



# Report: Student Survey 19-20, 20-21, 21-22



KUNGL  
TEKNISKA  
HÖGSKOLAN



UNIVERSITAT POLITÈCNICA  
DE CATALUNYA  
BARCELONATECH



TECHNISCHE  
UNIVERSITÄT  
DARMSTADT



TÉCNICO  
LISBOA



TOMSK  
POLYTECHNIC  
UNIVERSITY



Image Credit: TU Eindhoven

“The InComm project wants to develop and implement a more inclusive welcome process at all partner universities, where students and staff from all backgrounds feel welcome in one international identity, to become truly international universities.”

# Survey Results

## Overview

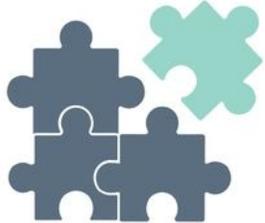


1<sup>st</sup>: February 2020 (2019/20)  
2<sup>nd</sup>: February 2021 (2020/21)  
3<sup>rd</sup>: February 2022 (2021/22)

## TARGET GROUPS:

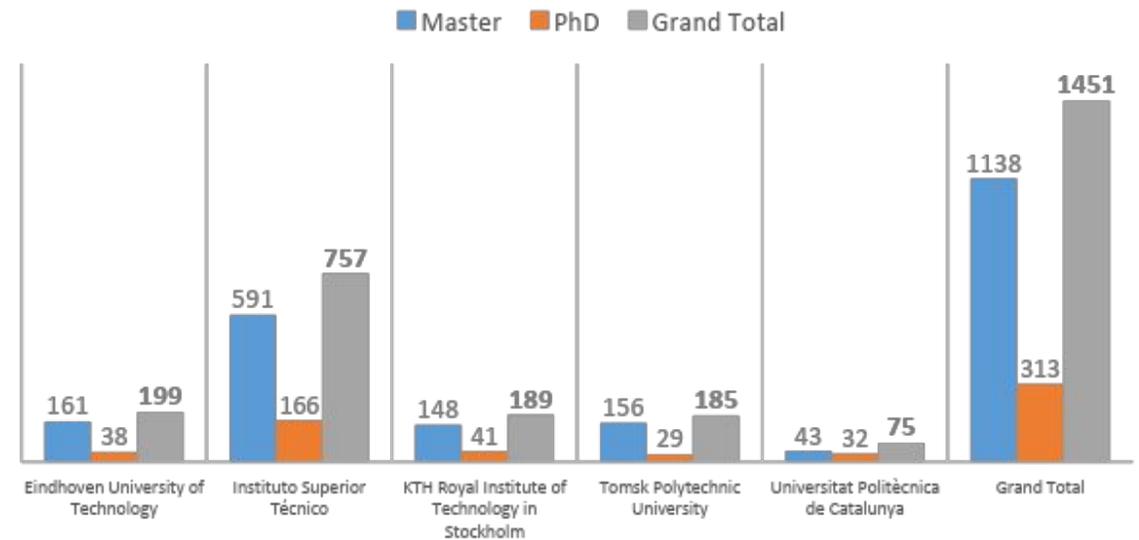
Master students (full degree)  
PhD's

## PARTNERS



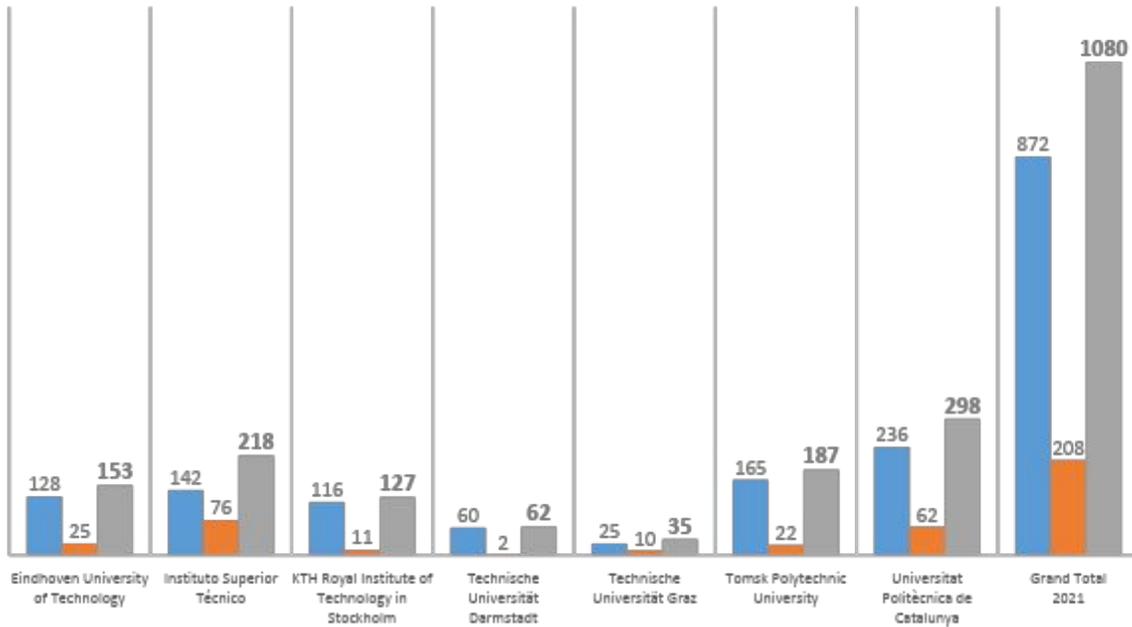
- ✓ Eindhoven University of Technology
- ✓ Instituto Superior Técnico
- ✓ KTH Royal Institute of Technology in Stockholm
- ✓ Technische Universität Darmstadt
- ✓ Technische Universität Graz
- ✓ Tomsk Polytechnic University
- ✓ Universitat Politècnica de Catalunya

## 2019/20



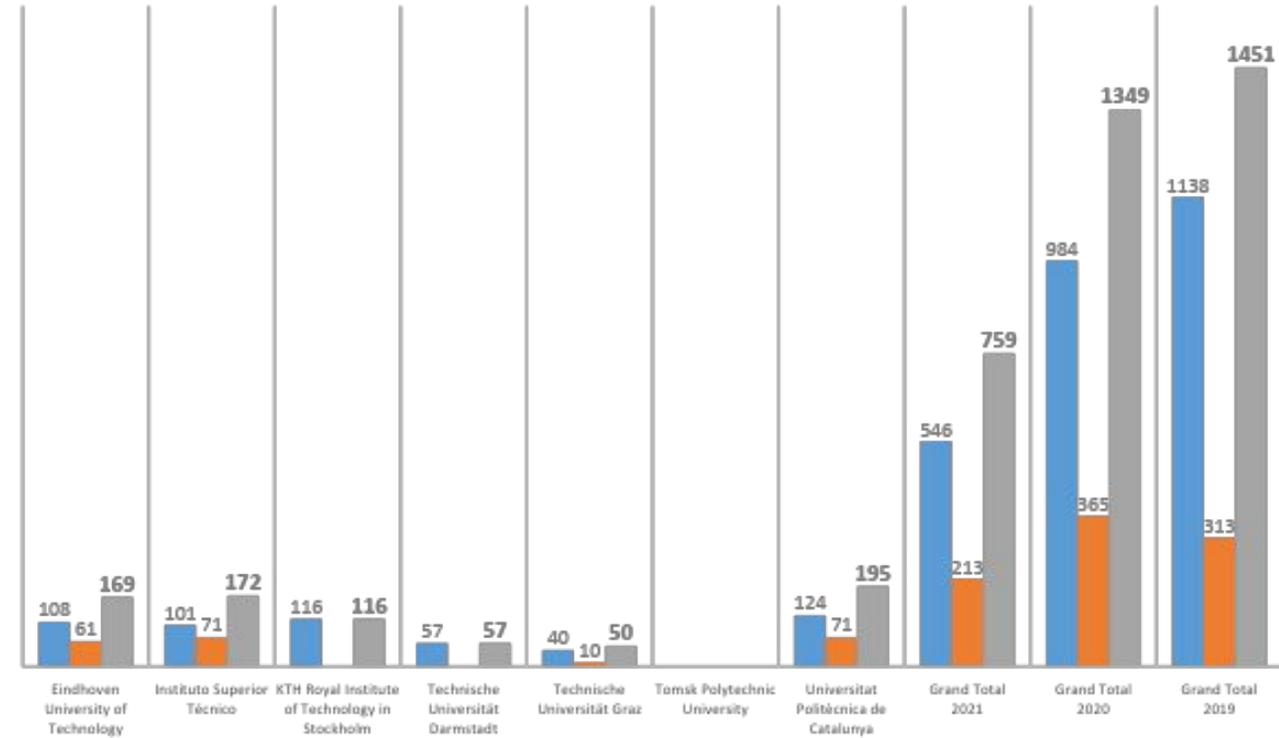
## 2020/21

■ Master ■ PhD ■ Grand Total



## 2021/22

■ Master ■ PhD ■ Grand Total





## TARGET GROUPS:

Master students (full degree)  
PhD's



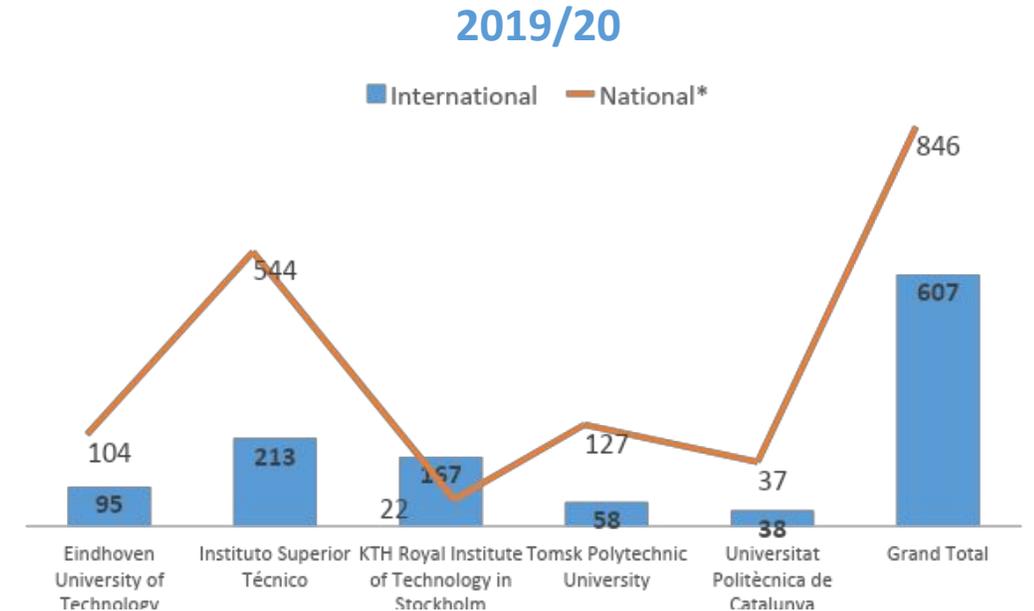
1<sup>st</sup>: February 2020 (2019/20)  
2<sup>nd</sup>: February 2021 (2020/21)  
3<sup>rd</sup>: February 2022 (2021/22)

## METHODOLOGY

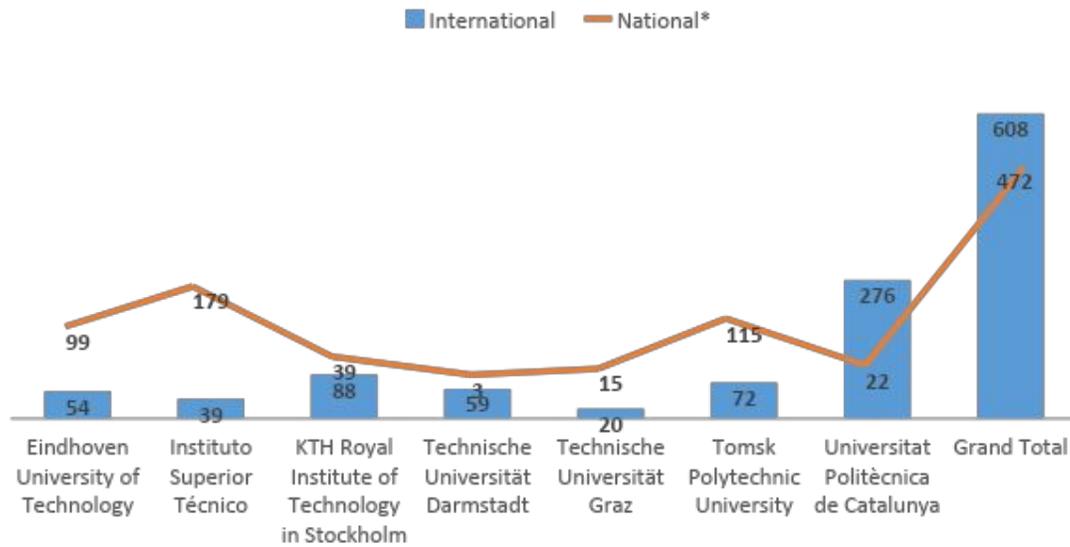


Map the latest trends in **INTERNATIONAL COMMUNITY'S INTEGRATION**;

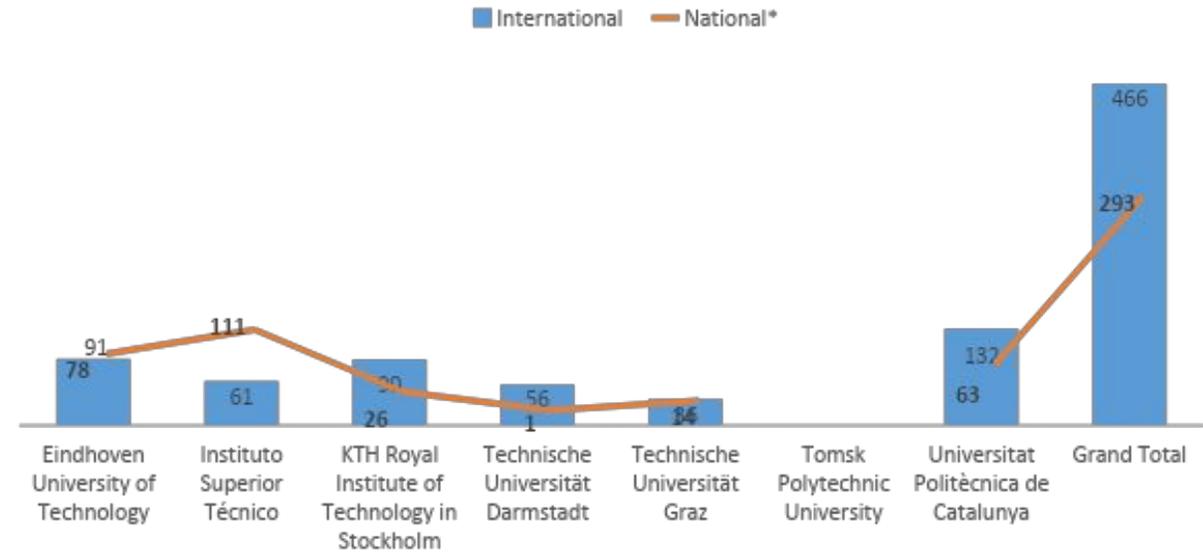
Collected **GENERAL AND STATISTICAL DATA** considering:  
**geographical differences** among the project partners;  
**diversity** in all aspects of the project to safeguard **inclusion**  
and to **avoid biases**, whether that is gender, race, ethnicity,  
religious orientation, sexual orientation, disabilities and  
avoiding biases.



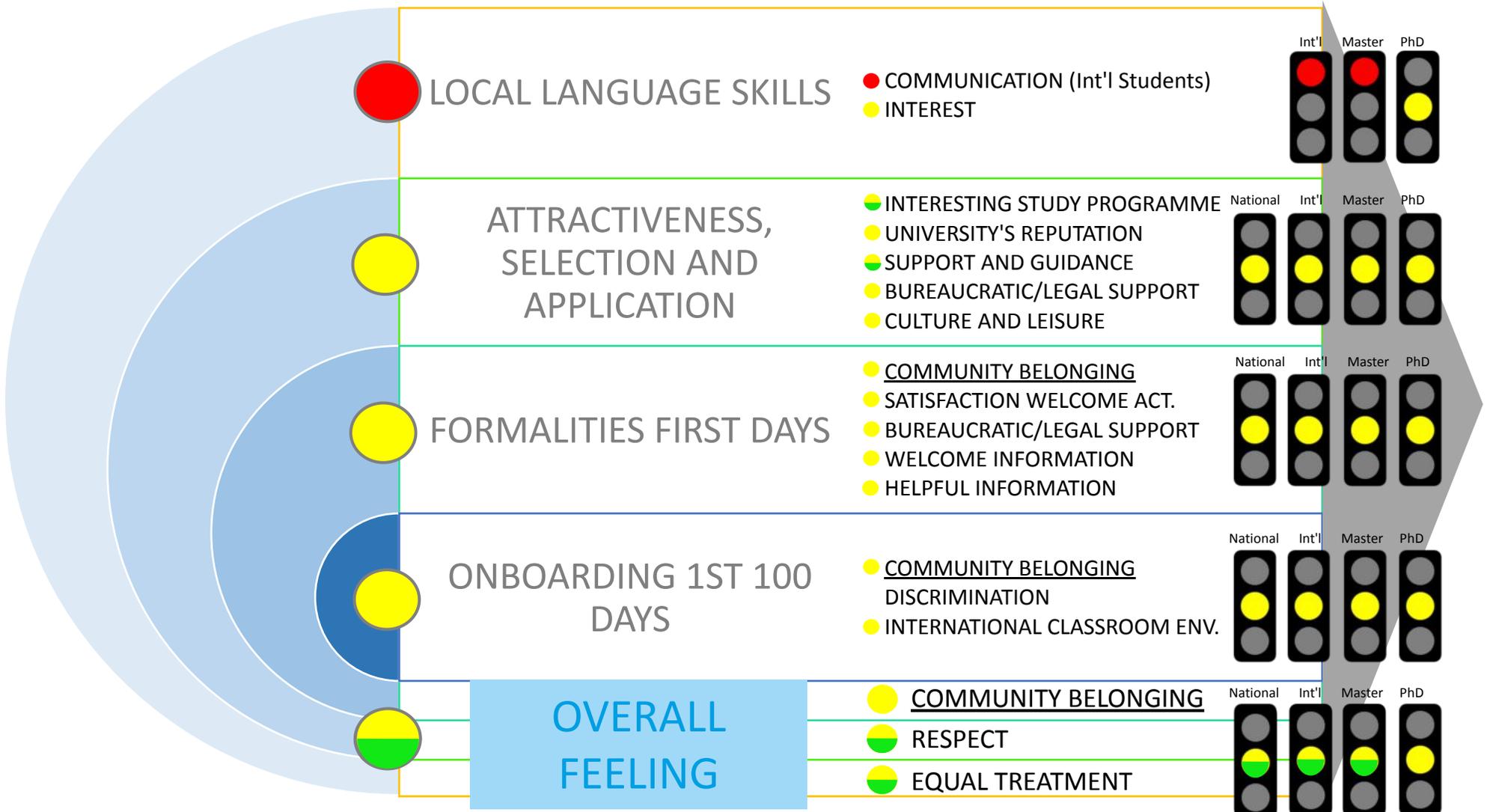
## 2020/21



## 2021/22



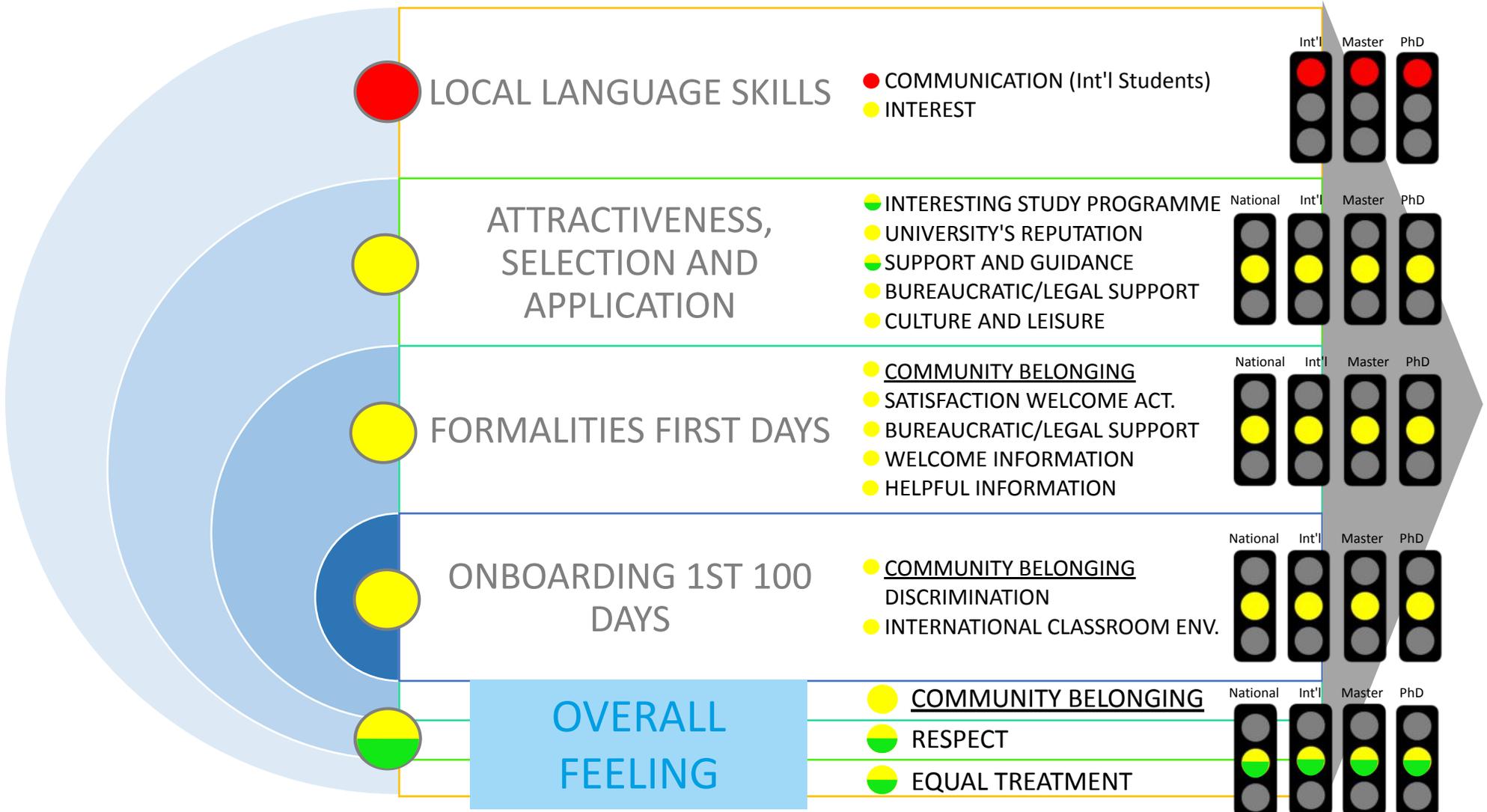
# CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21



**LABEL (scale 1-10)**

- NOT GOOD < 5,5
- TO BE IMPROVED from 5.6 to 6.5
- GOOD, BUT CAN BE IMPROVED from 6.6 to 7.5
- EXCELLENT > 7.5

# CUSTOMER JOURNEY TRAFFIC LIGHT 2021-22



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- EXCELLENT > 7.5

# CUSTOMER JOURNEY TRAFFIC LIGHT 19-20 | 20-21 | 21-22

19-20	20-21	21-22		19-20	20-21	21-22	
			LOCAL LANGUAGE SKILLS				COMMUNICATION (Int. Students) INTEREST (Int. Students)
			ATTRACTIVENESS, SELECTION AND APPLICATION				INTERESTING STUDY PROGRAMME UNIVERSITY'S REPUTATION SUPPORT AND GUIDANCE BUREAUCRATIC/LEGAL SUPPORT CULTURE AND LEISURE
			FORMALITIES FIRST DAYS				<u>COMMUNITY BELONGING</u> SATISFACTION WELCOME ACT. BUREAUCRATIC/LEGAL SUPPORT WELCOME INFORMATION HELPFUL INFORMATION
			ONBOARDING 1ST 100 DAYS				<u>COMMUNITY BELONGING</u> DISCRIMINATION INTERNATIONAL CLASSROOM ENV.
			OVERALL FEELING				<u>COMMUNITY BELONGING</u> RESPECT EQUAL TREATMENT

LABEL (scale 1-10)



**NOT GOOD**

<= 5,5



**TO BE IMPROVED**

from 5.6 to 6.5



**GOOD, BUT CAN BE IMPROVED**

from 6.6 to 7.5

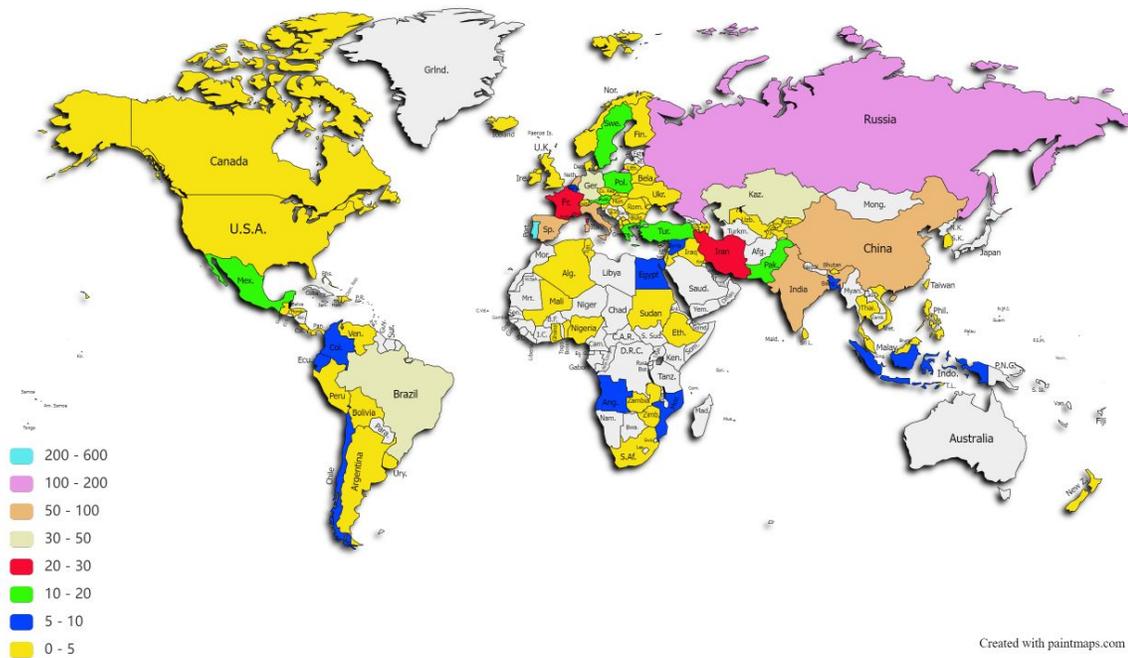


**EXCELLENT**

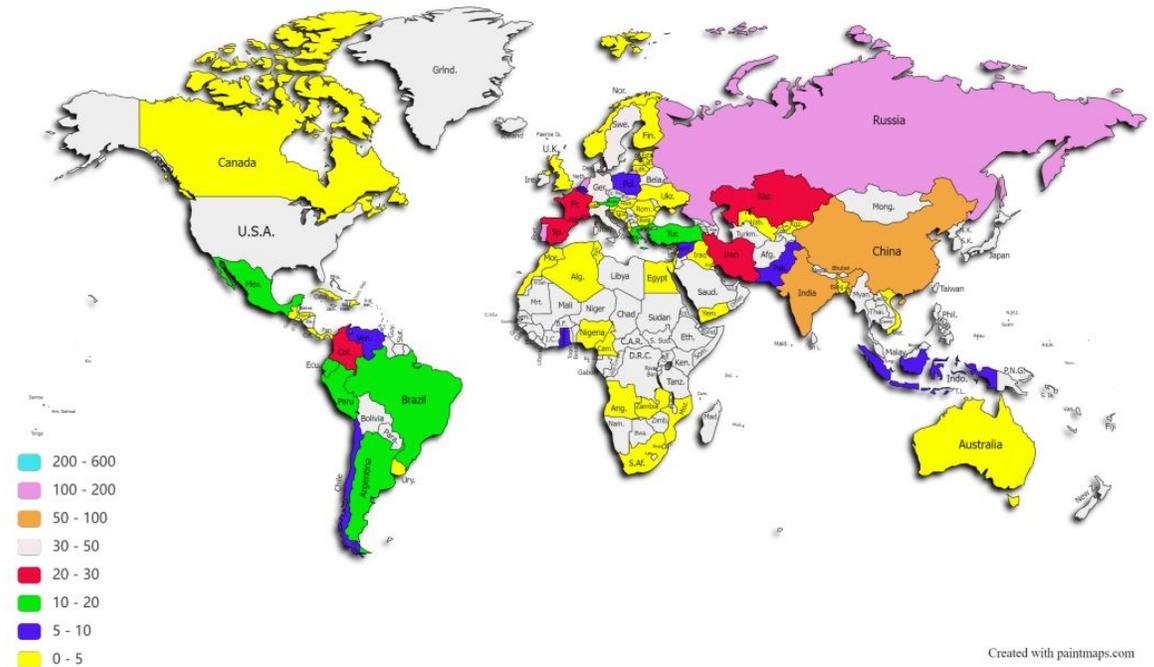
> 7.5

# Respondents' Country of Origin

InComm\_1st Student Survey\_2019

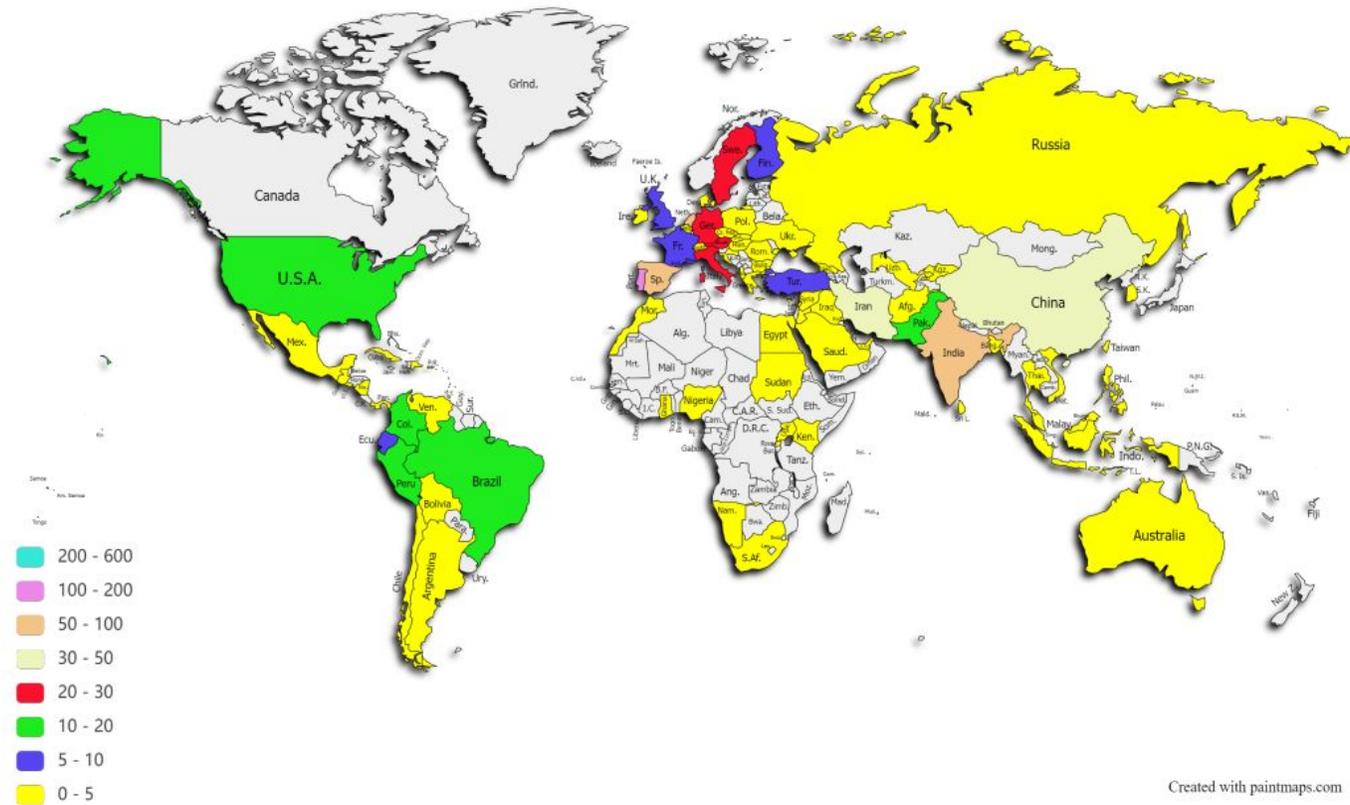


InComm\_2nd Student Survey\_2020



# Respondents' Country of Origin

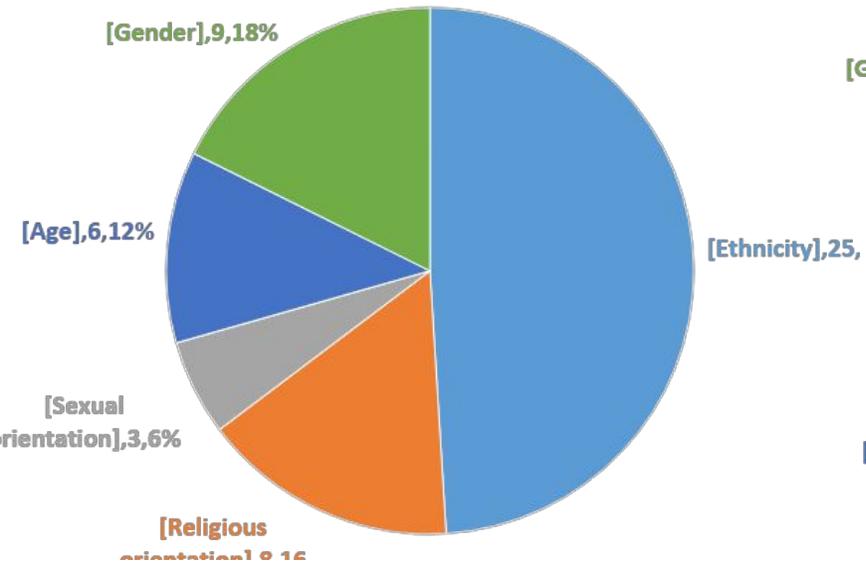
InComm\_3rd Student Survey\_2021



Created with paintmaps.com

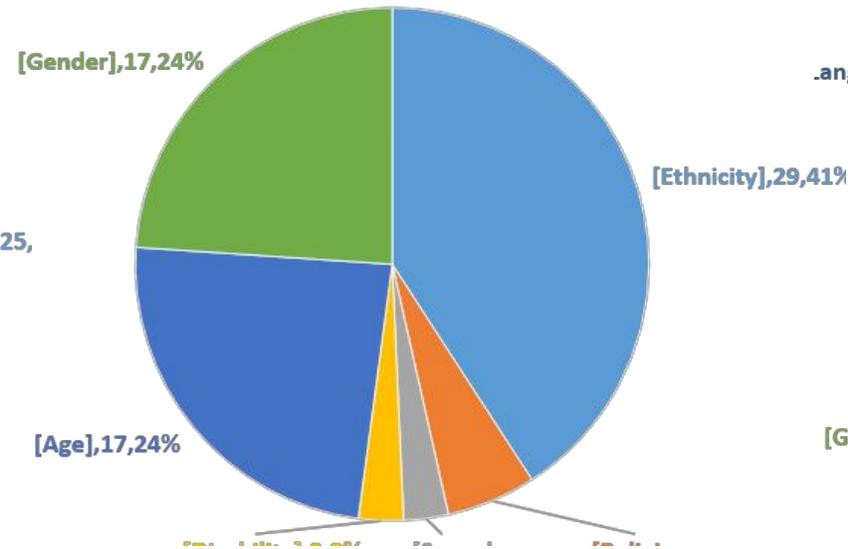
# Discrimination

2019-2020



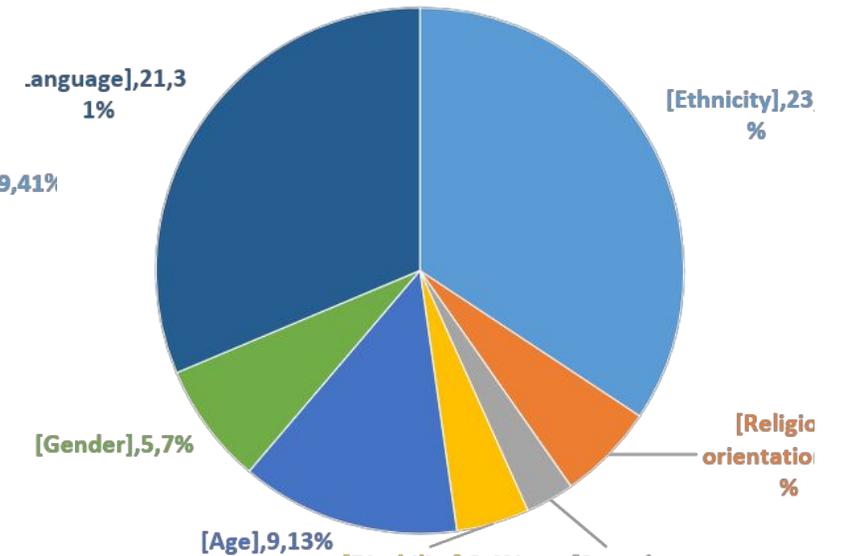
TOTAL: 3,51%

2020-2021



TOTAL: 6,57%

2021-2022



TOTAL: 6,06%

# Discrimination

## 2019-2020

- ✓ 3,51% of respondents reported experiencing discrimination
  - The most-reported form of discrimination, with 25 responses, is discrimination based on ethnicity.
  - Other responses included discrimination based on: gender (9 responses), religion (8), age (6), or sexual orientation (3).
  - No respondent felt that they had been discriminated against on the basis of a disability.

## 2020-2021

- ✓ 6,57% of respondents reported experiencing discrimination
  - The most-reported form of discrimination, with 29 responses, is discrimination based on ethnicity.
  - Other responses included discrimination based on: gender (17 responses), religion (4), age (17), sexual orientation (2) or disability (2).

## 2021-2022

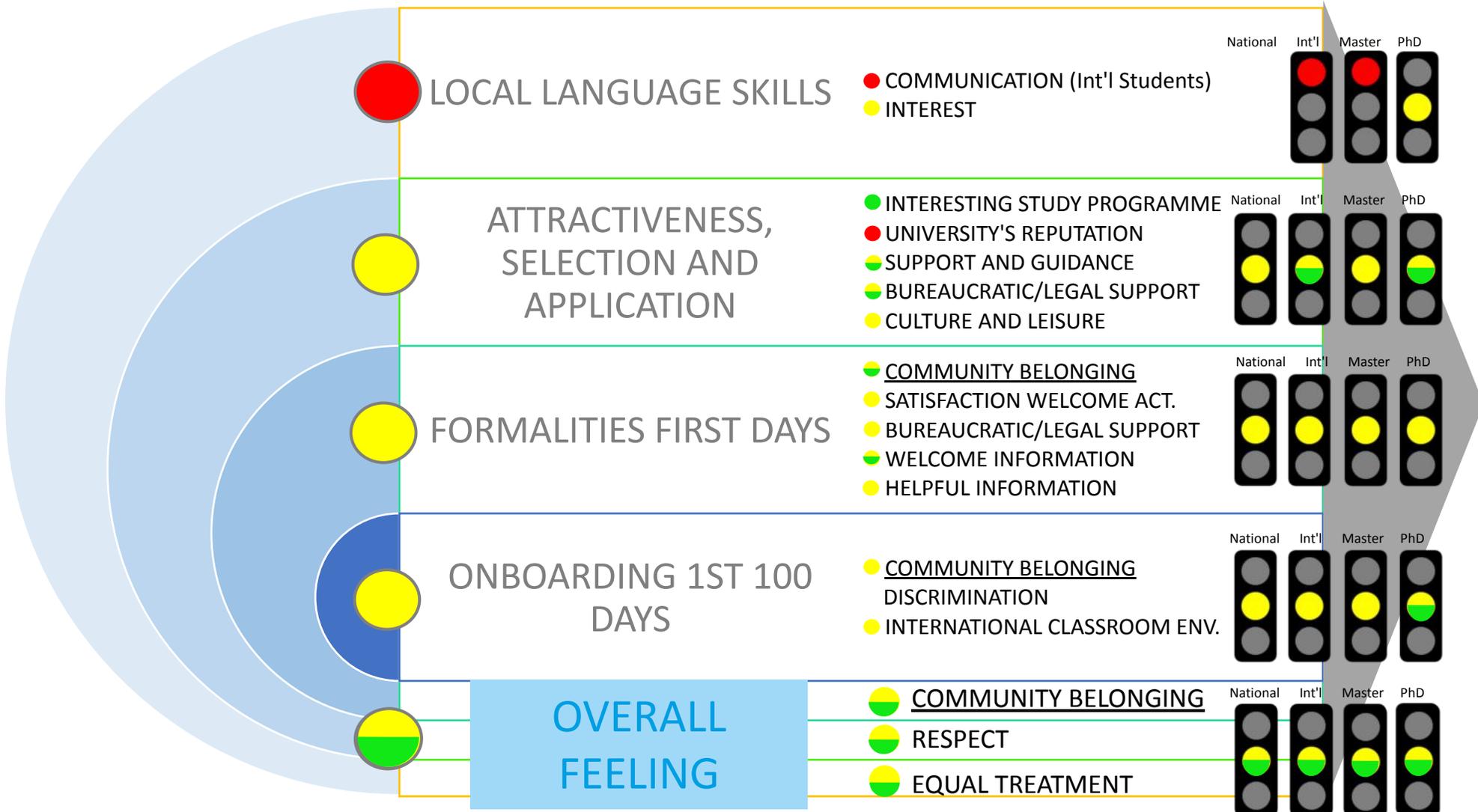
- ✓ 6,06% of respondents reported experiencing discrimination
  - The most-reported form of discrimination, with 23 responses, is discrimination based on ethnicity.
  - Other responses included discrimination based on: language (21), gender (5 responses), religion (4), age (9), sexual orientation (2) or disability (3).

# Survey Results

## Eindhoven University of Technology

**TU/e**

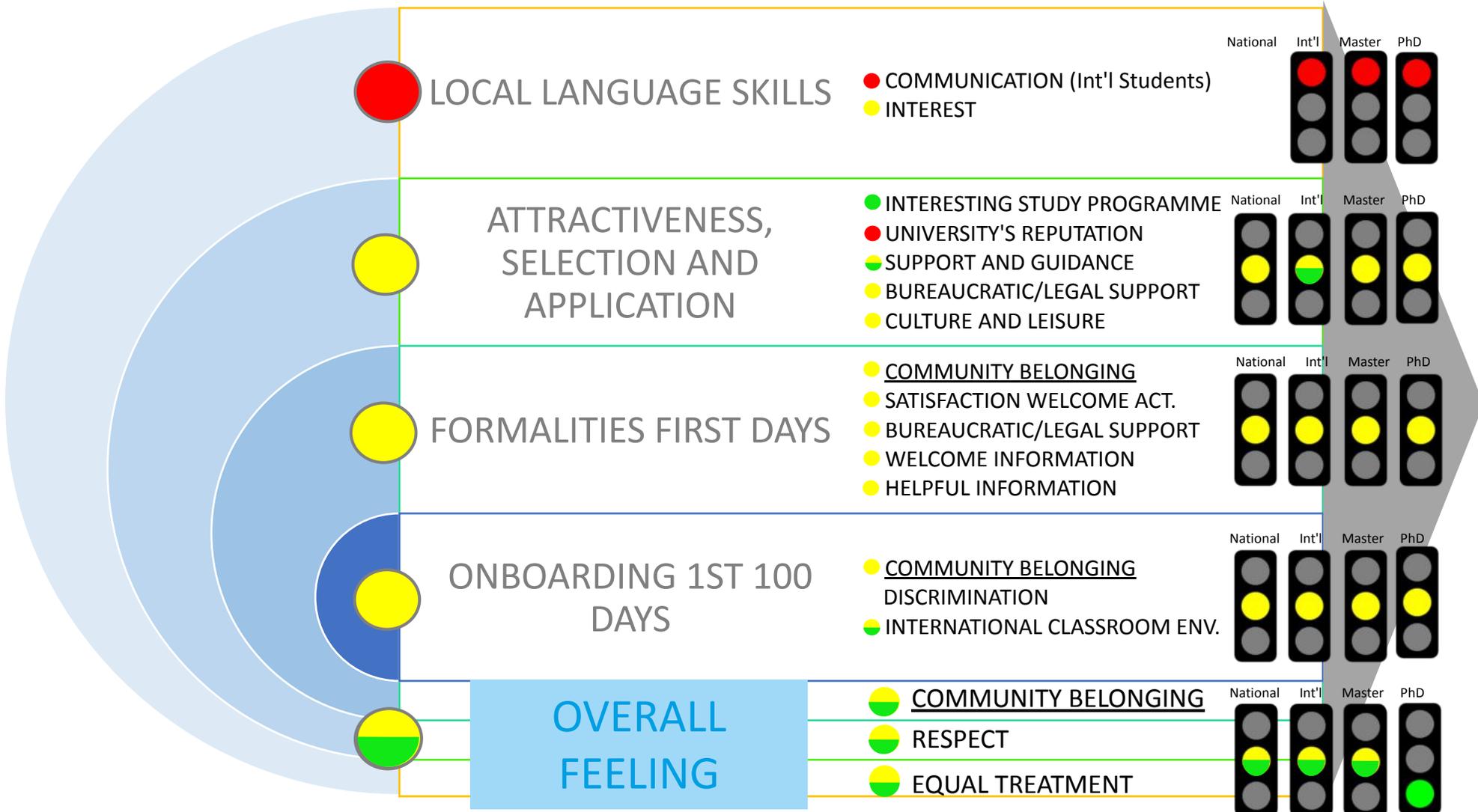
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# CUSTOMER JOURNEY TRAFFIC LIGHT 2021-22

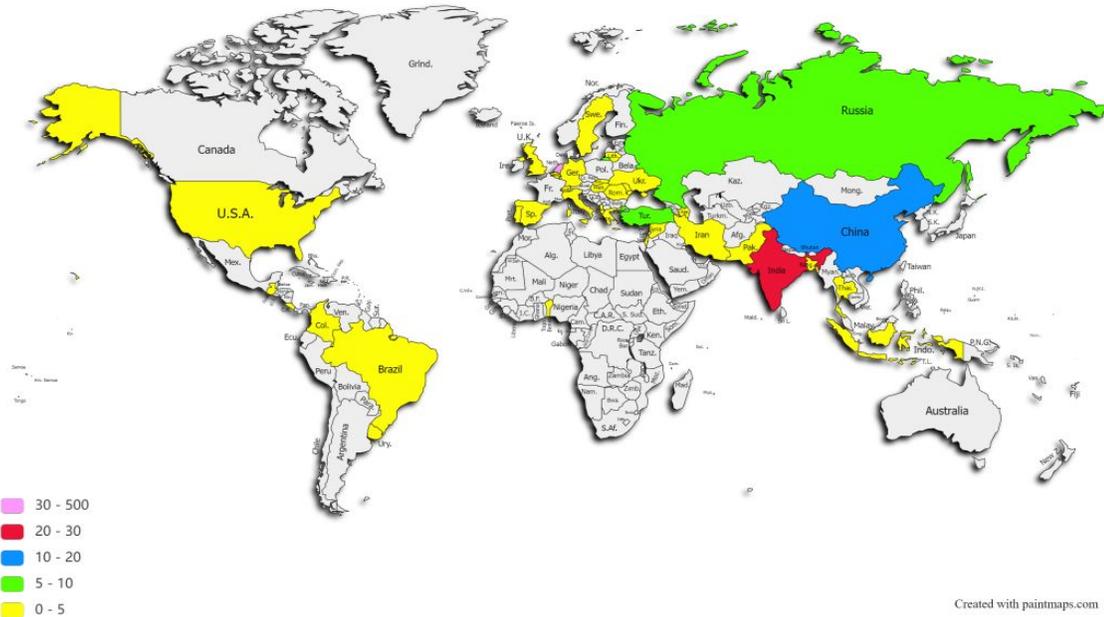


**LABEL (scale 1-10)**

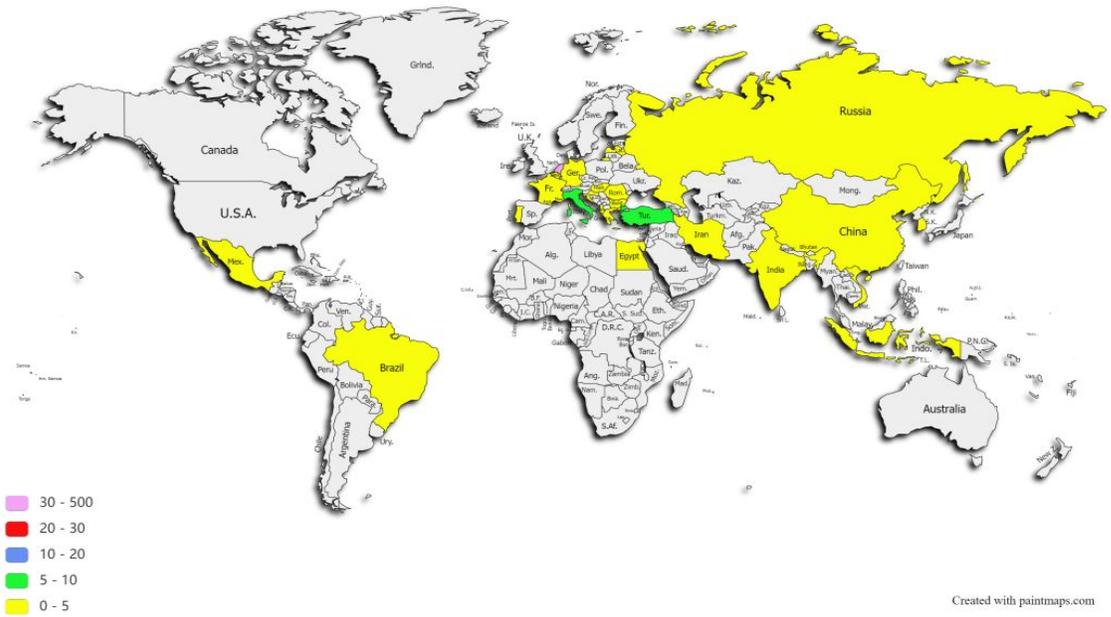
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# Respondents' Country of Origin

Eindhoven University of Technology 2019

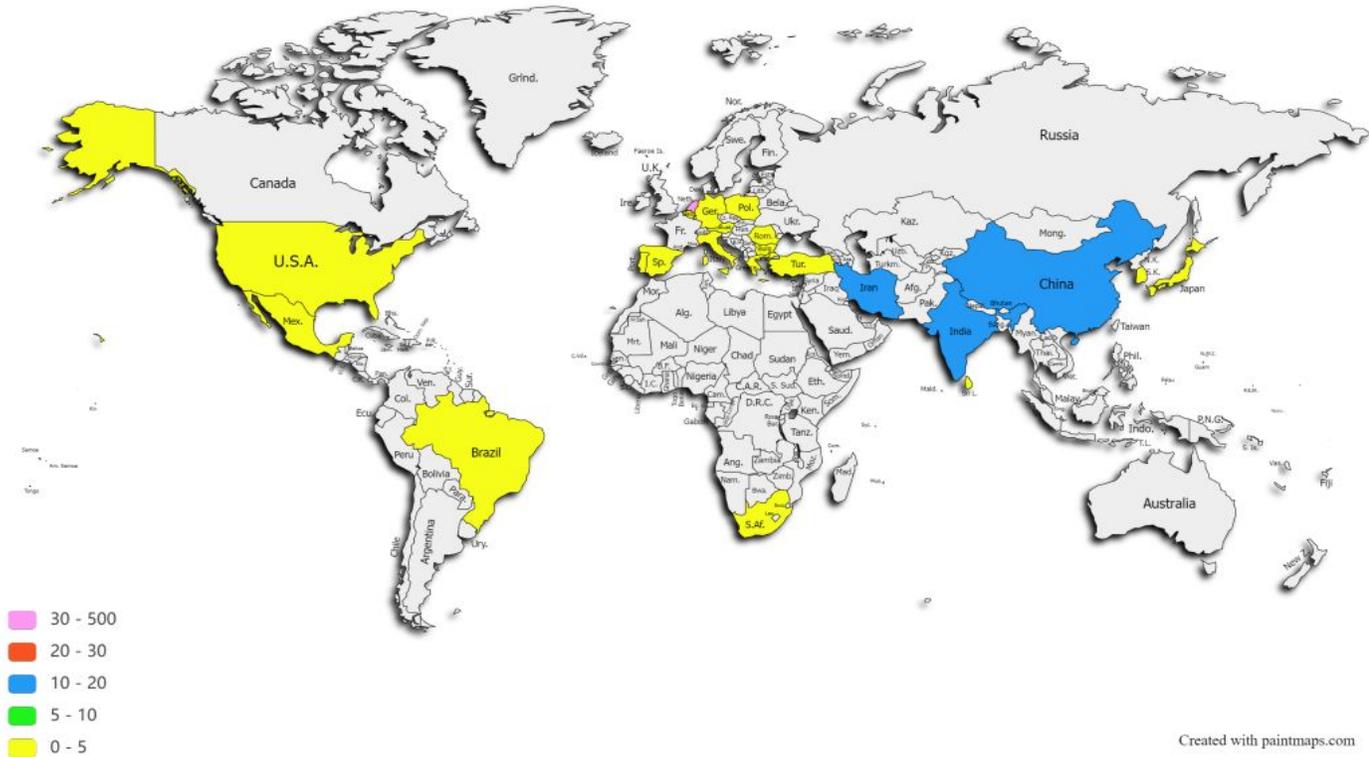


Eindhoven University of Technology 2020

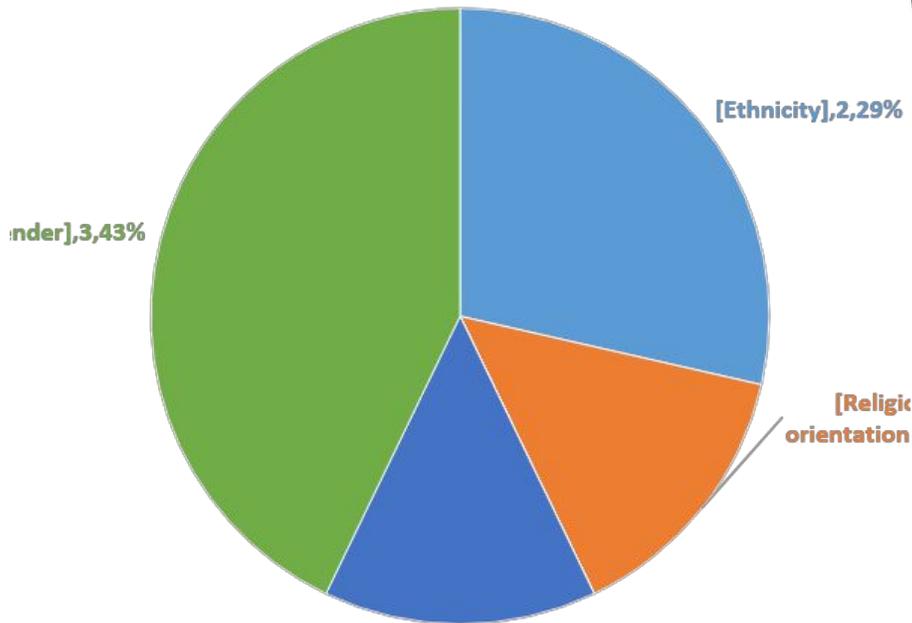


# Respondents' Country of Origin

Eindhoven University of Technology 2021



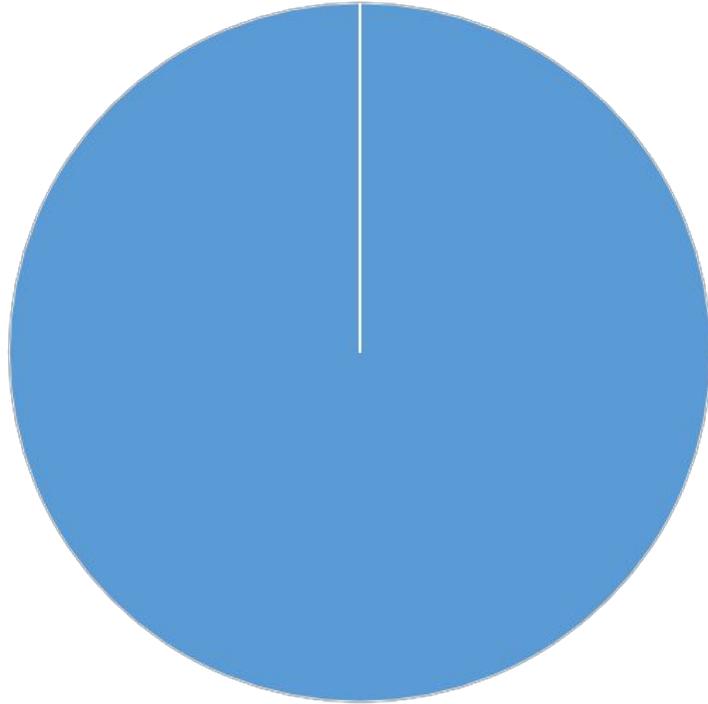
# Discrimination 2019-20



3,5% of respondents reported experiencing discrimination

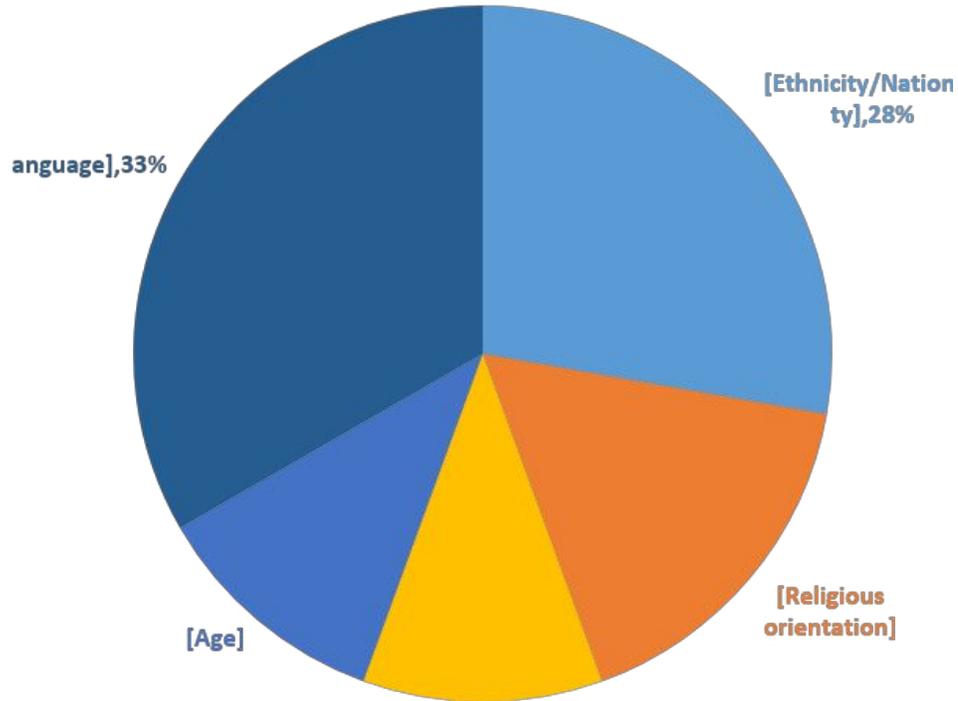
- The most-reported form of discrimination, with 3 responses, is discrimination based on gender.
- Other responses included discrimination based on: ethnicity (2 responses), religion (1), or age (1).
- No respondent felt that they had been discriminated against on the basis of a disability or sexual orientation.

# Discrimination 2020-21



- Only one student reported discrimination, based on ethnicity.
- No respondent felt that they had been discriminated against on the basis of a disability, gender, religion, sexual orientation, or age.

# Discrimination 2021-22



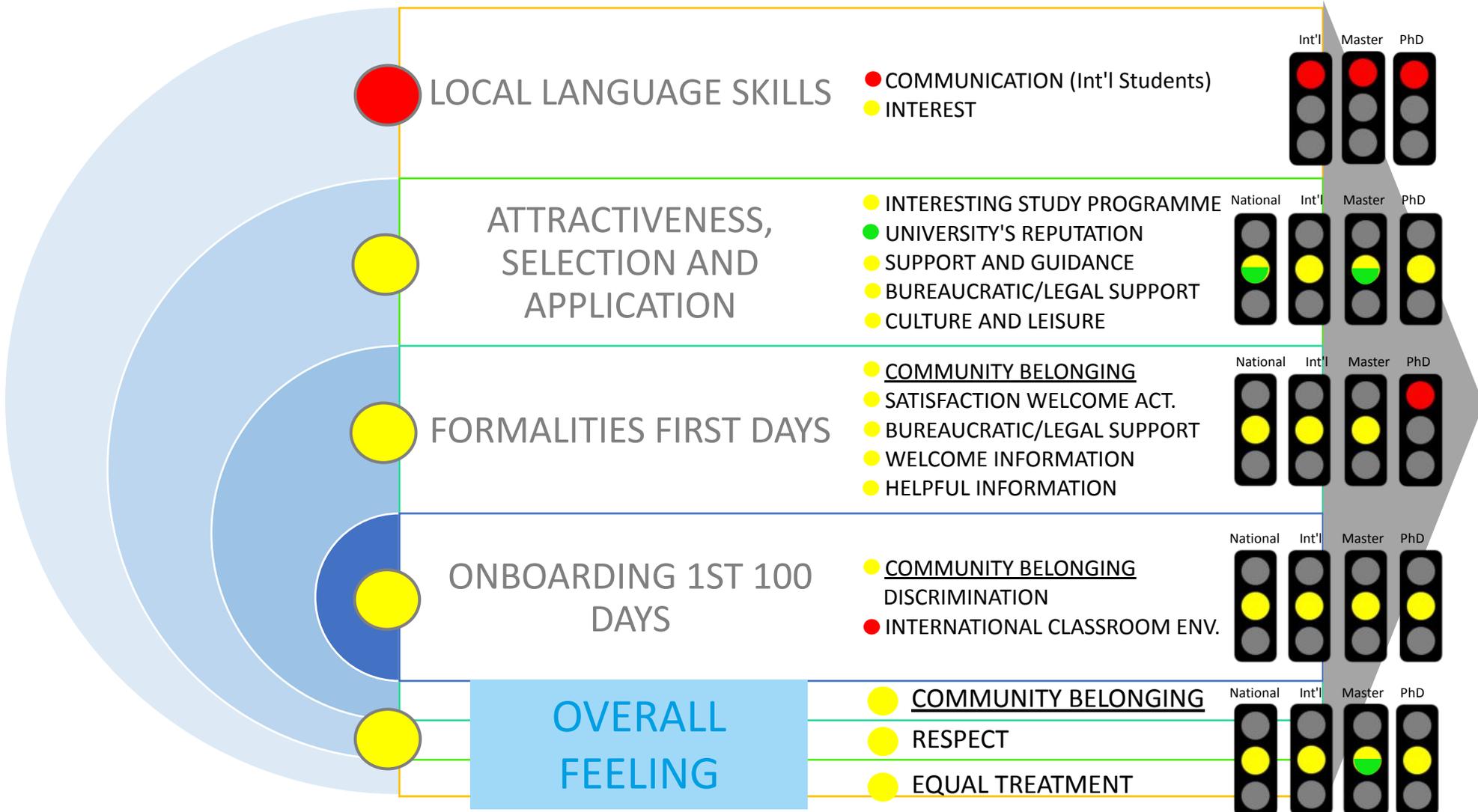
- ✓ 10.65% of respondents reported experiencing discrimination
  - The most-reported form of discrimination, with 6 responses, is discrimination based on language.
  - Other responses included discrimination based on: ethnicity (5), religious orientation (3), disability (2), age (2), gender (3), language (3) and sexual orientation (1).
  - No respondent felt that they had been discriminated against on the basis of sexual orientation and gender.

# Survey Results

## Instituto Superior Técnico



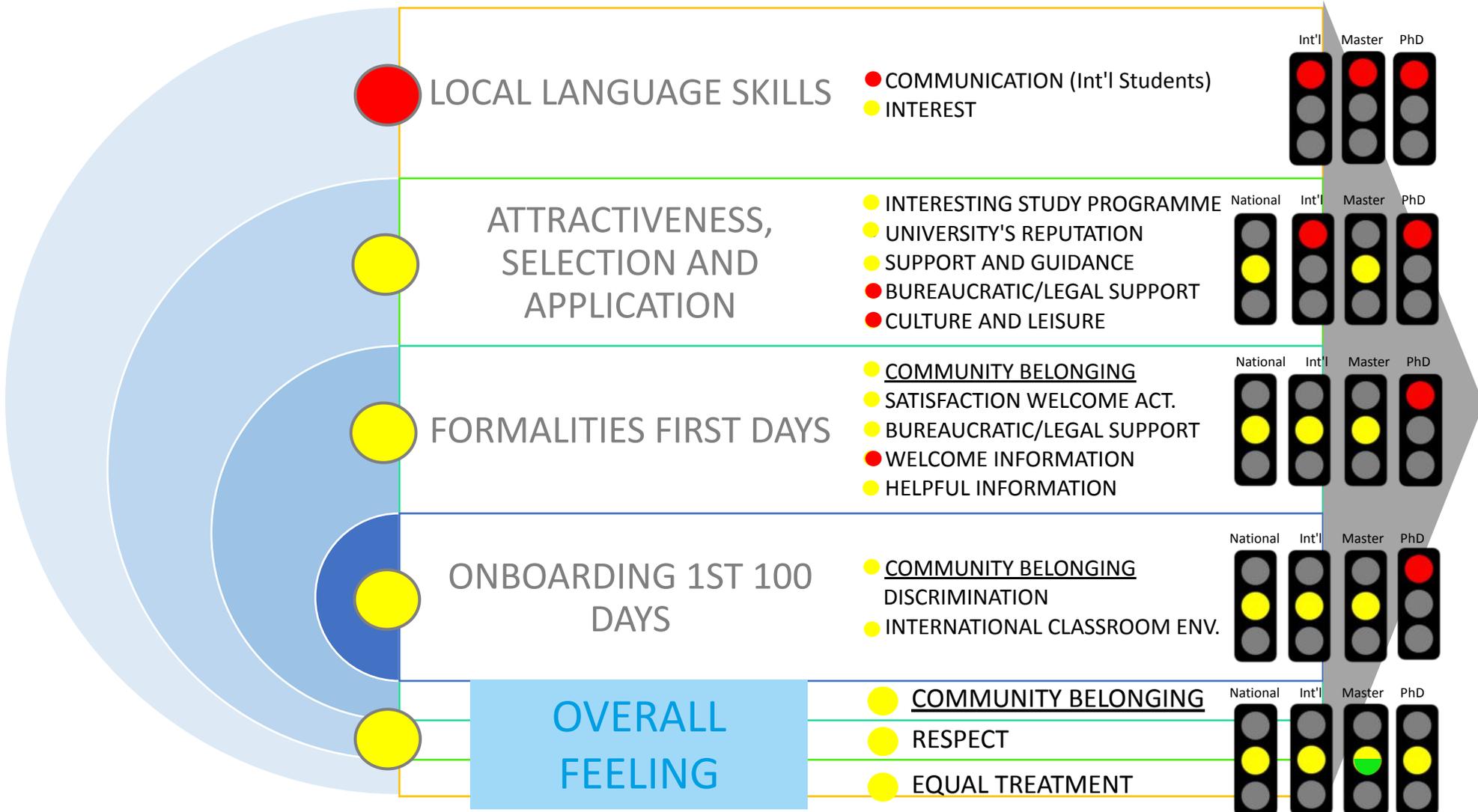
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# CUSTOMER JOURNEY TRAFFIC LIGHT 2021-22

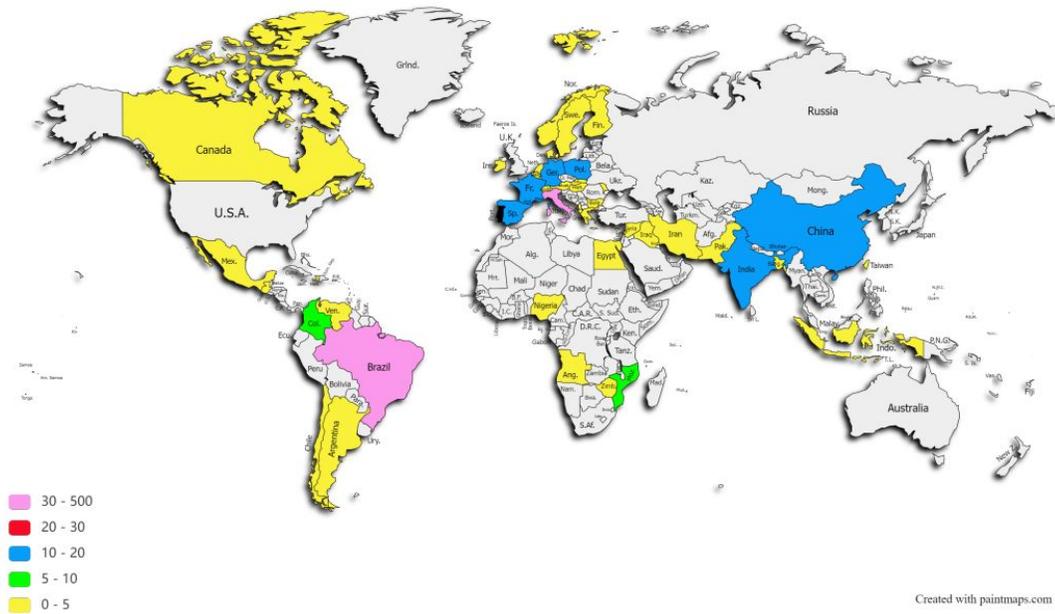


**LABEL (scale 1-10)**

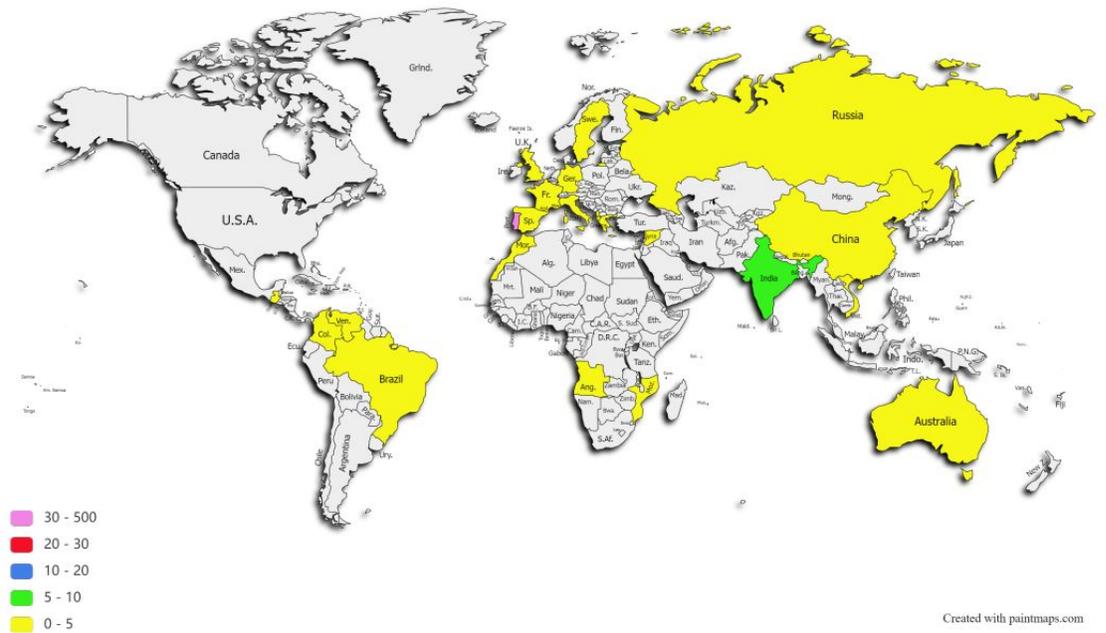
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# Respondents' Country of Origin

Instituto Superior Técnico Lisboa 2019

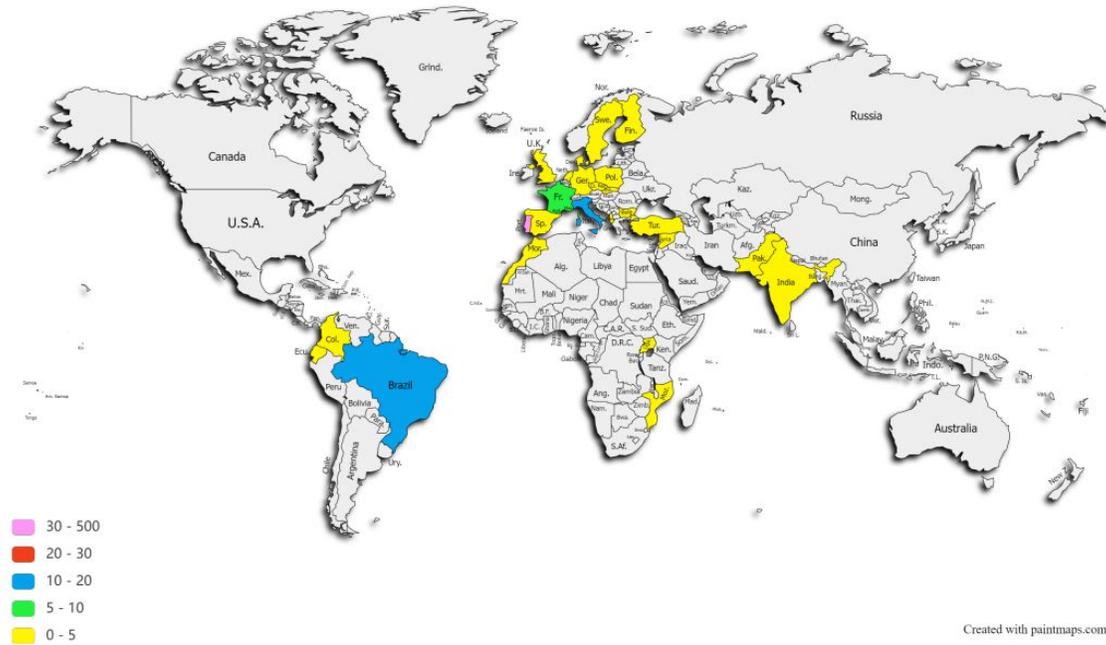


Instituto Superior Técnico Lisboa 2020



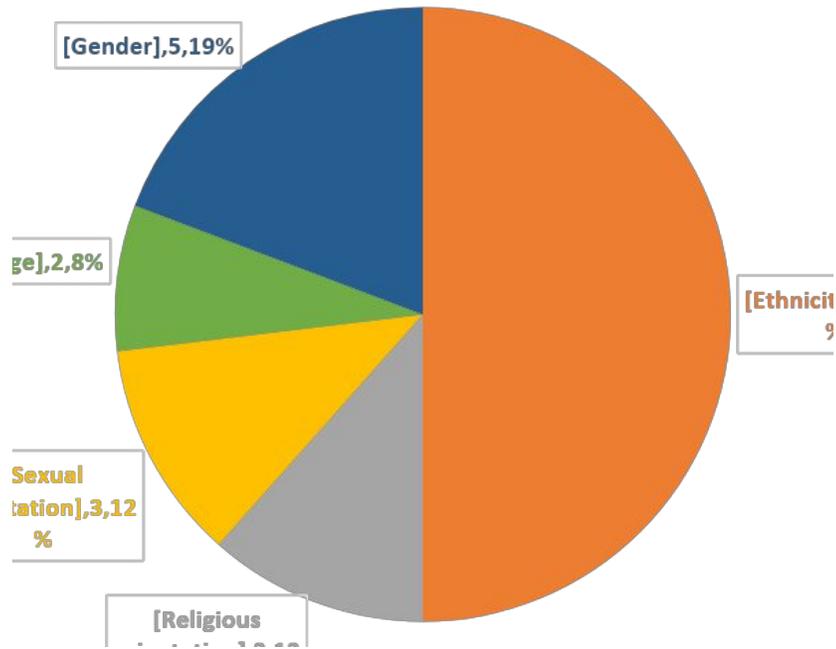
# Respondents' Country of Origin

Instituto Superior Técnico Lisboa 2021



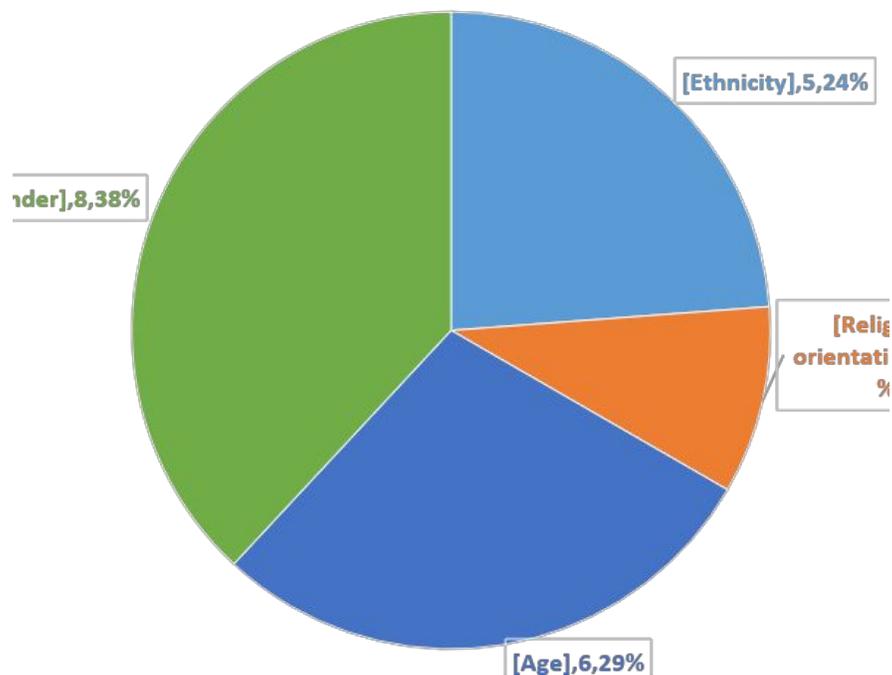
Created with paintmaps.com

# Discrimination 2019-20



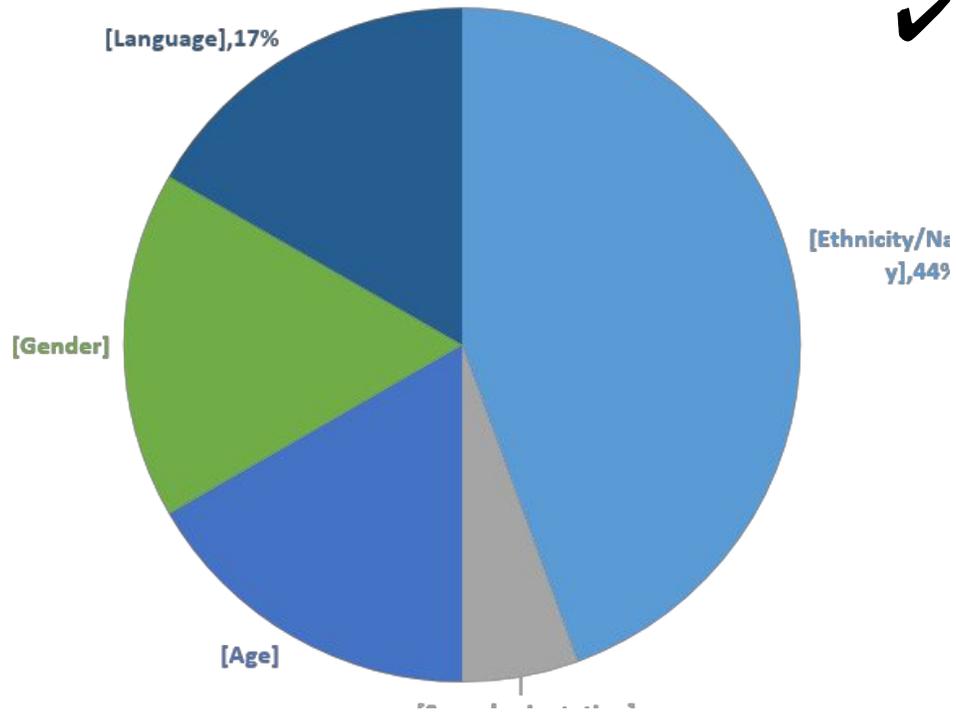
- ✓ 3,4% of respondents reported experiencing discrimination
  - The most-reported form of discrimination, with 13 responses, is discrimination based on ethnicity.
  - Other responses included discrimination based on: gender (5 responses), religion (3), sexual orientation (3), or age (2).
  - No respondent felt that they had been discriminated against on the basis of a disability.

# Discrimination 2020-21



- ✓ 9,6% of respondents reported experiencing discrimination
  - The most-reported form of discrimination, with 8 responses, is discrimination based on gender.
  - Other responses included discrimination based on: age (6 responses), ethnicity (5), religion (2).
  - No respondent felt that they had been discriminated against on the basis of sexual orientation, or disability.

# Discrimination 2021-22



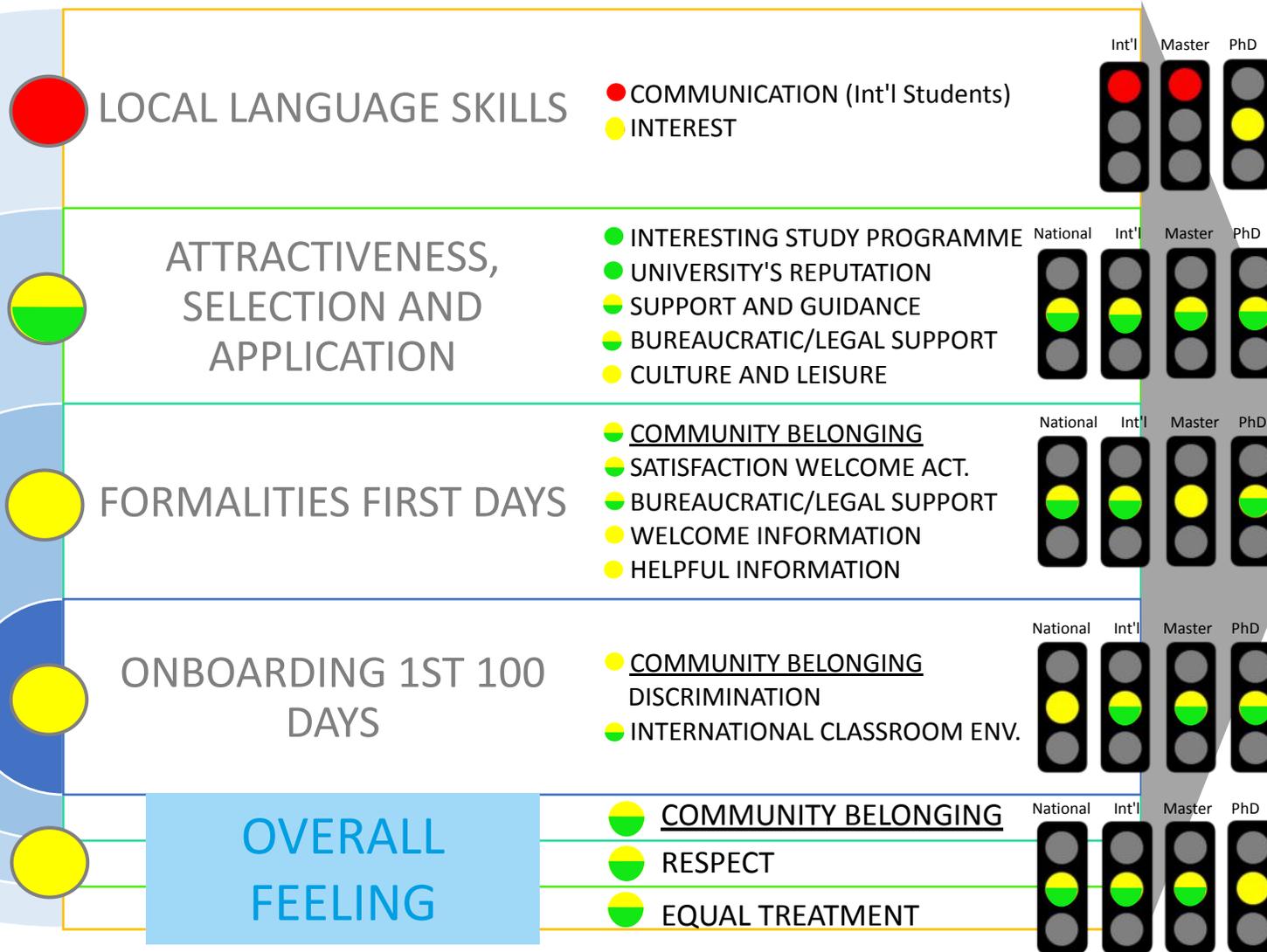
- ✓ 8.7% of respondents reported experiencing discrimination
  - The most-reported form of discrimination, with 8 responses, is discrimination based on ethnicity.
  - Other responses included discrimination based on: age (3), gender (3), language (3) and sexual orientation (1).
  - No respondent felt that they had been discriminated against on the basis religion, or disability.

# Survey Results

## KTH Royal Institute of Technology in Stockholm



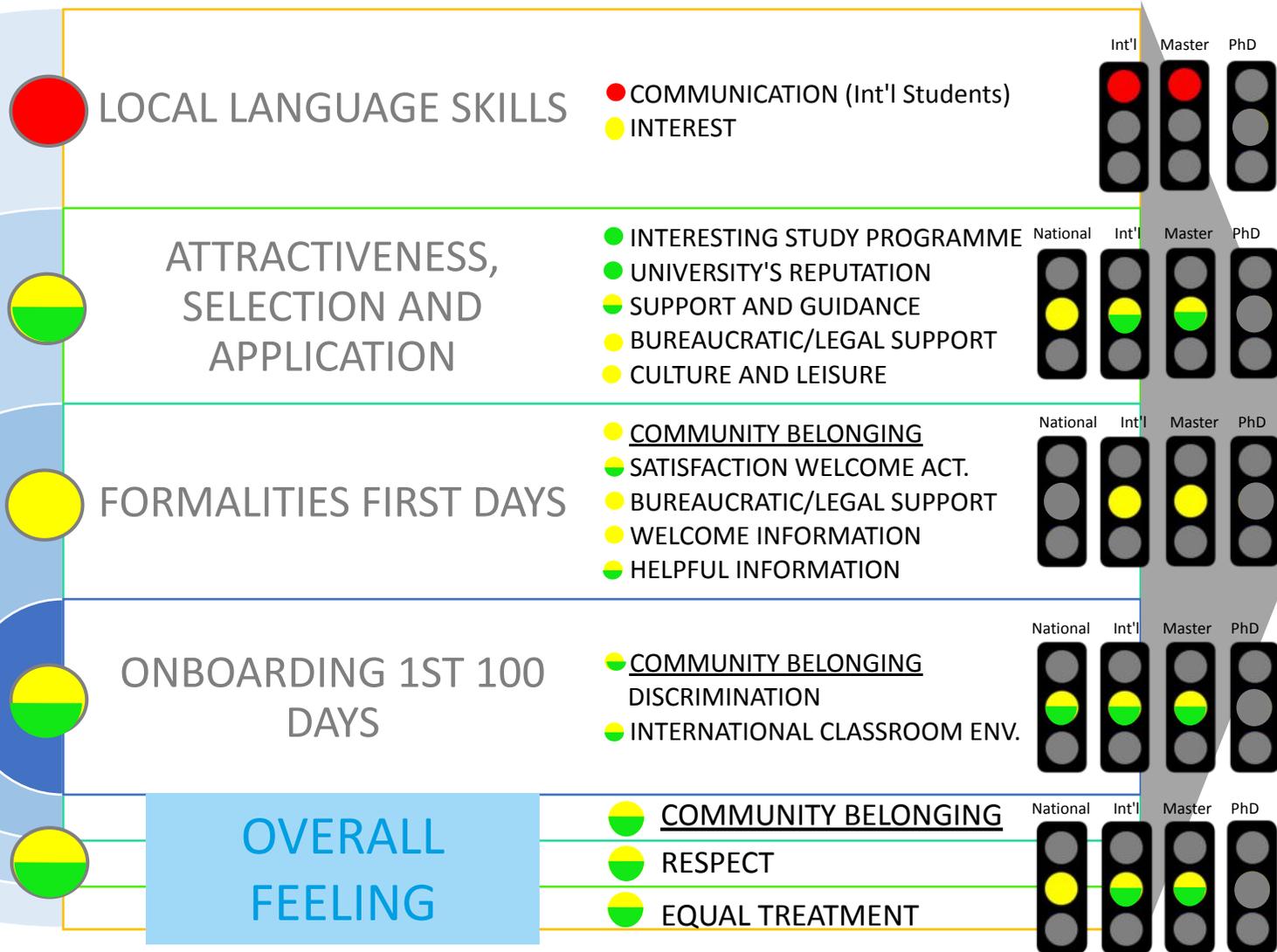
# CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21



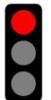
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# CUSTOMER JOURNEY TRAFFIC LIGHT 2021-22

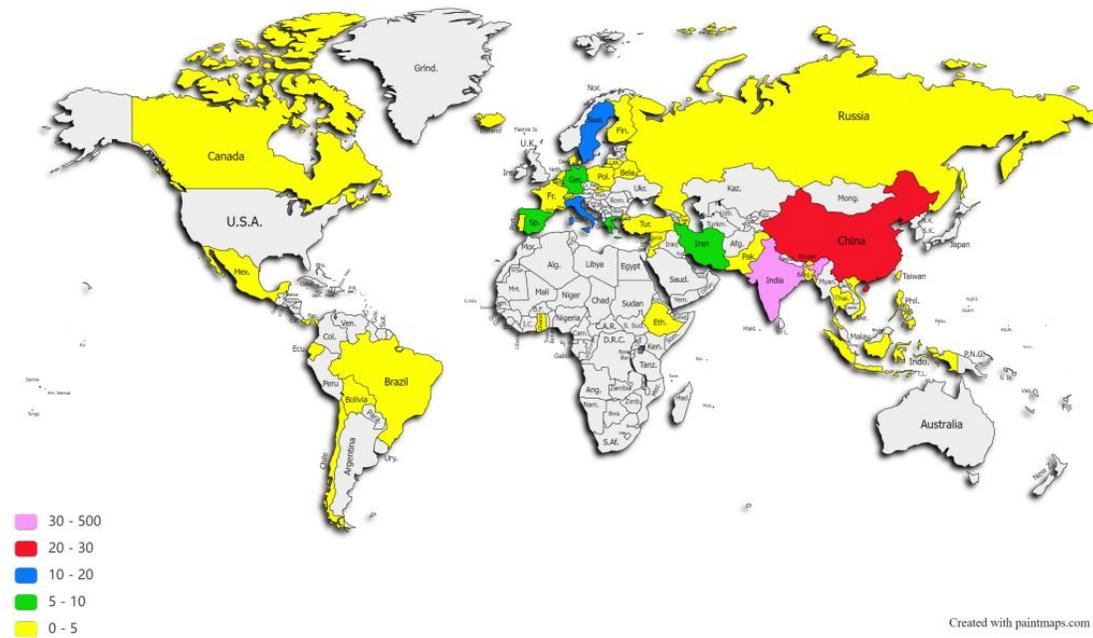


**LABEL (scale 1-10)**

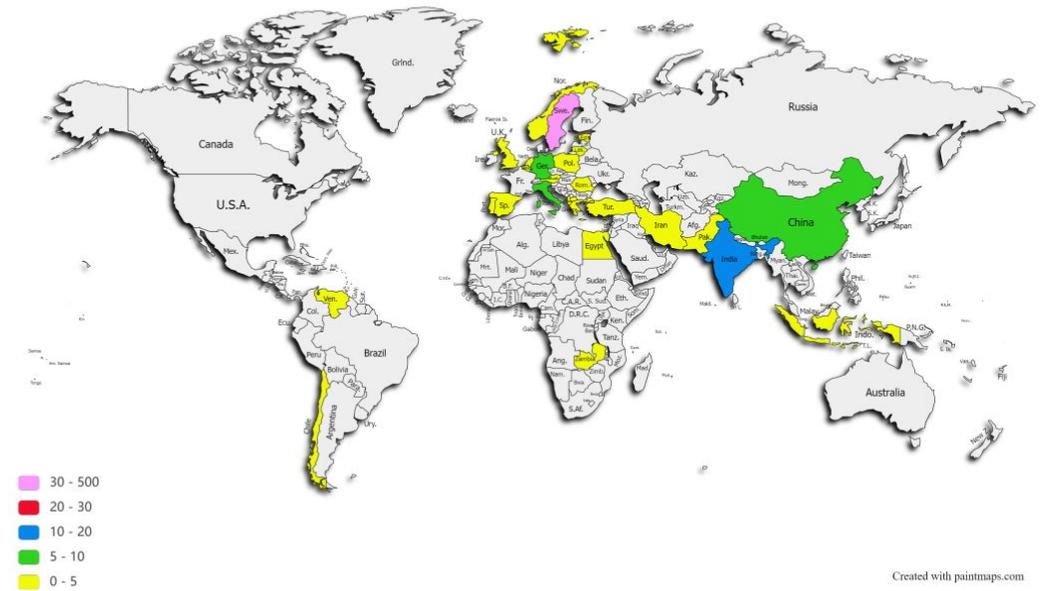
-  **NOT GOOD**  
 < 5,5
-  **TO BE IMPROVED**  
 from 5.6 to 6.5
-  **GOOD, BUT CAN BE IMPROVED**  
 from 6.6 to 7.5
-  **EXCELLENT**  
 > 7.5

# Respondents' Country of Origin

KTH Royal Institute of Technology in Stockholm 2019

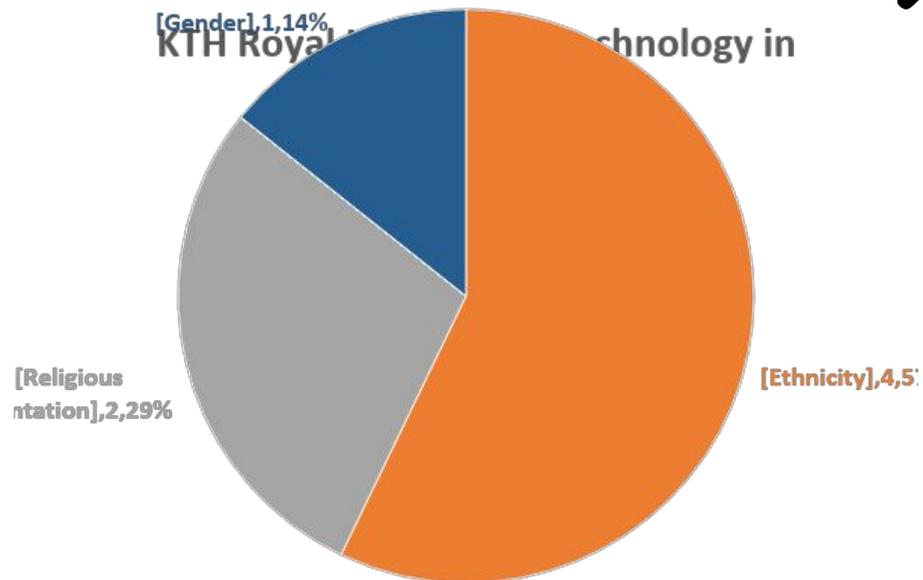


KTH Royal Institute of Technology in Stockholm 2020



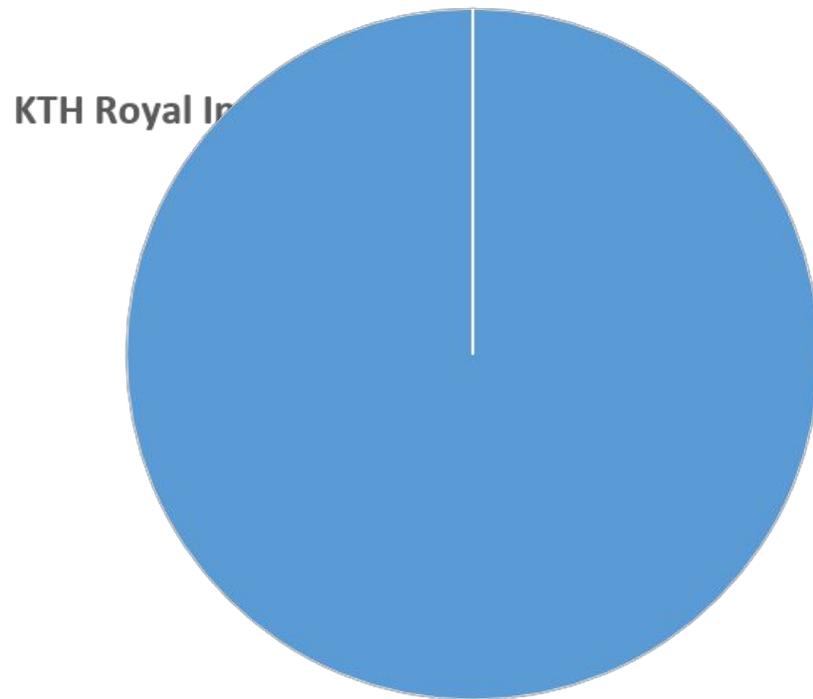


# Discrimination 2019-20



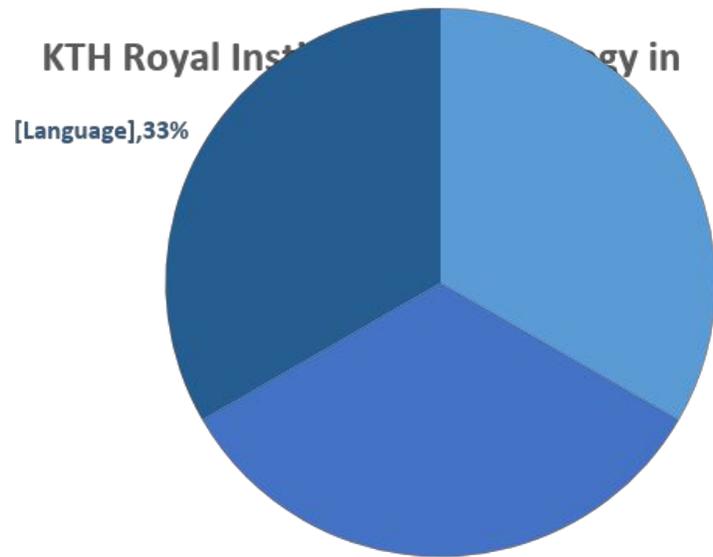
- ✓ 3,7% of respondents reported experiencing discrimination
- The most-reported form of discrimination, with 4 responses, is discrimination based on ethnicity.
  - Other responses included discrimination based on: religion (2 responses) or gender (1).
  - No respondent felt that they had been discriminated against on the basis of a disability, age, or sexual orientation.

# Discrimination 2020-21



- Only two students reported discrimination, based on ethnicity.
- No respondent felt that they had been discriminated against on the basis of a disability, gender, religion, sexual orientation, or age.

# Discrimination 2021-22



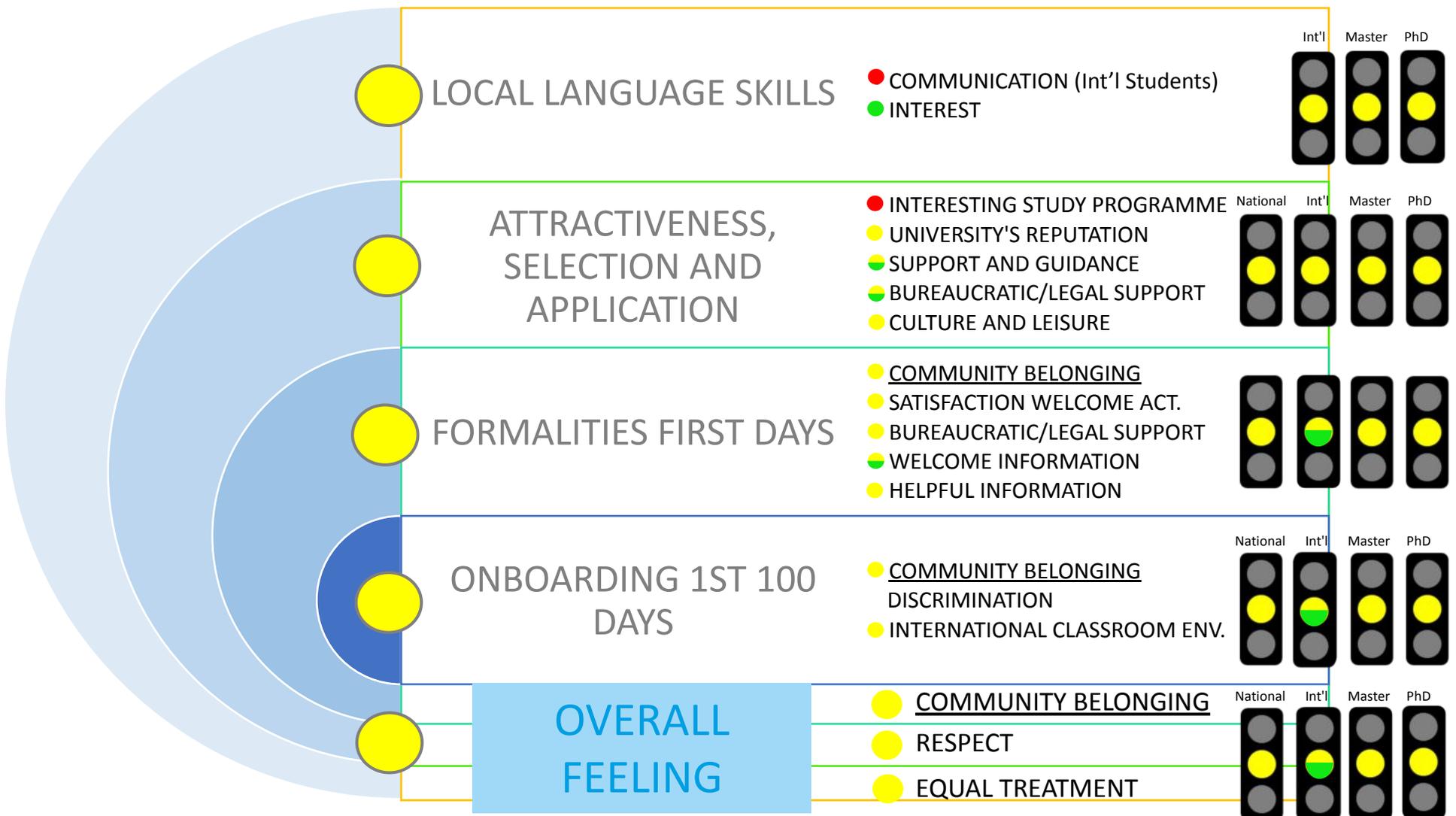
- Only 3 students reported discrimination, based on ethnicity (1), language (1) and age (1).
- No respondent felt that they had been discriminated against on the basis of a disability, gender, religion, sexual orientation.

# Survey Results

## Tomsk Polytechnic University



# CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21

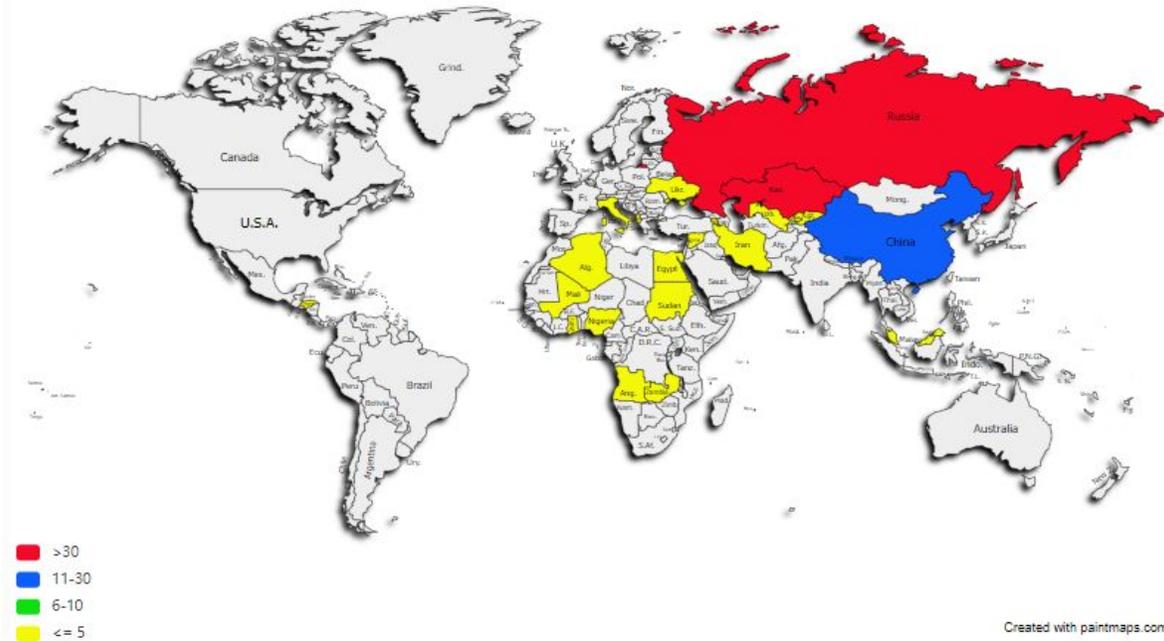


**LABEL (scale 1-10)**

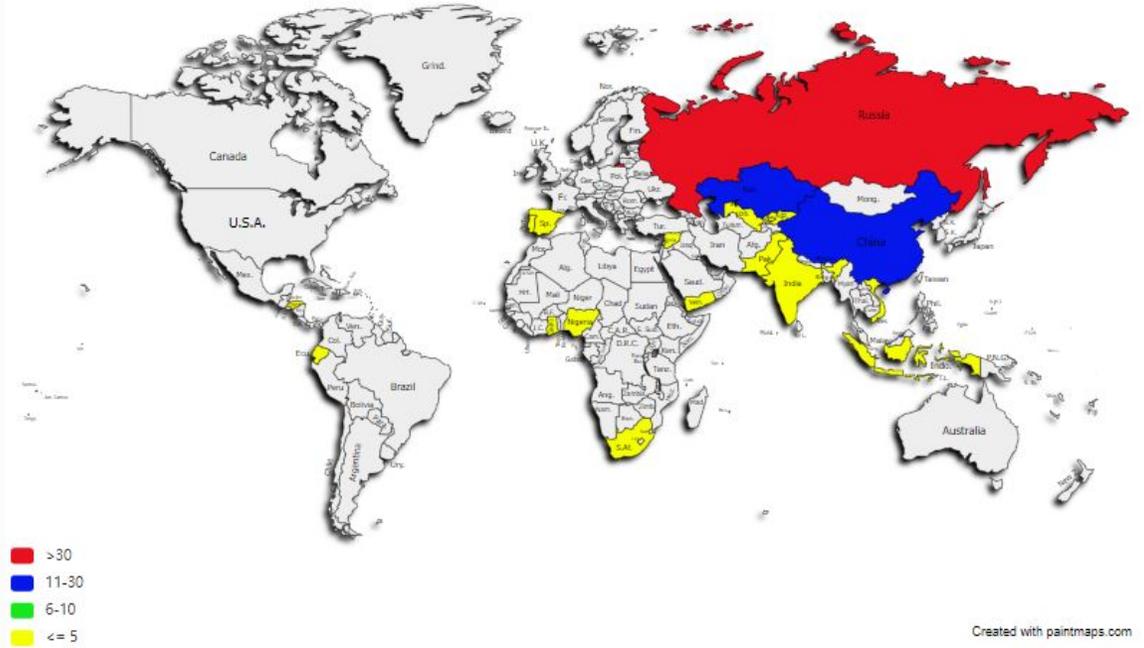
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# Respondents' Country of Origin

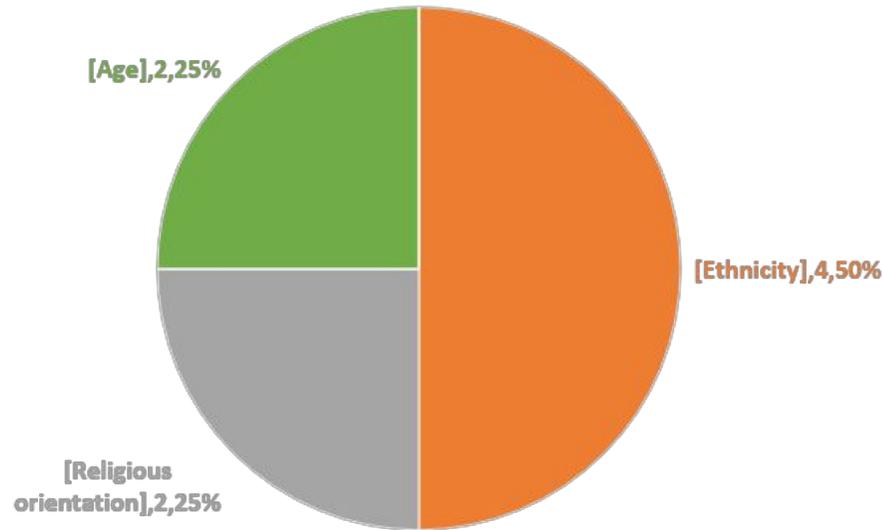
Tomsk Polytechnic University 2019



Tomsk Polytechnic University 2020



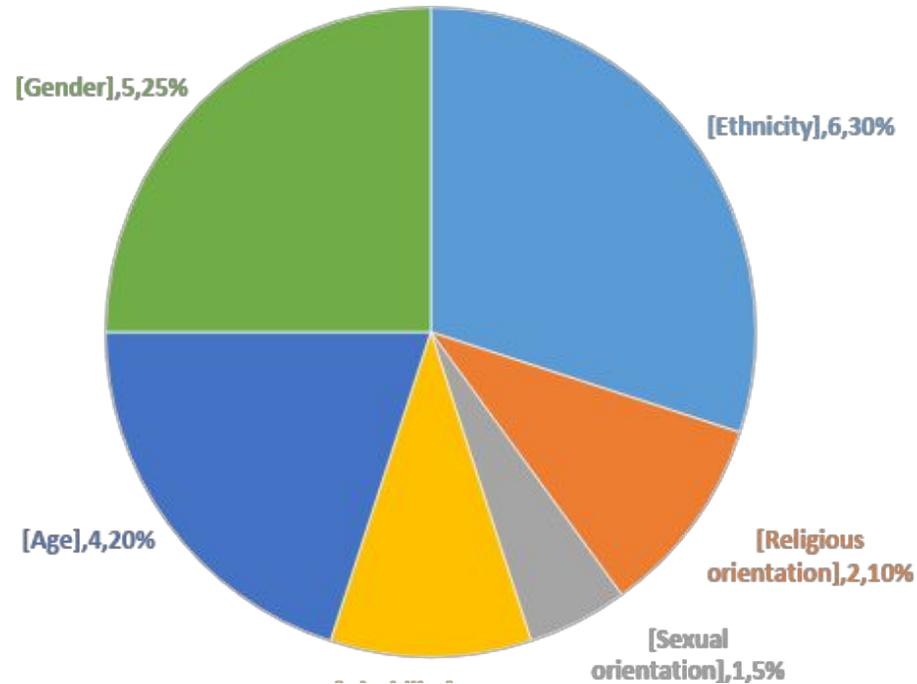
# Discrimination 2019-20



4,3% of respondents reported experiencing discrimination

- The most-reported form of discrimination, with 4 responses, is discrimination based on ethnicity.
- Other responses included discrimination based on: religion (2 responses) or age (2).
- No respondent felt that they had been discriminated against on the basis of a disability, gender, or sexual orientation.

# Discrimination 2020-21



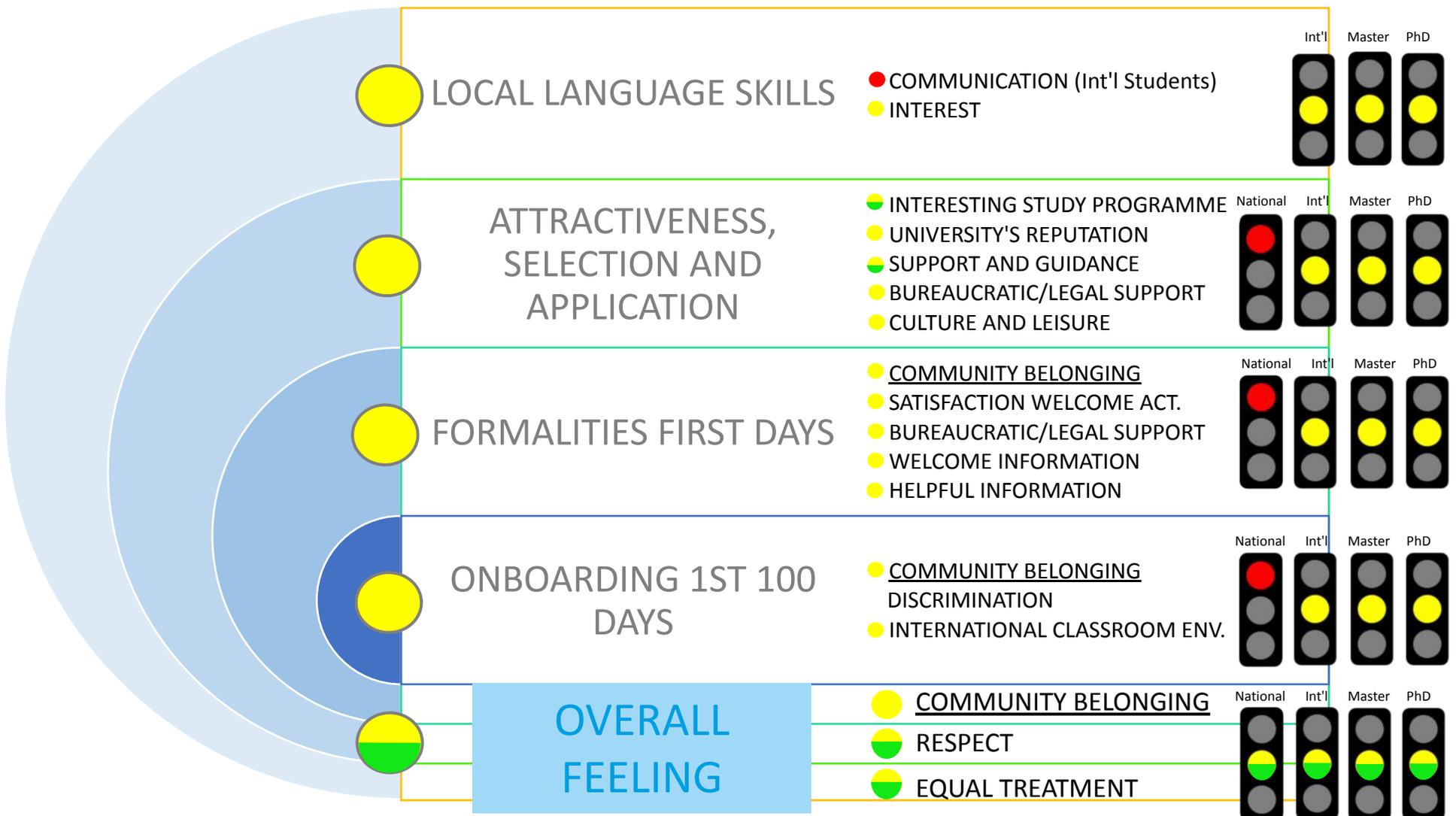
- ✓ 10,7% of respondents reported experiencing discrimination
  - The most-reported form of discrimination, with 6 responses, is discrimination based on ethnicity.
  - Other responses included discrimination based on: gender (5 responses), age (4), religion (2), sexual orientation (1), disability (2).

# Survey Results

## Universitat Politècnica de Catalunya



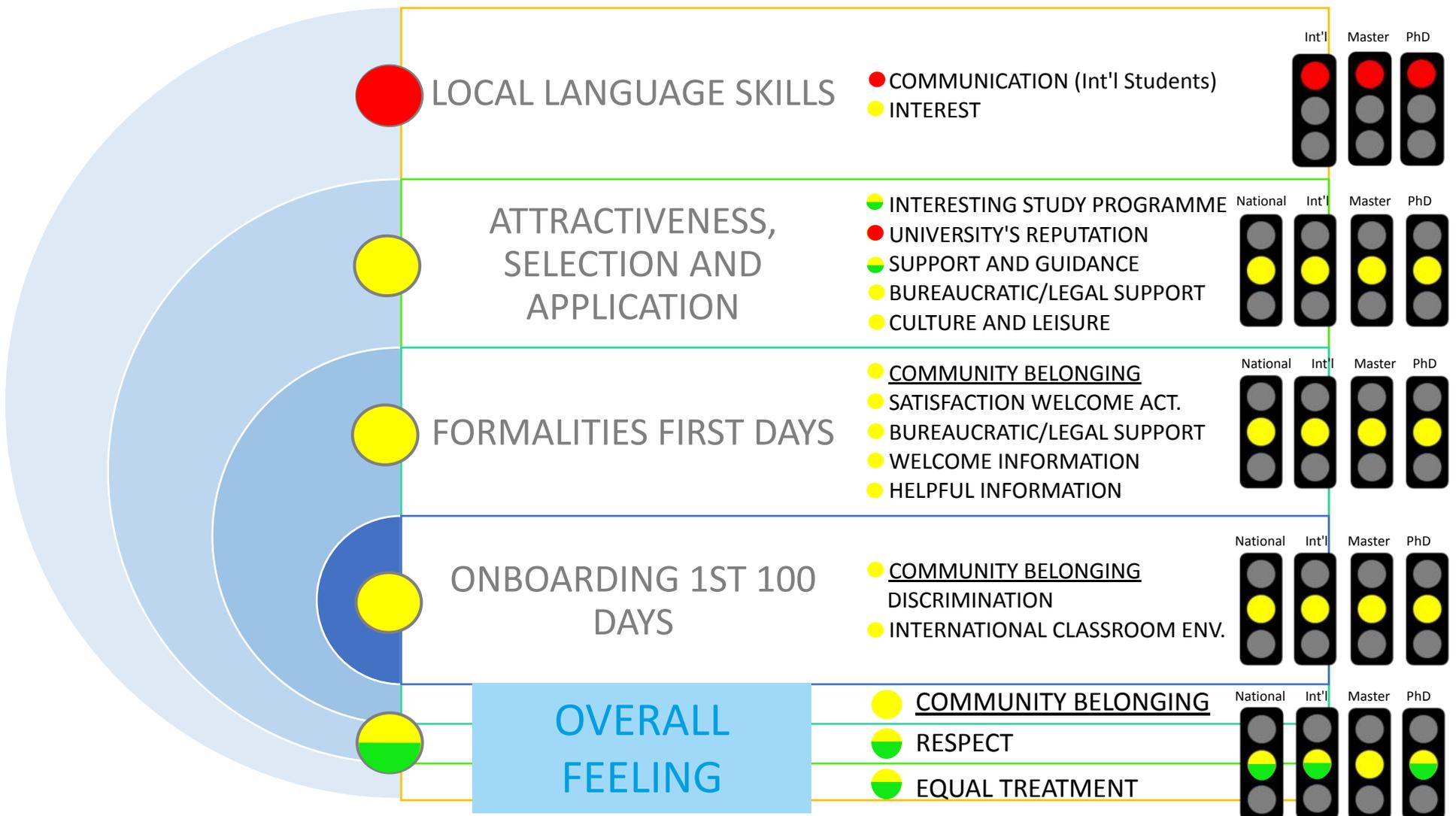
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# CUSTOMER JOURNEY TRAFFIC LIGHT 2021-22

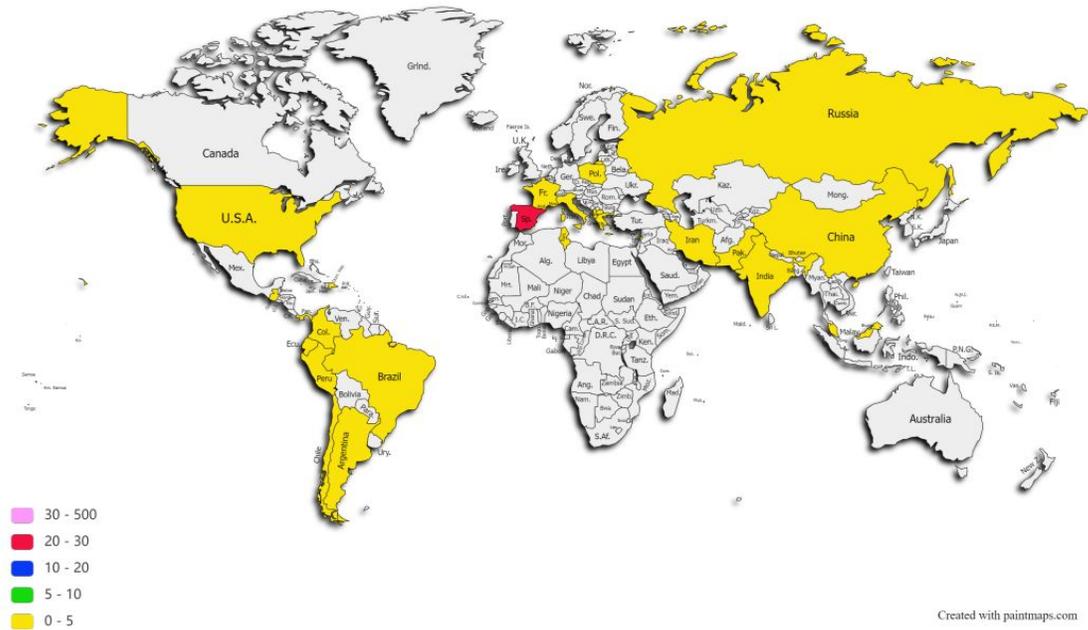


**LABEL (scale 1-10)**

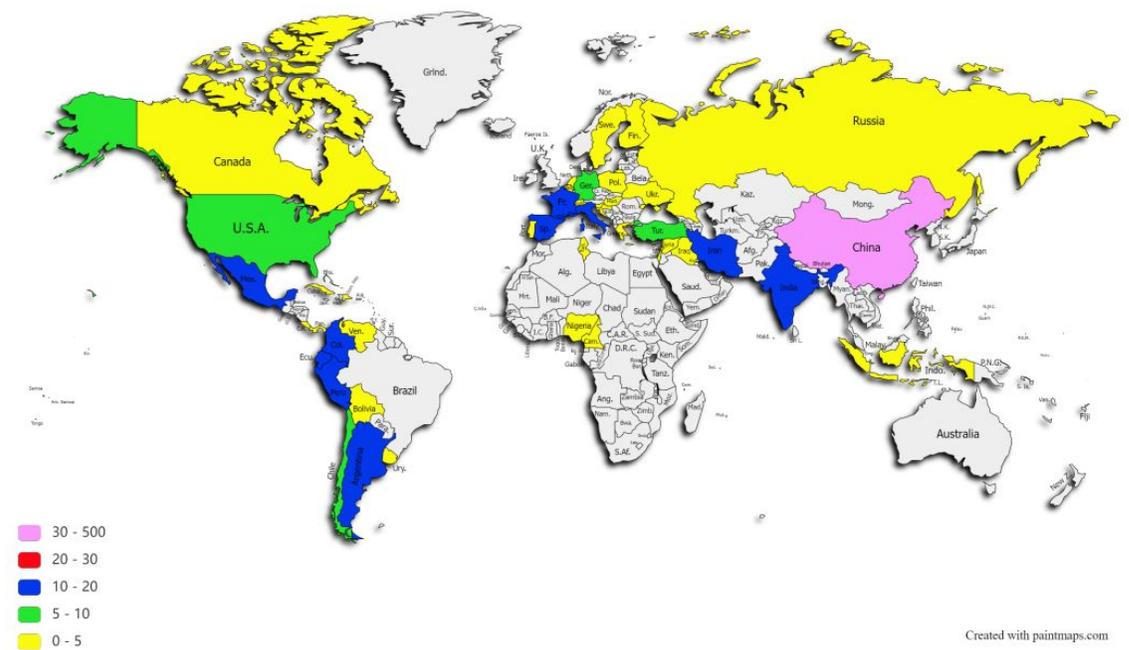
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# Respondents' Country of Origin

Universitat Politècnica de Catalunya 2019

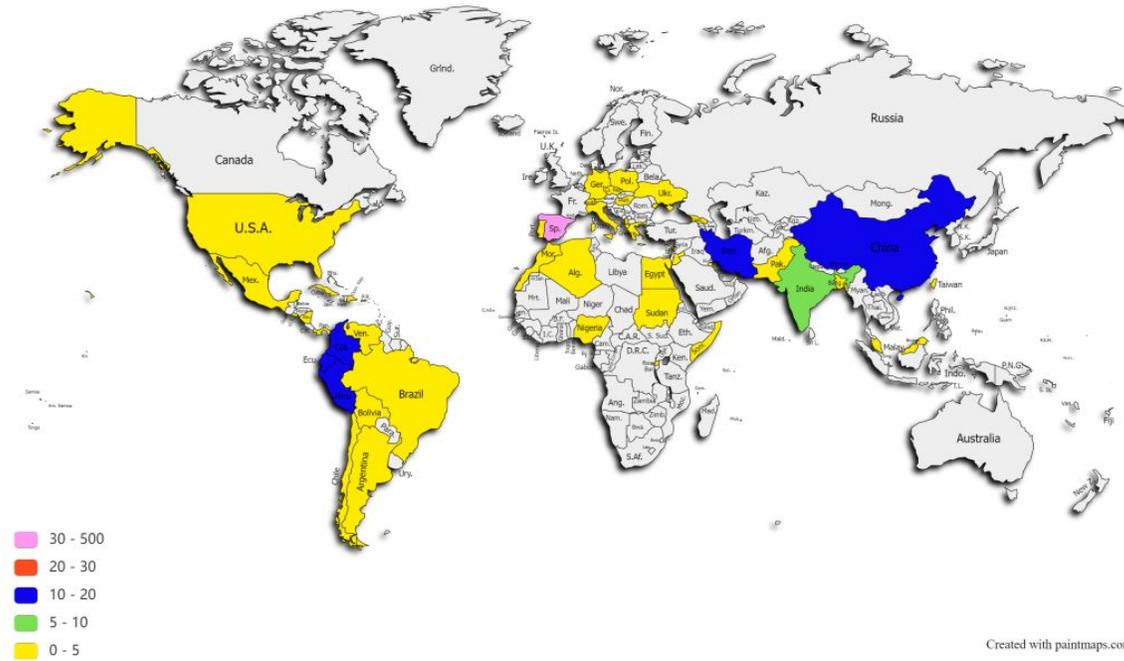


Universitat Politècnica de Catalunya 2020



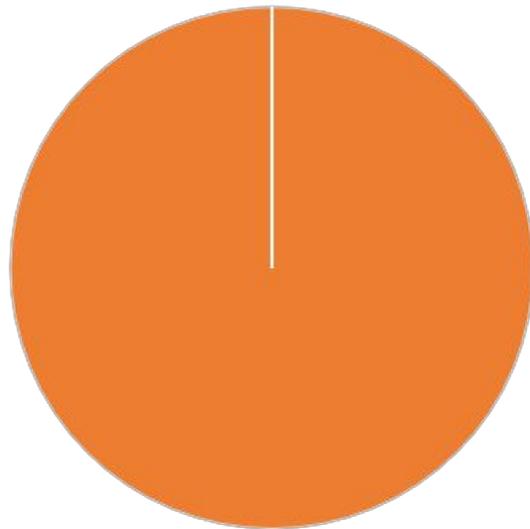
# Respondents' Country of Origin

Universitat Politècnica de Catalunya 2021



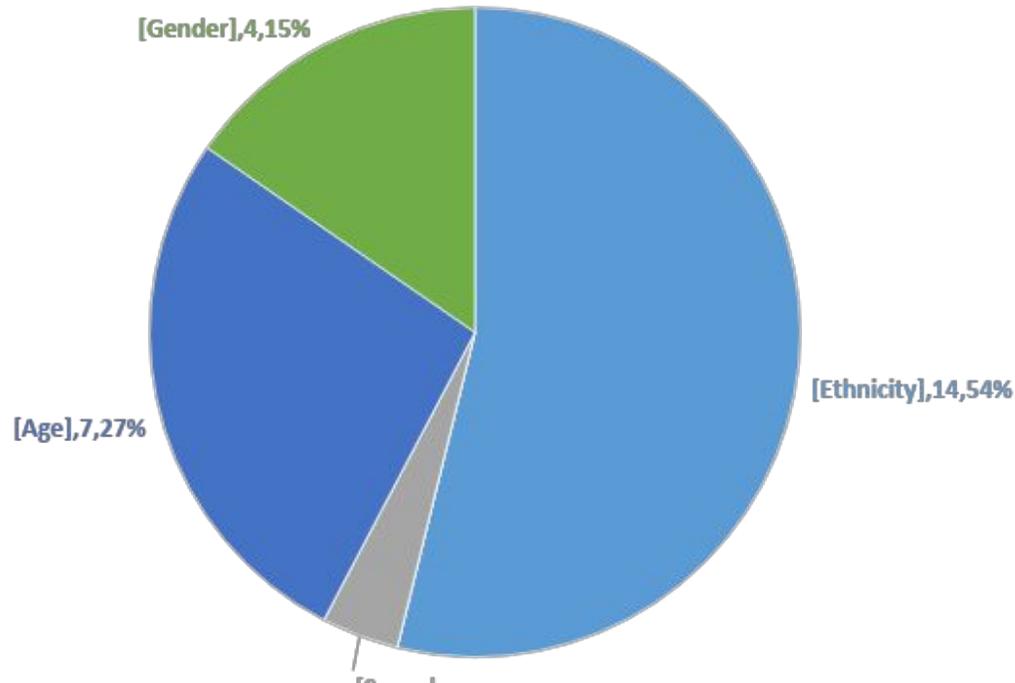
Created with paintmaps.com

# Discrimination 2019-20



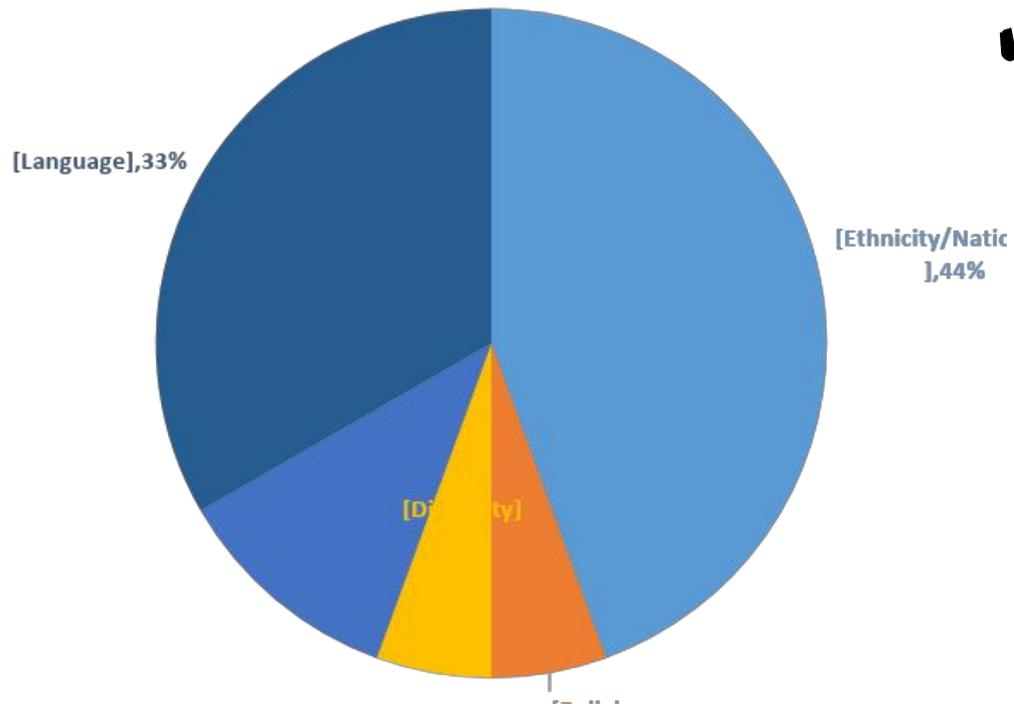
- ✓ 1,3% of respondents reported experiencing discrimination
  - The only form of discrimination reported, with 1 response, is discrimination based on ethnicity.
  - No respondent felt that they had been discriminated against on the basis of a disability, gender, religion, age or sexual orientation.

# Discrimination 2020-21



- ✓ 8,7% of respondents reported experiencing discrimination
  - The most-reported form of discrimination, with 14 responses, is discrimination based on ethnicity.
  - Other responses included discrimination based on: gender (4 responses), sexual orientation (1) or age (7).
  - No respondent felt that they had been discriminated against on the basis of a disability or religious orientation.

# Discrimination 2021-22



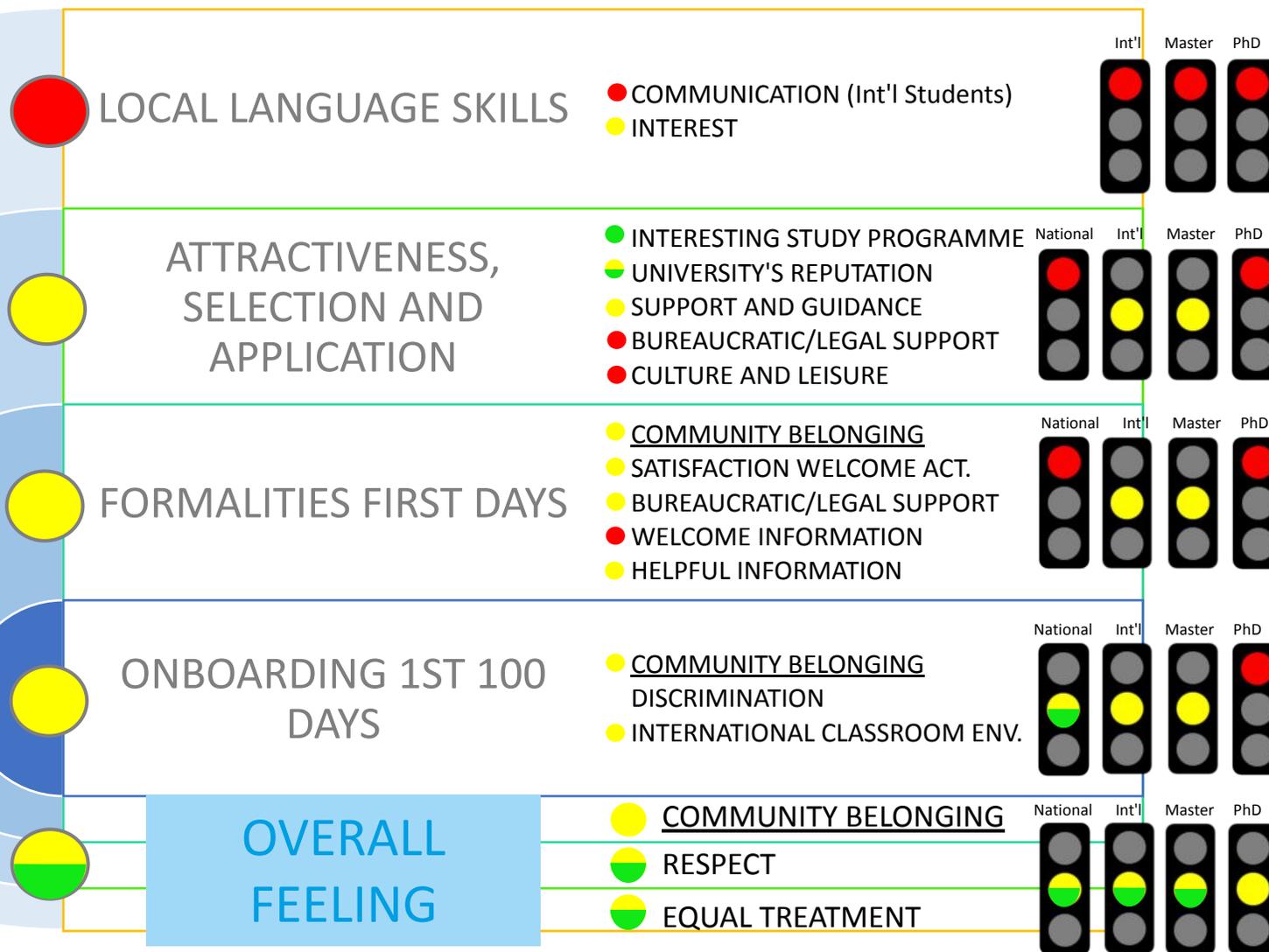
- ✓ 9% of respondents reported experiencing discrimination
  - The most-reported form of discrimination, with 8 responses, is discrimination based on ethnicity.
  - Other responses included discrimination based on: language (6), age (2), disability (1), religious orientation (1).
  - No respondent felt that they had been discriminated against on the basis of gender or sexual orientation.

# Survey Results

## Technische Universität Darmstadt



# CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21



## LABEL (scale 1-10)



**NOT GOOD**  
< 5,5



**TO BE IMPROVED**  
from 5.6 to 6.5

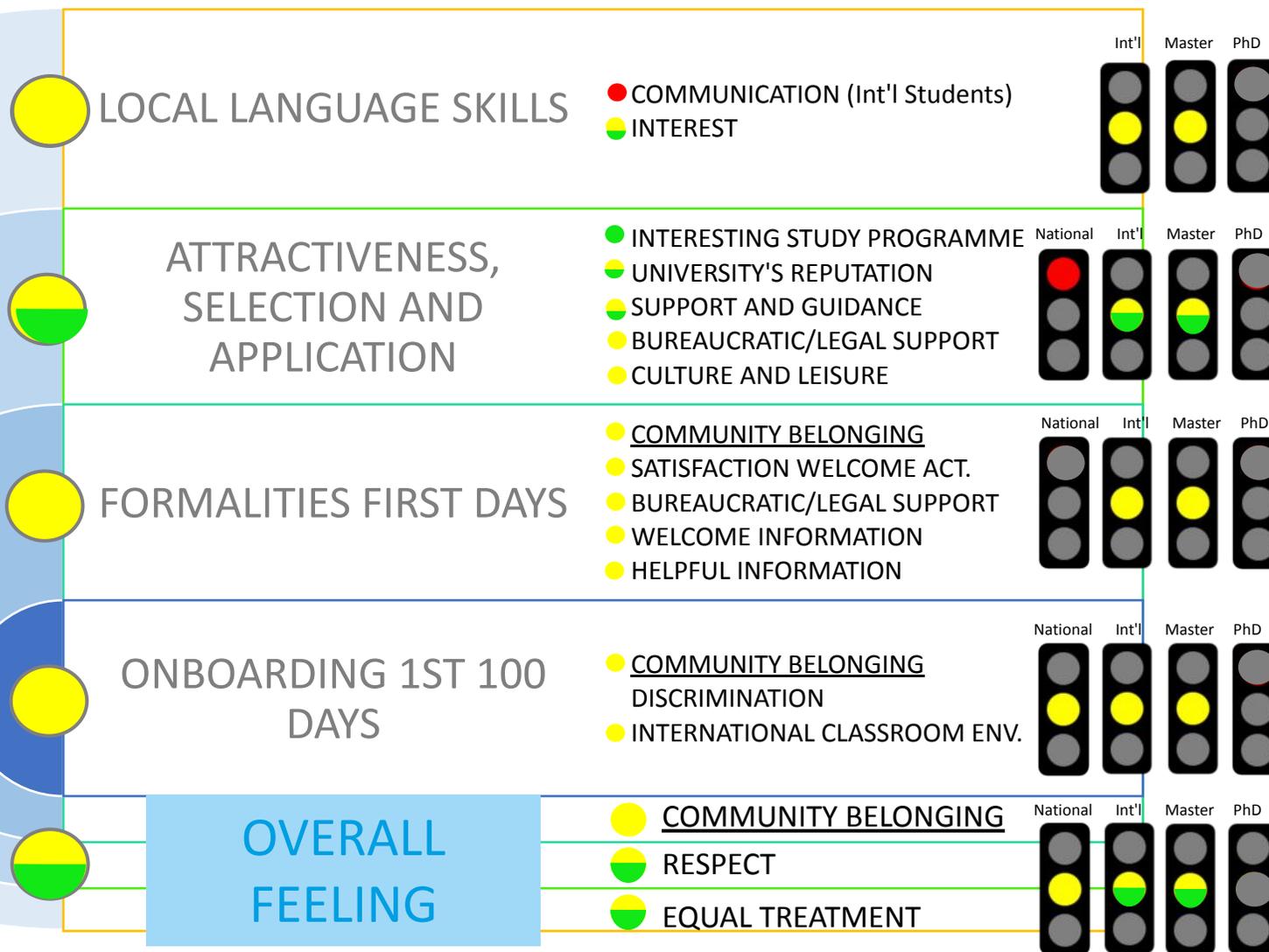


**GOOD, BUT CAN BE IMPROVED**  
from 6.6 to 7.5



**EXCELLENT**  
> 7.5

# CUSTOMER JOURNEY TRAFFIC LIGHT 2021-22



## LABEL (scale 1-10)



**NOT GOOD**  
< 5,5



**TO BE IMPROVED**  
from 5.6 to 6.5



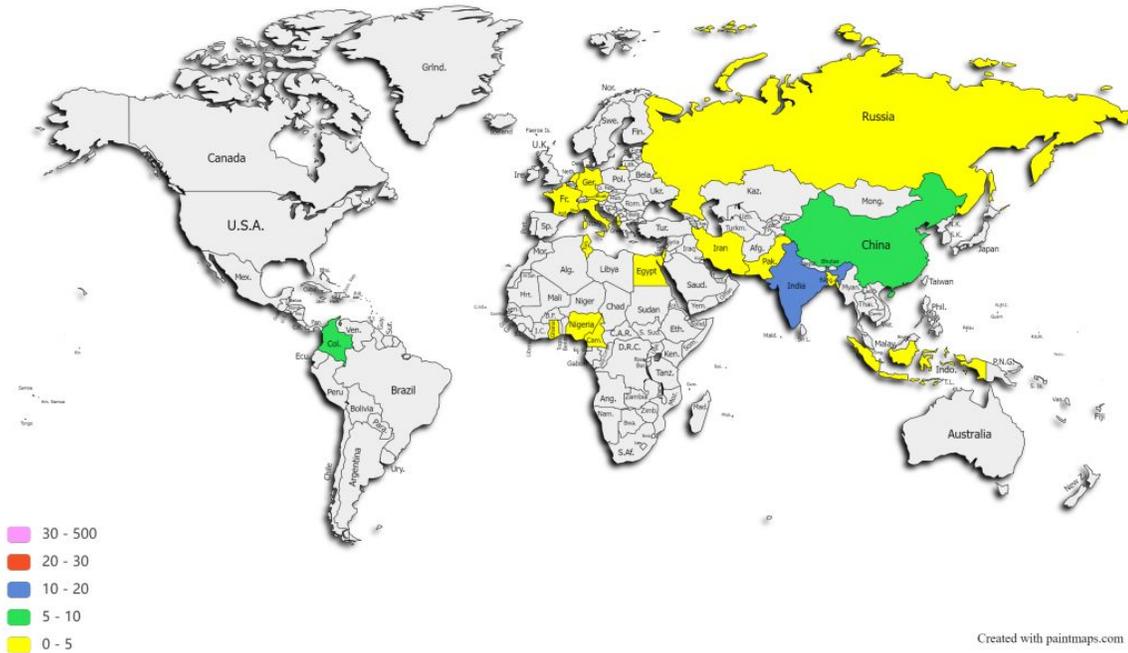
**GOOD, BUT CAN BE IMPROVED**  
from 6.6 to 7.5



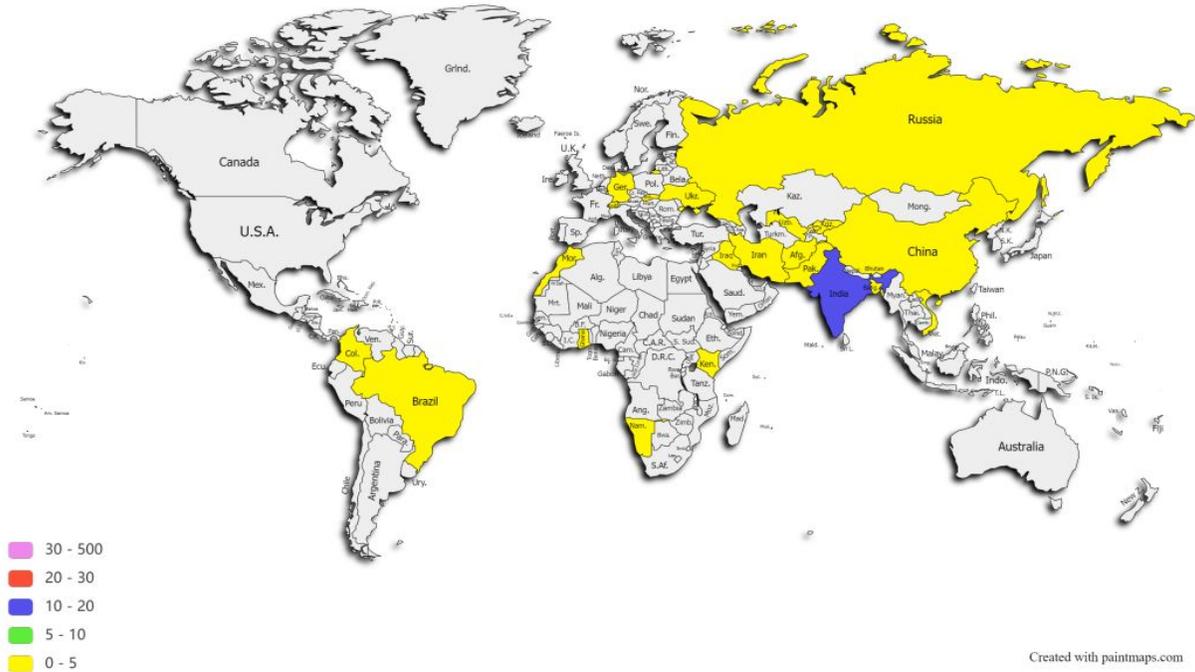
**EXCELLENT**  
> 7.5

# Respondents' Country of Origin

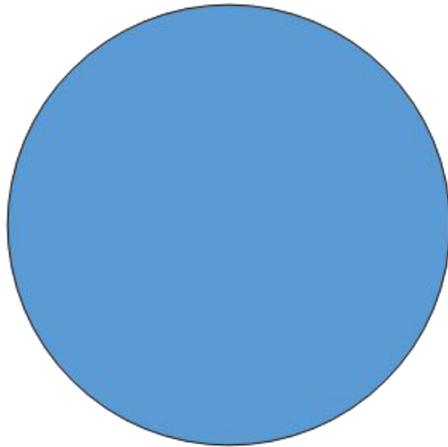
Technische Universität Darmstadt 2020



Technische Universität Darmstadt 2021

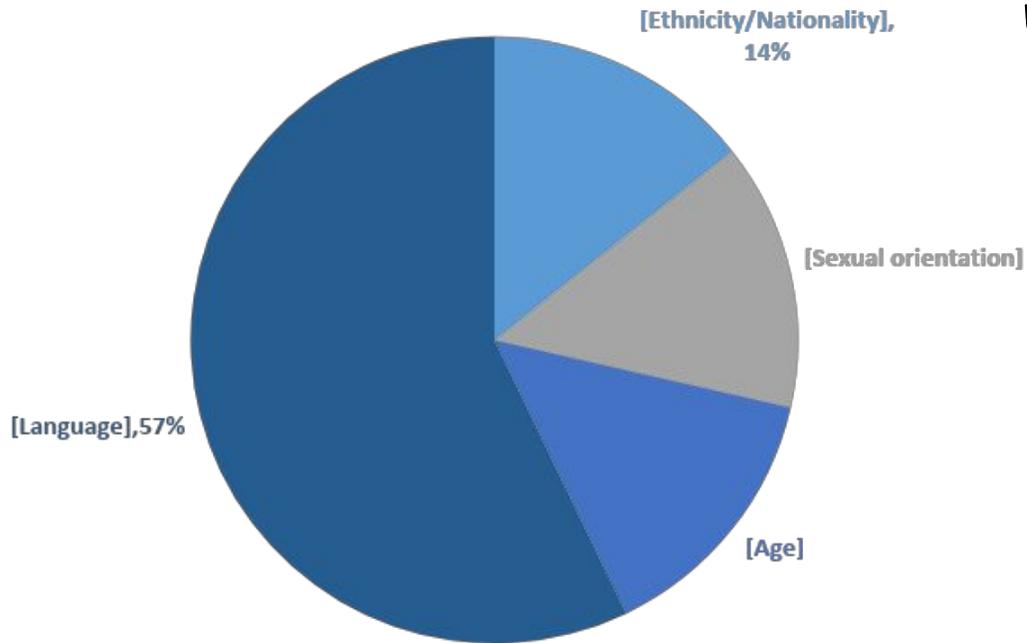


# Discrimination 2020-21



- ✓ 1,6% of respondents reported experiencing discrimination
  - The only form of discrimination reported, with 1 response, is discrimination based on ethnicity.
  - No respondent felt that they had been discriminated against on the basis of a disability, gender, religion, age or sexual orientation.

# Discrimination 2021-22



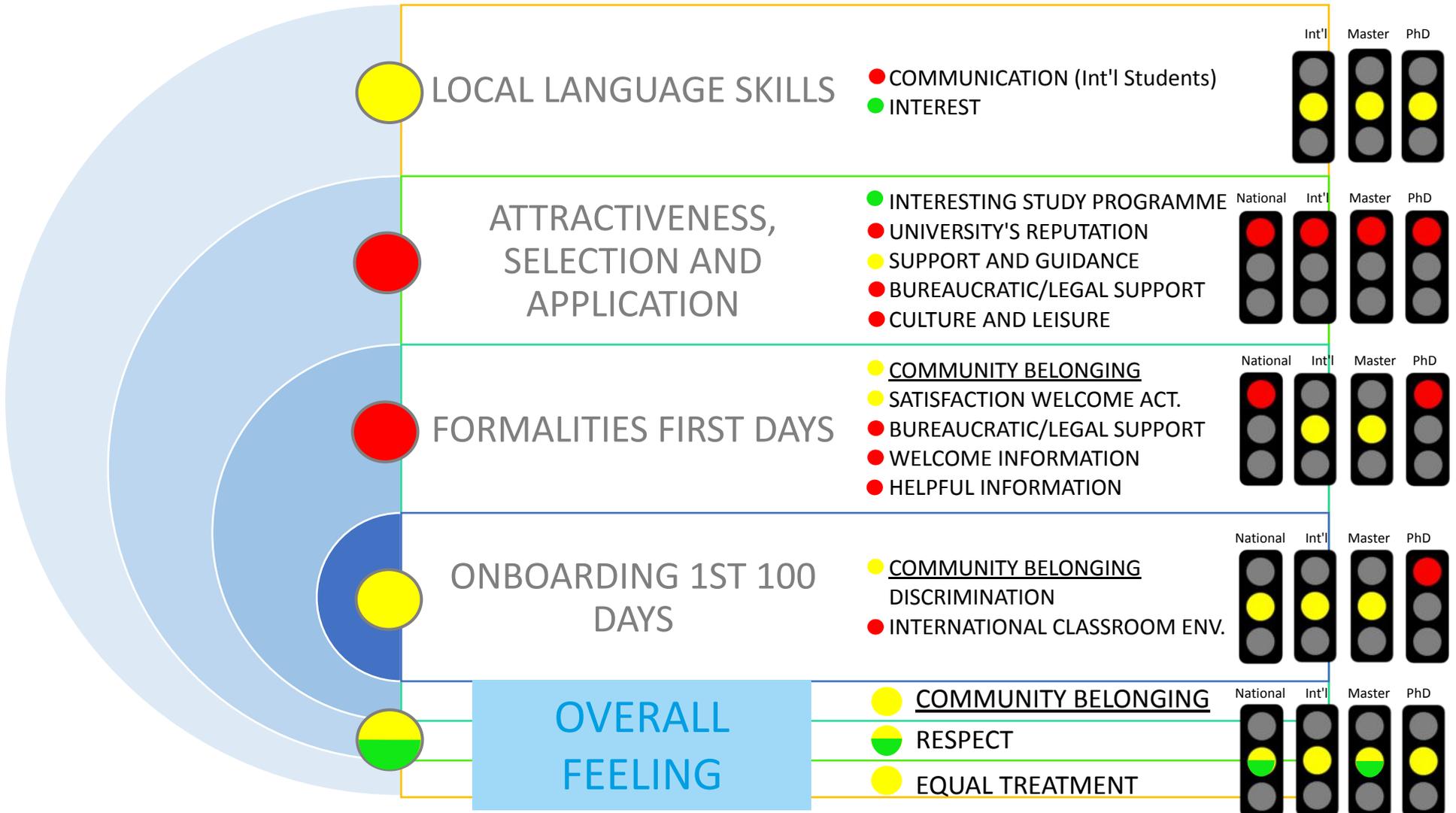
- ✓ 12.2% of respondents reported experiencing discrimination
- The most-reported form of discrimination, with 4 responses, is discrimination based on language.
  - Other responses included discrimination based on: age (1), sexual orientation (1), ethnicity (1).
  - No respondent felt that they had been discriminated against on the basis of disability, gender or religious orientation.

# Survey Results

## TU Graz



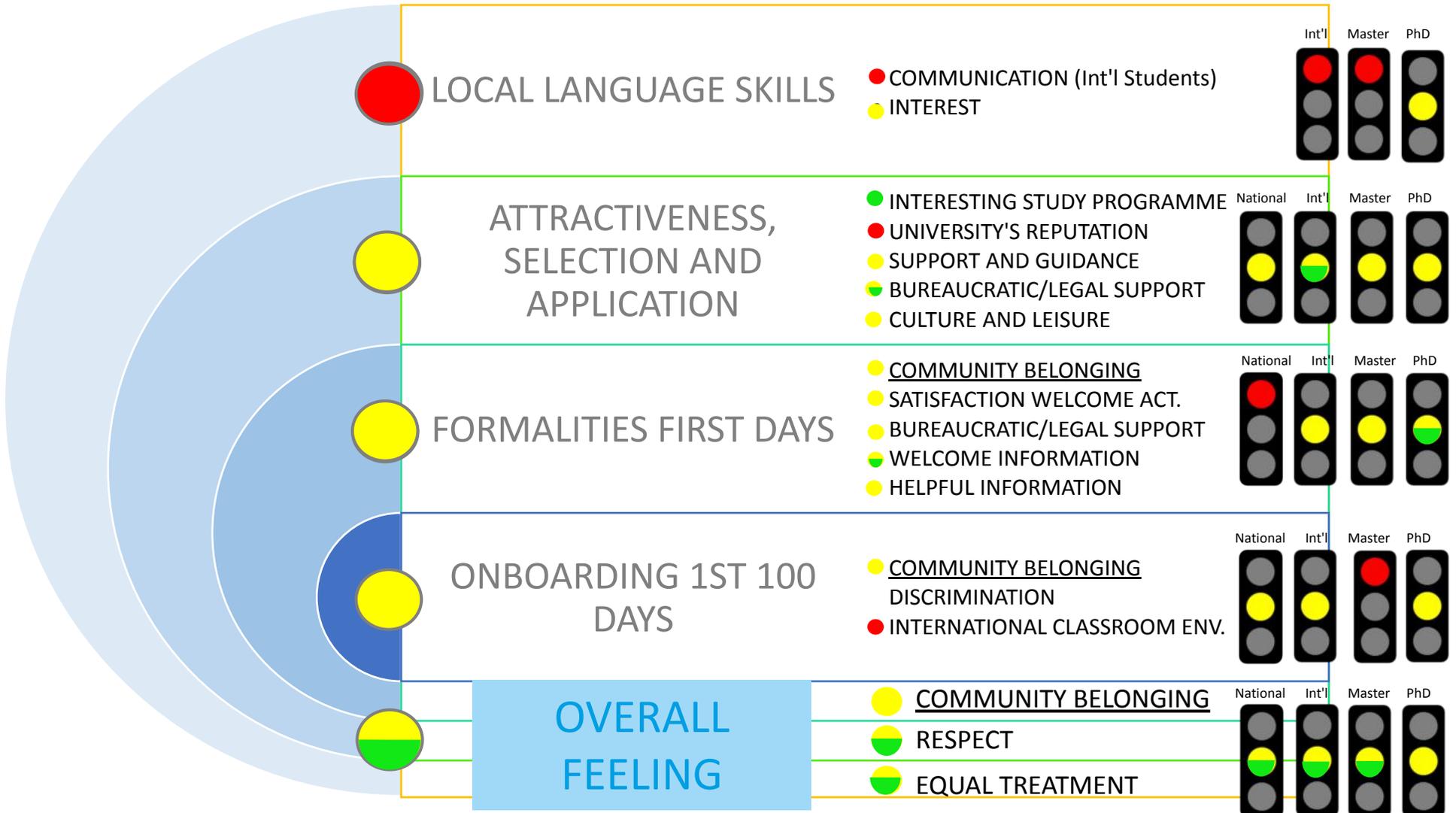
# CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21



**LABEL (scale 1-10)**

- NOT GOOD < 5,5
- TO BE IMPROVED from 5.6 to 6.5
- GOOD, BUT CAN BE IMPROVED from 6.6 to 7.5
- EXCELLENT > 7.5

# CUSTOMER JOURNEY TRAFFIC LIGHT 2021-22

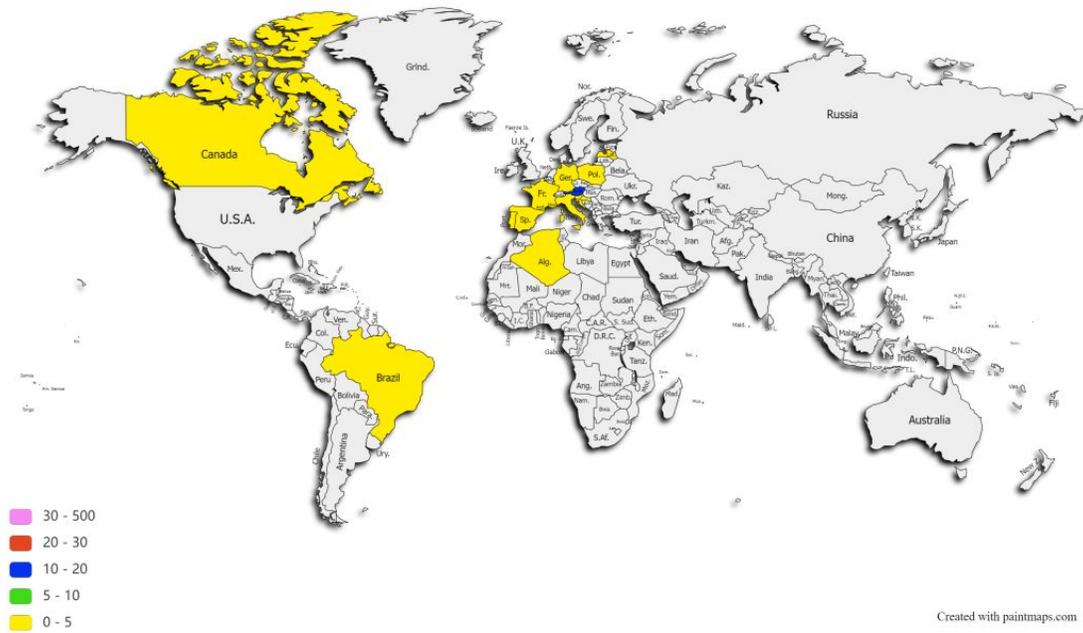


**LABEL (scale 1-10)**

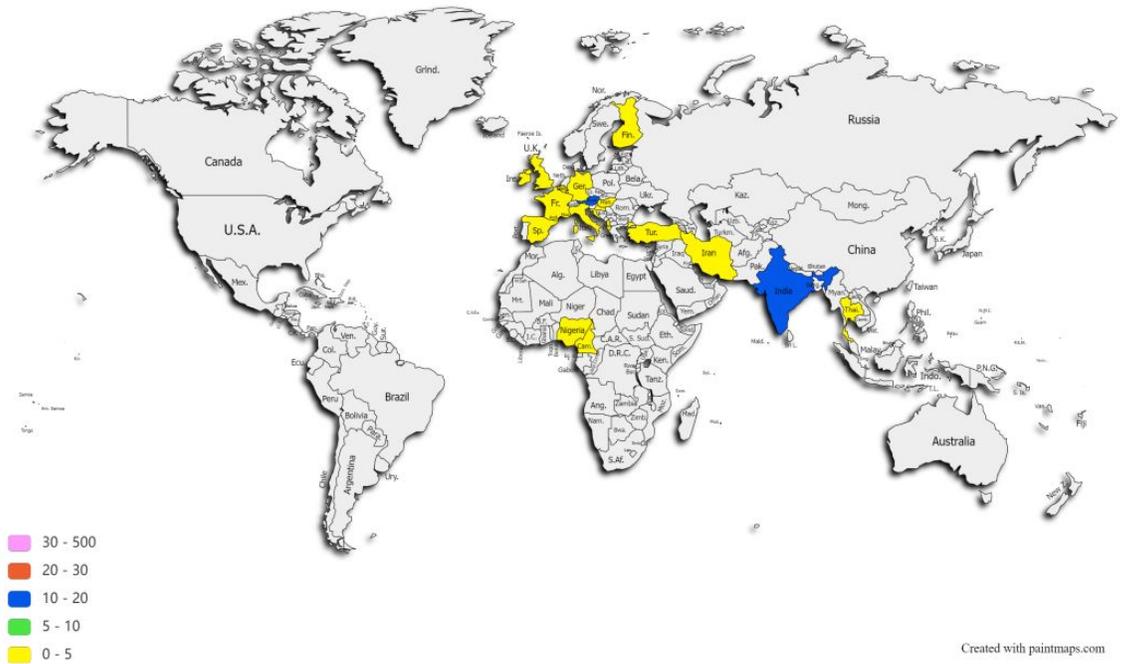
- NOT GOOD < 5,5
- TO BE IMPROVED from 5.6 to 6.5
- GOOD, BUT CAN BE IMPROVED from 6.6 to 7.5
- EXCELLENT > 7.5

# Respondents' Country of Origin

Technische Universität Graz 2020



Technische Universität Graz 2021

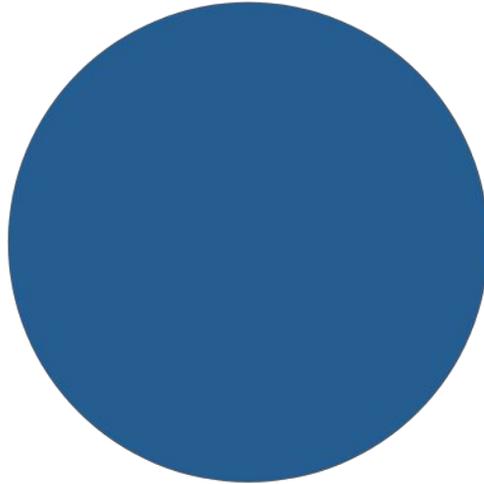


# Discrimination 2020-21



- No respondent felt that they had been discriminated against on the basis of a disability, ethnicity, gender, religion, age or sexual orientation.

# Discrimination 2021-22



- The only form of discrimination reported, with 1 response, is discrimination based on language.



# Thank you!

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