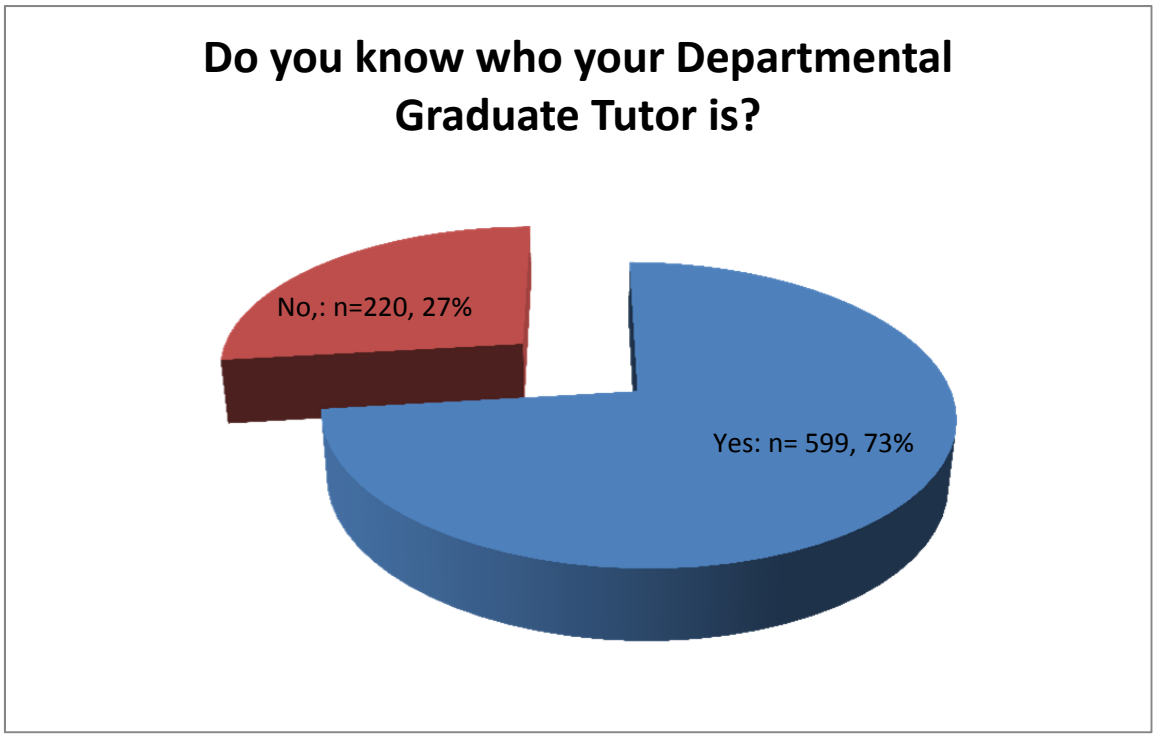
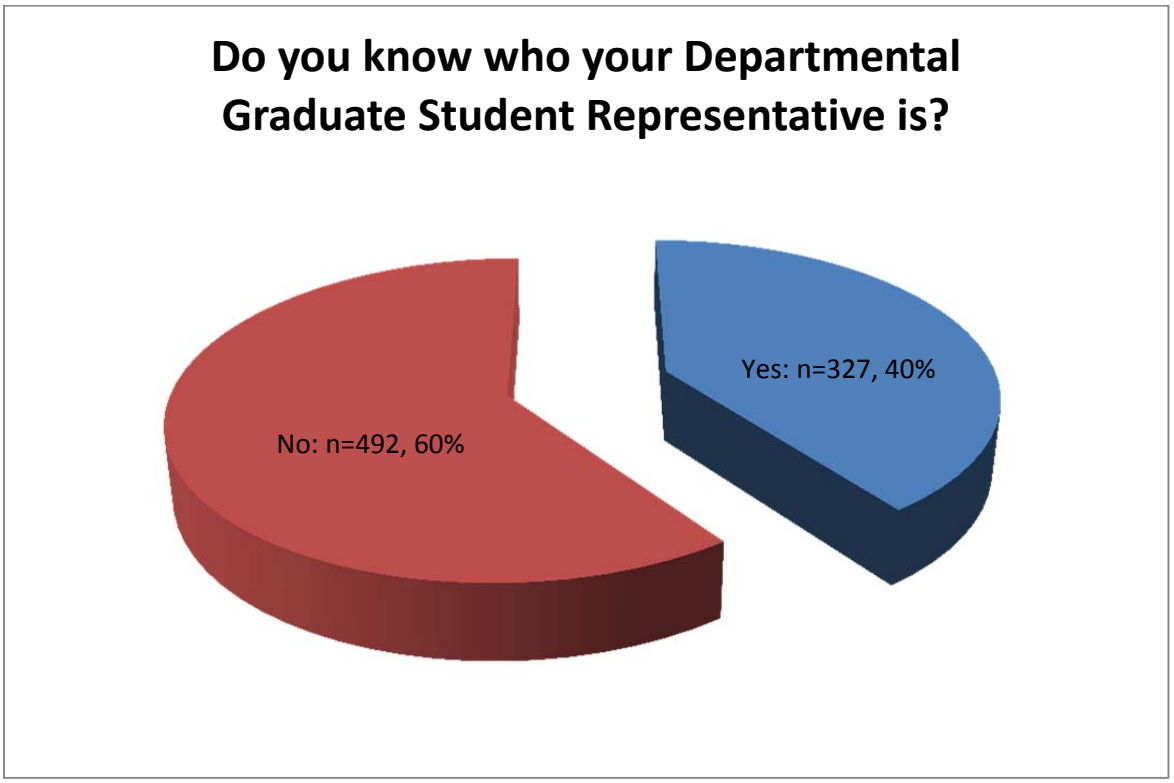
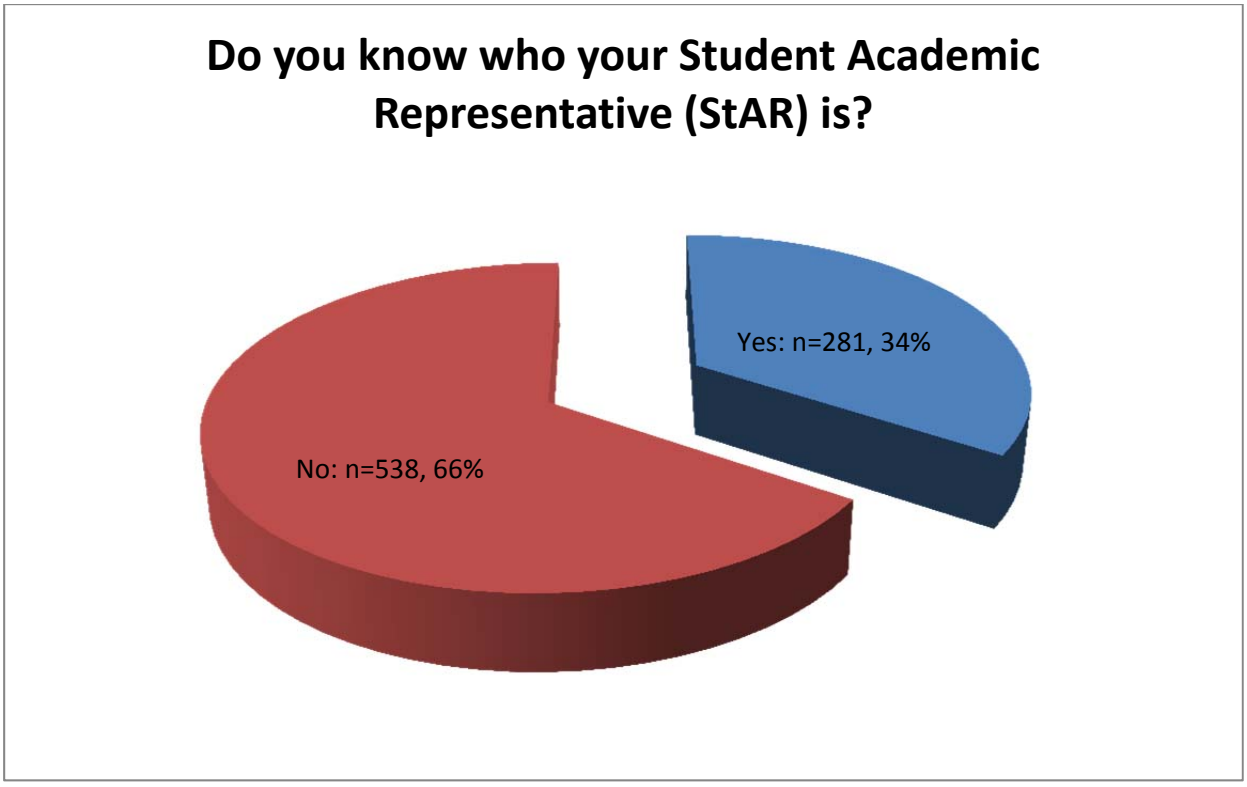
I: Welfare

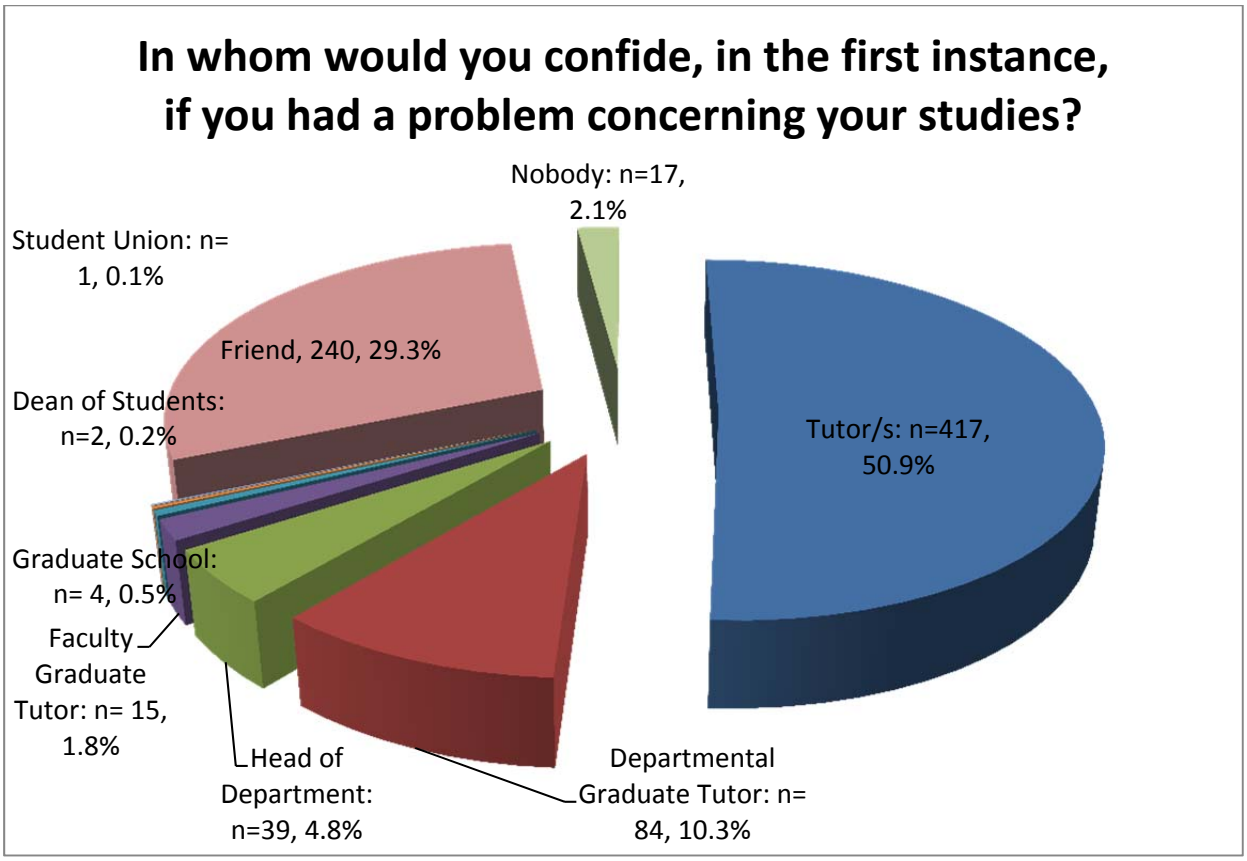
Most respondents (73%) know who their Departmental Graduate Tutor is, but far fewer (40%) know who their Departmental Graduate Student Representative is. Only 34% of respondents know who their Student Academic Representative (StAR) is.



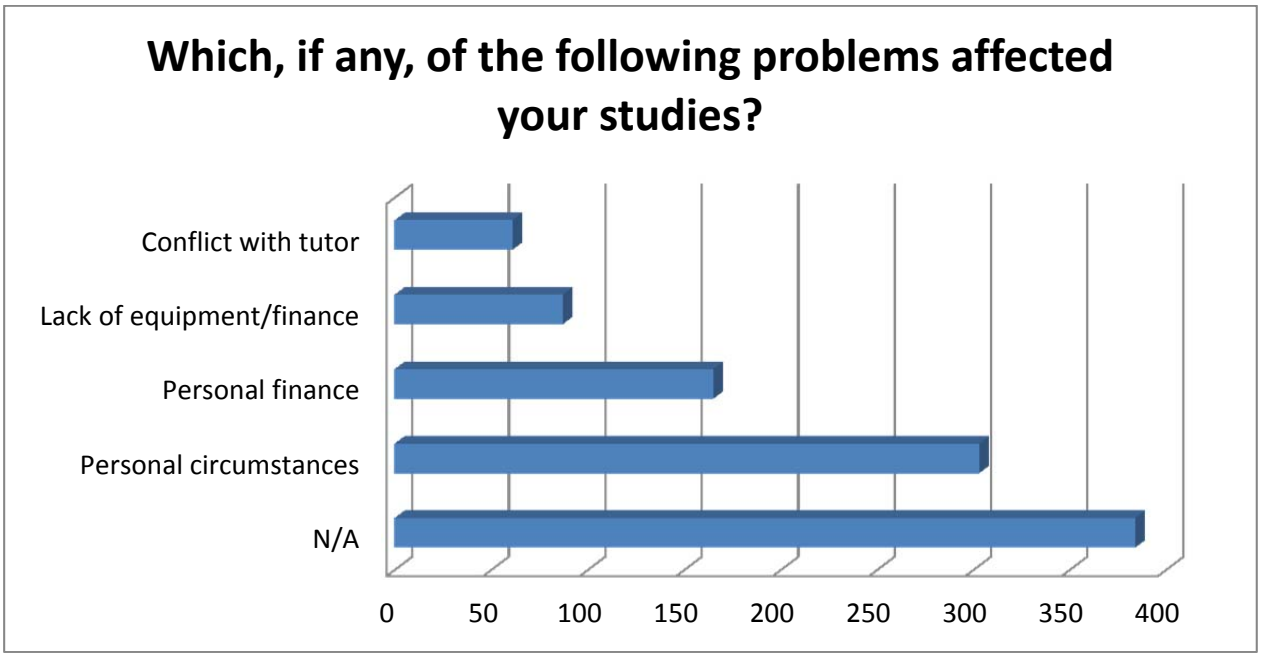




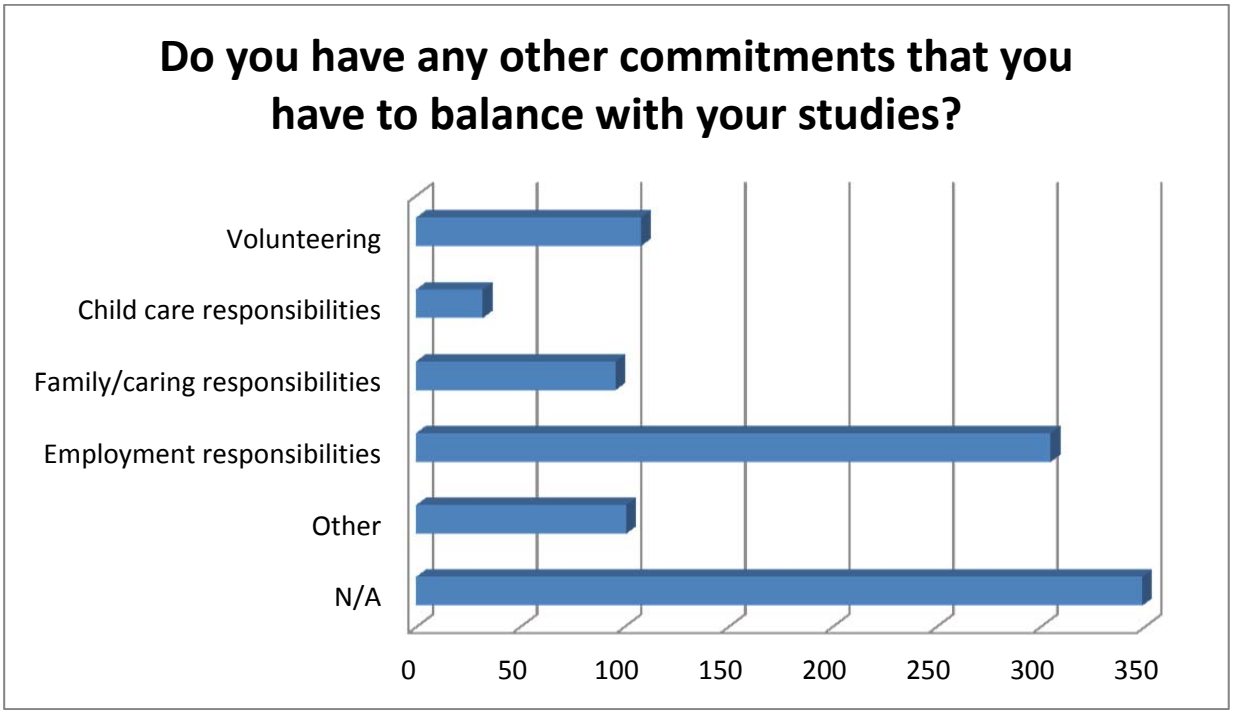
Approximately half of students would confide with their Tutor, in the first instance, if they had a problem concerning their studies.



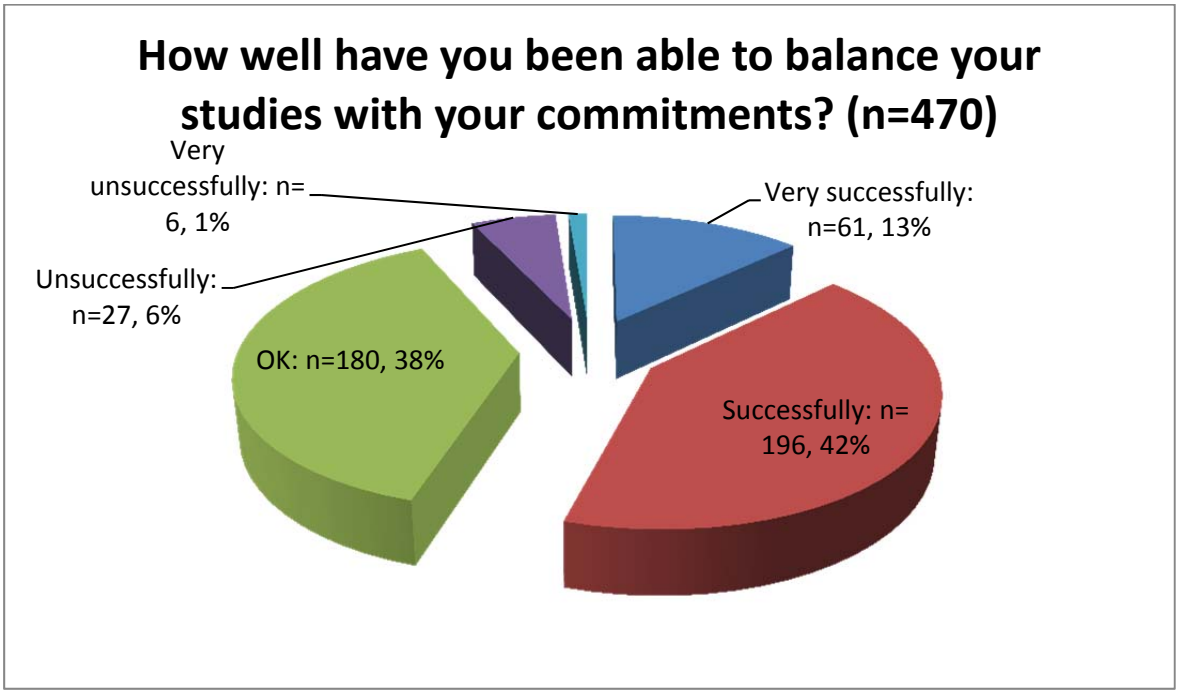
At least 303 of the 819 respondents experienced problems that affected their studies. The most common problems were personal circumstances and personal finances.



At least 305 of the 819 respondents balanced their studies with other commitments. The most common of these were employment responsibilities.



Of the 470 respondents who have commitments that they must balance with their studies, 55% felt that they were able to do so 'Successfully' or 'Very successfully'.



There were some suggestions that came out of the additional comments on welfare. These included requests for more help with the process of applying for a visa, as well as UCL adopting an online application system. Some students felt that more support could be provided for students who have children, especially in providing timetable information in a timely manner to allow for childcare to be arranged. Some students felt that more support could be provided for students with disabilities, and others felt that the counselling service could do more to get back to their queries in a timely manner. However, other students were very impressed with the number of support services and courses offered to students, e.g. in dealing with anxiety and depression. One student felt that course tutors should improve their knowledge on UCL policies prior to giving students advice.