



2020 University Lifestyle Pulse Survey

YouthSight

sodexo
QUALITY OF LIFE SERVICES

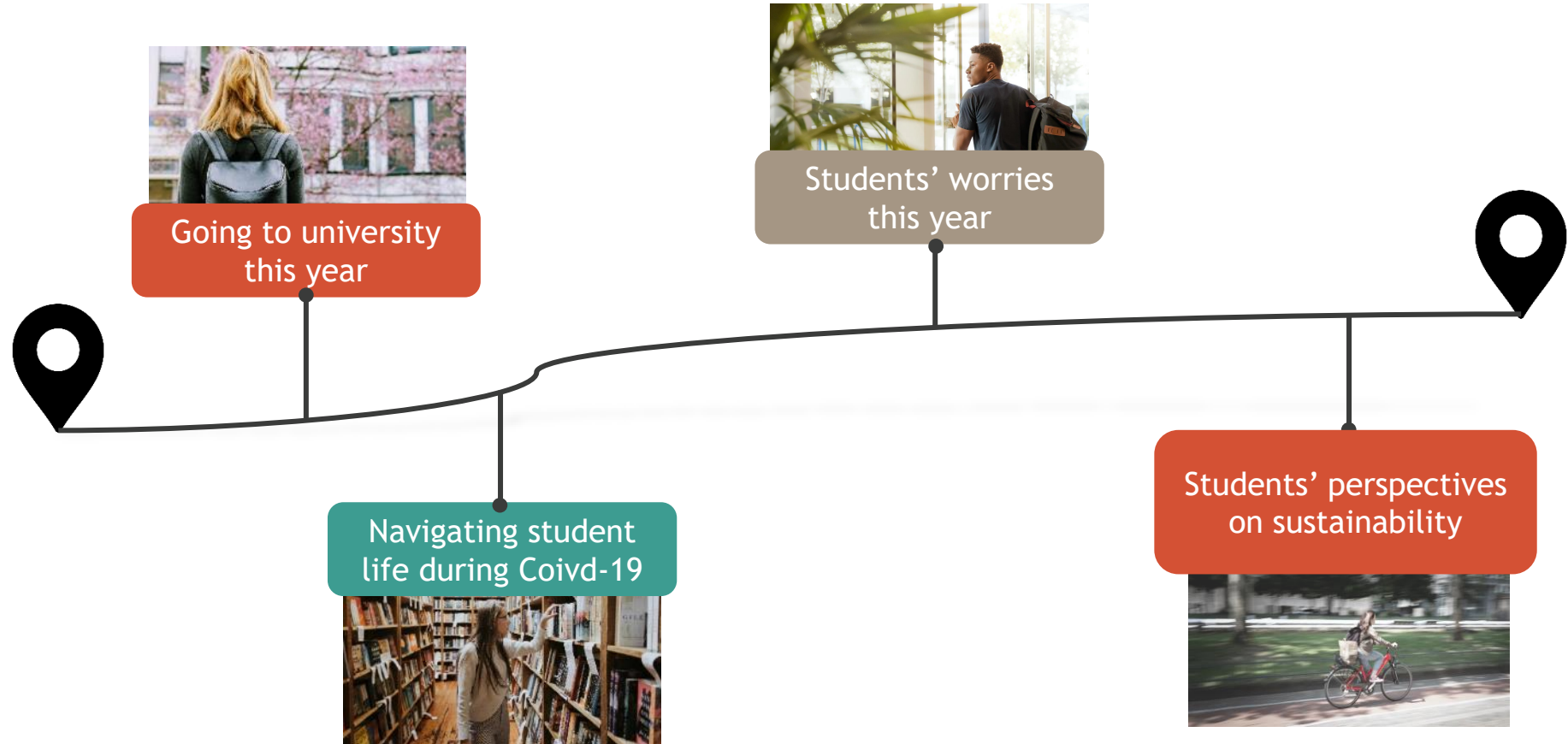
SODEXO'S COMMITMENT TO RESEARCH AND UNDERSTANDING

- A tool for building knowledge and facilitating improvement,
- A means to understanding potential issues and opportunities,
- An aid to successful, mutually beneficial partnerships,
- A measure to identify, assess and seize trends in the marketplace.

PART OF A LARGER INITIATIVE



We will be looking at student life through the lens of Covid-19

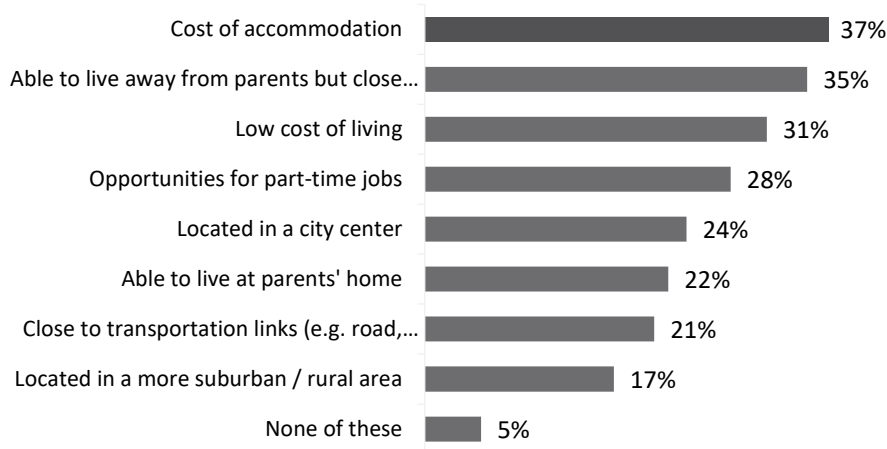


Going to university
this year

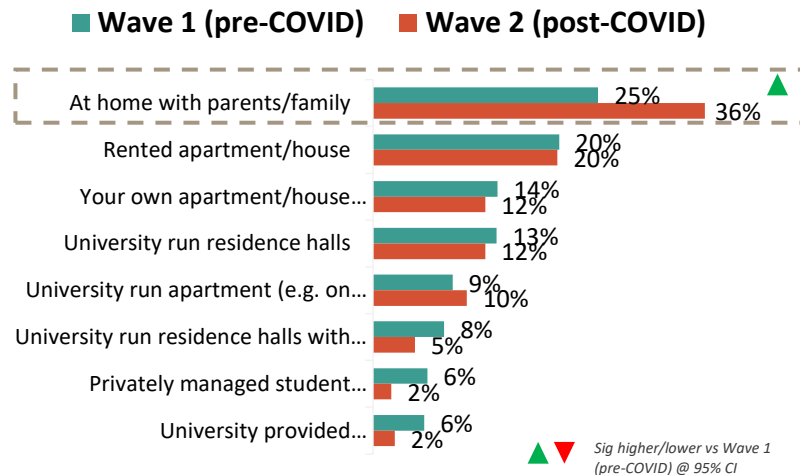
With cost of accommodation and the Covid-19 pandemic on students' minds, many more are choosing to live at home this semester

LOCATION

% rating each as important (Wave 2 (during COVID))



% intending to live in



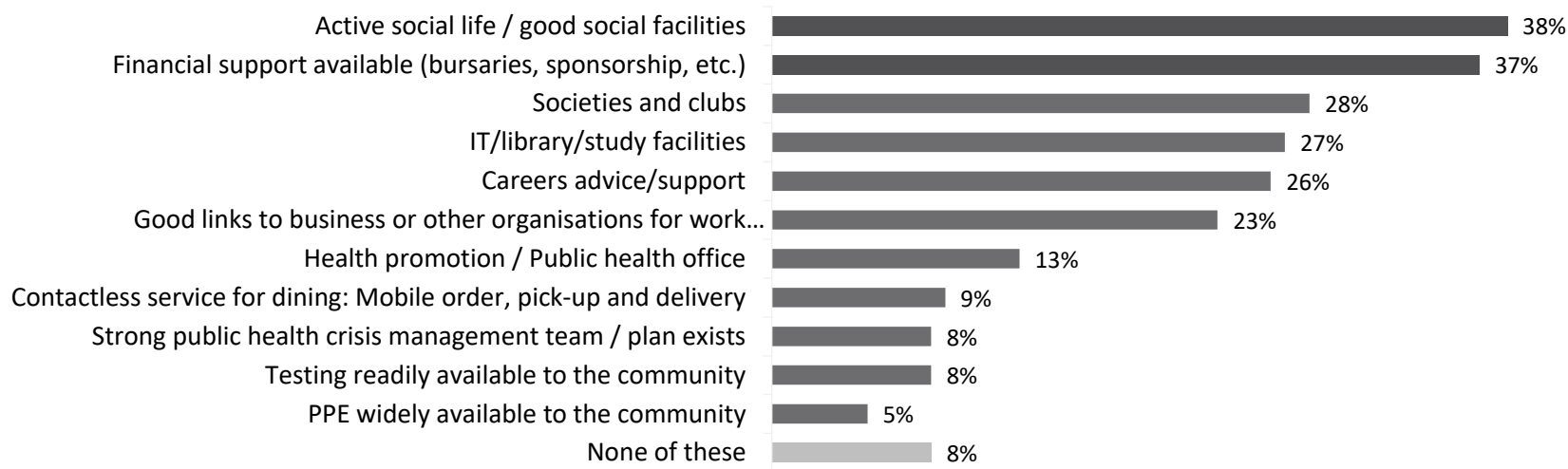
Q1a.1. Think about your return to university/college this year or your decision to begin your higher education studies this year. In light of Covid-19, which of the following factors are important to you when it comes to going to university this year, excluding your academic performance? Location All respondents: Wave 2 (post-COVID)=547

Q4. Where do you intend to live this semester? All respondents: Wave 1 (pre-COVID)=875, Wave 2 (post-COVID)=547

It's important that universities give students a good university experience this semester, facilitating an active social life

SERVICES

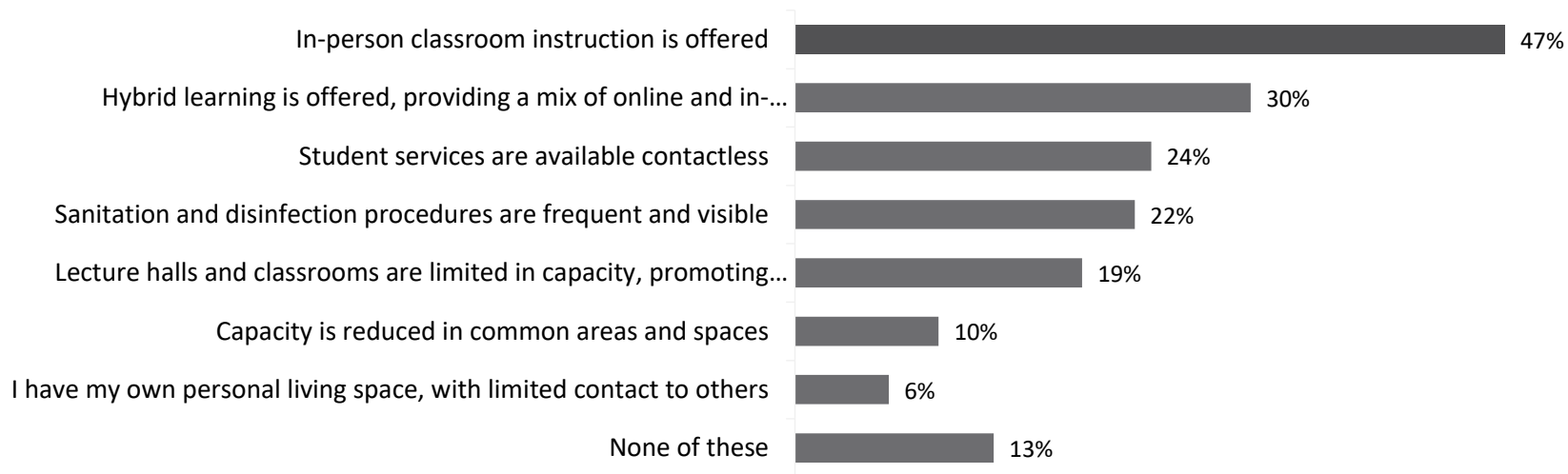
% rating each as important (Wave 2 (during COVID))



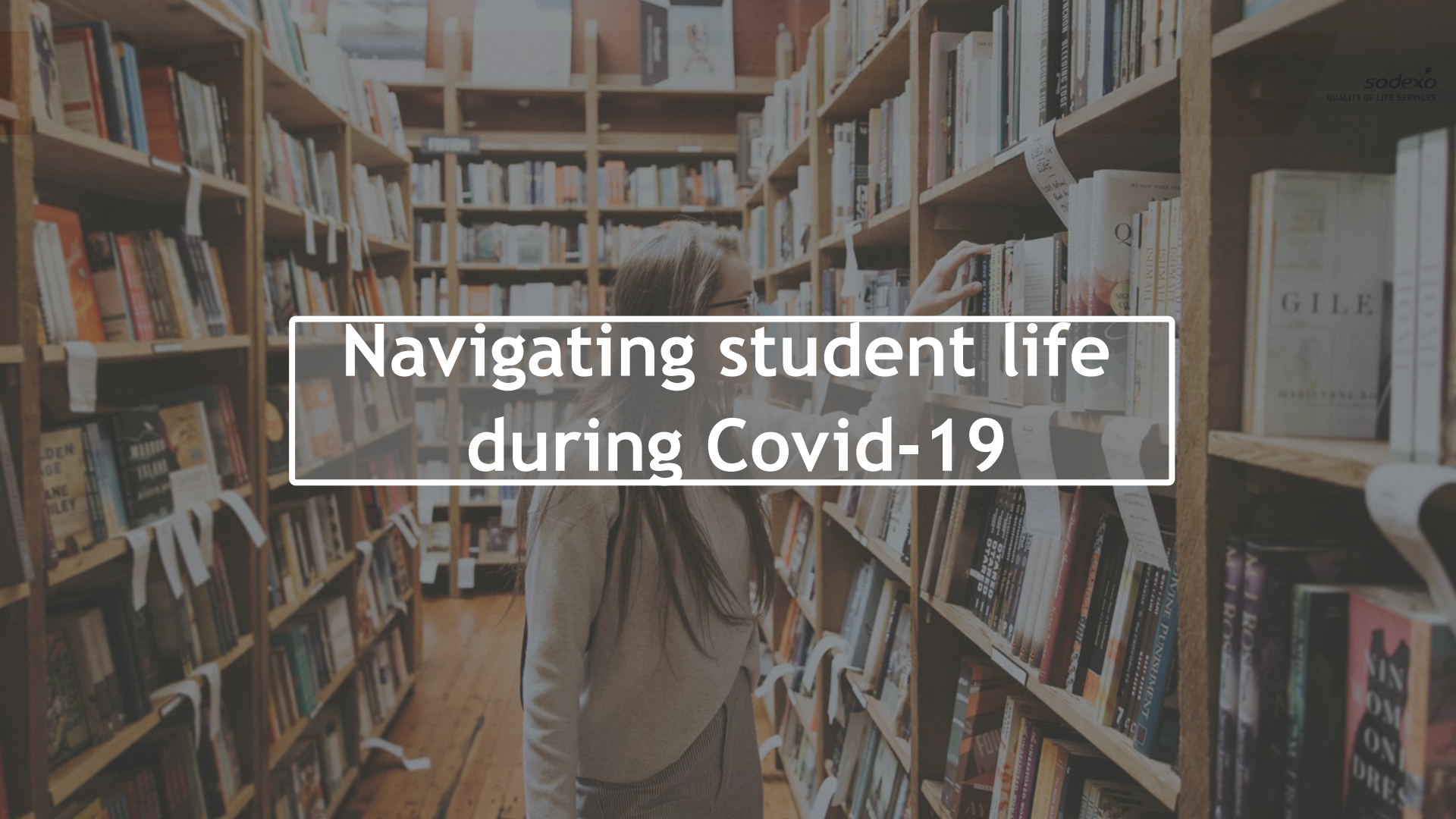
The academic environment is important to students, with around half wanting in-person classrooms

ENVIRONMENT

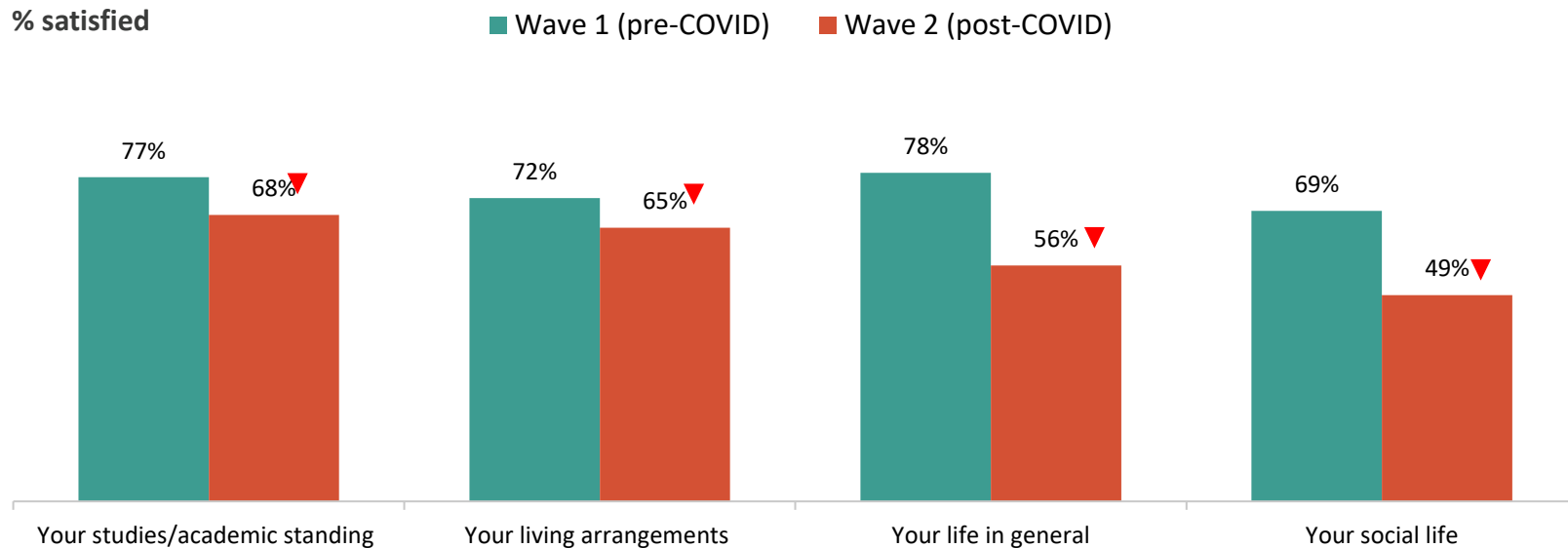
% rating each as important (Wave 2 (during COVID))



Navigating student life during Covid-19



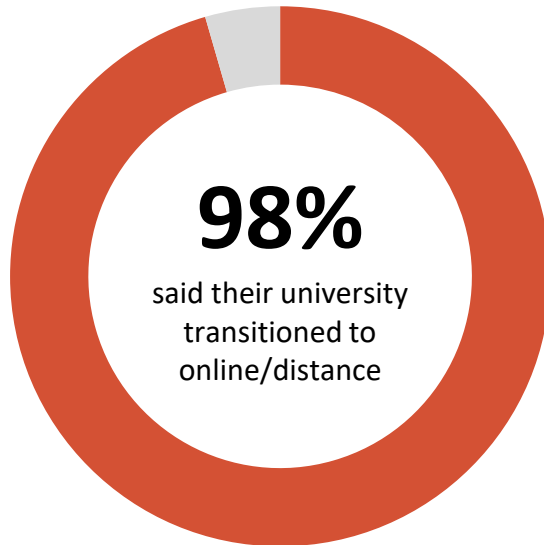
Across all areas of students' lives, satisfaction has significantly decreased since Covid-19 – especially their lives in general



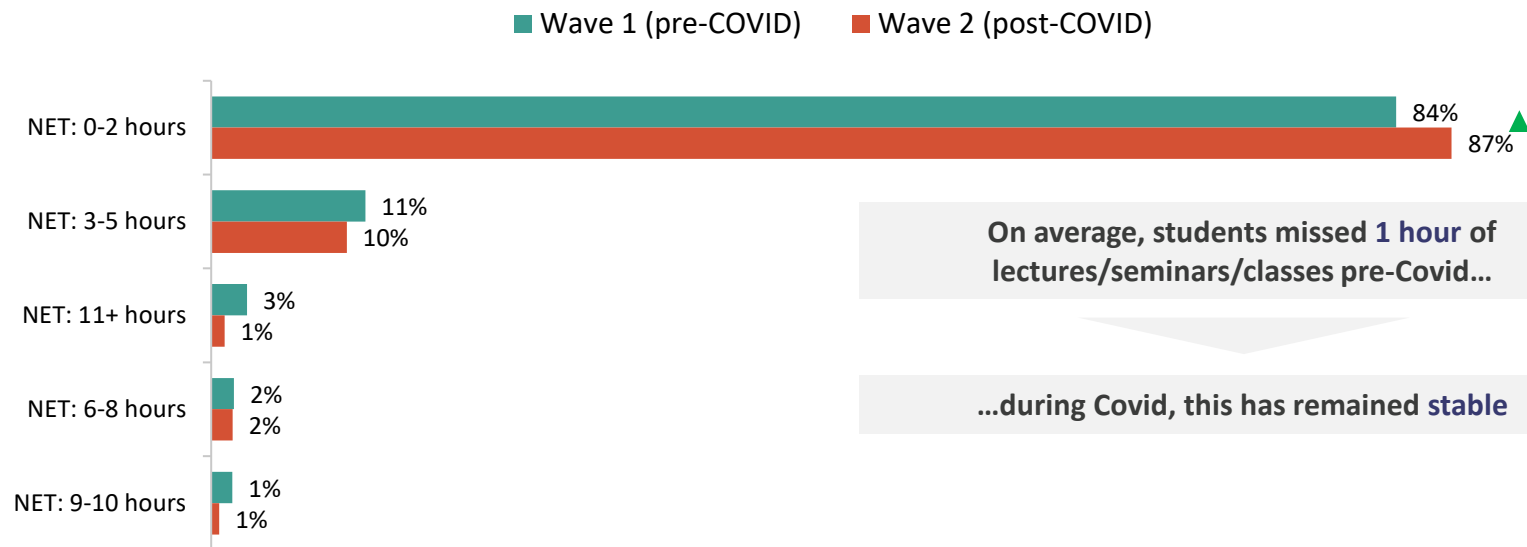
▲ ▼ Sig higher/lower vs Wave 1 (pre-COVID) @ 95% CI

Almost all students transitioned to online/distance learning in light of Covid-19 – around half are happy with the experience

Wave 2 (during COVID)



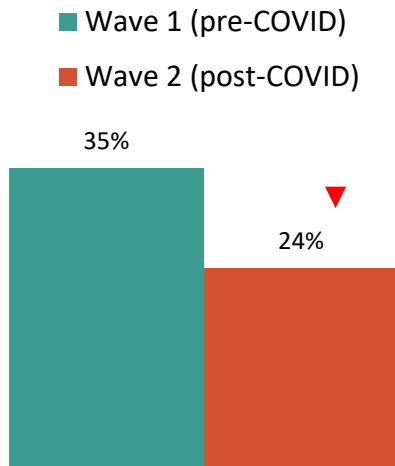
Although a third are unhappy with online/distance learning, attendance at lectures/seminars/classes remains similar to pre-Covid



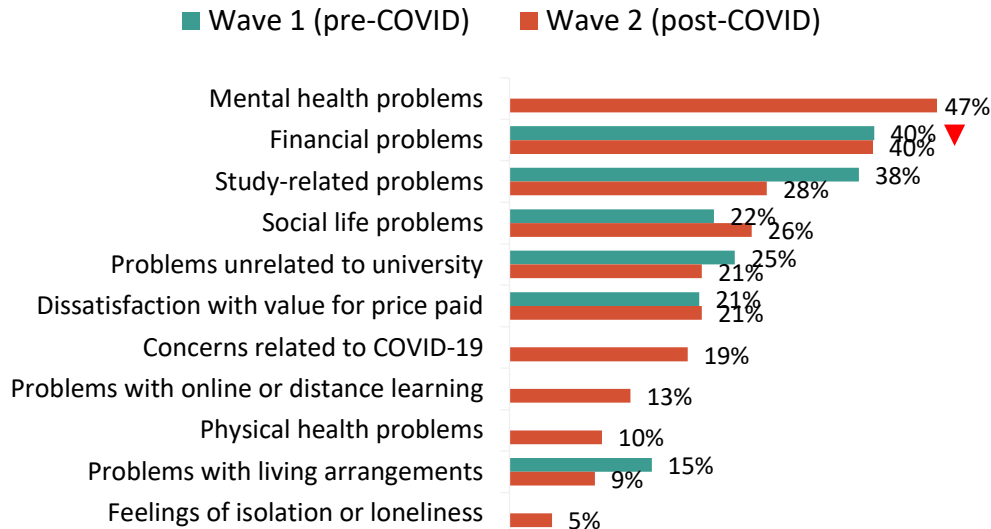
▲ ▼ Sig higher/lower vs Wave 1 (pre-COVID) @ 95% CI

A quarter are considering dropping out of university, and this is mainly due to mental health or financial problems

% considering dropping out of university



% reasons for dropping out of university

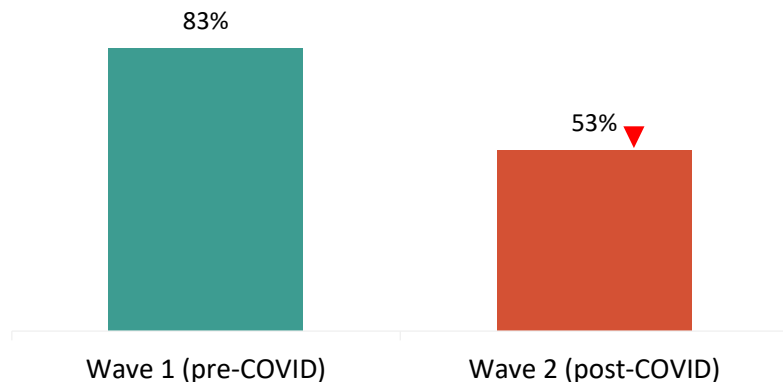


Please note: if Wave 1 (pre-Covid) data is blank, it was not asked in that wave

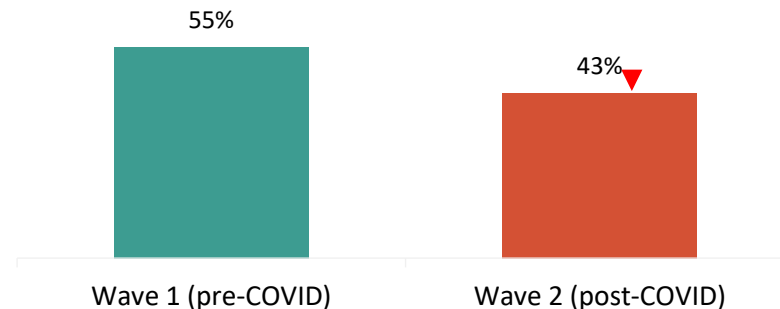
▲ ▼ Sig higher/lower vs Wave 1 (pre-COVID) @ 95% CI

There has been a drop in students' satisfaction with contact time and value for money at university

% happy with the amount of scheduled facetime they have with lecturers and tutors



% feel their university is value for money



Q13. How happy are you with the amount of scheduled facetime you have with lecturers and tutors? All respondents: Wave 1 (pre-COVID)=875, Wave 2 (post-COVID)=547

Q14. To what extent do you feel that your university offers you value for money? All respondents: Wave 1 (pre-COVID)=875, Wave 2 (post-COVID)=547

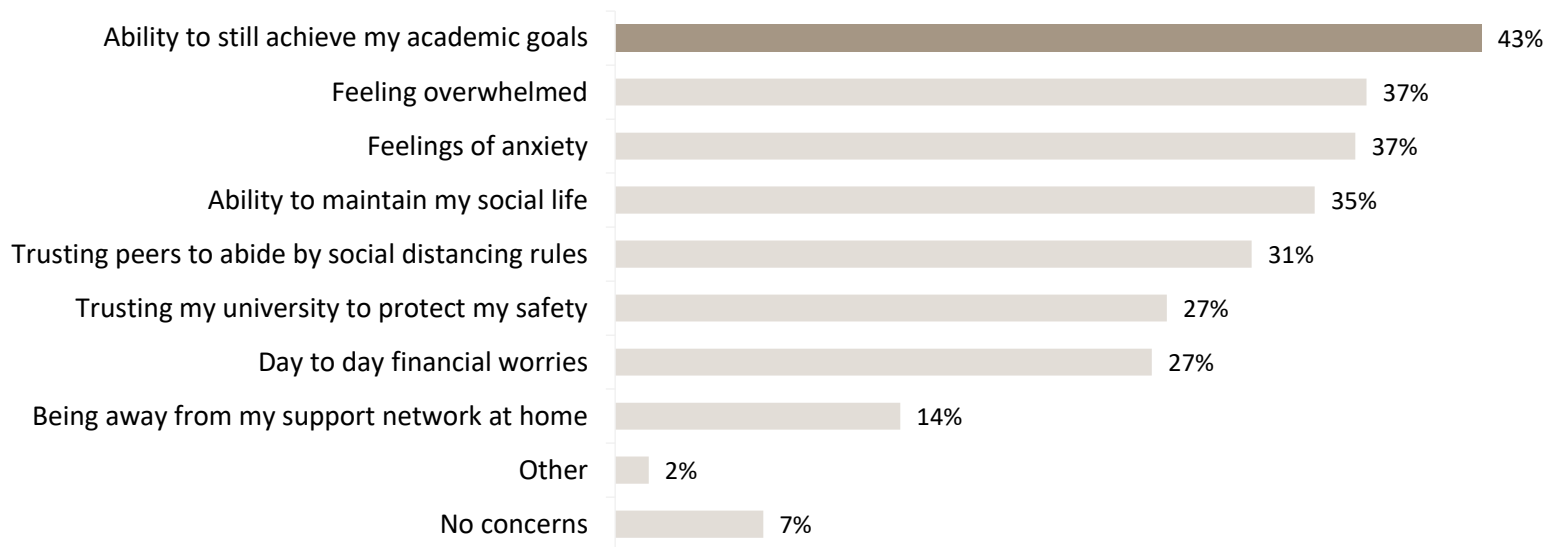
▲ ▼ Sig higher/lower vs Wave 1 (pre-COVID) @ 95% CI

A young man with short, curly hair, wearing a dark blue t-shirt and a large black backpack with brown leather straps, is seen from the side and back. He is looking out of a large glass window. The window reflects the interior of a building, showing a staircase and some greenery. The background outside the window is slightly blurred, showing trees and a blue railing. The overall tone is contemplative and somewhat somber.

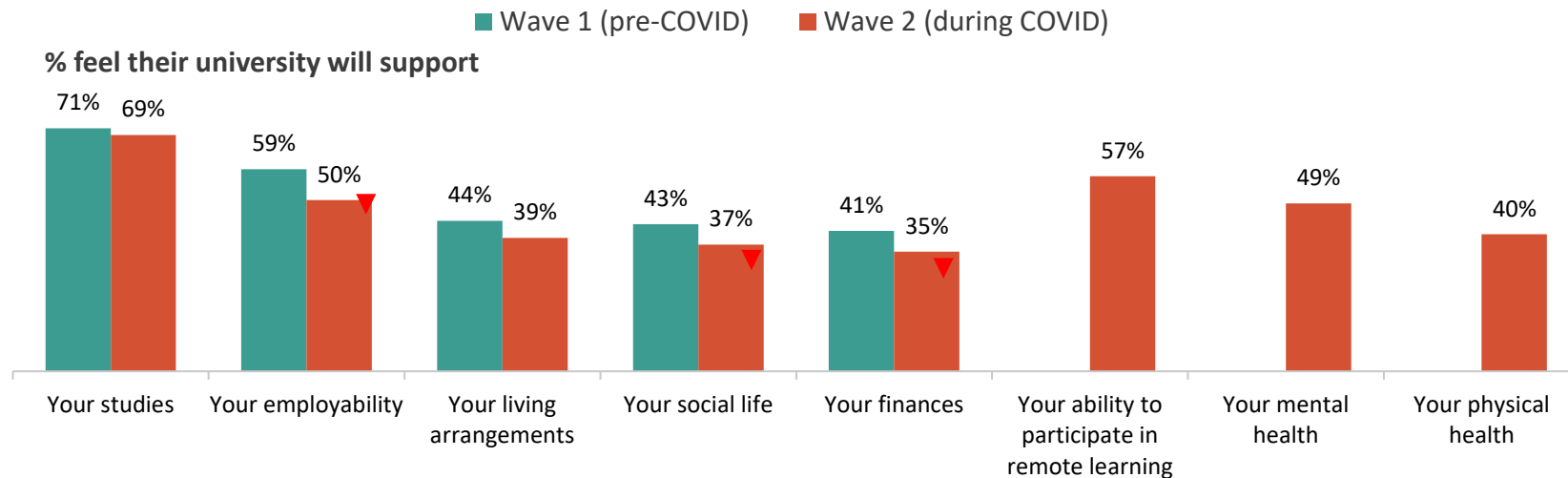
Students' worries this year

Just under half of students are worried about achieving their academic goals due to Covid-19

% concerned about – Wave 2 (during COVID)



Compared to pre-Covid-19, fewer students feel they will be supported by their university if they are having issues

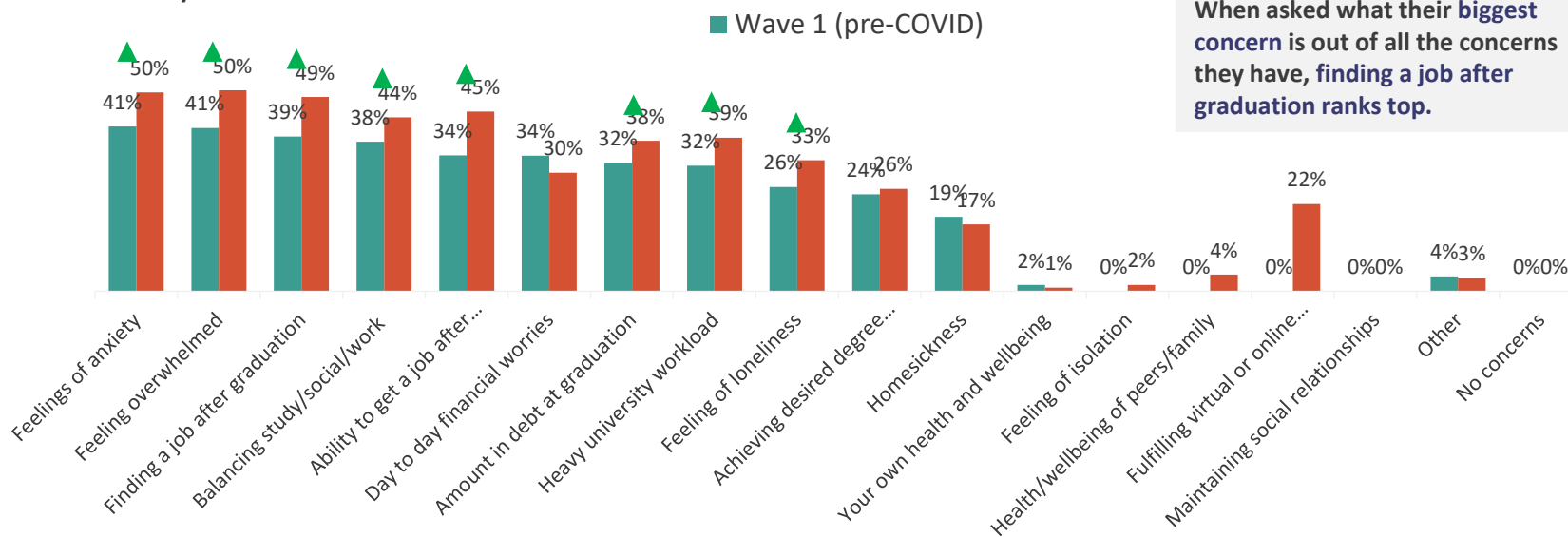


Please note: if Wave 1 (pre-Covid) data is blank, it was not asked in that wave

▲ ▼ Sig higher/lower vs Wave 1 (pre-COVID) @ 95% CI

Students have more concerns now than they did pre-Covid – especially feeling overwhelmed/anxious and finding a job after graduation

% concerned/worried about



Please note: if Wave 1 (pre-Covid) data is blank, it was not asked in that wave

▲ ▼ Sig higher/lower vs Wave 1 (pre-COVID) @ 95% CI

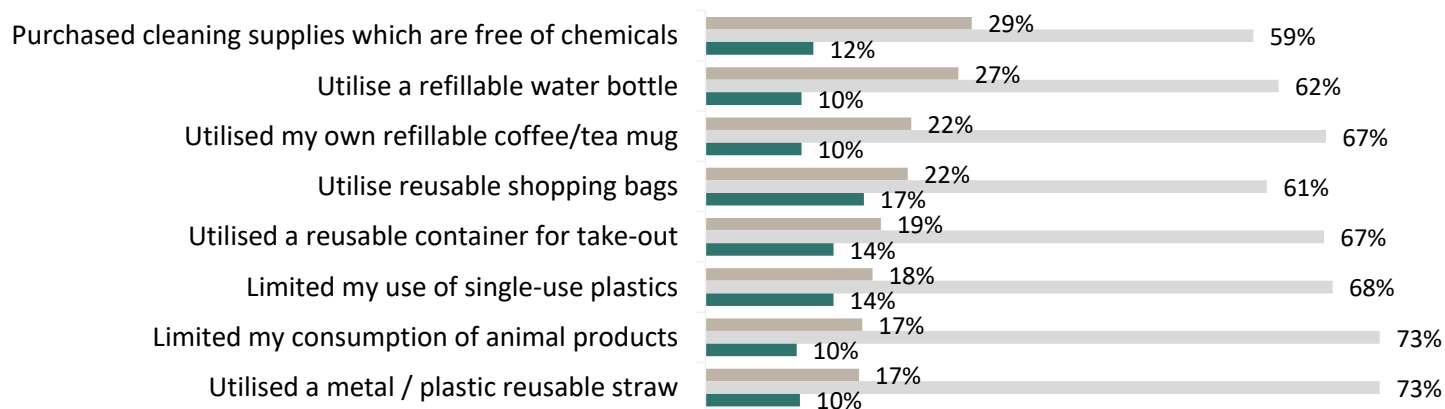
Students' perspectives on sustainability



Over a quarter of students are now purchasing cleaning supplies free of chemicals and using refillable water bottles more than they did before Covid-19

Wave 2 (during Covid)

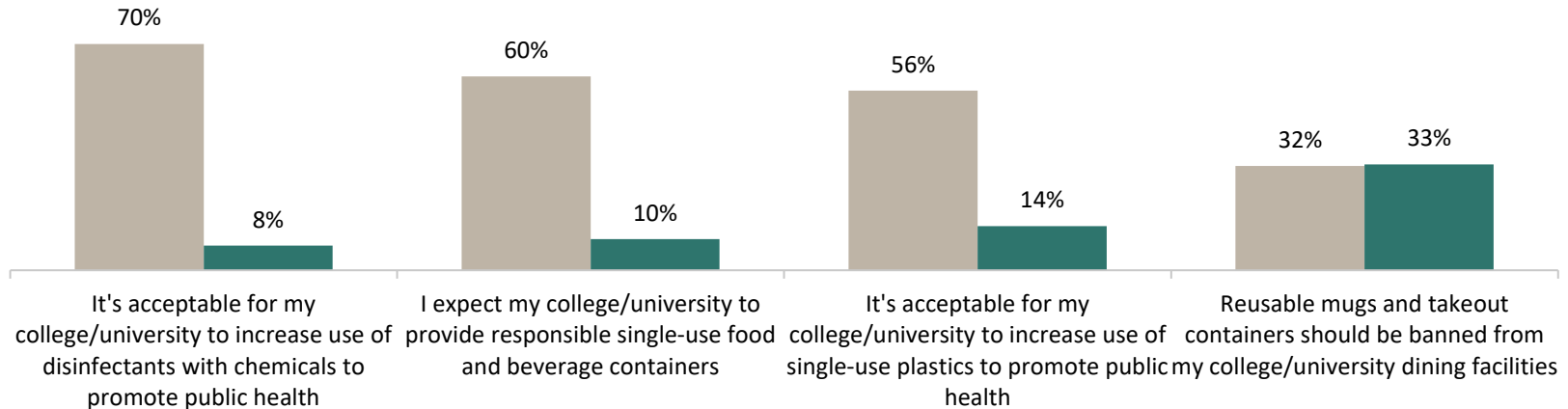
■ Done more than before Covid-19 ■ Remained the same as before Covid-19 ■ Done less than before Covid-19



Just under three quarters of students agree that their university should increase the use of disinfectants – even if it has chemicals in it

Wave 2 (during Covid)

■ NET: Agree



Executive Summary:

How are students' needs and values changing during Covid-19?

1

Students are finding it **hard to adjust to life** during the Covid-19 pandemic, but are still eager to have a good university experience this semester.

2

Students would like their universities to offer **in-person learning** and to **facilitate an active social life**. The cost of accommodation is on their minds, and as a result more are choosing to **live at home**.

3

They have a number of concerns about university this year and post-Covid-19, with **achieving their academic goals, feeling overwhelmed/anxious and ability to get a job after university** being their biggest concerns.

4

With the transition to online/distance learning, students are **still engaged** and (on average) are not missing more lectures/seminars/classes than pre-Covid. They are **less satisfied with the level of contact** they are getting compared to pre-Covid, and it is making them **question the value for money** they are getting from university.

5

Universities need to show that they are supporting their students across all aspects of their lives, as many students feel they will be **less supported now compared to pre-Covid - especially with finances, employability and social life**.

6

Sustainability around reusable materials is still important to students during Covid-19, and some are trying to reduce their use of chemicals and plastic. However **disinfecting, even if it includes chemicals, is a priority** to students when they return to university this year.



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