

LUU Student Outcomes Survey

High Level Results



MOORE Kingston Smith
Nonprofit Advisory

March 2022

Overview

In total, 246 individuals completed the survey: 93 postgraduate, 136 undergraduate and 17 other responses

Data cleaning:

- If no outcomes data was reported or respondent wasn't a Leeds student, response was omitted

The following table shows the number of responses analysed per activity area

Activity area	Number of responses analysed
Clubs and Societies	115
LUU building	160
Events	139
Help and Support	43
Employment	45
Representation and Campaigning	28

Survey questions

Students were asked a series of questions within each of these six LUU activity areas:

- Clubs and Societies
- LUU buildings
- Events
- Help & Support
- Employment (either with or through LUU)
- Representation and Campaigning

Survey questions

Survey questions were asked in two formats:

1.) Rating scale questions

Firstly, respondents were asked to rate a set of changes on a scale of -5 to +5, with -5 indicating a significant negative change and +5 indicating a significant positive change.

- *E.g. Has your feeling of belonging to LUU and the University more generally changed as a result of joining clubs and societies?*

2.) Likert Scale questions:

These questions were asked slightly differently. Students were asked the extent to which they agreed or disagreed with change statements such as:



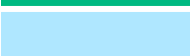


- *Attending LUU events has made me feel more educated and informed*

Outcome averages across activities (excluding Likert scale questions)

Outcomes	Change in friendships and social network	Skills and experience gained - made student any more or less employable	Change in stress levels	Change in fitness and/or physical health levels	Change in loneliness	Feeling of belonging to LUU and the University more generally	Change in feeling empowered	Increased productivity	Mood change	Confidence change	Mental health change	Feeling prepared for after university
Clubs and Societies	2.70	1.65	2.48	1.51	2.26	2.25	1.60	1.67				
Buildings			1.84			1.79						
Events	1.47		2.17			2.14			2.28			
Help & Support										1.81	1.53	
Jobs	2.49	2.58				2.51				2.44		2.00
Representation	2.29	3.11					2.54			3.07		

Key for outcome bar charts (Rating scale questions)

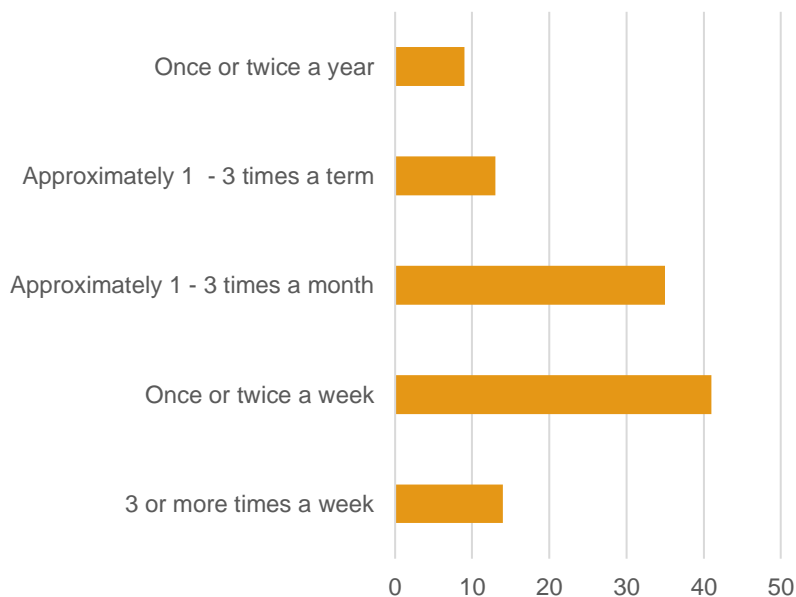
Please note that the key below may help to understand the bar charts on the following pages. The Likert scale stacked charts are self-explanatory

Label	Colour of bar	Amount of change indicated
Responses 4 – 5		Significant change has been experienced
Reponses 2 – 3		A small-medium amount of change has been experienced
Responses -1 to 1		Too small a change in either direction to be deemed material
Responses -2 to -3		A small-medium amount of negative change has been experienced
Responses -4 to -5		A significant amount of negative change has been experienced

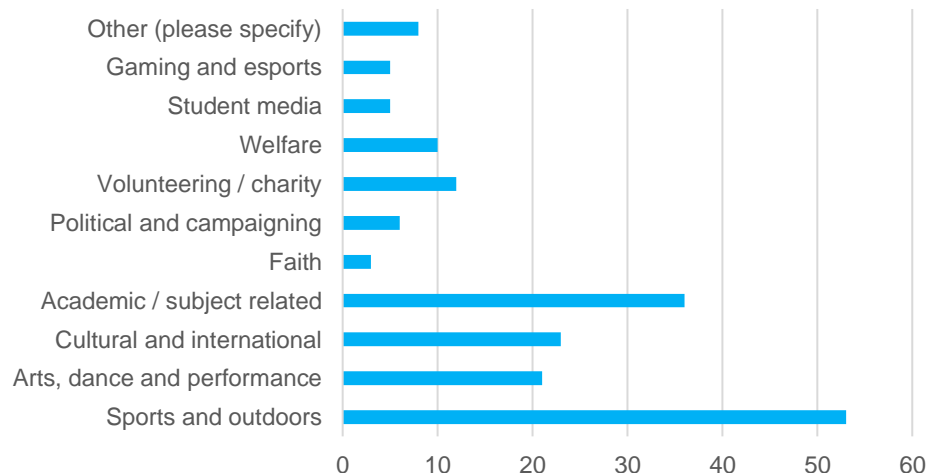
CLUBS AND SOCIETIES

Respondent's experiences of clubs and societies

How regularly do you participate in clubs and/or societies?

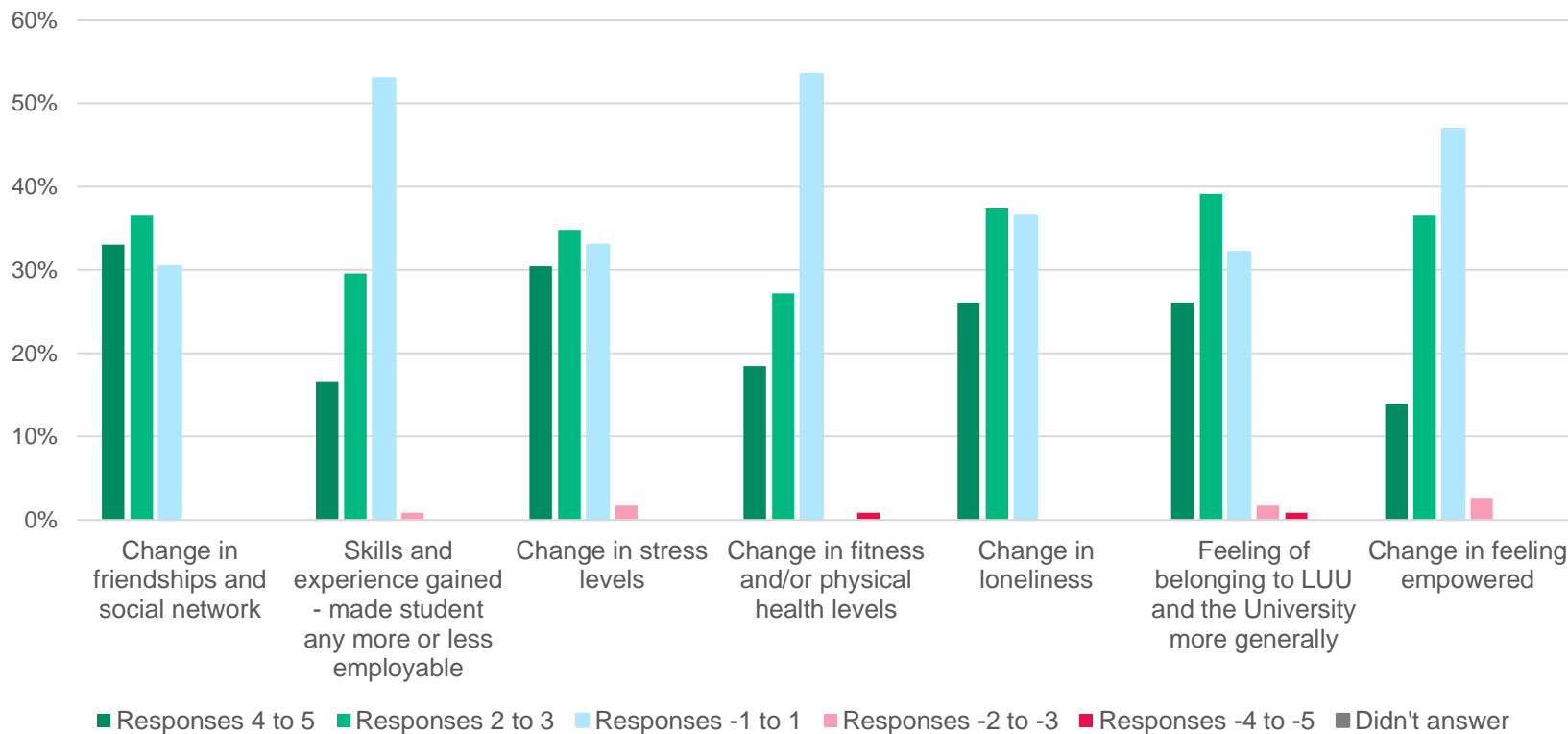


Nature of club/society

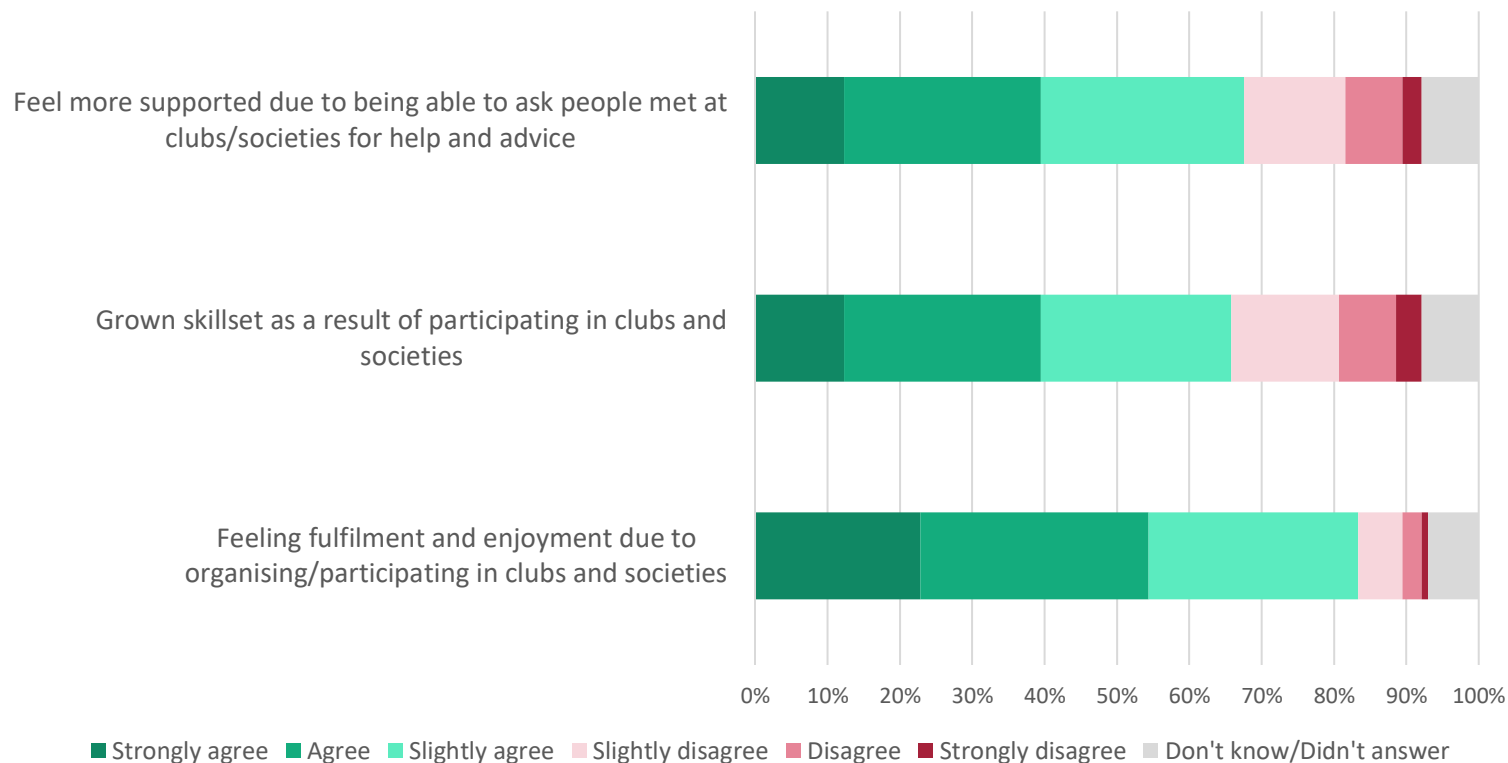


The 'other' category includes health and well-being, yoga; general interests; Green Action and Buddhist Meditation Soc.; Stitch and Bitch; Anime; plant society; Ale.

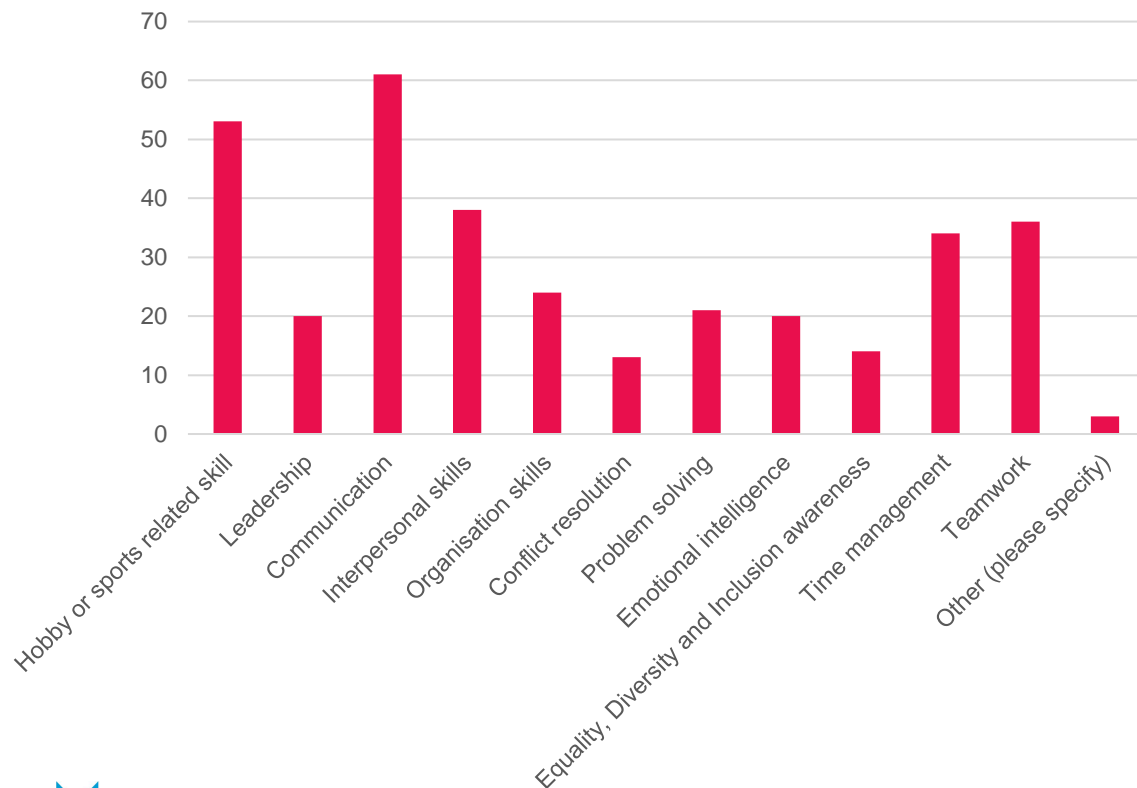
Clubs and Societies: Outcomes 1



Clubs and Societies: Outcomes 2



Types of skills which have been developed



The 'other' category includes software skills and language skills.



Students were also asked about any other changes which they might have experienced:

Positive:

- Certainly less lonely, societies have been a great way to meet friends.
- Willingness to participate

Negative:

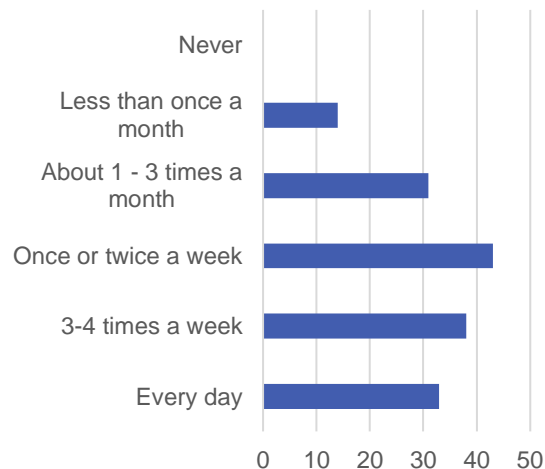
- I have felt worse about my skills and talents



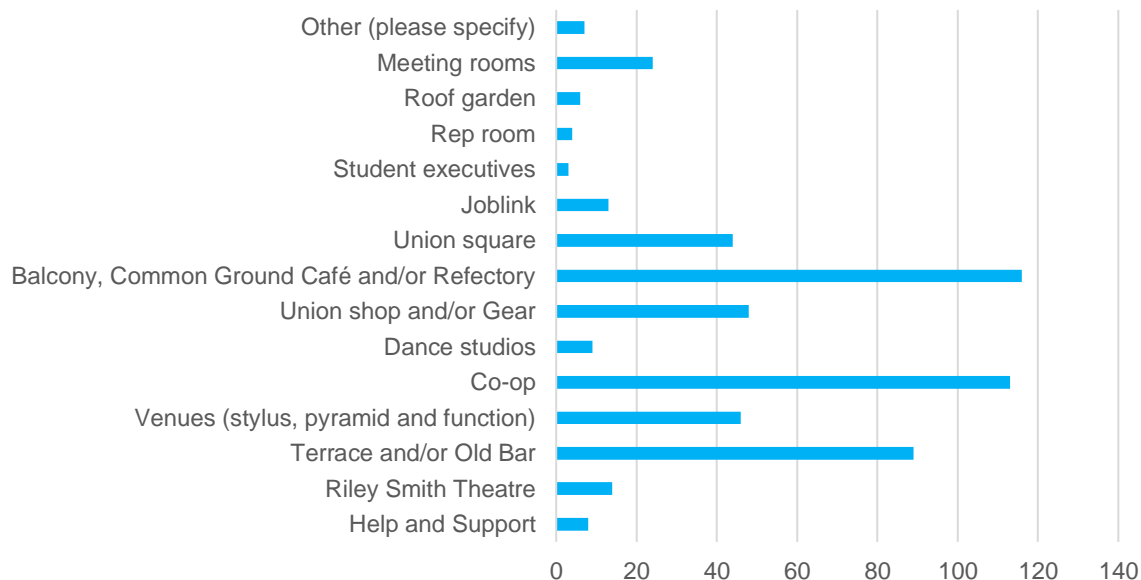
LUU BUILDINGS

Respondent characteristics

How often do you use the LUU building and spaces?

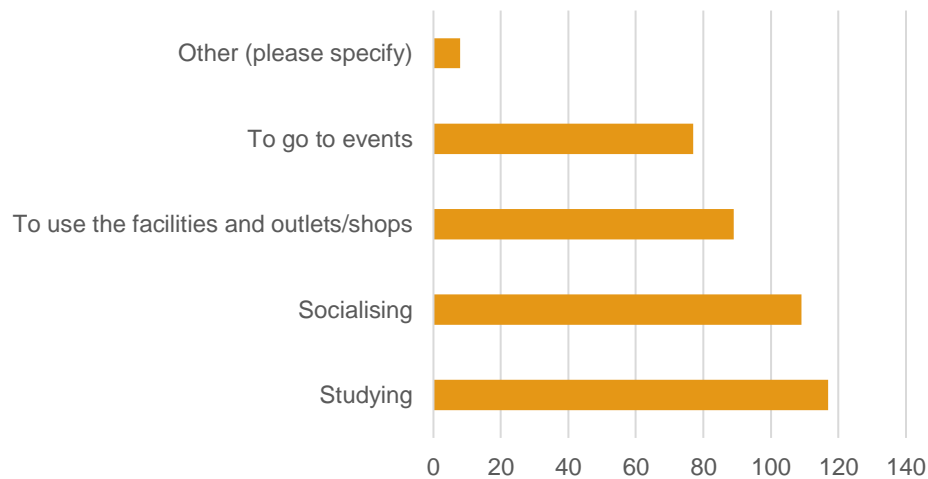


What spaces do you use at LUU?

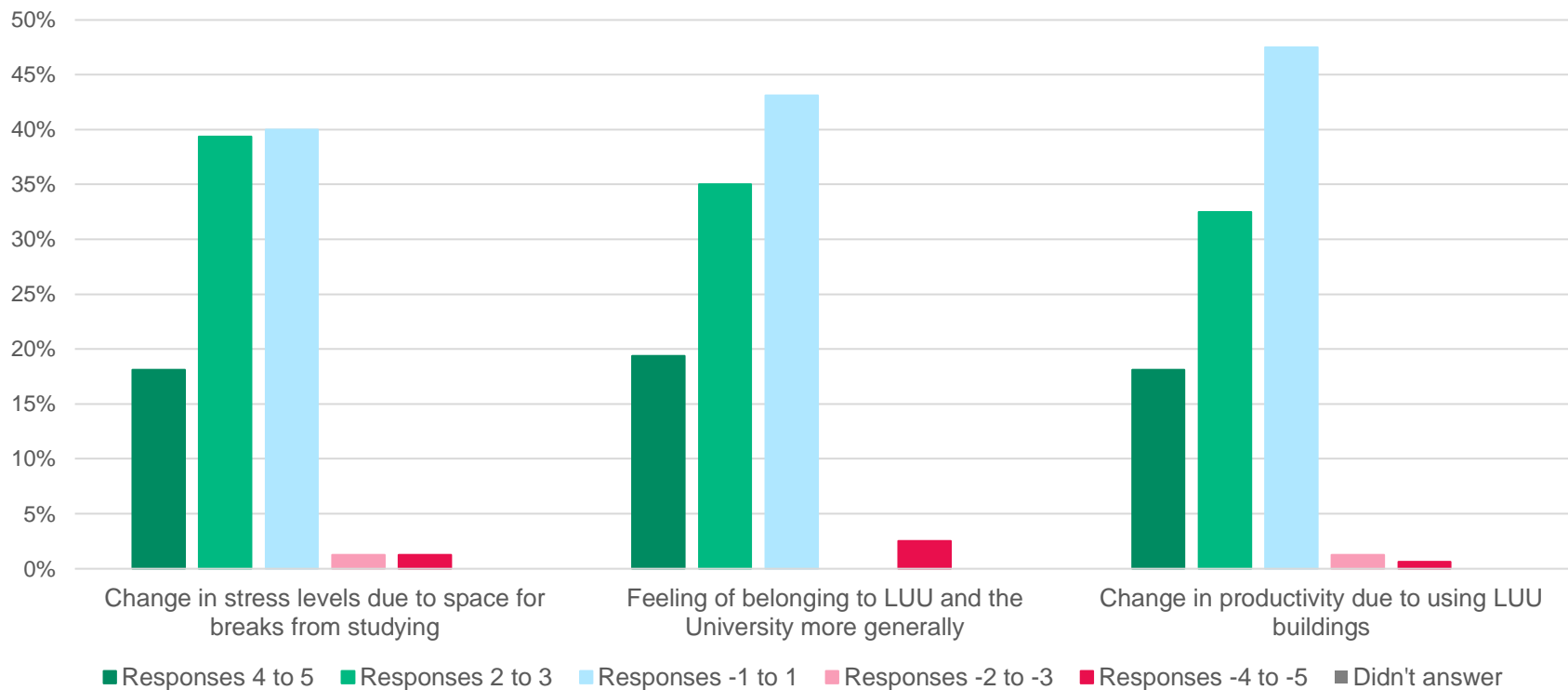


Respondent characteristics continued

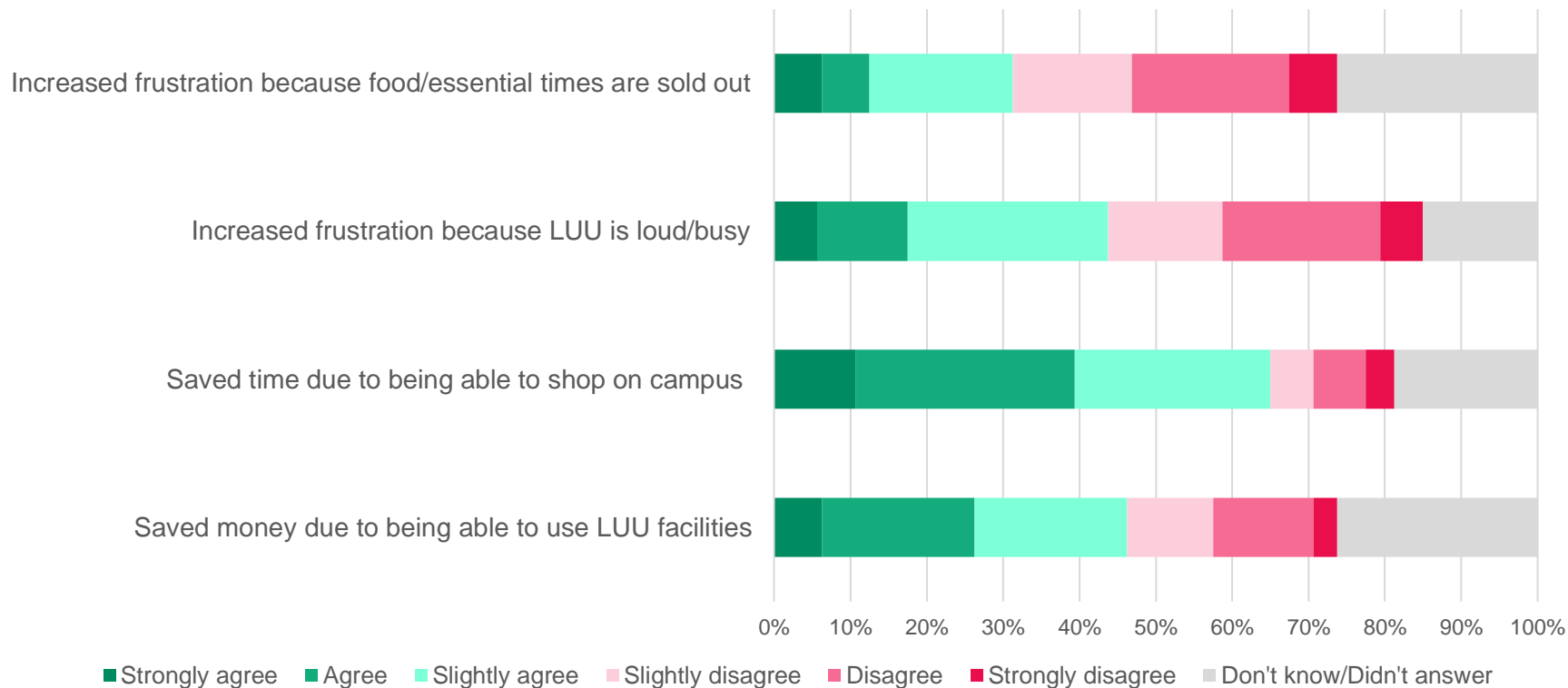
What do you use LUU building and spaces for?



LUU Buildings: Outcomes 1



LUU Buildings: Outcomes 2



Other comments regarding LUU buildings

Students were asked about other changes they may have experienced due to using LUU spaces:



Positive changes

- I am so glad that the traditional staff room is back for staff to use at their convenience, during the pandemic it was in that horrible big room down near pyramid which was always too cold and totally void of any conversation. Although, using the staff room as a green-room for musicians who can be rude to staff trying to get changed for their shifts, for example, is very unhelpful for staff.



Negative changes

- Some seats and sofa at LUU need to be cleaned.
- I would like individual fruit in CO_OP
- More vegan options and less meat for environmental purposes

One theme of the comments was the price of shops at LUU:

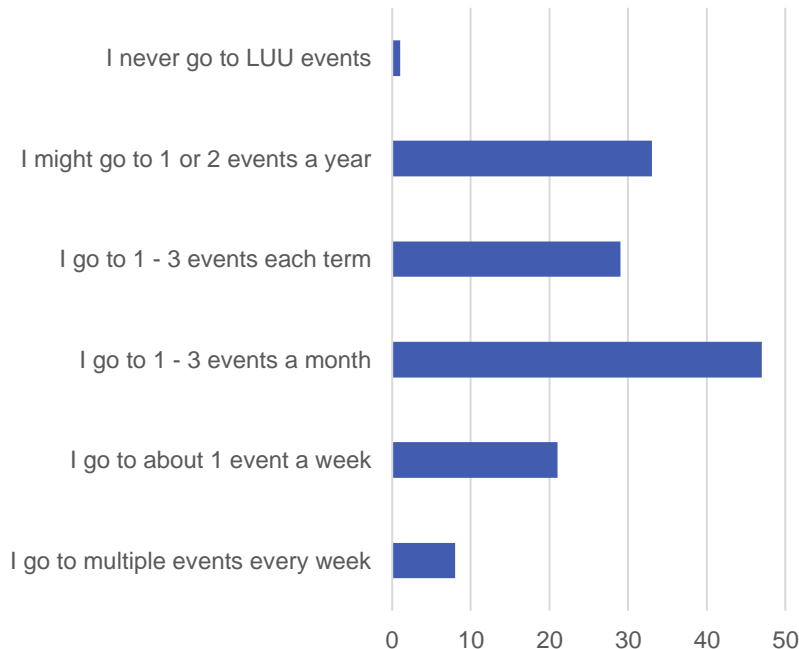
- The food was kinda expensive.
- coop needs to have more affordable vegan options
- Stop hiking prices



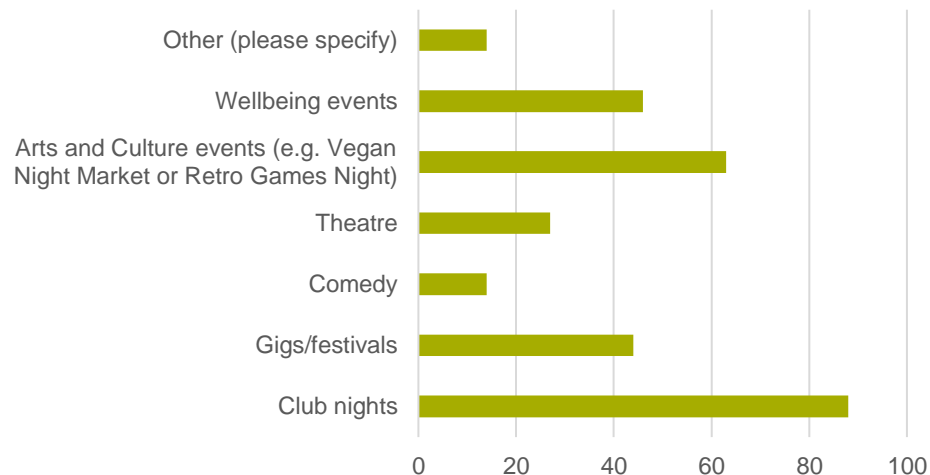
LUU EVENTS

Respondent's experiences of LUU events

How often do you attend LUU events?



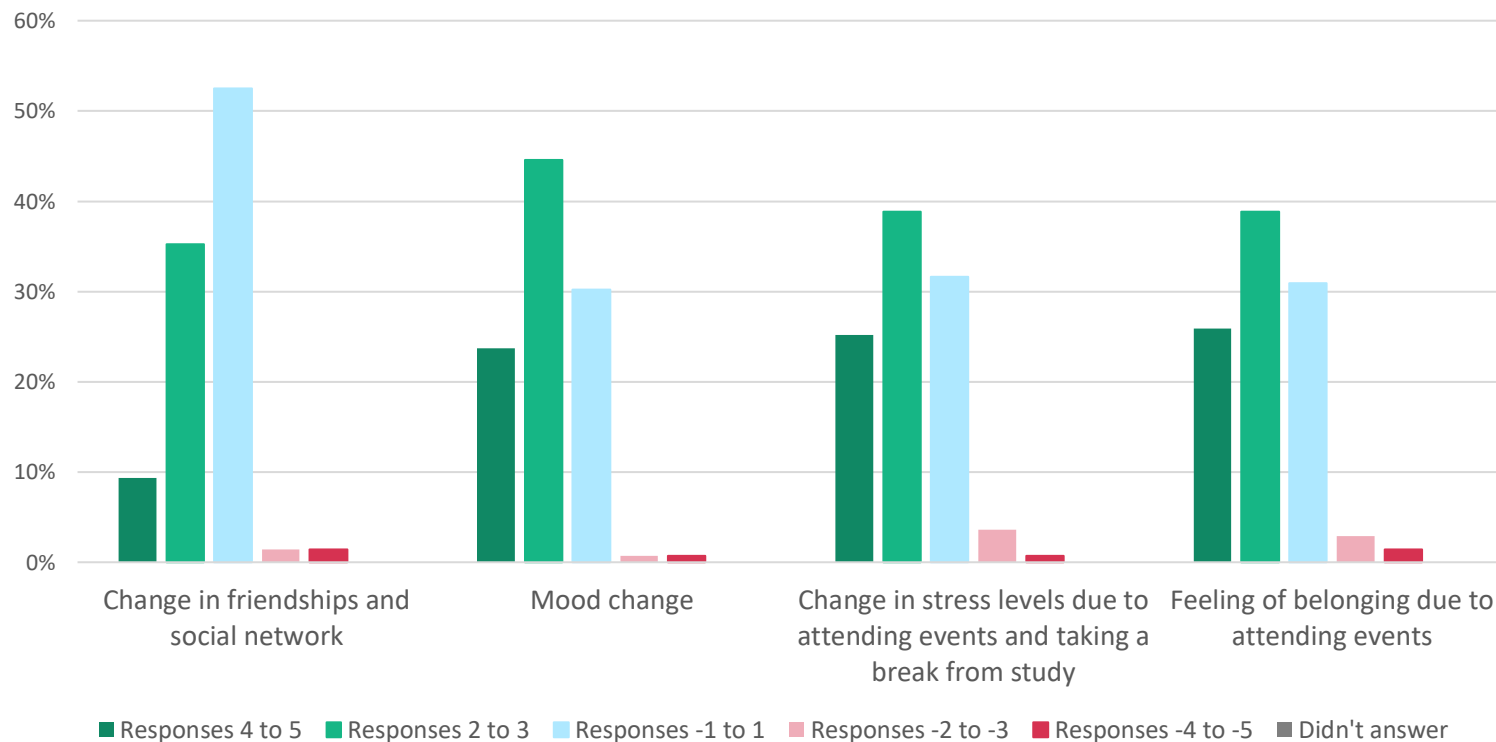
What sort of LUU events do you attend?



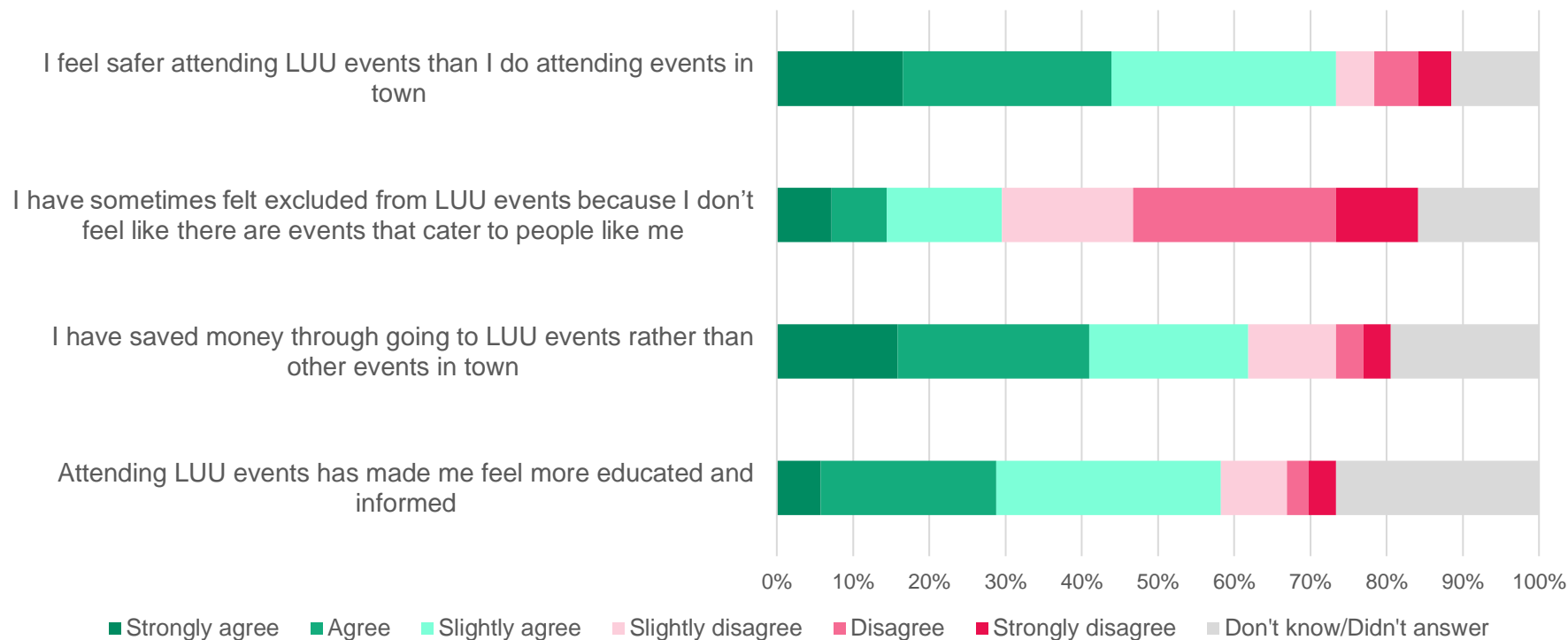
The 'other' category included:

Pub Quiz, day trips, RAG fashion show and blind date charity events, balls, events associated with clubs and societies including walking trips, online social events, student networking.

Events: Outcomes 1



Events: Outcomes 2



Students were asked about other changes they may have experienced due to attending LUU events:



Positive changes

- Boosted mental wellbeing of having a routine and something to look forward to
- More events can be conducted for people from different diversities and be informed of such events. Communication is the key
- I just feel like LUU is the perfect stage for cultural exchange and events obviously encourage this.



Negative changes

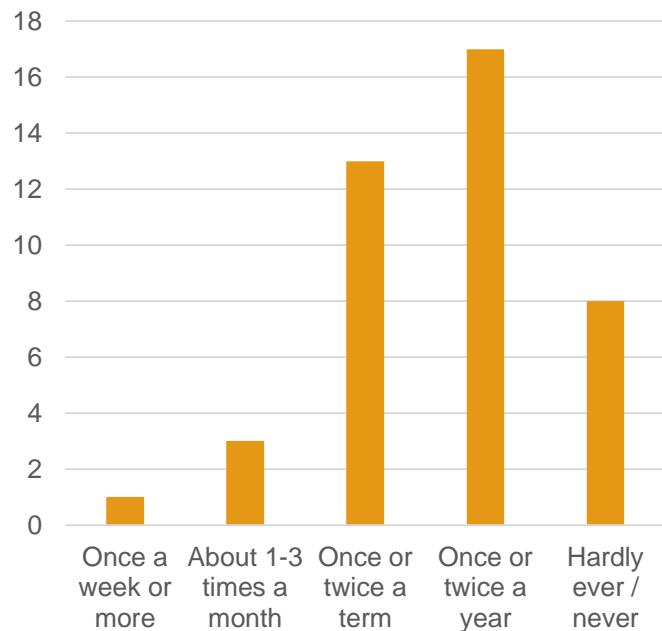
- I just felt more alone and out of place



HELP AND SUPPORT

Respondent use of Help and Support services

How often do you access Help and Support services?

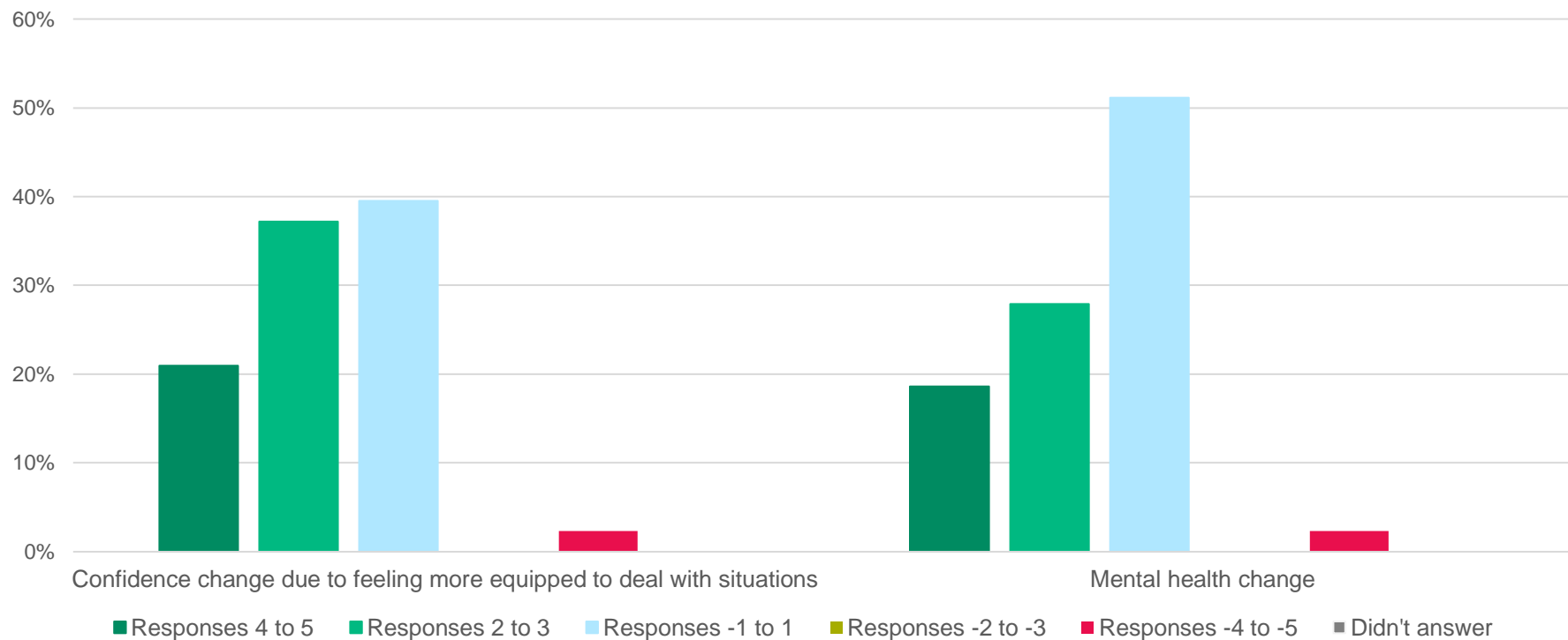


What was the nature of the support that you accessed?



The 'other' category included disability services, student ID cards, and Covid related issues.

Help and Support: Outcomes 1



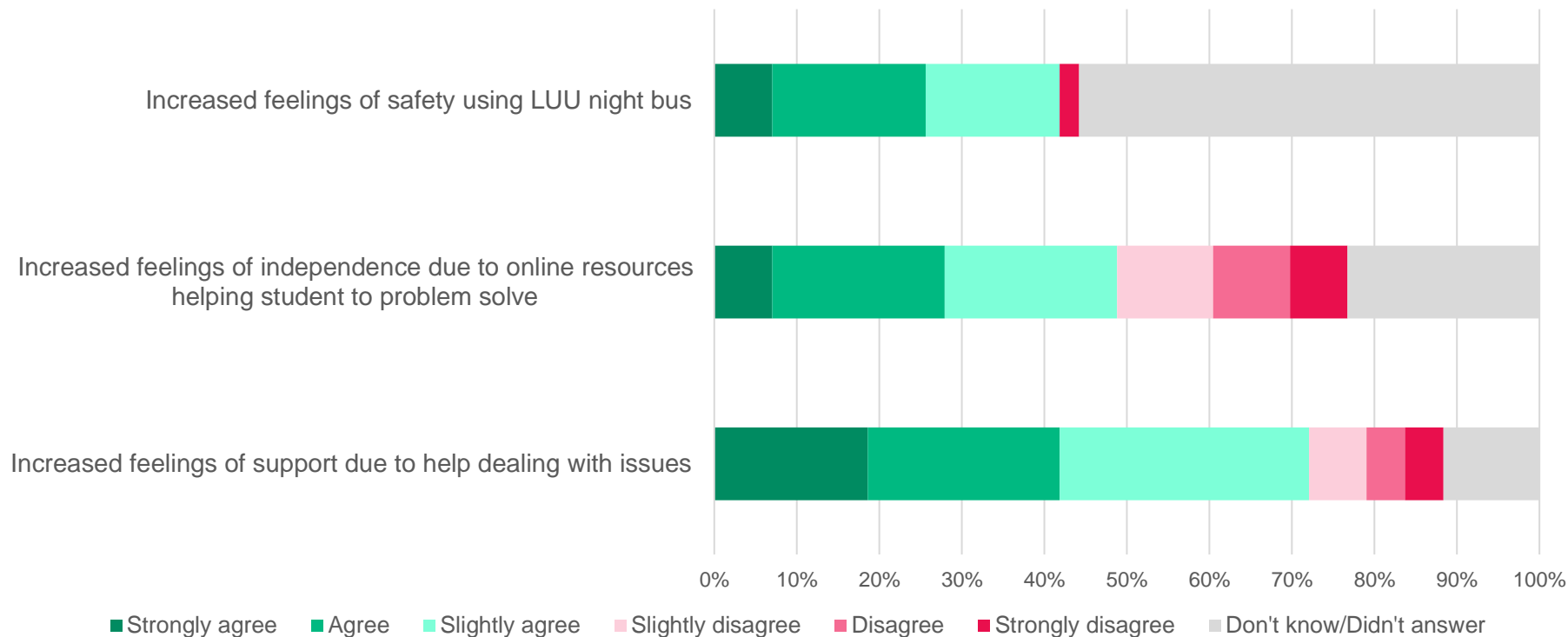
Mental health related change

“ Respondents who answered that they had experienced a change in their mental health were asked to explain how LUU had supported them:

- LUU always supports us whatever the situation is. It **adds up more confidence** when you receive positive feedback from LUU team.
- I had attended...mental health and well-being sessions. It helped me a lot.
- By giving me different types of advice related to my personal issues.
- When I received help from Help and Support **it made me feel like I mattered** whereas a lot of the time when I want to get things done or complain I feel like a lot of places only pretend to care or don't do anything because they don't think I'm important. Having Health and Support on my side to chase up my case **felt like I had someone backing me up, who cared and valued me.**
- **Feeling supported** was an important thing to improve my mental health
- Received financial assistance from LUU fund which **removes tension regarding money**
- Action was taken regarding [course] assessment mode.
- Read articles on the website which **encouraged me to seek help** from a therapist
- Just offering someone **sympathetic and helpful** to talk to who might be able to put you in touch with a higher-up who can help more I suppose
- I've received some free counselling sessions, been to some networking events and just **generally felt supported** and like there are others going through what I've been through thanks to the kind and detailed responses I've had from staff. I'm sure in time this support will make me feel a lot better still, but these things don't happen overnight



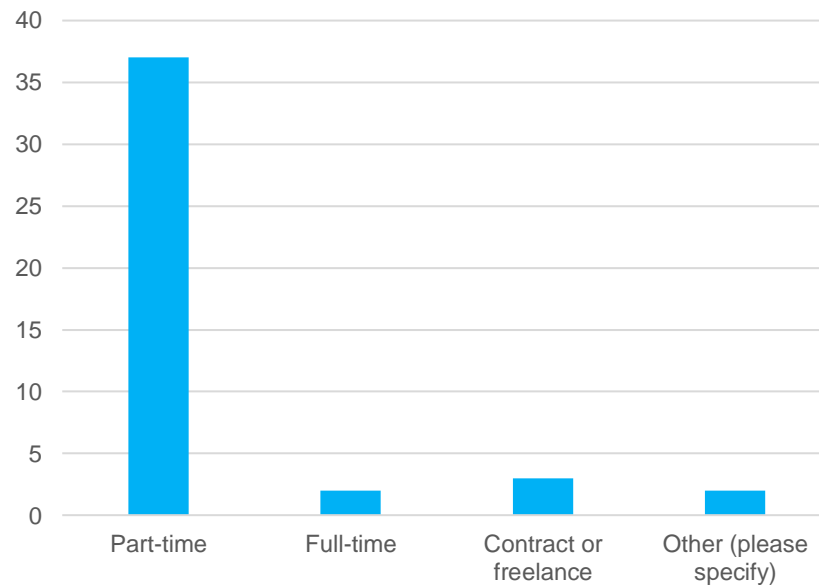
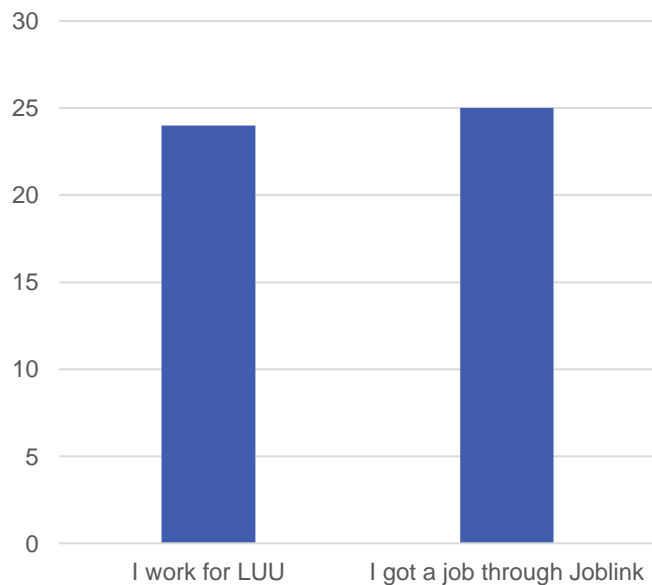
Help and Support: Outcomes 2



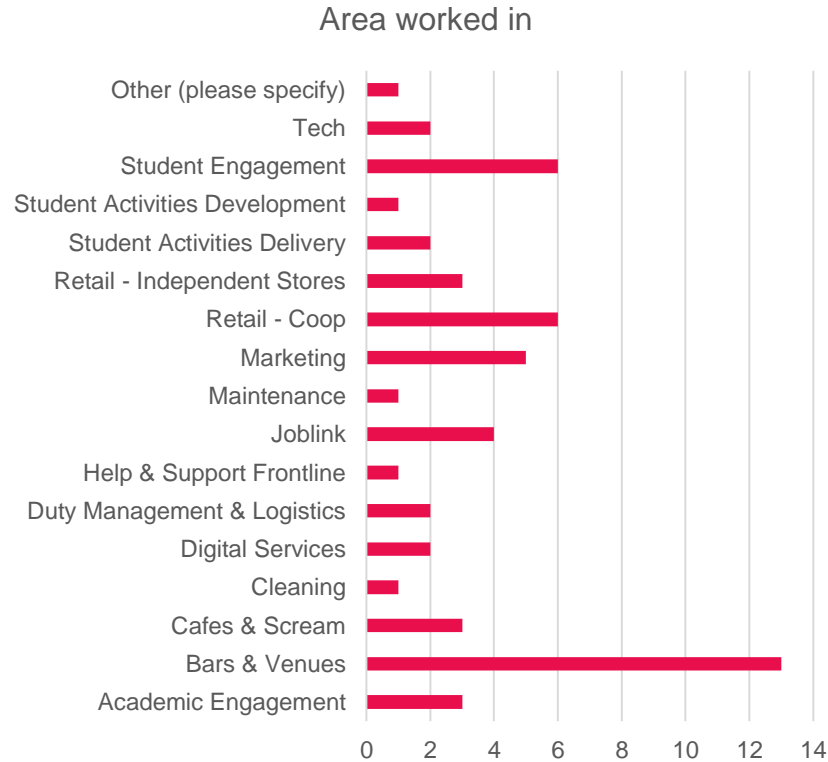
EMPLOYMENT

Respondent characteristics

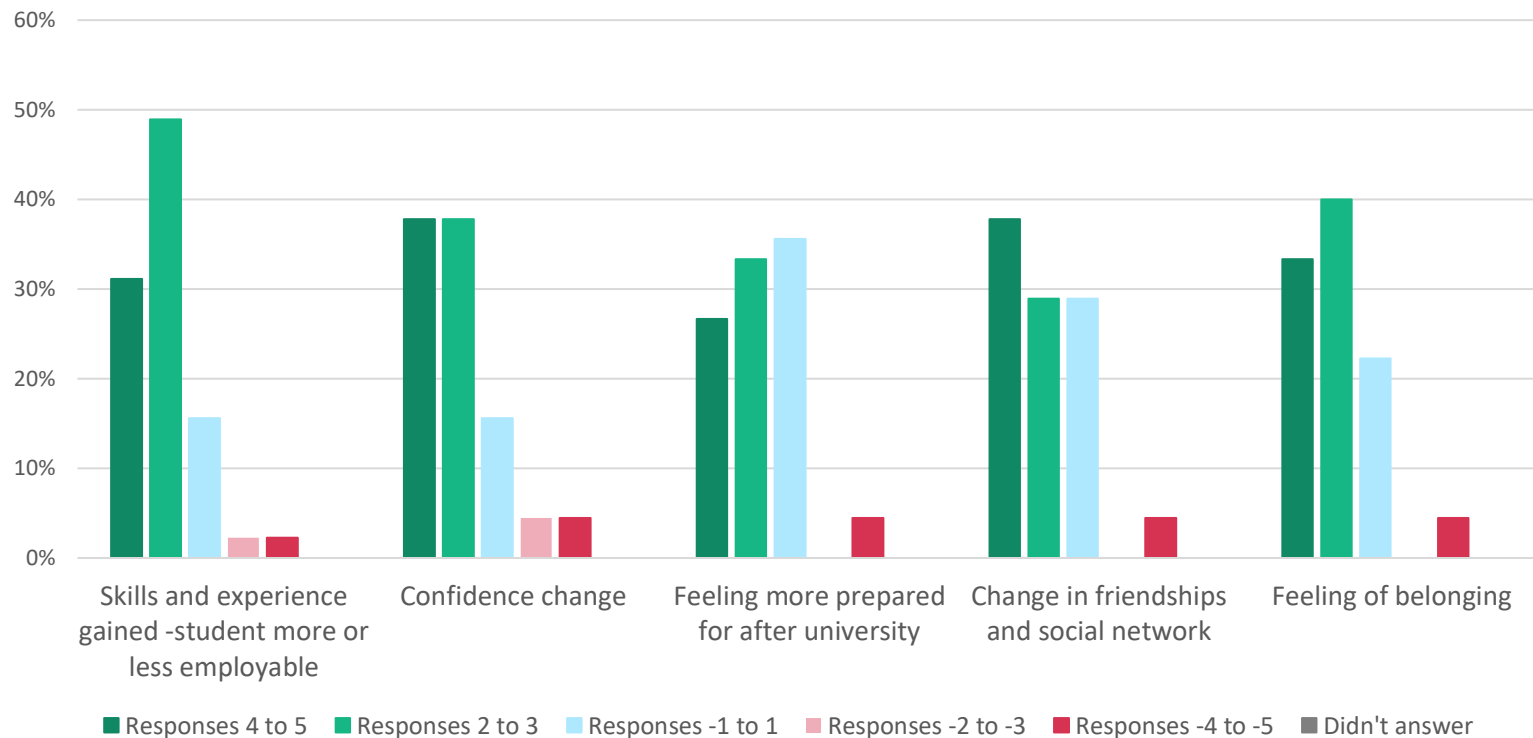
The nature of respondent's employment



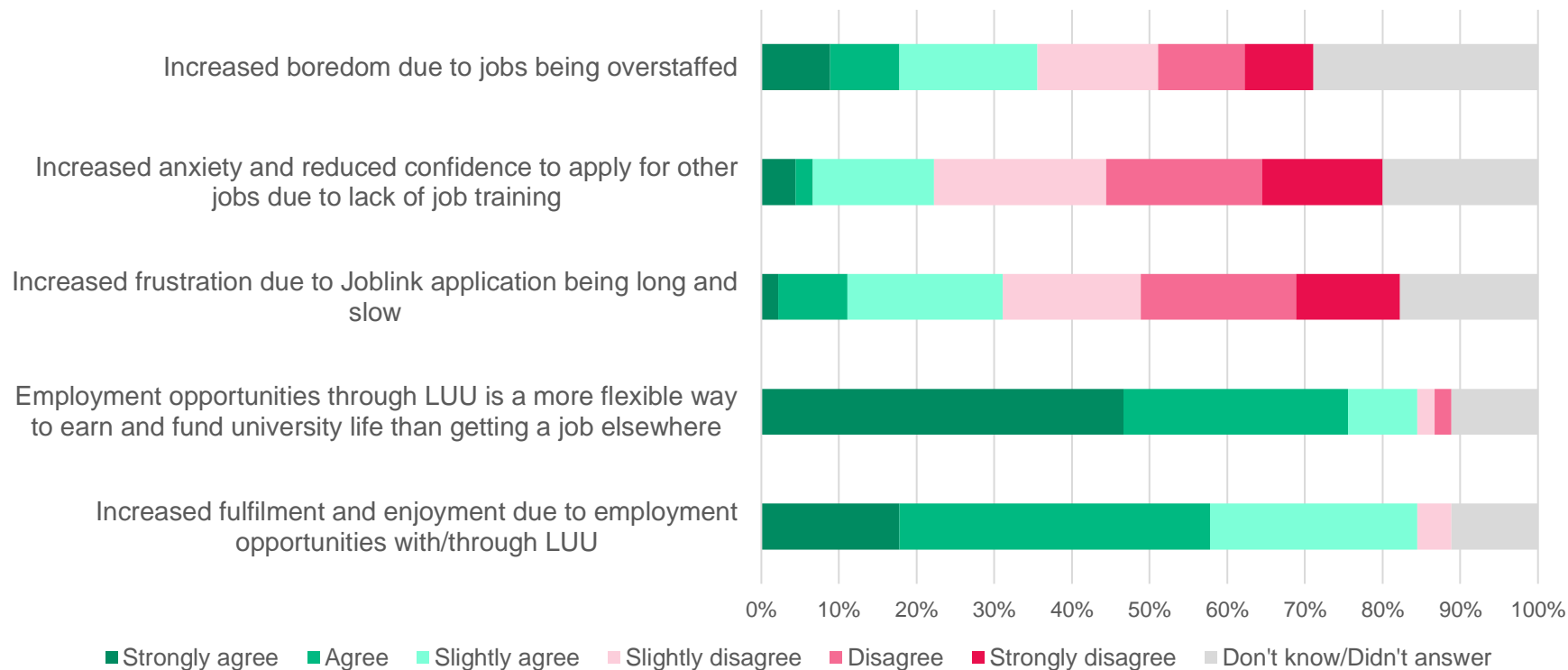
Respondent characteristics



Employment: Outcomes 1



Employment: Outcomes 2



Students were asked whether there were other changes that were not asked about:



- Felt **financially safe**
- Love working for LUU. People there are so **friendly and considerate** towards our requests.
- The jobs allotted are **not fair**
- Working at LUU can give much **more structure to the day**. It's nice to have that **interaction with people** of similar ages and mindsets in a less academic dynamic and more team-based dynamic.
- Again, prices at the LUU Coop came up in the comments:

“There's something to be said about the price hikes: +25p for a meal deal stands to irritate the student population, there's talk of just going to Tescos for lunch as it's still £3.50 and Coop is already perceived to be an expensive shop, nationally (which is bizarre considering its strong, working-class heritage, but I digress). I totally understand that often these principles are beyond any individual manager's control. However, with regards to pay, if the prices in the 'LUU-run Cooperative' are remaining in-line with national Cooperative standards, why oh why is the pay for Coop staff lower than national Cooperative standards? This seems egregious and I am certain these sentiments are shared among colleagues.”

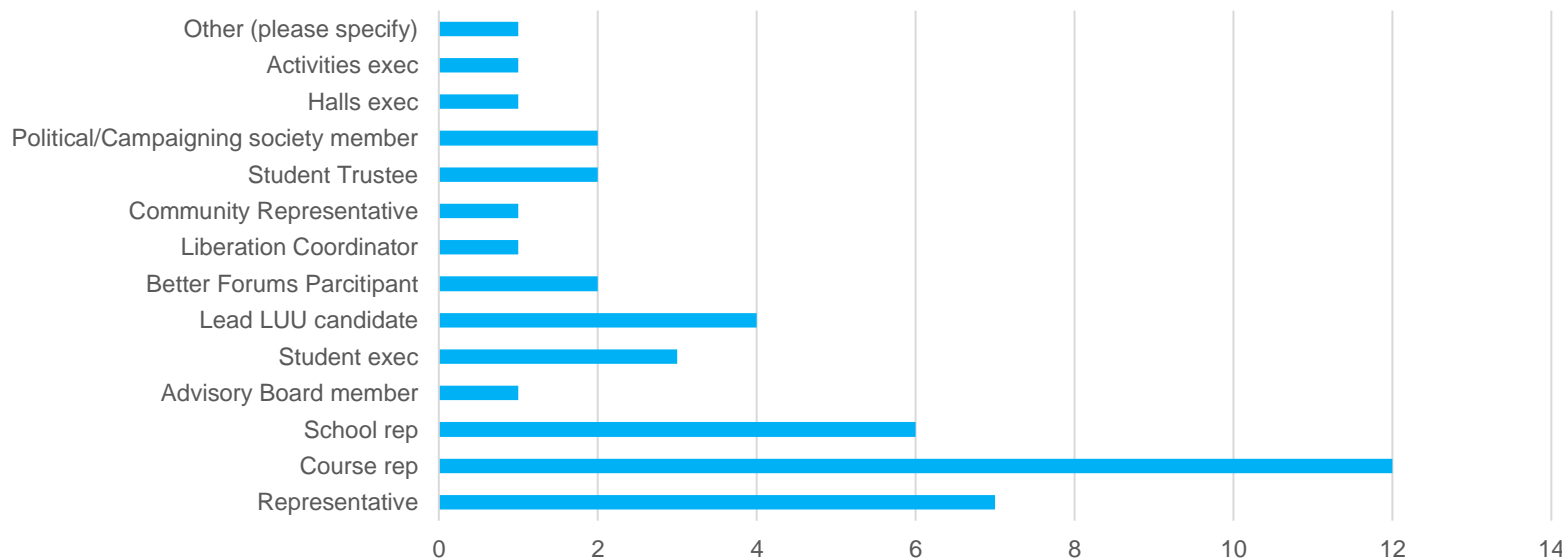


REPRESENTATION AND CAMPAIGNING

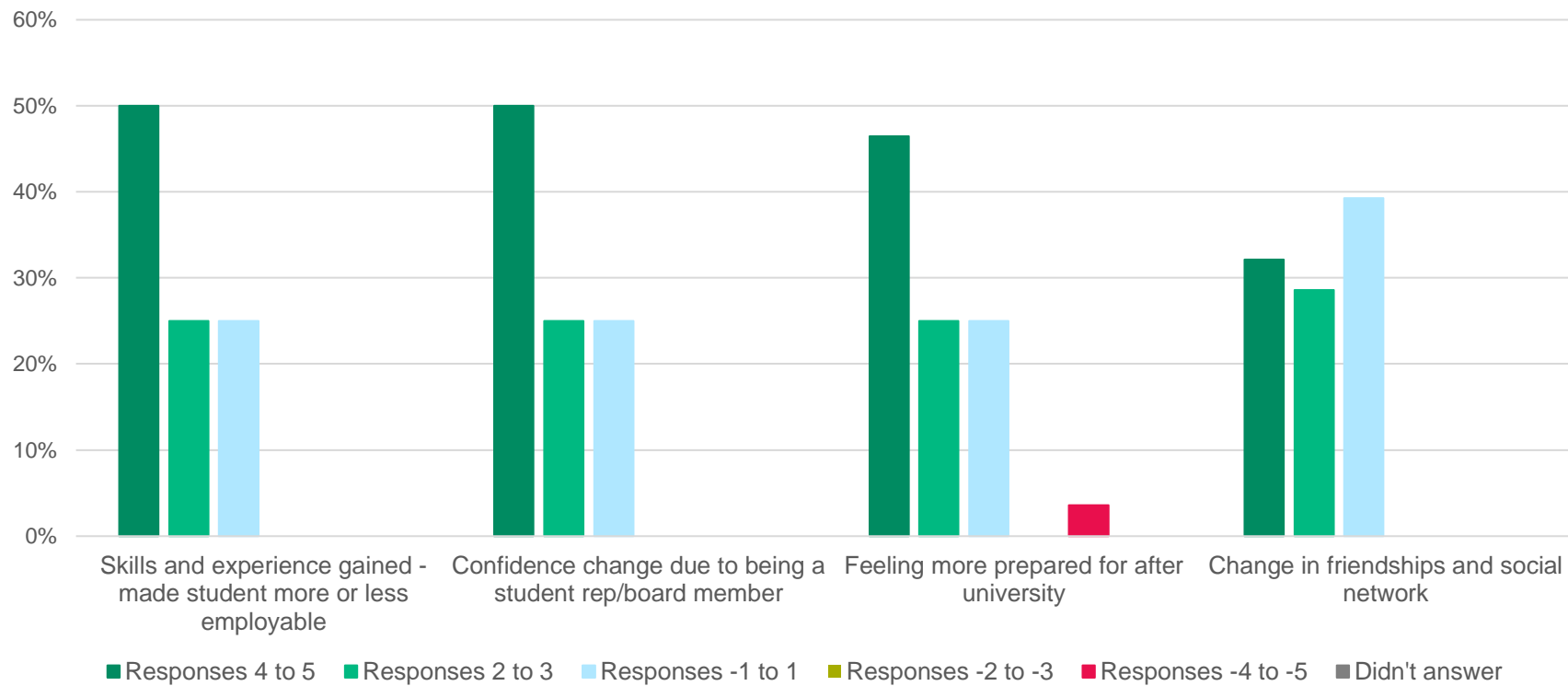
Respondent's participation in Representation and Campaigning



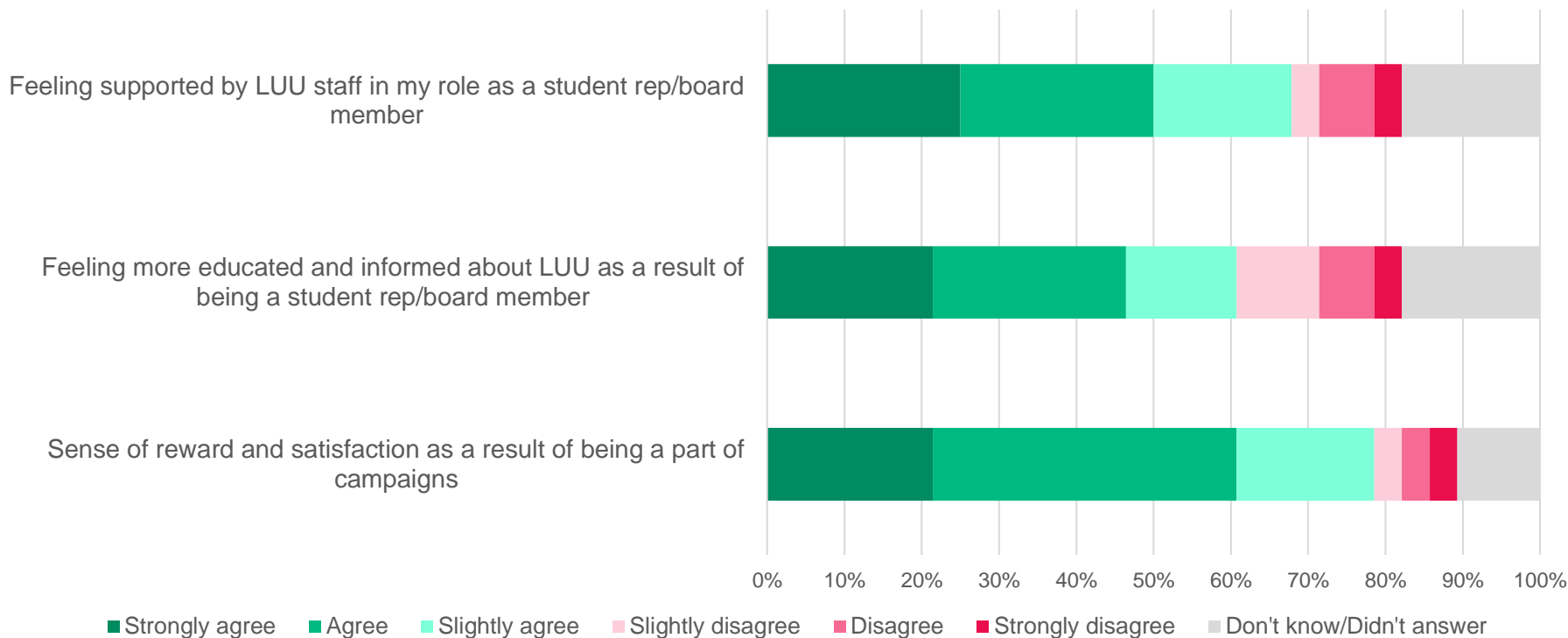
Type of role or campaigning activity respondent is involved in



Representation and Campaigning: Outcomes 1



Representation and Campaigning: Outcomes 2



Other changes experienced by respondents

Students were asked whether there were other changes that were not asked about:



Positive changes

- Being a school rep and a student trustee enhanced my communication skills, language skills and how to think in a more creative way.
- Understanding how University governance works
- Project Management, Event Management, Public Speaking
- I feel that being part of the mature student advisory board is a fantastic forum to represent this group of students within the university



Negative changes

- Feels like you can't actually make any change
- Disappointment at the state of the Union and the vast numbers of people involved.



OTHER COMMENTS ARISING

Other comments arising in the survey 1

Students provided other, more general comments and insights about their experiences at LUU, which are included here for transparency and completeness.

Positive comments

- It helped me in different aspects.
- It does really good work
- Saved money and helped in getting used to the new environment

Negative comments

- The "student's kitchen" is way too small it looks like a dungeon, it should be bigger. It would be nice to have a silent space for study for people who feel common ground and other settings are too loud
- LUU reflects the wider changes at the university towards a more privatised and individualised world. Focusing of wellness and mental health etc is meaningless without considering the causes e.g. poor housing, high cost of living, poorer quality of university life. LUU could begin to think about such things by campaigning on real issues for example poor housing in Leeds, reducing tuition fees and other barriers to education. Furthermore, they could support our lecturers who have been on strike for better working conditions (which impacts the conditions we learn under).
- LUU is poor at student representation. "It's really important to us that the stance we take – and support we provide – represents the views and concerns of as many of our students as possible, and to make that happen it's vital that we hear your opinions." - quote from the pages of the strike but no vote was held when the SU decided not to support the strikes. "It's important to hear your views", OK but what happens to them after we share them? Someone reads your opinion and then deletes it? How do we actually democratically control our own SU?

Other comments arising in the survey 2

Negative comments continued

- Whilst it has been great to get involved and feel supported, I would still like to spend more time finding people my own age to get to know. I am 28 and feel like most of the people I meet are either 18/19 or 40+. Whilst I do enjoy meeting people of all ages, I do think I'd feel a lot less alone if I mixed with people closer to my age and sometimes feel like a bit of an outsider/inbetweeners still.
- The LUU must stop its racist treatment towards me
- It's hard to find a union which is less supportive of its members than a university students union. You accept £9000 fees, your student executive team did not support strikes but specifically because 'disabled' students have apparently suffered so much more, and in ways which other students just haven't. You micromanage representation percentages in the jobs you offer because it's free... you know what might help black/disabled/working class students more? Campaigning to lower fees, creating a sense of community where it doesn't matter what race or gender you are, that requires too much money and patience I know. The only reason I still have my membership is to answer questionnaires like this, as soon as I've left I'll be cancelling it. You are a disgrace, and students deserve much better than the LUU.
- These questions are going to result in such skewed answers, such is the state of student democracy

An underwater scene with a deep blue background. In the center-left, two jellyfish are visible, one above the other, with a large plume of bubbles rising from them. To the right, a stream of smaller bubbles rises diagonally. The overall composition is serene and aquatic.

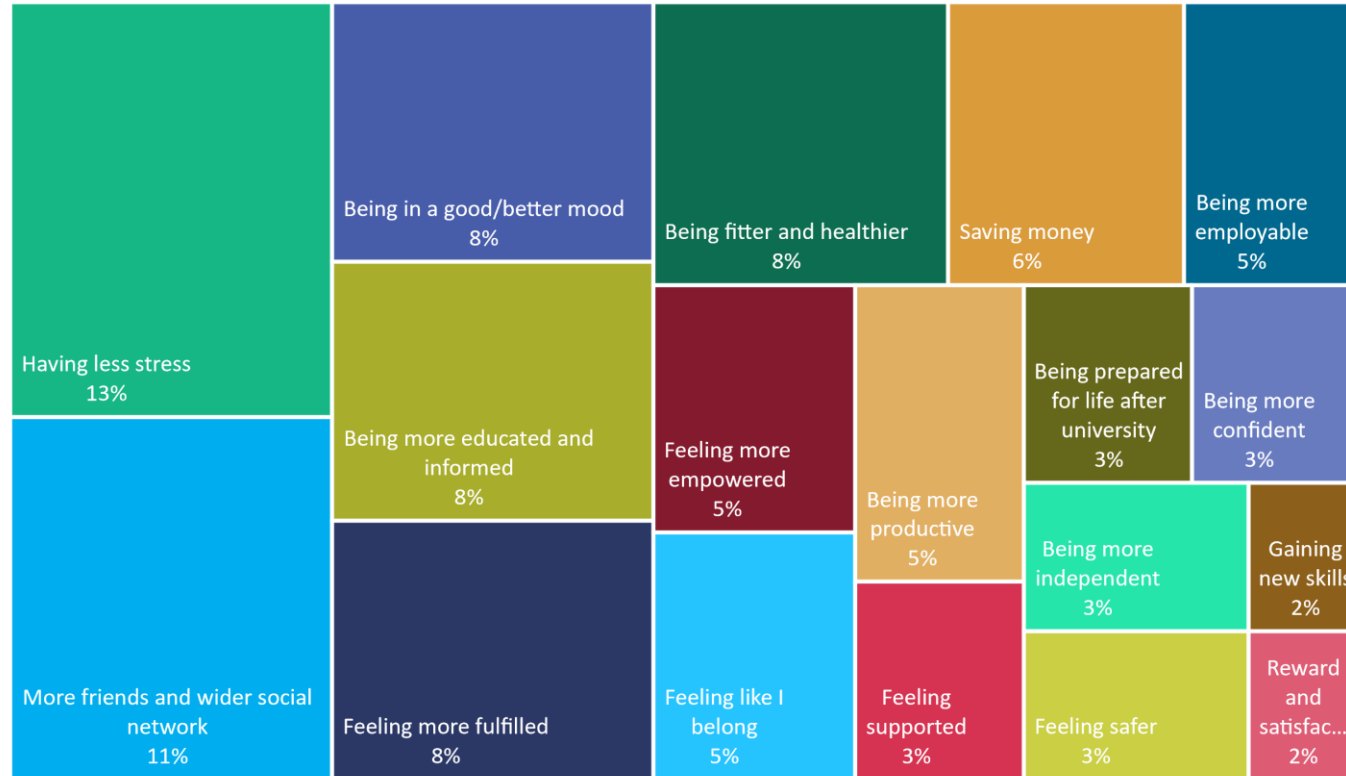
Importance

- Students were asked to choose up to 5 outcomes that were of highest importance to them
- The following pages show the overall view of prioritisation and then a view by student subgroup

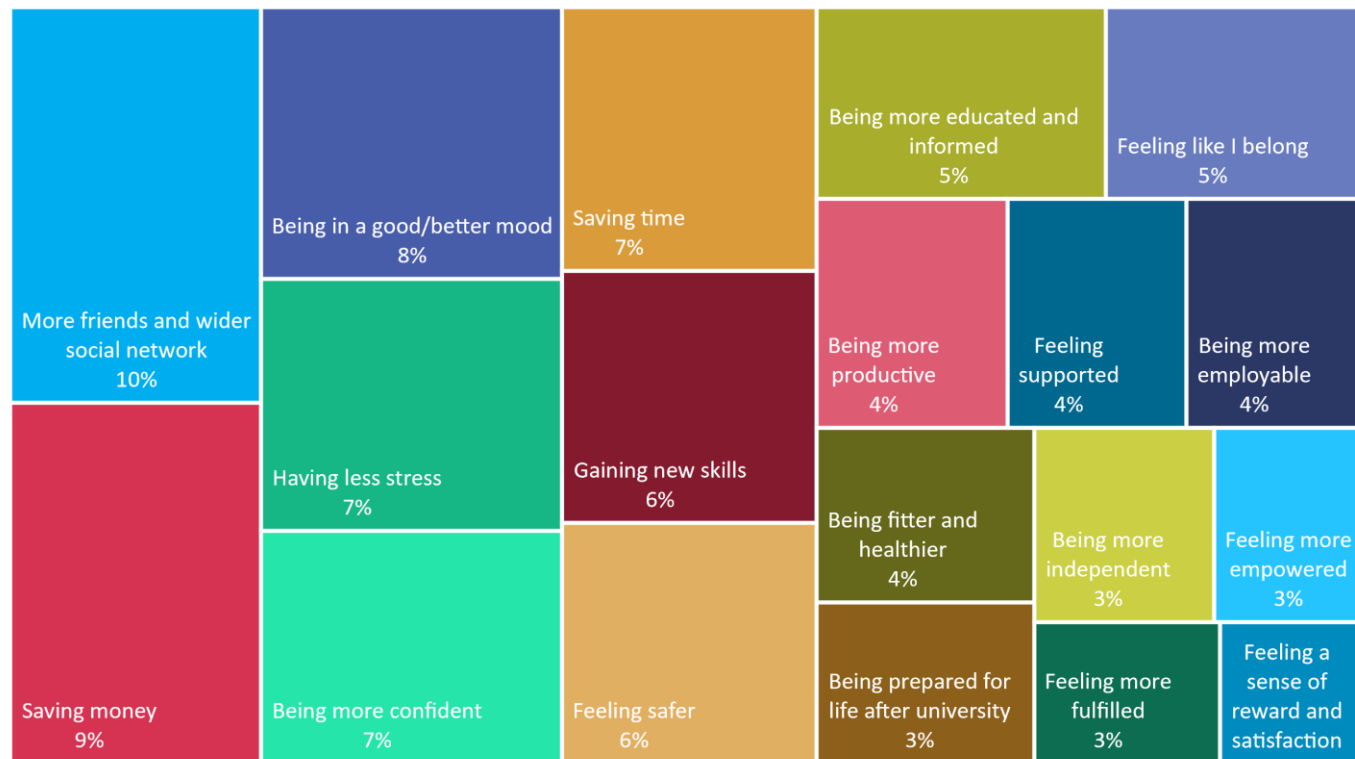
All Respondents: Outcomes by Importance



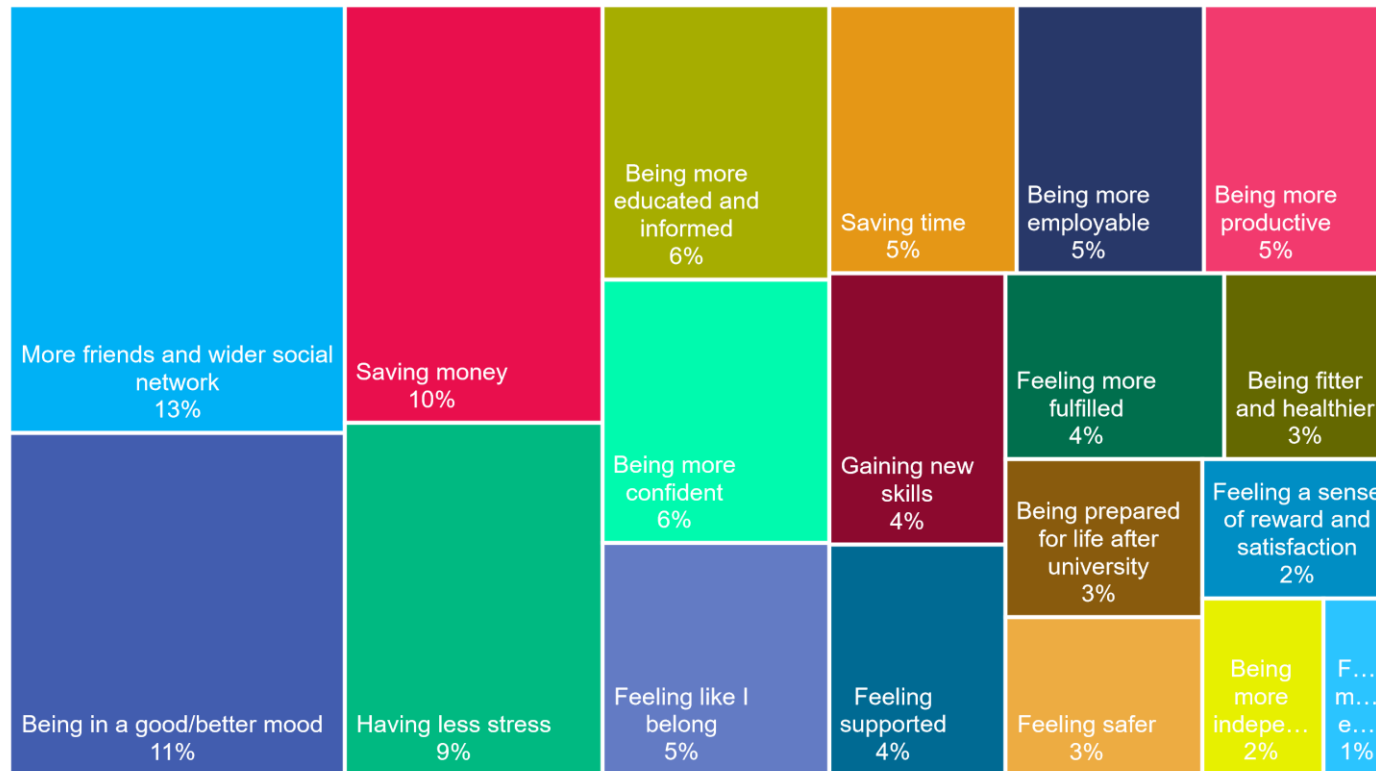
Importance: Postgraduate Domestic



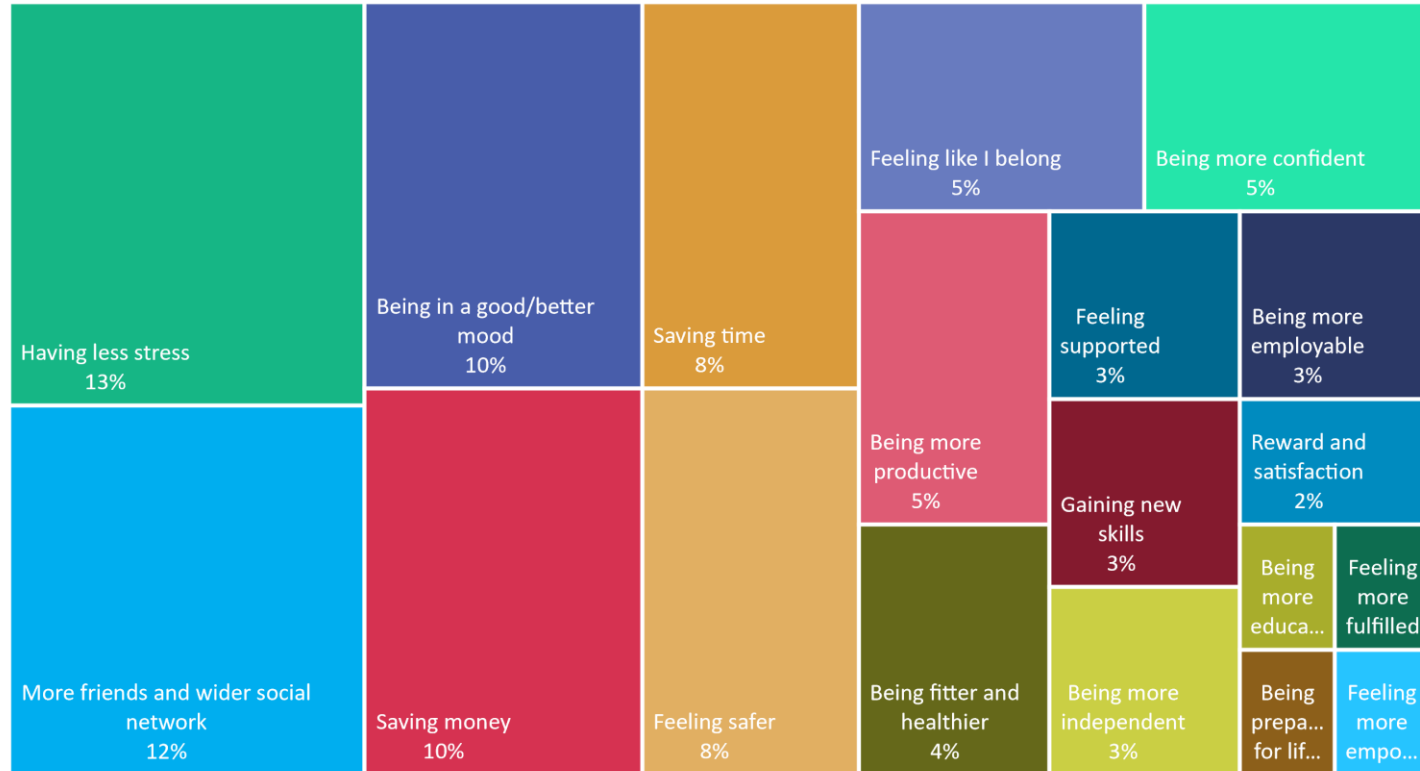
Importance: Postgraduate International



Importance: Undergraduate Domestic



Importance: Undergraduate International



High level observations and trends

Please note the following trends are generalised and based on an analysis of average change

In general, the largest distance travelled (or amount of change) is experienced by students who:

- a.) are involved in Representation and Campaigning
- b.) work for LUU or have had a job through LUU

The smallest distance travelled (or amount of change) is experienced by students who:

- a.) have accessed Help and Support services
- b.) use the LUU buildings

High level observations and trends

Overall, students rated the following outcomes as most important to them:

- More friends and wider social network (12%)
- Being in a good/better mood (10%)
- Saving money (10%)
- Having less stress (9%)

In general, the outcome most underreported in terms of importance was:

- Feeling more empowered (2%)

Prioritisation of outcomes broken down by subgroup is in the table to the right

Subgroup	Important outcomes
Undergraduate - Domestic	<ul style="list-style-type: none">• Friends and wider social network• Being in a good/better mood• Saving money
Undergraduate - International	<ul style="list-style-type: none">• Having less stress• Friends and wider social network• Being in a good/better mood• Saving money
Postgraduate - Domestic	<ul style="list-style-type: none">• Having less stress• Friends and wider social network
Postgraduate - International	<ul style="list-style-type: none">• Friends and wider social network• Saving money• Being in a good/better mood

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