

SPS Student Info-Point

27.05.2024 – 10.06.2024

Topic of research

TU Delft has many resources available to support students, but in practice, students don't always know where to go to get the information or help they need. A pilot is going to be run for a student led information point on campus, where student-hosts can point students to the right direction.

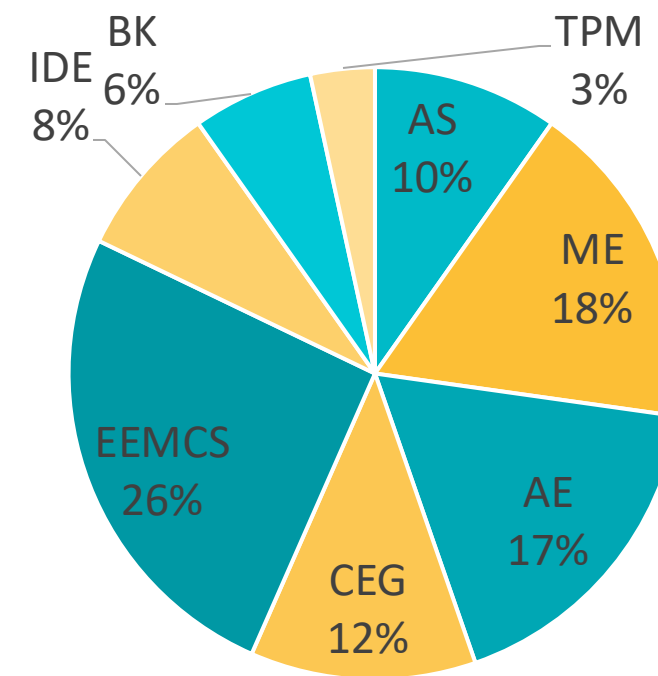
Survey Respondents | 46 Respondents

Survey Insights

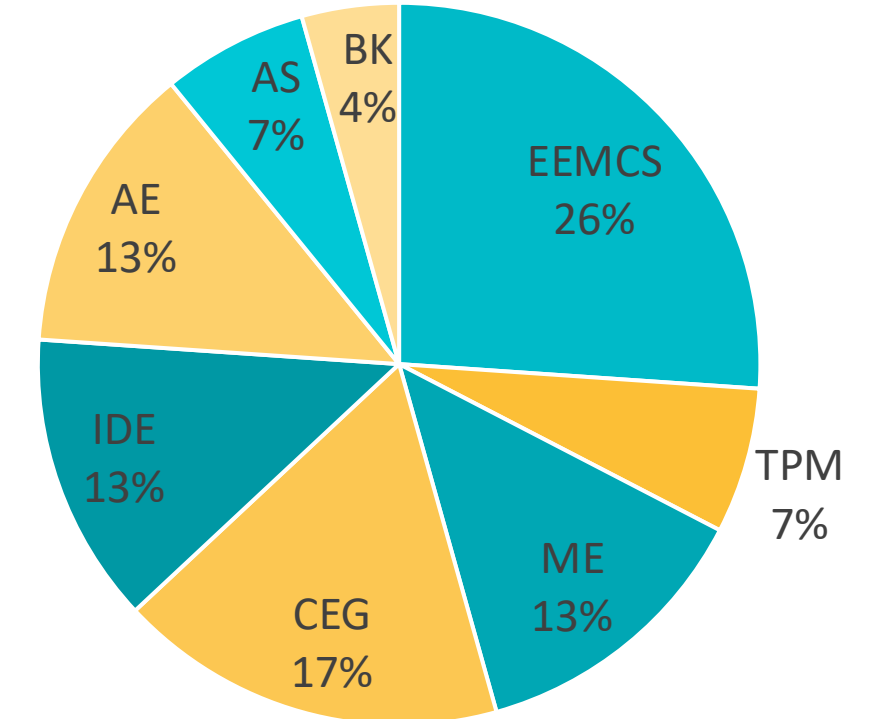
- Most students indicated an **open, inclusive, and approachable environment** with **welcoming and patient staff**. Suggestions to help facilitate this were extended office hours, clear guidance on where to ask questions, and opportunities for one-on-one or online interactions. Additionally, having fellow students available to answer questions was seen as beneficial.
- Most students indicated they would prefer the information point to be **centrally located and clearly visible, with suggestions being the Library and Aula**. Other students suggested alternative locations on campus such as near X or on screens or in/around each faculty.
- In general, students expect **general assistance** from the information point, such as **directions, guidance on who to contact for specific questions, or help with filing complaints**. Many students also expect more personal or specialized support, such as career or study counseling, or someone to talk to during difficult times.

Survey Respondents | 48 (max.) Respondents out of 235 Student Panel members

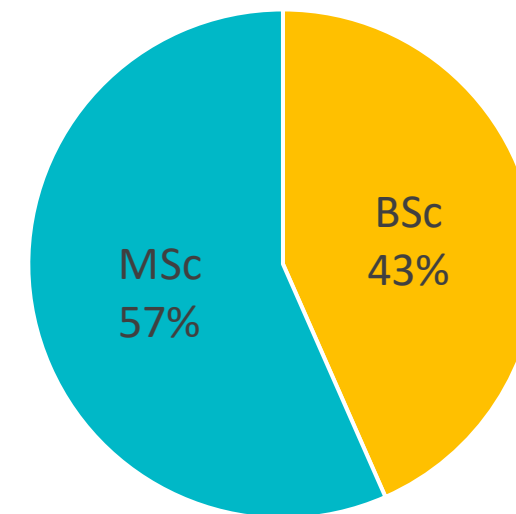
All Student Panel Members (235)



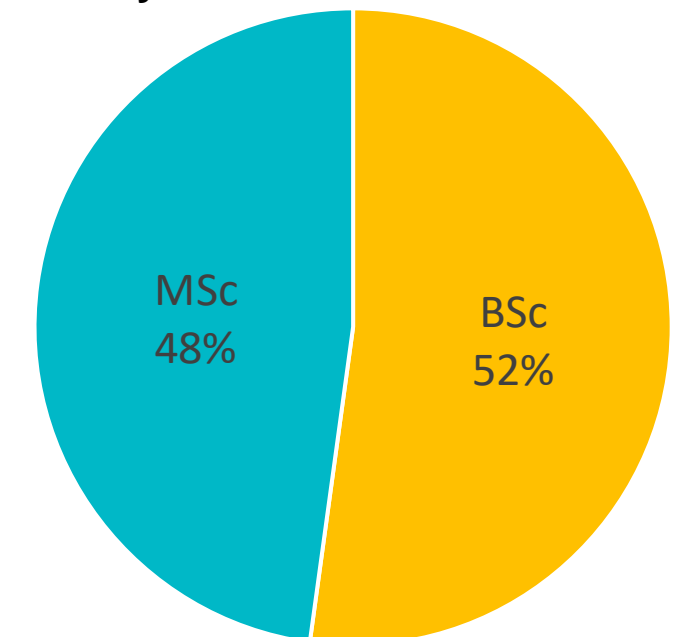
Survey Respondents (48)



Distribution per faculty



Distribution per programme



Survey Results •

Q1 – What would make you feel more comfortable and welcome to ask questions?

(43 responses)

- Most students (n=22) mentioned having an **open, inclusive and accesible environment**, with extended opening hours and having an open setting that is **easy to approach and not intimidating**. Out of these students, 6 mentioned having an **open/welcoming atmosphere** would make them more comfortable.

“Being in a small group or alone, knowing the person I want to ask a question to”

- CEG MSc. Student

- A lot of students (n=17) mentioned they would like for the staff to be **welcoming, patient, and genuinely interested in helping** without feeling like they asked a ‘dumb question’. They also mentioned having **fellow students**, who understand what they are going through, answering the questions (in English).

“Iemand die echt aandacht voor je heeft, naar je luistert, geïnteresseerd in je is”

- CEG BSc. Student

- Some students (n=6) mentioned they would like be able to ask questions **online/making a call**. Out of these students, 2 mentioned they would prefer asking questions **anonymously** to ensure privacy about their questions/answers.
- 1 student does not know what would make them feel more comfortable and welcome to ask questions.

Q2 – Where on campus would you like the information point to be situated and why?

(42 responses)

- Most students (n=27) would like the information point to be **centrally situated** and **clearly visible**. Out of these students, 2 mentioned they don't have a preferred location. Others mentioned the Library and Aula the most, as they are general buildings, central on campus and easily accessible.
- A few students (n=4) mentioned placing the infopoint in other places on campus like around X, or **on the screens**.

“Information panels around the buildings, brightspace, this way everyone can see it”

- AE BSc. student

- Some students (n=11) mentioned placing it **in/around each faculty** since this is where most students will be all the time, and they can answer more faculty specific questions there.

“Personally one for each faculty as you are most at home there”

- CEG BSc. Student

Q3 – What type of help do you expect to get?

(38 responses)

- Most students (n=22) expect **general help** such as asking directions, asking where/who to go to if they have a more specific question and help with **filing a complain**.
 - *“Hulp bij klachten zoals bijvoorbeeld over het cijfer bij een tentamen.. over welke stappen je kan zetten om onrecht aan te pakken.”*
- Many students (n=15) expect more **personal/specific help**, such as career/study counselling, or people they can talk to when they're going through a rough time.

“Things related to grants, healthcare, activities going on campus, exchange, trainings opportunities.”

- AE MSc. student

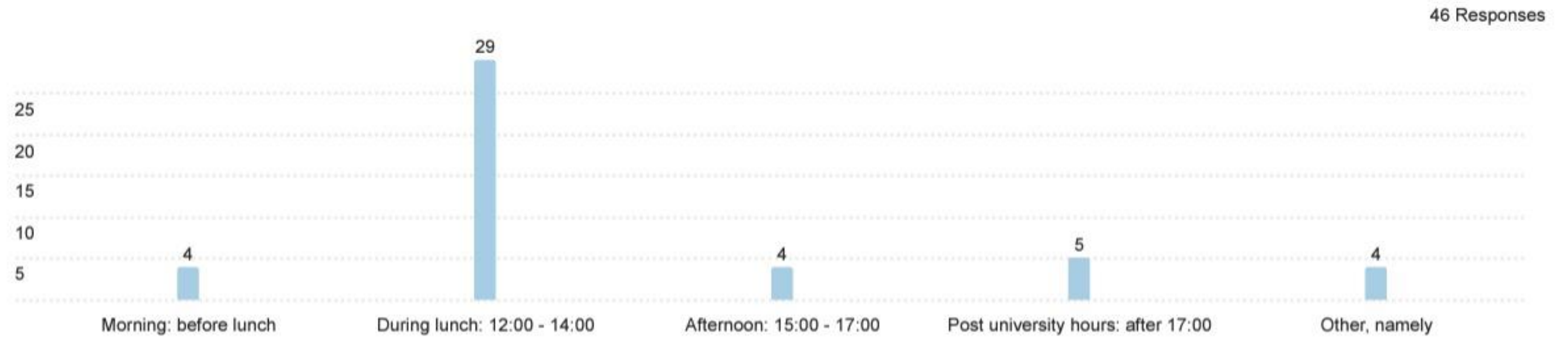
“Where one could study besides the library, where to eat on campus or things like that, which can only really be answered by actual students”

- AE BSc. student

- 1 student said they would not use the info point.

Q4 – What are your preferred opening hours?

(46 responses)



Q5 – Would you prefer to ask questions to student-hosts:

(46 responses)

