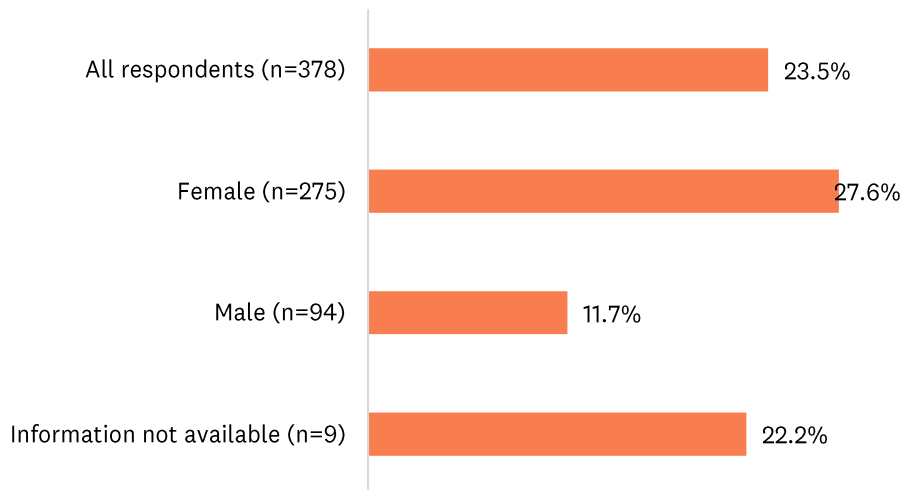
#### d. Gender

What do you think KSU is here to do?

| Gender                           | Top 3 answers                                                                                                                                                 |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)          | 1. Represent you (46.2%)<br>2. Run events (41.5%)<br>3. Support student societies and sports clubs (40.2%)                                                    |
| Female (n=571)                   | 1. Represent you (45.4%)<br>2. Support student societies and sports clubs (43.4%)<br>3. Run events (42.4%)                                                    |
| Male (n=226)                     | 1. Represent you (48.2%)<br>2. Run events (40.3%)<br>3. Give academic advice to you (33.2%)                                                                   |
| Other (n=1)                      | Provide student jobs and provide employability opportunities (100% each)                                                                                      |
| Information not available (n=10) | 1. Represent you and support student societies and sports clubs (50% each)<br>2. Campaign on student issues (40%)<br>3. Give non-academic advice to you (30%) |

Table 21. Top three answers for 'What do you think KSU is here to do?' by gender

Can't afford membership fees for societies and sports clubs



Graph 22. 'I can't afford the membership fees (for societies and sports clubs)' by gender

Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|        | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|--------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|        | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Female | 84.6                                     | 53.8                                                                 | 78.3                                    | 83.9                                                          | 91.7                                                   |
| Male   | 84.3                                     | 59.6                                                                 | 74.9                                    | 81.6                                                          | 91.5                                                   |
| Other  | 0.0                                      | 0.0                                                                  | 0.0                                     | 0.0                                                           | 0.0                                                    |

|                           | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|---------------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                           | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Information not available | 80.0                                     | 75.0                                                                 | 100.0                                   | 62.5                                                          | 87.5                                                   |
| <b>Total</b>              | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 22. Percentage of students by gender who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

#### Statements related to trust in KSU

|                           | % Agree                          |               |                     |
|---------------------------|----------------------------------|---------------|---------------------|
|                           | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Female                    | 82.5                             | 91.8          | 93.2                |
| Male                      | 85.8                             | 92.9          | 92.5                |
| Other                     | 100.0                            | 0.0           | 0.0                 |
| Information not available | 75.0                             | 100.0         | 100.0               |
| <b>Total</b>              | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 23. Percentage of students by gender who agreed to statements related to trust in KSU

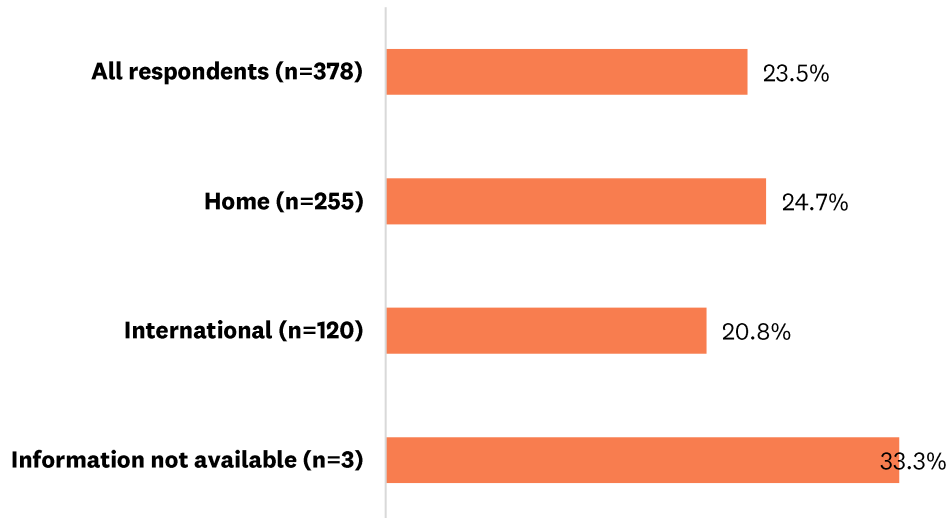
#### e. Fee status

##### What do you think KSU is here to do?

| Fee status                      | Top 3 answers                                                                                                                                                                                                                                                        |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)         | <ol style="list-style-type: none"> <li>1. Represent you (46.2%)</li> <li>2. Run events (41.5%)</li> <li>3. Support student societies and sports clubs (40.2%)</li> </ol>                                                                                             |
| Home (n=569)                    | <ol style="list-style-type: none"> <li>1. Represent you (46.2%)</li> <li>2. Run events (41.3%)</li> <li>3. Support student societies and sports clubs (39.9%)</li> </ol>                                                                                             |
| International (n=235)           | <ol style="list-style-type: none"> <li>1. Represent you (46%)</li> <li>2. Run events (42.1%)</li> <li>3. Support student societies and sports clubs (41.7%)</li> </ol>                                                                                               |
| Information not available (n=4) | <ol style="list-style-type: none"> <li>1. Campaign on student issues and signpost to other services (75% each)</li> <li>2. Give academic advice to you and represent you (50% each)</li> <li>3. Give non-academic advice to you and run events (25% each)</li> </ol> |

Table 24. Top three answers for 'What do you think KSU is here to do?' by fee status

### Can't afford membership fees for societies and sports clubs



Graph 23. 'I can't afford the membership fees (for societies and sports clubs)' by fee status

### Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                           | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|---------------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                           | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Home                      | 83.9                                     | 54.3                                                                 | 76.4                                    | 82.4                                                          | 91.4                                                   |
| International             | 86.2                                     | 58.9                                                                 | 80.7                                    | 84.3                                                          | 91.9                                                   |
| Information not available | 50.0                                     | 50.0                                                                 | 50.0                                    | 75.0                                                          | 75.0                                                   |
| <b>Total</b>              | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 25. Percentage of students by fee status who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

### Statements related to trust in KSU

|                           | % Agree                          |               |                     |
|---------------------------|----------------------------------|---------------|---------------------|
|                           | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Home                      | 82.0                             | 92.5          | 93.5                |
| International             | 86.6                             | 91.4          | 91.9                |
| Information not available | 75.0                             | 75.0          | 75.0                |
| <b>Total</b>              | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 26. Percentage of students by fee status who agreed to statements related to trust in KSU

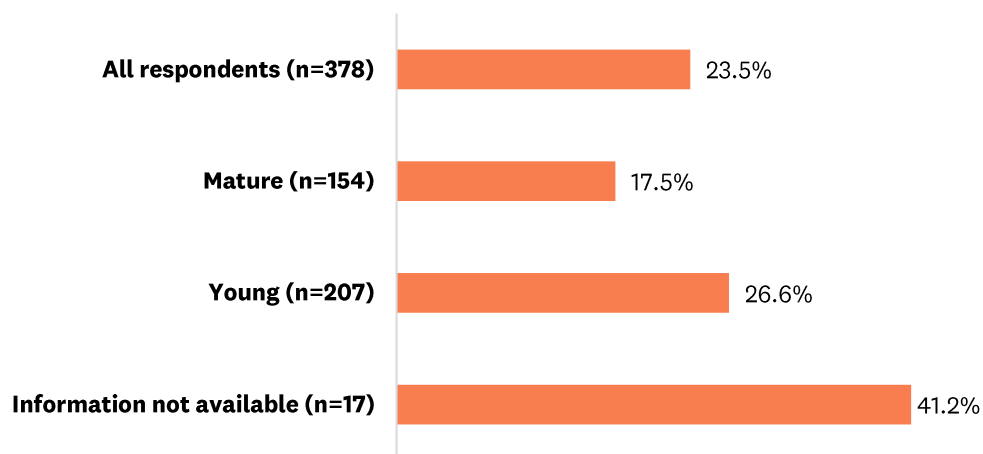
## f. Age range

What do you think KSU is here to do?

| Age range                        | Top 3 answers                                                                                                              |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)          | 1. Represent you (46.2%)<br>2. Run events (41.5%)<br>3. Support student societies and sports clubs (40.2%)                 |
| Mature (n=330)                   | 1. Represent you (48.2%)<br>2. Support student societies and sports clubs (41.2%)<br>3. Campaign on student issues (39.1%) |
| Young (n=449)                    | 1. Run events (47%)<br>2. Represent you (44.5%)<br>3. Support student societies and sports clubs (39.4%)                   |
| Information not available (n=29) | 1. Represent you (48.3%)<br>2. Campaign on student issues (44.8%)<br>3. Support student societies and sports clubs (41.4%) |

Table 27. Top three answers for 'What do you think KSU is here to do?' by age range

Can't afford membership fees for societies and sports clubs



Graph 24. 'I can't afford the membership fees (for societies and sports clubs)' by age range

Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                           | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|---------------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                           | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Mature                    | 78.2                                     | 54.5                                                                 | 71.6                                    | 80.3                                                          | 87.2                                                   |
| Young                     | 89.3                                     | 55.4                                                                 | 81.1                                    | 85.0                                                          | 94.6                                                   |
| Information not available | 79.3                                     | 72.0                                                                 | 92.0                                    | 80.0                                                          | 92.0                                                   |
| <b>Total</b>              | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 28. Percentage of students by age range who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

Statements related to trust in KSU

|                           | % Agree                          |               |                     |
|---------------------------|----------------------------------|---------------|---------------------|
|                           | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Mature                    | 80.0                             | 90.5          | 91.1                |
| Young                     | 85.2                             | 93.1          | 94.1                |
| Information not available | 92.0                             | 96.0          | 96.0                |
| <b>Total</b>              | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 29. Percentage of students by age range who agreed to statements related to trust in KSU

**g. Travel time to campus**

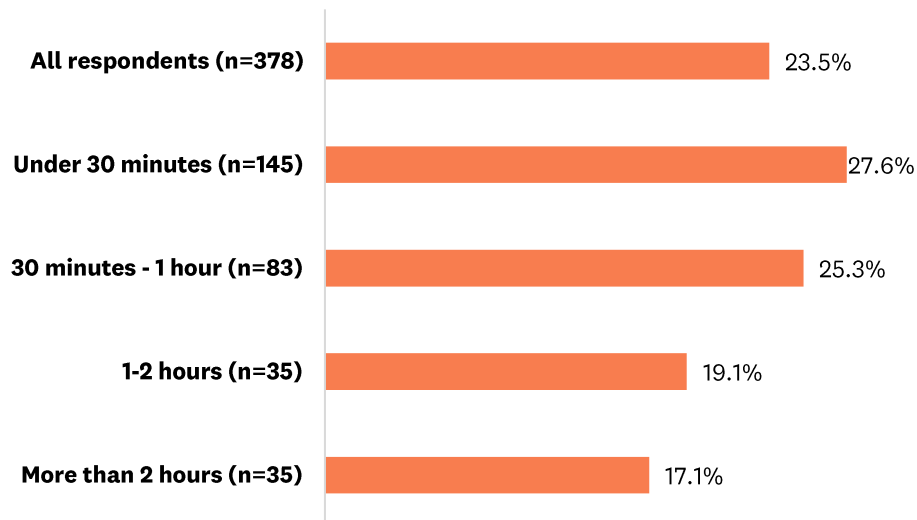
What do you think KSU is here to do?

| Travel time to campus       | Top 3 answers                                                                                                                                                                                              |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)     | <ol style="list-style-type: none"> <li>1. Represent you (46.2%)</li> <li>2. Run events (41.5%)</li> <li>3. Support student societies and sports clubs (40.2%)</li> </ol>                                   |
| Under 30 minutes (n=312)    | <ol style="list-style-type: none"> <li>1. Support student societies and sports clubs (45.5%)</li> <li>2. Run events (45.2%)</li> <li>3. Represent you (43.3%)</li> </ol>                                   |
| 30 minutes – 1 hour (n=189) | <ol style="list-style-type: none"> <li>1. Represent you (47.6%)</li> <li>2. Campaign on student issues (39.2%)</li> <li>3. Support student societies and sports clubs (36%)</li> </ol>                     |
| 1 – 2 hours (n=248)         | <ol style="list-style-type: none"> <li>1. Represent you (48%)</li> <li>2. Run events (40.7%)</li> <li>3. Campaign on student issues and support student societies and sports clubs (37.1% each)</li> </ol> |
| More than 2 hours (n=59)    | <ol style="list-style-type: none"> <li>1. Represent you (49.2%)</li> <li>2. Run events (44.1%)</li> </ol>                                                                                                  |

| Travel time to campus | Top 3 answers                                                                           |
|-----------------------|-----------------------------------------------------------------------------------------|
|                       | 3. Campaign on student issues and support student societies and sports clubs (39% each) |

Table 30. Top three answers for 'What do you think KSU is here to do?' by travel time to campus

Can't afford membership fees for societies and sports clubs



Graph 25. 'I can't afford the membership fees (for societies and sports clubs)' by travel time to campus

Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                   | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|-------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                   | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Under 30 mins     | 84.8                                     | 53.1                                                                 | 73.9                                    | 82.8                                                          | 90.9                                                   |
| 30 mins-1 hour    | 84.0                                     | 55.7                                                                 | 78.2                                    | 81.5                                                          | 90.4                                                   |
| 1-2 hours         | 85.7                                     | 59.0                                                                 | 78.5                                    | 82.2                                                          | 92.6                                                   |
| More than 2 hours | 78.0                                     | 53.6                                                                 | 88.9                                    | 90.7                                                          | 92.5                                                   |
| <b>Total</b>      | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 31. Percentage of students by travel time to campus who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

### Statements related to trust in KSU

|                   | % Agree                          |               |                     |
|-------------------|----------------------------------|---------------|---------------------|
|                   | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Under 30 mins     | 81.5                             | 92.0          | 91.6                |
| 30 mins-1 hour    | 84.7                             | 90.4          | 91.0                |
| 1-2 hours         | 84.0                             | 93.9          | 96.1                |
| More than 2 hours | 84.9                             | 90.6          | 92.5                |
| <b>Total</b>      | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 32. Percentage of students by travel time to campus who agreed to statements related to trust in KSU

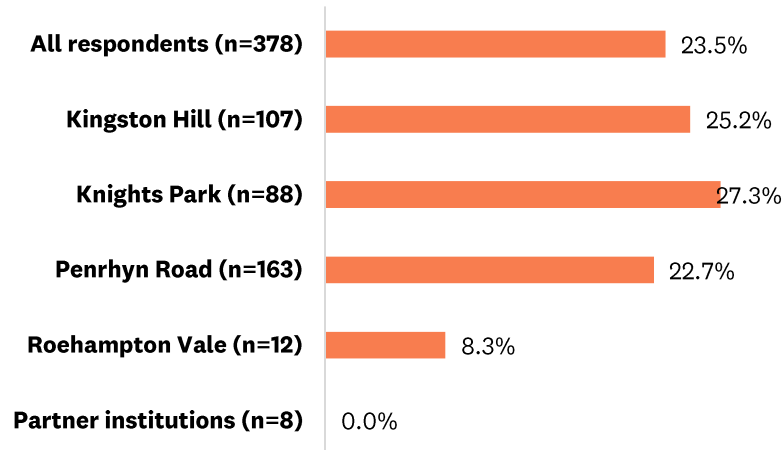
### h. Campus

What do you think KSU is here to do?

| Campus                      | Top 3 answers                                                                                                                                                                                                                              |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)     | <ol style="list-style-type: none"> <li>1. Represent you (46.2%)</li> <li>2. Run events (41.5%)</li> <li>3. Support student societies and sports clubs (40.2%)</li> </ol>                                                                   |
| Kingston Hill (n=219)       | <ol style="list-style-type: none"> <li>1. Represent you (49.8%)</li> <li>2. Campaign on student issues (39.7%)</li> <li>3. Support student societies and sports clubs (38.8%)</li> </ol>                                                   |
| Knights Park (n=160)        | <ol style="list-style-type: none"> <li>1. Run events (55.6%)</li> <li>2. Represent you (43.1%)</li> <li>3. Support student societies and sports clubs (42.5%)</li> </ol>                                                                   |
| Penrhyn Road (n=376)        | <ol style="list-style-type: none"> <li>1. Represent you (43.9%)</li> <li>2. Run events (43.4%)</li> <li>3. Support student societies and sports clubs (41.2%)</li> </ol>                                                                   |
| Roehampton Vale (n=37)      | <ol style="list-style-type: none"> <li>1. Represent you (59.5%)</li> <li>2. Give academic advice to you, run events, and support student societies and sports clubs (29.7% each)</li> <li>3. Campaign on student issues (24.3%)</li> </ol> |
| Partner institutions (n=16) | <ol style="list-style-type: none"> <li>1. Represent you (50%)</li> <li>2. Campaign on student issues (43.8%)</li> <li>3. Support student societies and sports clubs (37.5%)</li> </ol>                                                     |

Table 33. Top three answers for 'What do you think KSU is here to do?' by campus

### Can't afford membership fees for societies and sports clubs



Graph 26. 'I can't afford the membership fees (for societies and sports clubs)' by campus

### Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                      | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|----------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                      | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Kingston Hill        | 85.7                                     | 59.3                                                                 | 80.0                                    | 80.7                                                          | 95.5                                                   |
| Knights Park         | 85.5                                     | 51.3                                                                 | 74.2                                    | 85.2                                                          | 90.4                                                   |
| Penrhyn Rd           | 83.6                                     | 54.8                                                                 | 78.4                                    | 83.0                                                          | 89.1                                                   |
| Roehampton Vale      | 80.6                                     | 57.1                                                                 | 68.6                                    | 80.0                                                          | 94.3                                                   |
| Partner institutions | 81.3                                     | 62.5                                                                 | 75.0                                    | 93.3                                                          | 92.9                                                   |
| <b>Total</b>         | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 34. Percentage of students by campus who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

### Statements related to trust in KSU

|                      | % Agree                          |               |                     |
|----------------------|----------------------------------|---------------|---------------------|
|                      | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Kingston Hill        | 83.6                             | 95.0          | 95.5                |
| Knights Park         | 82.2                             | 91.1          | 93.2                |
| Penrhyn Rd           | 83.2                             | 90.9          | 91.5                |
| Roehampton Vale      | 85.7                             | 91.4          | 94.3                |
| Partner institutions | 85.7                             | 92.9          | 85.7                |
| <b>Total</b>         | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 35. Percentage of students by campus who agreed to statements related to trust in KSU

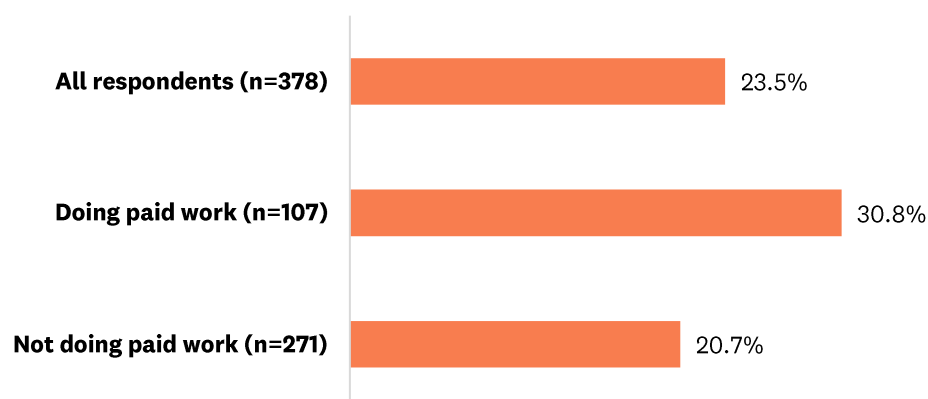
### i. Work alongside study

What do you think KSU is here to do?

| Work alongside study                        | Top 3 answers                                                                                              |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)                     | 1. Represent you (46.2%)<br>2. Run events (41.5%)<br>3. Support student societies and sports clubs (40.2%) |
| Doing paid work alongside study (n=231)     | 1. Represent you (48.1%)<br>2. Support student societies and sports clubs (46.8%)<br>3. Run events (42%)   |
| Not doing paid work alongside study (n=577) | 1. Represent you (45.4%)<br>2. Run events (41.2%)<br>3. Support student societies and sports clubs (37.6%) |

Table 36. Top three answers for 'What do you think KSU is here to do?' by work alongside study

Can't afford membership fees for societies and sports clubs



Graph 27. 'I can't afford the membership fees (for societies and sports clubs)' by work alongside study

Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                     | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|---------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                     | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Doing paid work     | 78.3                                     | 45.3                                                                 | 71.8                                    | 75.1                                                          | 85.4                                                   |
| Not doing paid work | 86.8                                     | 59.8                                                                 | 79.8                                    | 86.1                                                          | 93.9                                                   |
| <b>Total</b>        | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 37. Percentage of students by work alongside study who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

### Statements related to trust in KSU

|                     | % Agree                          |               |                     |
|---------------------|----------------------------------|---------------|---------------------|
|                     | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Doing paid work     | 75.6                             | 87.8          | 91.1                |
| Not doing paid work | 86.4                             | 93.8          | 93.7                |
| <b>Total</b>        | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 38. Percentage of students by work alongside study who agreed to statements related to trust in KSU

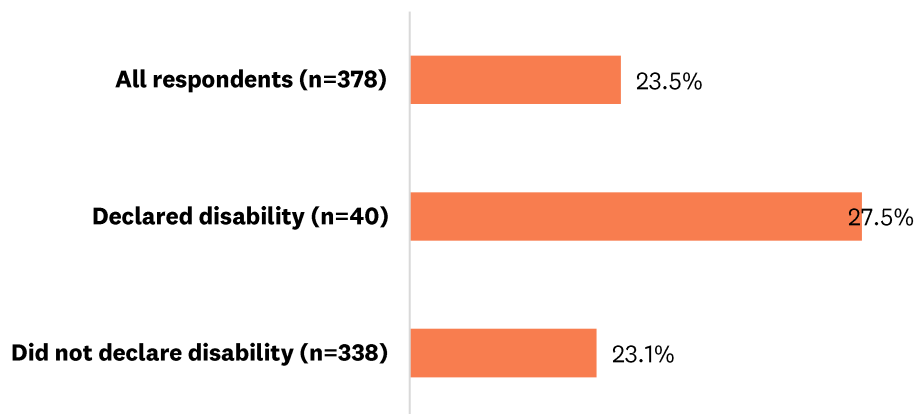
### j. Disability

#### What do you think KSU is here to do?

| Disability                         | Top 3 answers                                                                                              |
|------------------------------------|------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)            | 1. Represent you (46.2%)<br>2. Run events (41.5%)<br>3. Support student societies and sports clubs (40.2%) |
| Declared disability (n=78)         | 1. Represent you (58.2%)<br>2. Run events (46.9%)<br>3. Campaign on student issues (37.8%)                 |
| Did not declare disability (n=710) | 1. Represent you (44.5%)<br>2. Run events (40.7%)<br>3. Support student societies and sports clubs (41.0%) |

Table 39. Top three answers for 'What do you think KSU is here to do?' by disability

#### Can't afford membership fees for societies and sports clubs



Graph 40. 'I can't afford the membership fees (for societies and sports clubs)' by disability

Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                            | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|----------------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                            | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Declared disability        | 73.5                                     | 41.5                                                                 | 71.1                                    | 73.9                                                          | 80.7                                                   |
| Did not declare disability | 85.9                                     | 57.5                                                                 | 78.3                                    | 84.0                                                          | 92.9                                                   |
| <b>Total</b>               | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 40. Percentage of students by disability who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

Statements related to trust in KSU

|                            | % Agree                          |               |                     |
|----------------------------|----------------------------------|---------------|---------------------|
|                            | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Declared disability        | 72.7                             | 81.8          | 86.4                |
| Did not declare disability | 84.7                             | 93.5          | 93.8                |
| <b>Total</b>               | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 41. Percentage of students by disability who agreed to statements related to trust in KSU

**k. Involvement with societies/sports clubs**

What do you think KSU is here to do?

| Involvement with societies/sports clubs                     | Top 3 answers                                                                                              |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| All respondents (n=808)                                     | 1. Represent you (46.2%)<br>2. Run events (41.5%)<br>1. Support student societies and sports clubs (40.2%) |
| Been involved with societies and sports clubs (n=274)       | 1. Support student societies and sports clubs (51.1%)<br>2. Represent you (44.9%)<br>3. Run events (40.1%) |
| Never been involved with societies and sports clubs (n=380) | 1. Represent you (46.3%)<br>2. Run events (43.7%)<br>3. Campaign on student issues (38.7%)                 |

Table 42. Top three answers for 'What do you think KSU is here to do?' by involvement with societies and sports clubs

Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                                                   | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|---------------------------------------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                                                   | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Been involved with societies & sports clubs       | 89.1                                     | 62.6                                                                 | 79.6                                    | 84.5                                                          | 92.6                                                   |
| Never been involved with societies & sports clubs | 85.3                                     | 55.1                                                                 | 77.1                                    | 83.0                                                          | 92.1                                                   |
| <b>Total</b>                                      | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 43. Percentage of students by involvement with societies and sports clubs who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

Statements related to trust in KSU

|                                                   | % Agree                          |               |                     |
|---------------------------------------------------|----------------------------------|---------------|---------------------|
|                                                   | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Been involved with societies & sports clubs       | 86.0                             | 92.6          | 92.6                |
| Never been involved with societies & sports clubs | 83.1                             | 93.5          | 94.4                |
| <b>Total</b>                                      | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 44. Percentage of students by involvement with societies and sports clubs who agreed to statements related to trust in KSU

**I. Have course friends**

Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                             | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|-----------------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                             | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Have course friends         | 87.4                                     | 56.1                                                                 | 78.4                                    | 84.2                                                          | 92.6                                                   |
| Did not have course friends | 59.5                                     | 50.0                                                                 | 68.2                                    | 69.2                                                          | 79.7                                                   |
| <b>Total</b>                | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 45. Percentage of students by course friendship who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

### Statements related to trust in KSU

|                             | % Agree                          |               |                     |
|-----------------------------|----------------------------------|---------------|---------------------|
|                             | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Have course friends         | 84.5                             | 92.9          | 93.5                |
| Did not have course friends | 70.3                             | 84.4          | 87.5                |
| <b>Total</b>                | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 46. Percentage of students by course friendship who agreed to statements related to trust in KSU

### m. Academic reps

### Statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

|                   | % Agree                                  |                                                                      |                                         |                                                               |                                                        |
|-------------------|------------------------------------------|----------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
|                   | 'I feel part of a community at Kingston' | 'I have had the opportunity to feed into KSU campaigns and projects' | 'I feel my voice has been heard by KSU' | 'I feel that KSU has effectively represented or met my needs' | 'In general, am satisfied with my experience with KSU' |
| Academic reps     | 92.0                                     | 63.1                                                                 | 88.9                                    | 87.6                                                          | 95.1                                                   |
| Not academic reps | 83.4                                     | 54.7                                                                 | 76.1                                    | 82.3                                                          | 91.0                                                   |
| <b>Total</b>      | <b>84.4</b>                              | <b>55.6</b>                                                          | <b>77.5</b>                             | <b>82.9</b>                                                   | <b>91.4</b>                                            |

Table 47. Percentage of students by involvement as academic reps who agreed to statements related to Bespoke Offer, Impactful Advocates, and general satisfaction

### Statements related to trust in KSU

|                   | % Agree                          |               |                     |
|-------------------|----------------------------------|---------------|---------------------|
|                   | 'I trust the Sabbatical Officer' | 'I trust KSU' | 'I trust KSU staff' |
| Academic reps     | 87.7                             | 91.4          | 92.6                |
| Not academic reps | 82.7                             | 92.2          | 93.0                |
| <b>Total</b>      | <b>83.3</b>                      | <b>92.1</b>   | <b>92.9</b>         |

Table 48. Percentage of students by involvement as academic reps who agreed to statements related to trust in KSU

## 10. Correlation

We ran a correlation analysis between the variables with agree-disagree scale. Table 48 below shows the variables that have strong correlations with other variables and are statistically significant (Spearman  $r(842) > .600$ ,  $p < .01$ ). Highlighted with pink are variables that strongly correlate with most other variables, which are listed in Table 49.

|    | 1    | 2    | 3    | 4    | 5 | 6    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 14   | 15   | 16   |
|----|------|------|------|------|---|------|------|------|------|------|------|------|------|------|------|------|
| 1  |      | .603 |      |      |   |      |      |      |      |      |      |      |      |      |      |      |
| 2  | .603 |      | .606 |      |   |      |      |      |      |      |      |      |      |      |      |      |
| 3  |      | .606 |      |      |   |      |      |      |      |      |      |      |      |      |      |      |
| 4  |      |      |      |      |   |      | .618 | .616 | .606 |      |      |      |      |      |      |      |
| 5  |      |      |      |      |   |      |      |      |      |      |      |      |      |      |      |      |
| 6  |      |      |      |      |   |      | .691 | .667 | .646 | .640 |      |      |      |      |      |      |
| 7  |      |      |      | .618 |   | .691 |      | .788 | .799 | .690 | .664 | .677 |      |      |      | .672 |
| 8  |      |      |      | .616 |   | .667 | .788 |      | .825 | .729 | .706 | .734 | .607 |      | .642 | .708 |
| 9  |      |      |      | .606 |   | .646 | .799 | .825 |      | .729 | .729 | .740 | .601 |      | .641 | .730 |
| 10 |      |      |      |      |   | .640 | .690 | .729 | .729 |      | .771 | .797 | .633 | .618 | .680 | .735 |
| 11 |      |      |      |      |   |      | .664 | .706 | .729 | .771 |      | .909 | .756 | .735 | .740 | .793 |
| 12 |      |      |      |      |   |      | .677 | .734 | .740 | .797 | .909 |      | .755 | .740 | .775 | .808 |
| 13 |      |      |      |      |   |      |      | .607 | .601 | .633 | .756 | .755 |      | .868 | .717 | .701 |
| 14 |      |      |      |      |   |      |      |      |      | .618 | .735 | .740 | .868 |      | .775 | .683 |
| 15 |      |      |      |      |   |      |      | .642 | .641 | .680 | .740 | .775 | .717 | .775 |      | .752 |
| 16 |      |      |      |      |   |      | .672 | .708 | .730 | .735 | .793 | .808 | .701 | .683 | .752 |      |

Table 49. Correlation matrix of variables.

Variables:

1. KSU communications are relevant to me
2. I find KSU as a space where I can be myself
3. I feel part of a community at Kingston
4. I have had the opportunity to feed into KSU campaigns and projects
5. I know about KSU representation opportunities, such as Officer elections, being a Course Rep, and Student Council
6. I know which students represent me on issues that matter to me (e.g., course reps, school reps, faculty reps, Sabbatical Officers)

7. I feel my voice has been heard by KSU
8. KSU speaks out about issues that matter to me
9. I feel that KSU has effectively represented or met my needs
10. I trust the Sabbatical Officer
11. I trust KSU staff
12. I trust KSU
13. I trust my department
14. I trust my faculty
15. I trust the University
16. In general, I am satisfied with my experience with KSU

|                                                                    |                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>KSU speaks out about issues that matter to me</p>               | <p>Strongly correlates with</p> | <ol style="list-style-type: none"> <li>1. I have had the opportunity to feed into KSU campaigns and projects</li> <li>2. I know which students represent me on issues that matter to me</li> <li>3. I feel my voice has been heard by KSU</li> <li>4. I feel that KSU has effectively represented or met my needs</li> <li>5. I trust the Sabbatical Officer</li> <li>6. I trust KSU staff</li> <li>7. I trust KSU</li> <li>8. I trust my department</li> <li>9. I trust the University</li> <li>10. In general, am satisfied with my experience with KSU</li> </ol> |
| <p>I feel that KSU has effectively represented or met my needs</p> | <p>Strongly correlates with</p> | <ol style="list-style-type: none"> <li>1. I have had the opportunity to feed into KSU campaigns and projects</li> <li>2. I know which students represent me on issues that matter to me</li> <li>3. I feel my voice has been heard by KSU</li> <li>4. KSU speaks out about issues that matter to me</li> <li>5. I trust the Sabbatical Officer</li> <li>6. I trust KSU staff</li> <li>7. I trust KSU</li> <li>8. I trust my department</li> <li>9. I trust the University</li> <li>10. In general, am satisfied with my experience with KSU</li> </ol>               |

|                                |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I trust the Sabbatical Officer | Strongly correlates with | <ol style="list-style-type: none"> <li>1. I know which students represent me on issues that matter to me (e.g., course reps, school reps, faculty reps, Sabbatical Officers)</li> <li>2. I feel my voice has been heard by KSU</li> <li>3. KSU speaks out about issues that matter to me</li> <li>4. I feel that KSU has effectively represented or met my needs</li> <li>5. I trust KSU staff</li> <li>6. I trust KSU</li> <li>7. I trust my department</li> <li>8. I trust my faculty</li> <li>9. I trust the University</li> <li>10. In general, am satisfied with my experience with KSU</li> </ol> |
|--------------------------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

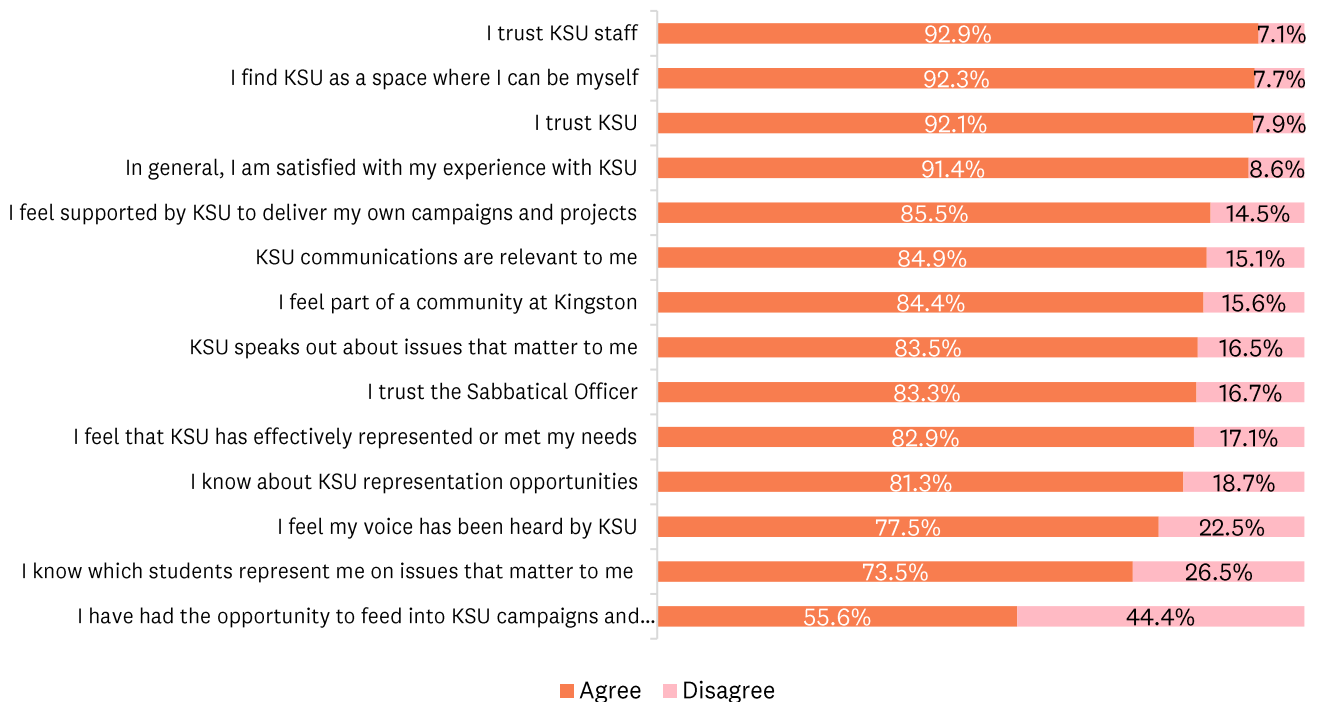
*Table 49. Variables that strongly correlate with most other variables*

Meanwhile, the variable of general satisfaction of KSU strongly correlates with these variables:

- I feel my voice has been heard by KSU
- KSU speaks out about issues that matter to me
- I feel that KSU has effectively represented or met my needs
- I trust the Sabbatical Officer
- I trust KSU staff
- I trust KSU
- I trust my department
- I trust my faculty
- I trust the University

## 11. Summary

Graph 28 below shows a summary of the agreement rates for all statements:



Graph 29. Summary of agreement rate to the statements

The differences across demographic profiles as laid out in Section 9 indicate that these groups of students tend to have lower satisfaction levels across the variables:

1. KSA students
2. Students of White, Mixed, and Other ethnic backgrounds
3. Postgraduate research students
4. Mature students
5. Students at Knights Park and Roehampton Vale campuses
6. Students who do paid work alongside their study
7. Students with disability
8. Students who have not been involved with societies and sports clubs
9. Students who do not have friends on their course
10. Students who have not been involved as academic reps