



PG Student Experience Feedback 2020/21

Presented by GSU President Gisèle Scanlon,
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Executive Committee Members.

What We Are Going To Tell You



Background

Total Responses
Completed Responses
Faculty Distribution



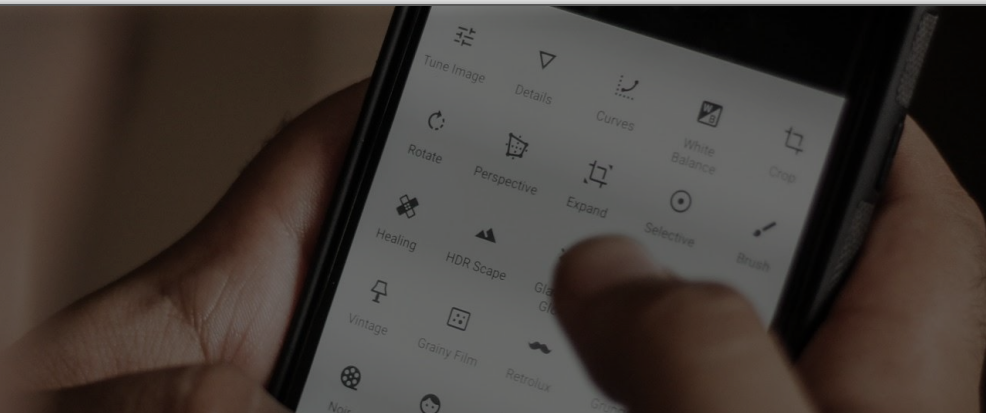
Student Experience

Learning challenges
Social Challenges
Solutions



Financial Status

Financial Challenges
Solutions
Partial Fees Refunds



Survey Responses and Representation

1,246

Total respondents

1,009

100% Complete responses
translates to 81% of total
responses were analyzed

23%

23% of the 5,372
postgraduate community
took the survey



Faculty Distribution

642

AHSS postgrads constitute
64% of 1,246 respondents

296

EMS postgrads constitute 29%
of 1,246 respondents

71

HS postgrads constitute
7% of 1,246 respondents



Learning Challenges: Most Affected Faculty

AHSS

99% of 642 AHSS postgrads

EMS

99% of 296 EMS postgrads

HS

99% of 71 HS postgrads



Learning Challenges across Faculty

	AHSS	EMS	HS	Total
1. Limited face to face learning	516 (81%)	228 (78%)	46 (73%)	790
2. Excessive screen time on laptops/ computers/ tablets	459 (72%)	207 (71%)	45 (71%)	711
3. Increased anxiety hindering academic performance	412 (65%)	201 (69%)	37 (59%)	650
4. Delivery of online learning by lecturers	408 (64%)	176 (60%)	39 (62%)	623
5. Reduced access to proper workspace to carry out work at home	337 (53%)	161 (55%)	32 (51%)	530

Learning Challenges across Faculty

	AHSS	EMS	HS	Total
6. Access to TCD professional networking events/ TCD mentorship	324 (51%)	166 (57%)	24 (38%)	514
7. Access to library materials/ manuscripts	364 (57%)	122 (42%)	27 (43%)	513
8. Access to academic guidance/ very slow response rate	306 (48%)	149 (51%)	23 (37%)	478
9. Access to conference & field trips/ study trips	282 (44%)	151 (52%)	28 (44%)	461
10. Lack of timely academic feedback	303 (48%)	138 (47%)	20 (32%)	461

Learning Solutions from 450 Postgrads

Suggested Solutions (N=450)	N	%
1. Increase the class interactions in the online learning platforms such as Zoom since Blackboard is limited. Lecturers should be engaging, currently they focus on preloaded notes.	214	48%
2. Introduce regulated face-to-face lectures whenever possible, as long as social distancing protocols can be adhered to, minimise miscommunication and offer students the much needed time to interact and share knowledge	180	40%
3. Reduce workload to reduce screen time, online classes cannot be compared to social gatherings, they are far more draining than helpful.	165	37%
4. Provide options for post-lecture collaborations with lecturers and students	150	33%
5. Easier access and processing of library materials	101	22%

Learning Solutions from 450 Postgrads

Suggested Solutions (N=450)	N	%
6. Promote and establish class forums/ groups chats/ social interaction activities , online or in-person groups to combat anxiety and enhance student experience	127	28%
7. Blackboard isn't interactive and is poorly organized, need a more interactive online platform like Zoom	122	27%
8. With no social events happening through campus we should get refunded all the money that goes towards those events from our tuition. We were promised face-to-face learning and thus the quality of learning has been greatly affected	112	25%
9. Additional lectures, webinars, documentary screening to make up for lack of in-person teaching	93	21%

Social Challenges: Most Affected Faculty

HS

100% of 71 HS postgrads

AHSS

98% of 642 AHSS postgrads

EMS

98% of 296 EMS postgrads



Social Challenges across Faculty

	AHSS	EMS	HS	Total
1. Ability to attend class gatherings	540 (85%)	242 (83%)	46 (73%)	828
2. Ability to participate in extra-curricular activities	477 (75%)	233 (80%)	51 (81%)	761
3. Ability to participate in societies	472 (74%)	224 (77%)	41 (65%)	737
4. Ability to travel around Ireland/ cultural disadvantages due to 5k rule	465 (73%)	223 (76%)	46 (73%)	734

Social Challenges across Faculty

	AHSS	EMS	HS	Total
5. Ability to attend networking events and conferences	457 (72%)	216 (74%)	43 (68%)	716
6. Ability to participate in group assignments	392 (62%)	192 (66%)	35 (56%)	619
7. Ability to participate in team sports	351 (55%)	173 (59%)	28 (44%)	552
8. Ability to attend in-person counselling	272 (43%)	129 (44%)	25 (40%)	426

Social Solutions from 328 Postgrads

Suggested Solutions (N=328)	N	%
1. Organize/ allow controlled social gatherings and events so as to address the disconnect / anxiety among students	180	55%
2. Create platforms for clubs and societies to thrive	90	27%
3. Create/ develop networking spaces for learners so as to enhance their international experience	61	18%
4. Improve on timely and clarity on communication regarding value of services offered	30	9%
5. Enhance the motivation activities in order to improve student enthusiasm, like offering grants and motivational speeches	6	2%

Financial Challenges: Most Affected Faculty

AHSS

91% of 642 AHSS postgrads

EMS

91% of 296 EMS postgrads

HS

80% of 71 HS postgrads



Financial Challenges across Faculty

	AHSS	EMS	HS	Total
1. Rent	360 (61%)	186 (70%)	21 (37%)	567
2. Food & utility expenses	360 (61%)	186 (70%)	21 (37%)	567
3. Lack of part-time work outside TCD	334 (56%)	167 (63%)	30 (53%)	531
4. Travel expenses	209 (35%)	87 (33%)	11(19%)	307
5. Student loan financing	160 (30%)	75 (28%)	4 (7%)	239

Financial Challenges across Faculty

	AHSS	EMS	HS	Total
6. Book purchases	170 (29%)	40 (15%)	16 (28%)	226
7. Loss of income by a partner/ guardian/ family	112 (19%)	50 (19%)	14 (25%)	176
8. Healthcare costs	97 (16%)	55 (21%)	12 (21%)	164
9. Deferrals	18 (3%)	15 (6%)	3 (5%)	36
10. Childcare costs	18 (3%)	3 (1%)	2 (4%)	23

Financial Solutions from 518 Postgrads

Suggested Solutions (N=518)	N	%
1. Partial refund since students have not utilized the services they paid for	402	78%
2. Reduce fees/ give discount on the year due to a reduction in overhead costs and lack of interactions	172	33%
3. Introduce welfare support to cushion students financially	64	12%
4. Offer relief payments to students to cushion them from the impact of the pandemic as their financial, social and learning livelihoods have been severely affected	18	3%
5. Offer concessions	12	2%

Student Experience Disapproval Rating

Learning

99% AHSS

99% EMS

99% HS

Social

100% HS

98% EMS

98% AHSS

Financial

91% AHSS

91% EMS

80% HS



A man in a grey suit and red tie lies on his back on a floor completely covered with hundreds of one-dollar bills. The scene is dimly lit, with the man's face and suit appearing slightly brighter than the surrounding sea of cash. The perspective is from above, looking down at the man.

**Vote for the Motion
..... on
Partial Fee Refunds**