



With the support of the Erasmus+ Programme of the European Union



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



KUNGL
TEKNISKA
HÖGSKOLAN



UNIVERSITAT POLITÈCNICA
DE CATALUNYA
BARCELONATECH



TECHNISCHE
UNIVERSITÄT
DARMSTADT



TÈCNICO
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.”



With the support of the
Erasmus+ Programme
of the European Union

Survey Results Overview

"The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein."



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

TARGET GROUPS:

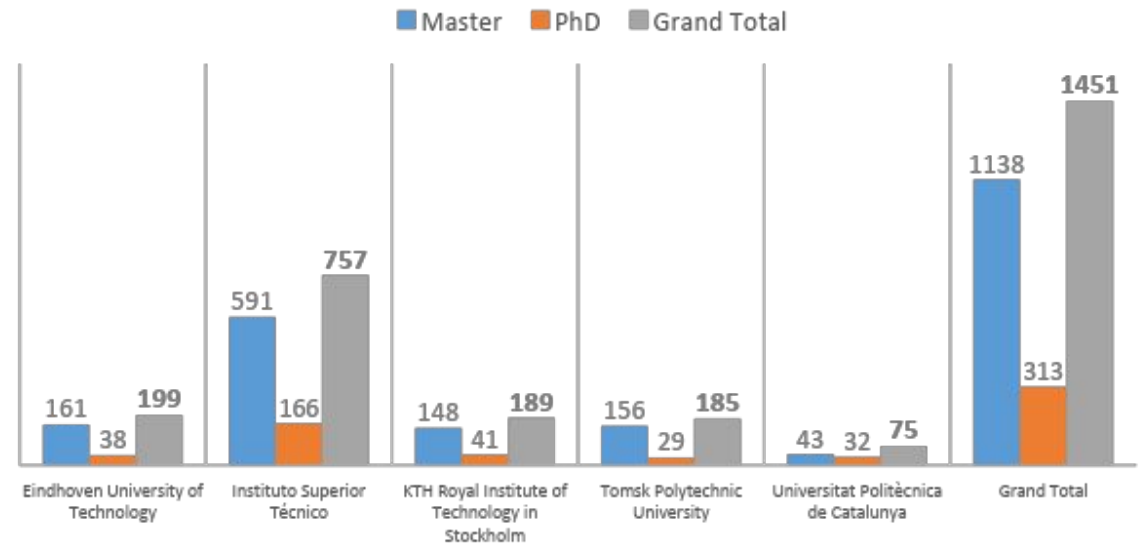
Master students (full degree)
PhD's

PARTNERS



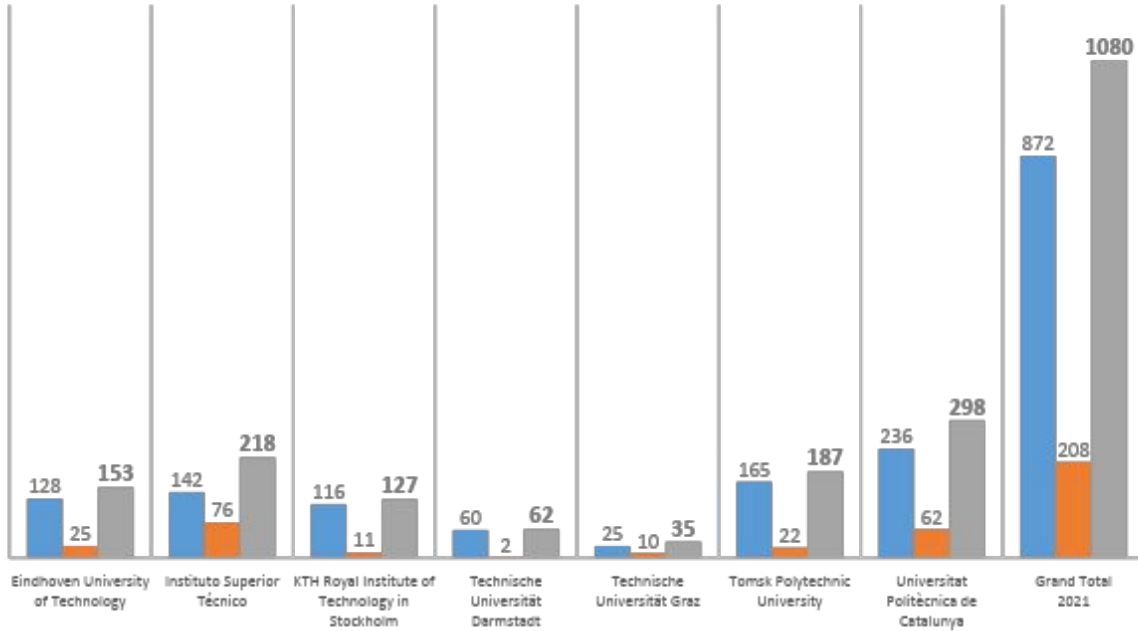
- ✓ Eindhoven University of Technology
- ✓ Instituto Superior Técnico
- ✓ KTH Royal Institute of Technology in Stockholm
- ✓ Technische Universität Darmstadt
- ✓ Technische Universität Graz
- ✓ Tomsk Polytechnic University
- ✓ Universitat Politècnica de Catalunya

2019/20



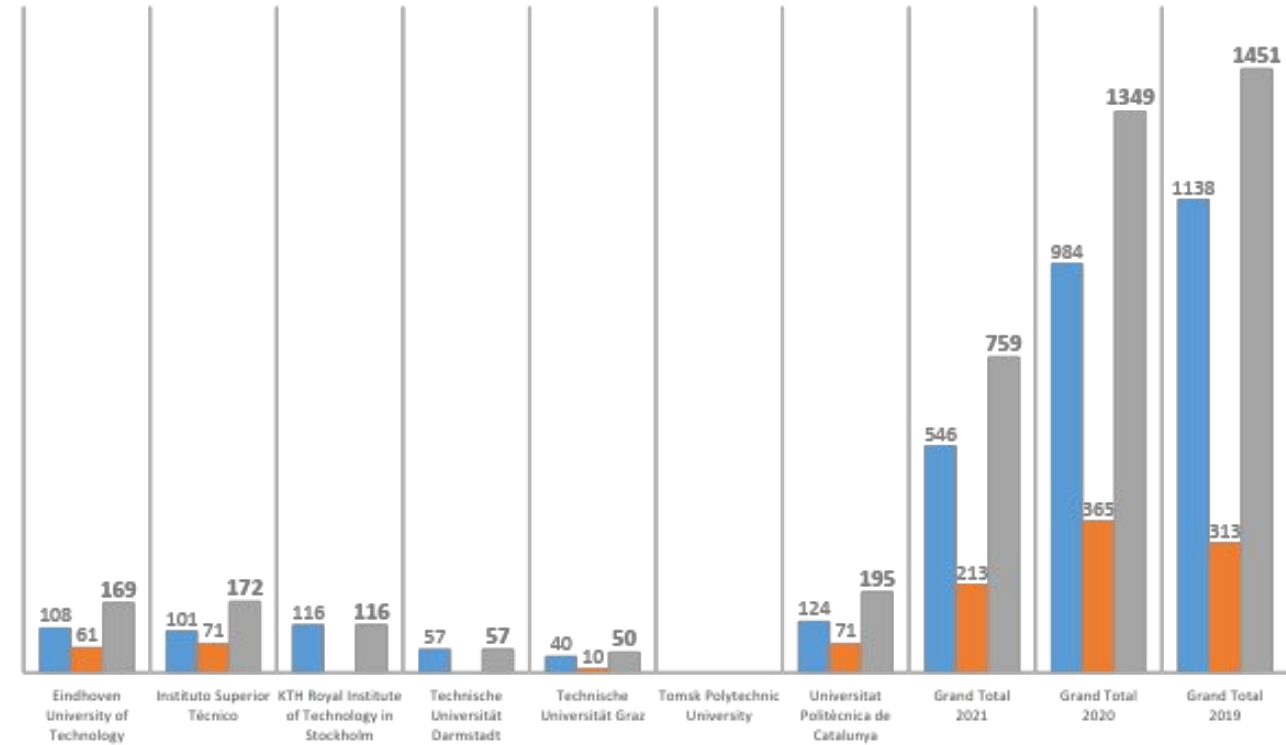
2020/21

■ Master ■ PhD ■ Grand Total



2021/22

■ Master ■ PhD ■ Grand Total





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

TARGET GROUPS:

Master students (full degree)
PhD's

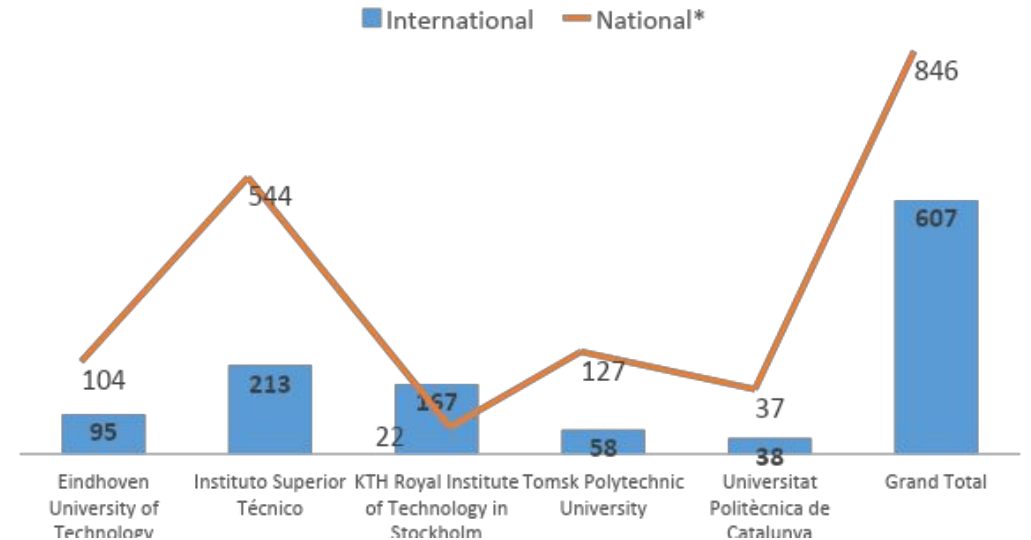
METHODOLOGY



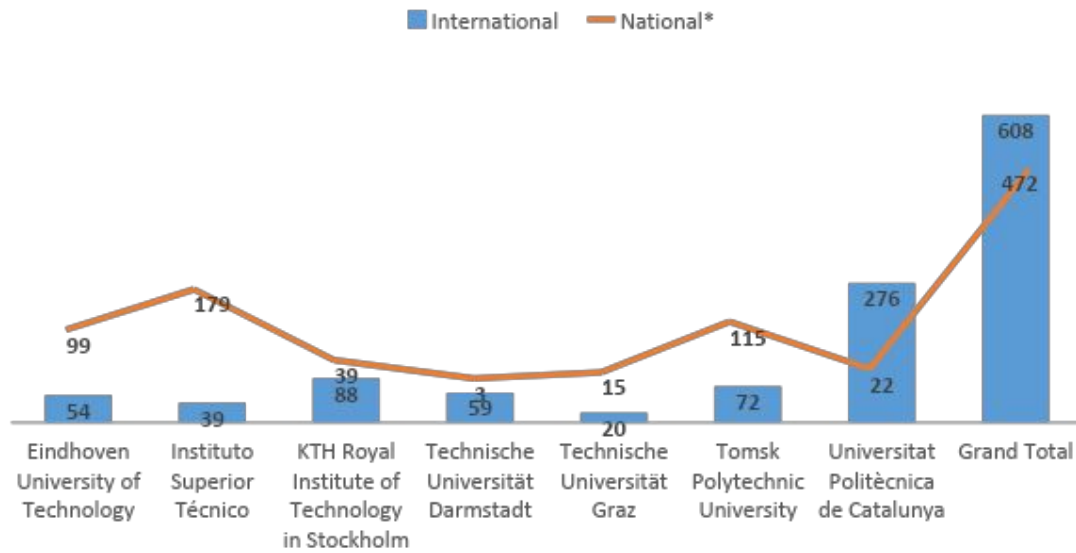
Map the latest trends in **INTERNATIONAL COMMUNITY'S INTEGRATION**;

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.

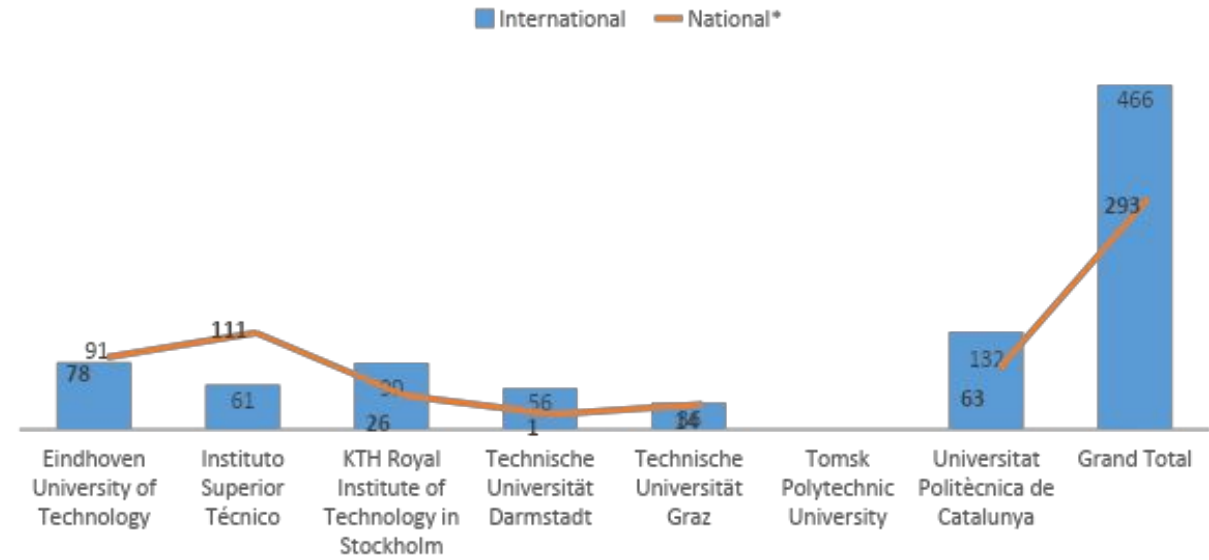
2019/20



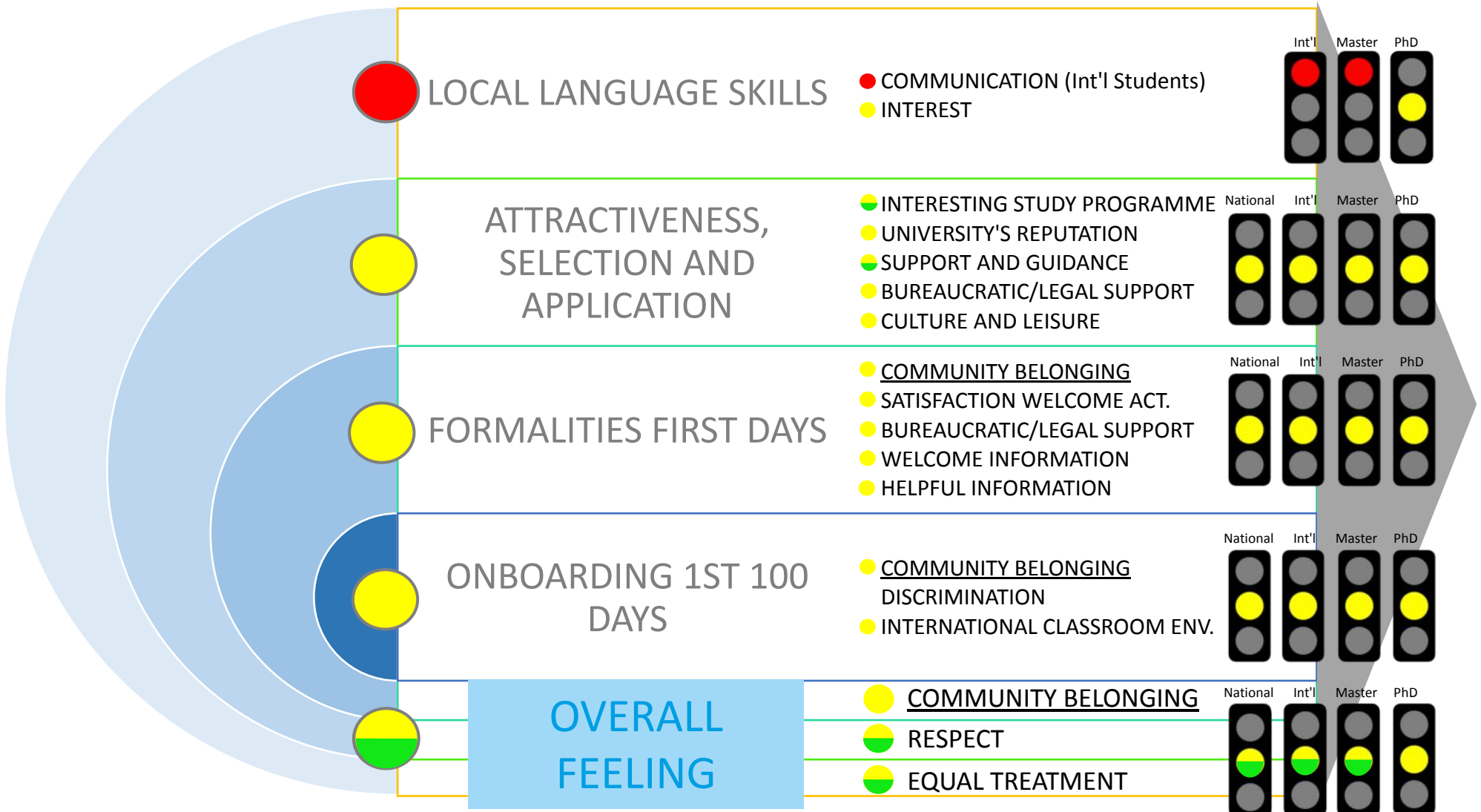
2020/21



2021/22



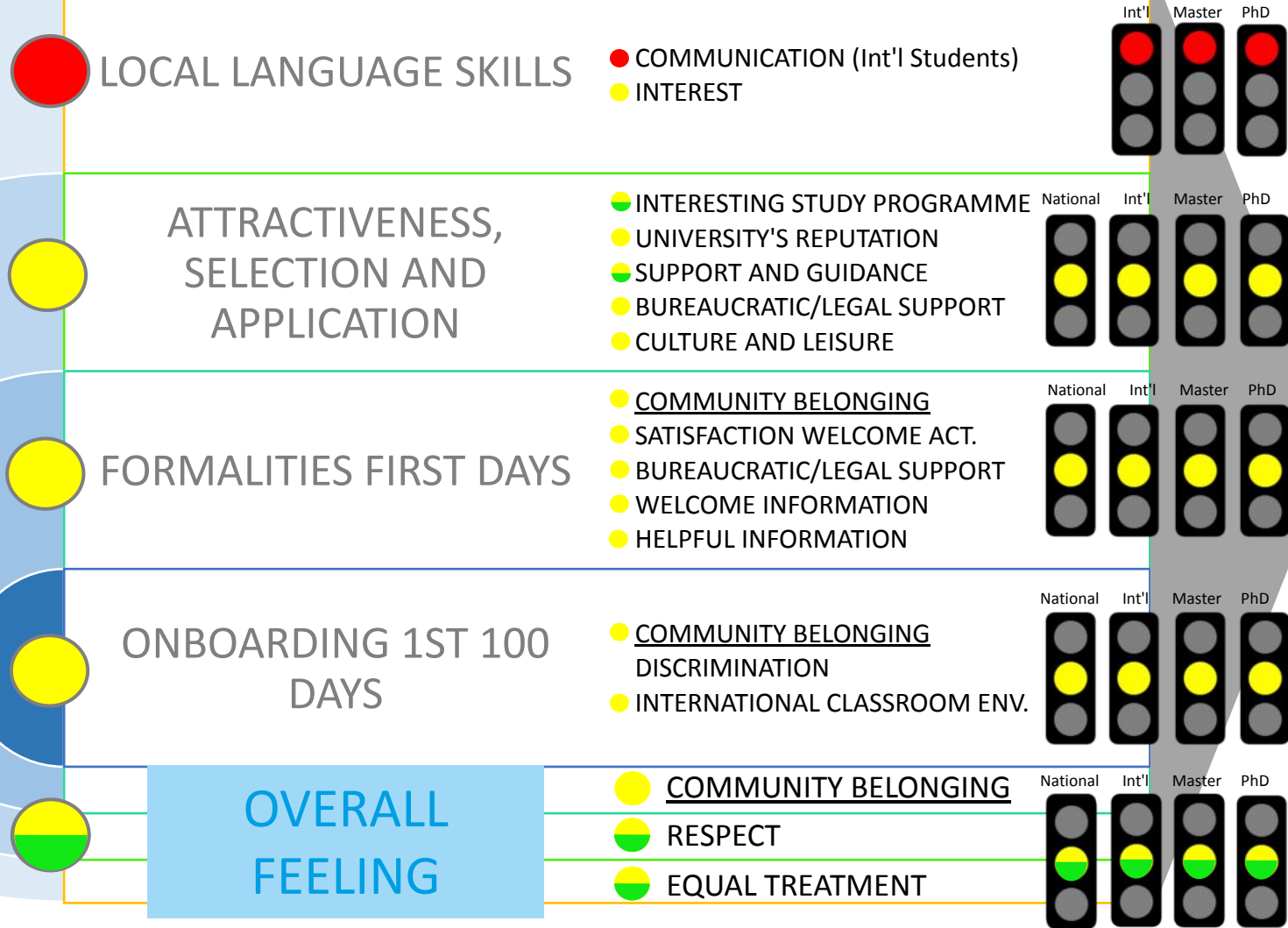
CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21



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



LABEL (scale 1-10)



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

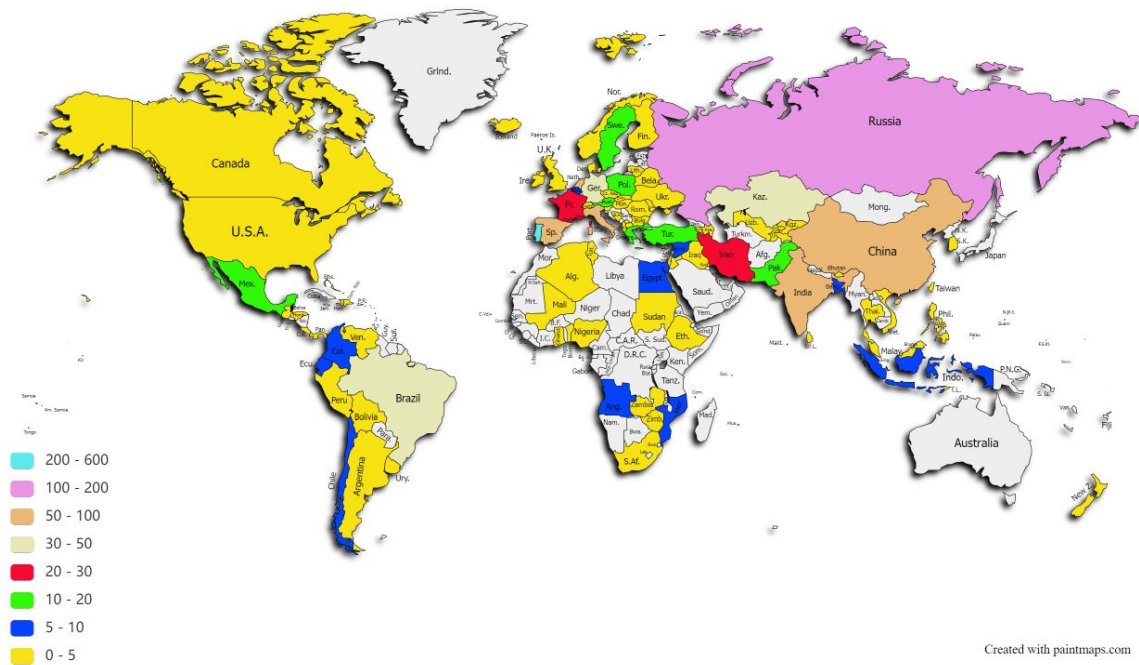


EXCELLENT

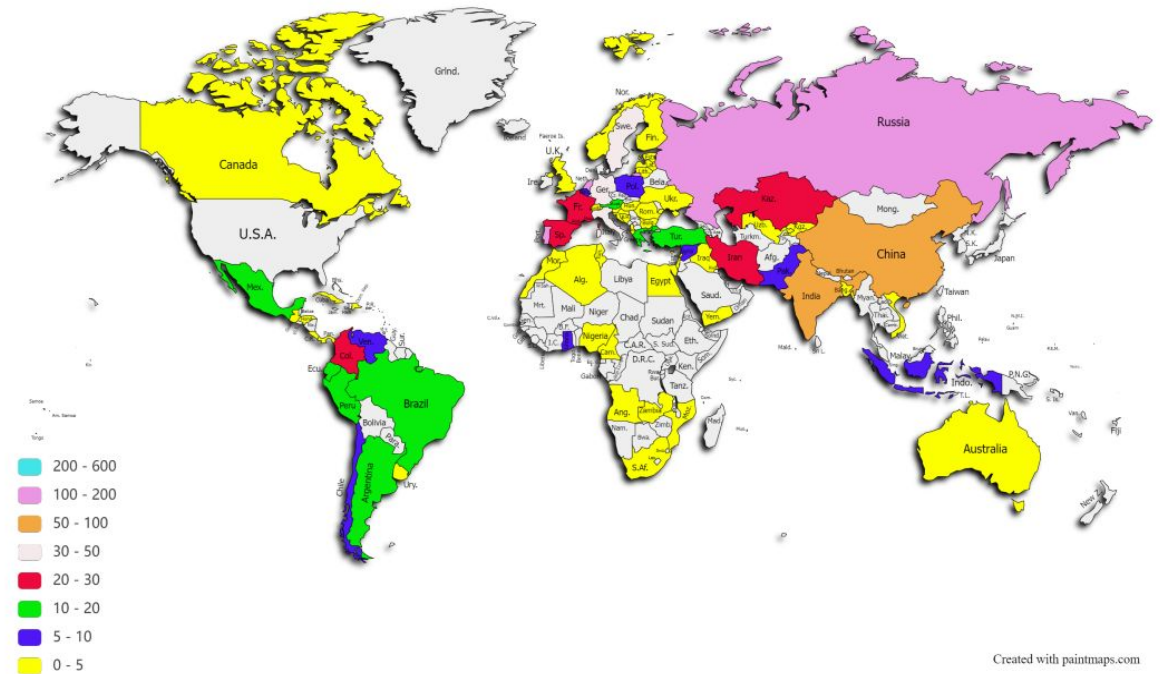
> 7.5

Respondents' Country of Origin

InComm_1st Student Survey_2019

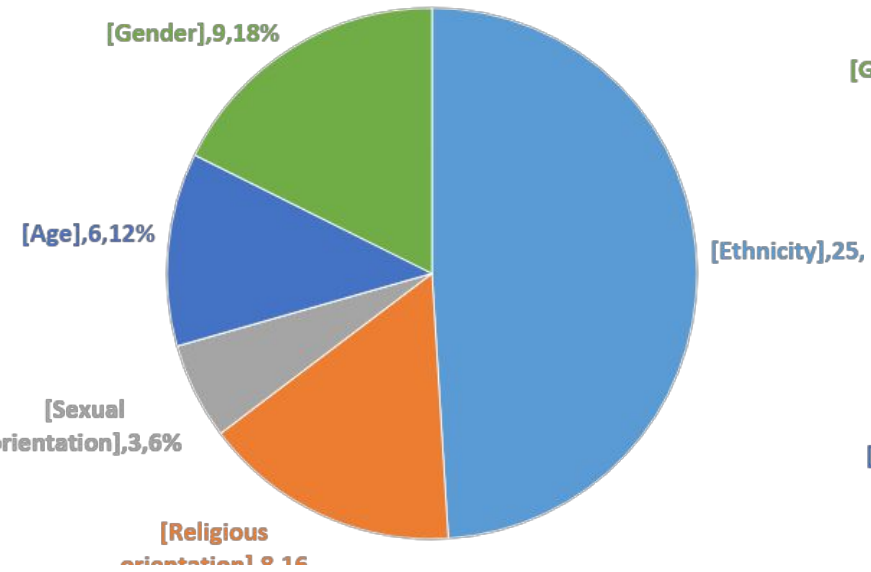


InComm_2nd Student Survey_2020



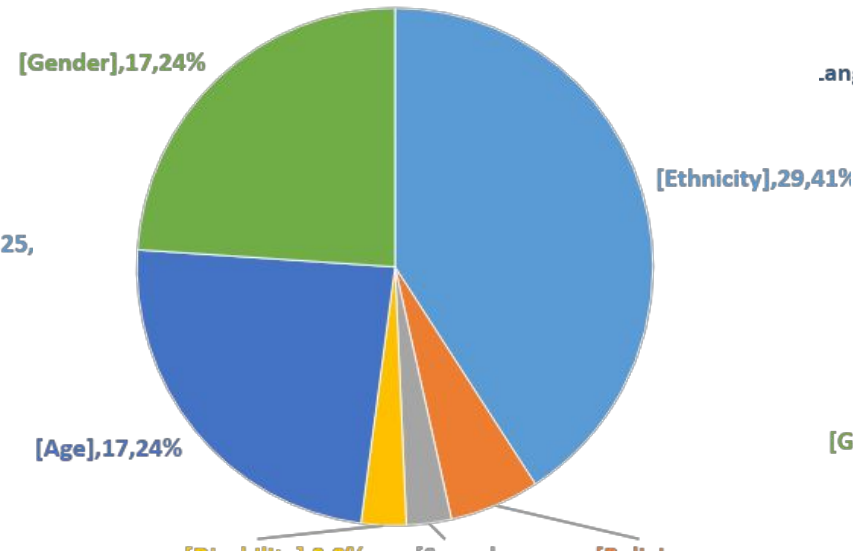
Discrimination

2019-2020



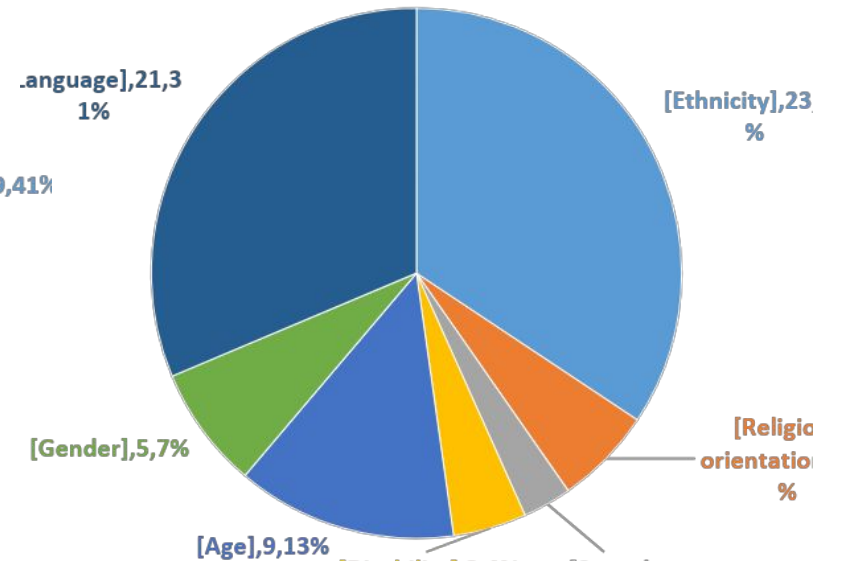
TOTAL: 3,51%

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

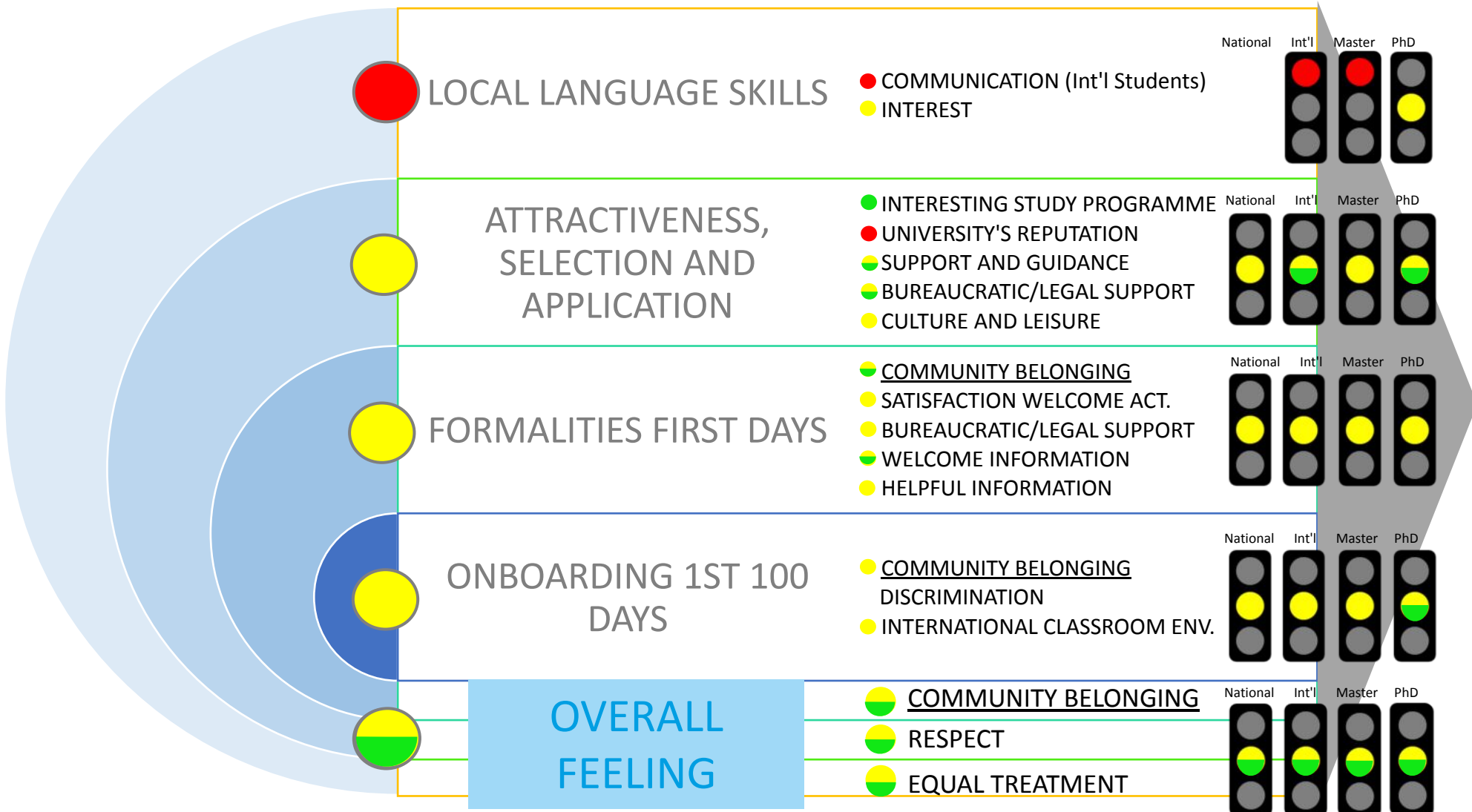
- ✓ 6,06% of respondents reported experiencing discrimination
 - The most-reported form of discrimination, with 23 responses, is discrimination based on ethnicity.
 - Other responses included discrimination based on: language (21), gender (5 responses), religion (4), age (9), sexual orientation (2) or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

Survey Results

Eindhoven University of Technology

TU/e

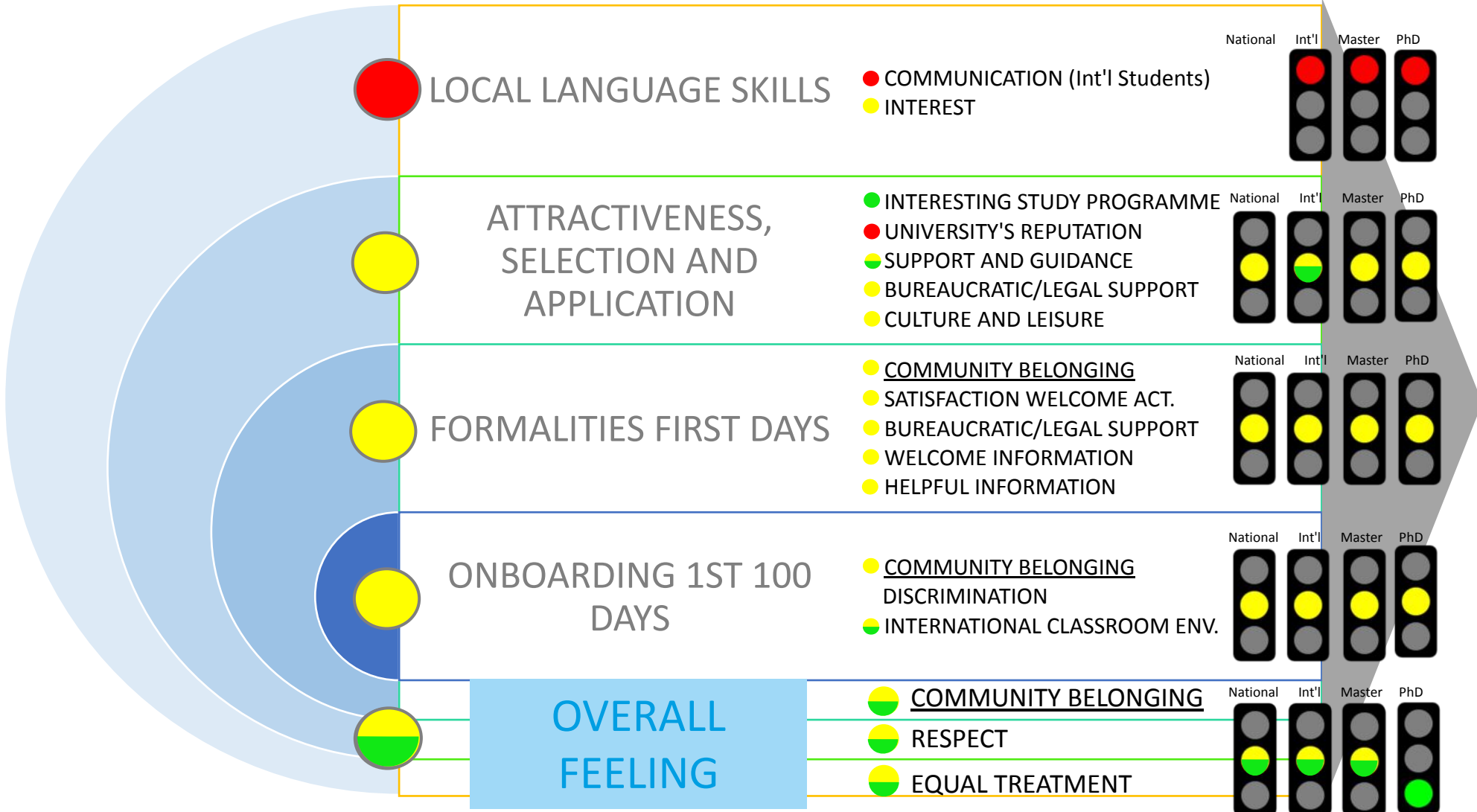
CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21



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

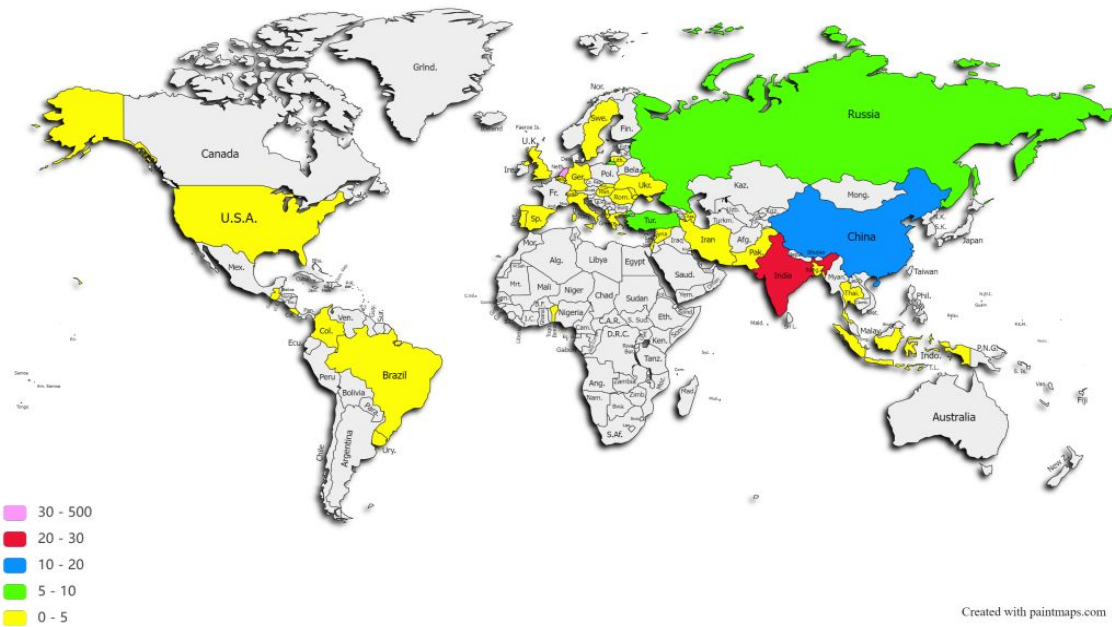


LABEL (scale 1-10)

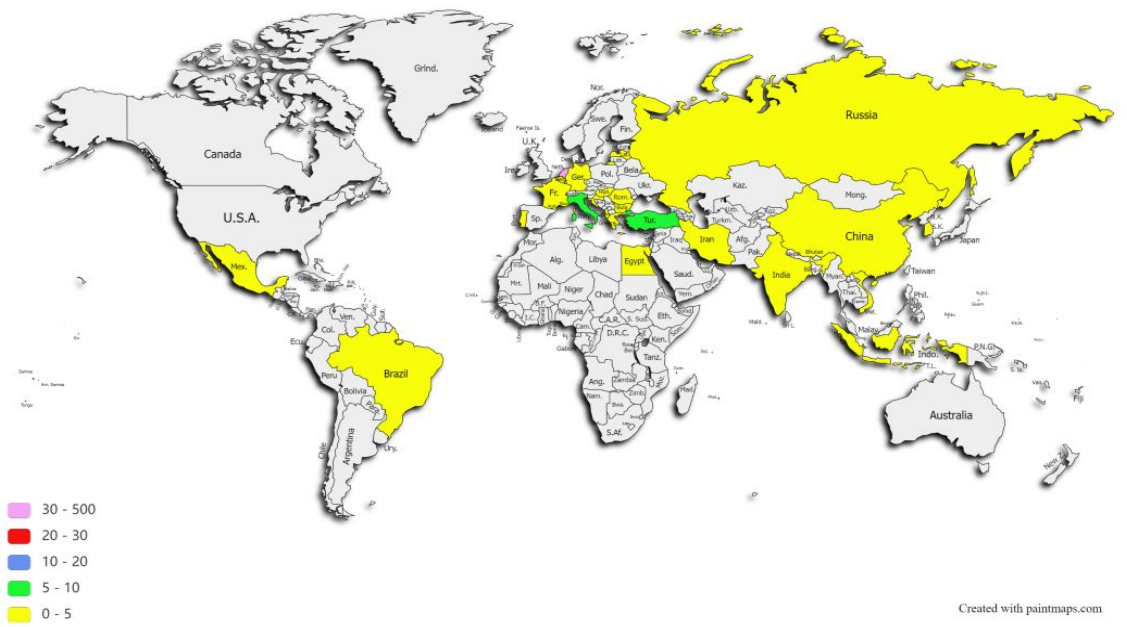
- NOT GOOD < 5,5
- TO BE IMPROVED from 5.6 to 6.5
- GOOD, BUT CAN BE IMPROVED from 6.6 to 7.5
- EXCELLENT > 7.5

Respondents' Country of Origin

Eindhoven University of Technology 2019

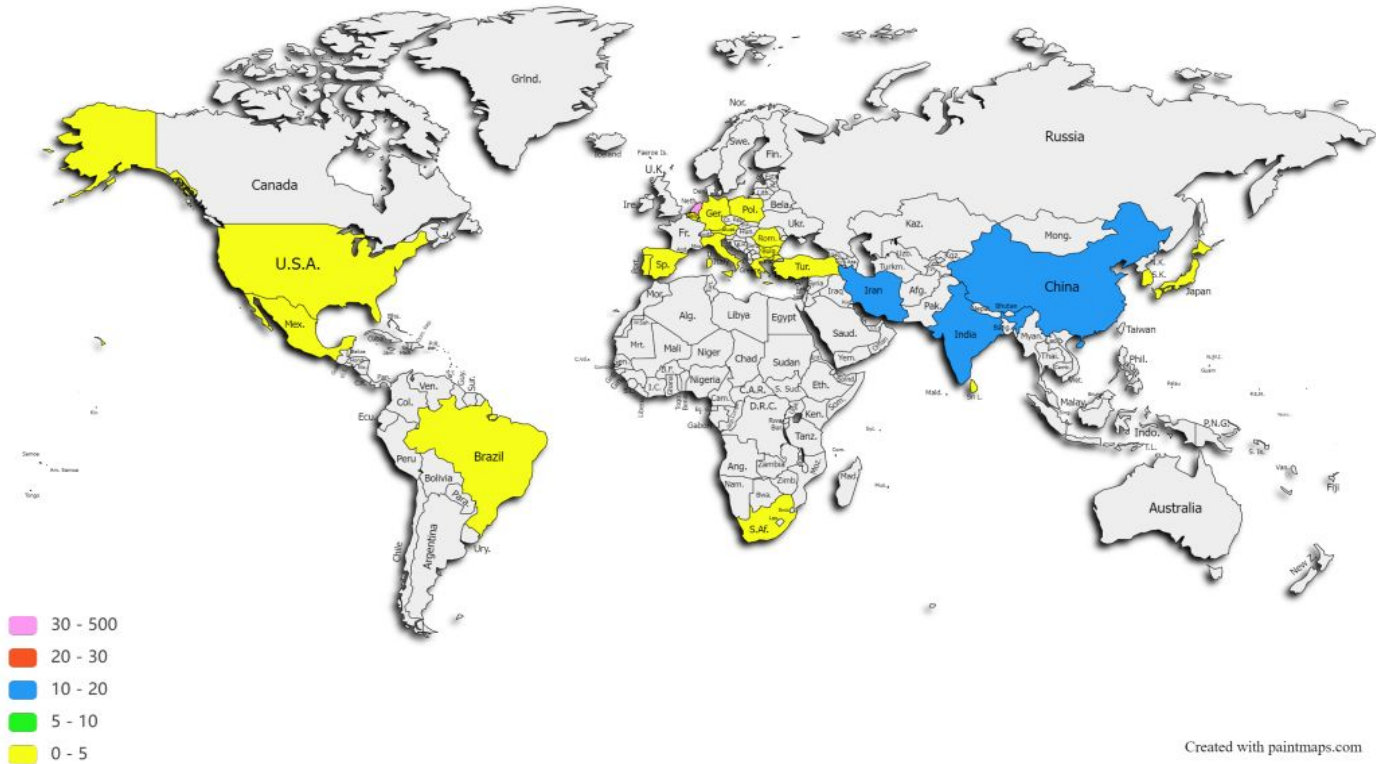


Eindhoven University of Technology 2020

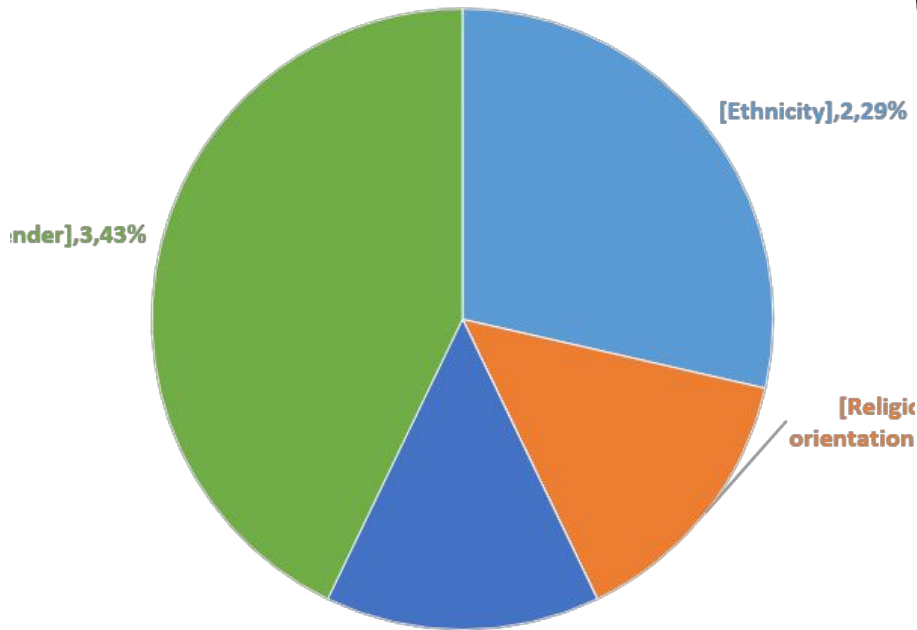


Respondents' Country of Origin

Eindhoven University of Technology 2021



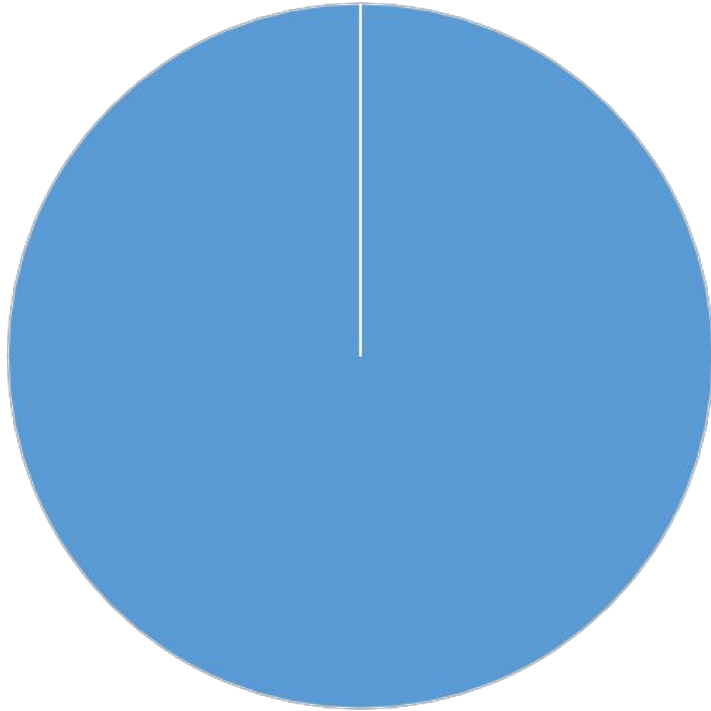
Discrimination 2019-20



3,5% of respondents reported experiencing discrimination

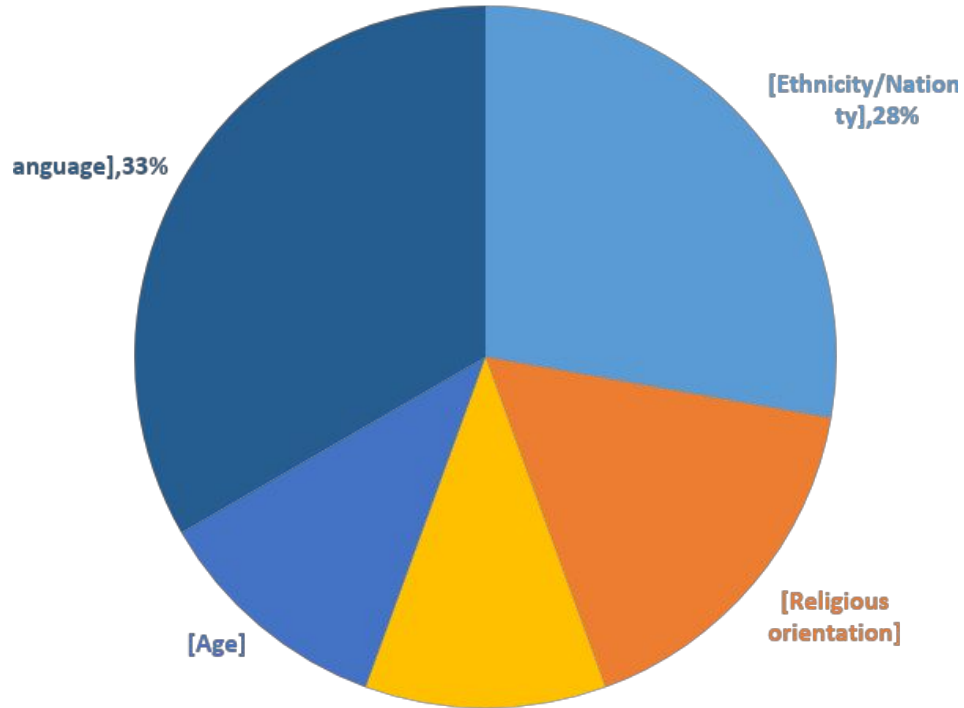
- The most-reported form of discrimination, with 3 responses, is discrimination based on gender.
- Other responses included discrimination based on: ethnicity (2 responses), religion (1), or age (1).
- No respondent felt that they had been discriminated against on the basis of a disability or sexual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



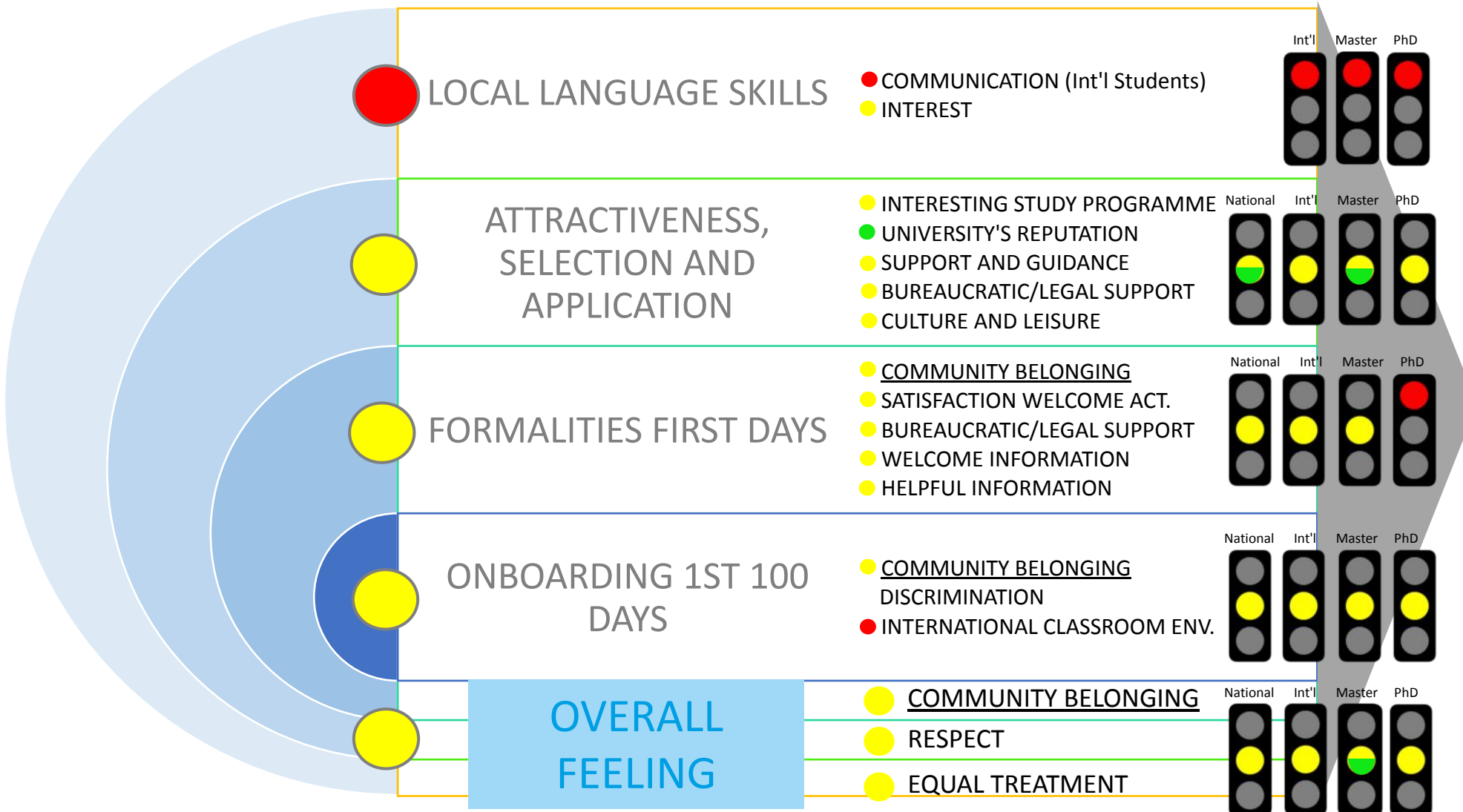
- ✓ 10.65% of respondents reported experiencing discrimination
 - The most-reported form of discrimination, with 6 responses, is discrimination based on language.
 - Other responses included discrimination based on: ethnicity (5), religious orientation (3), disability (2), age (2), gender (3), language (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



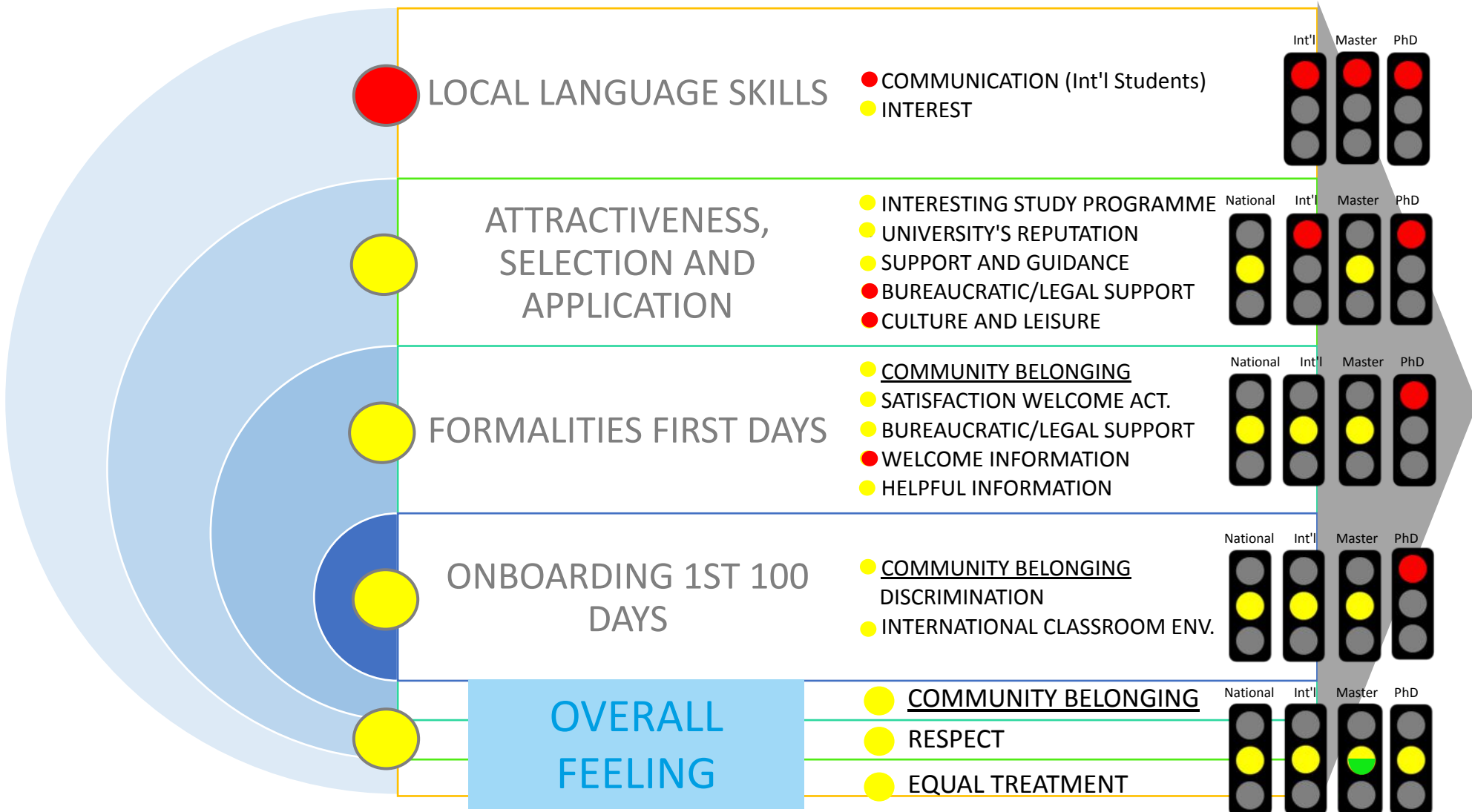
CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21



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

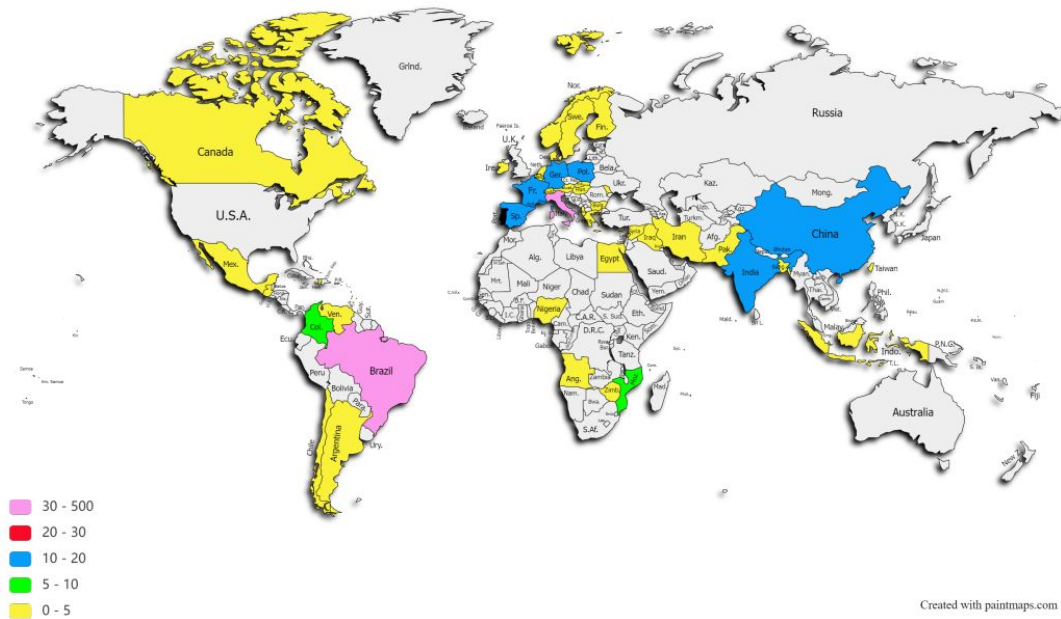


LABEL (scale 1-10)

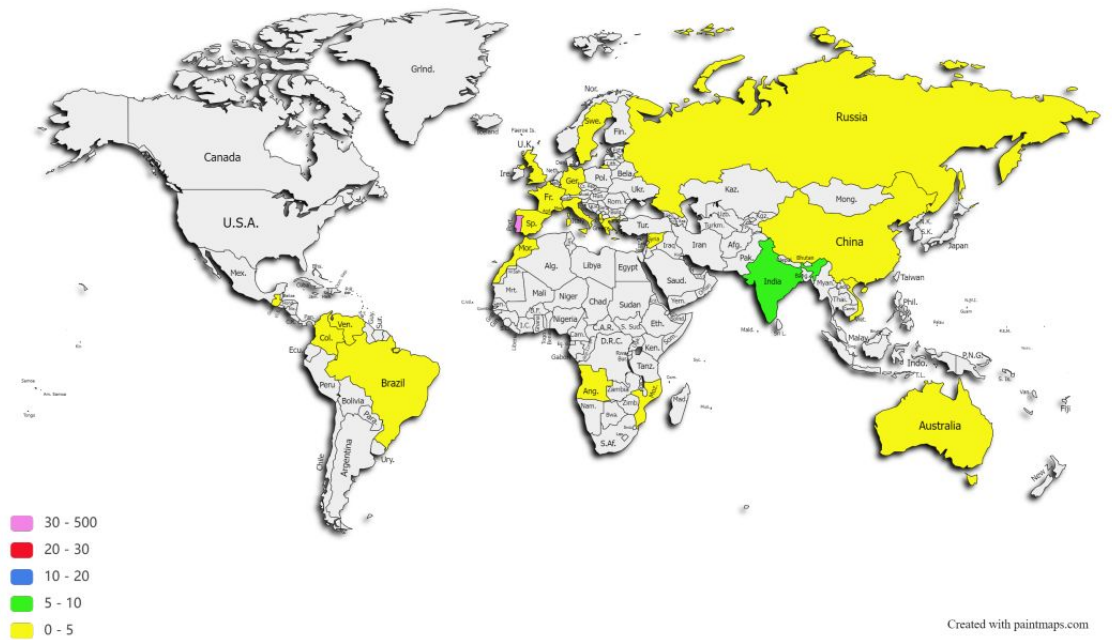
- NOT GOOD < 5,5
- TO BE IMPROVED from 5.6 to 6.5
- GOOD, BUT CAN BE IMPROVED from 6.6 to 7.5
- EXCELLENT > 7.5

Respondents' Country of Origin

Instituto Superior Técnico Lisboa 2019

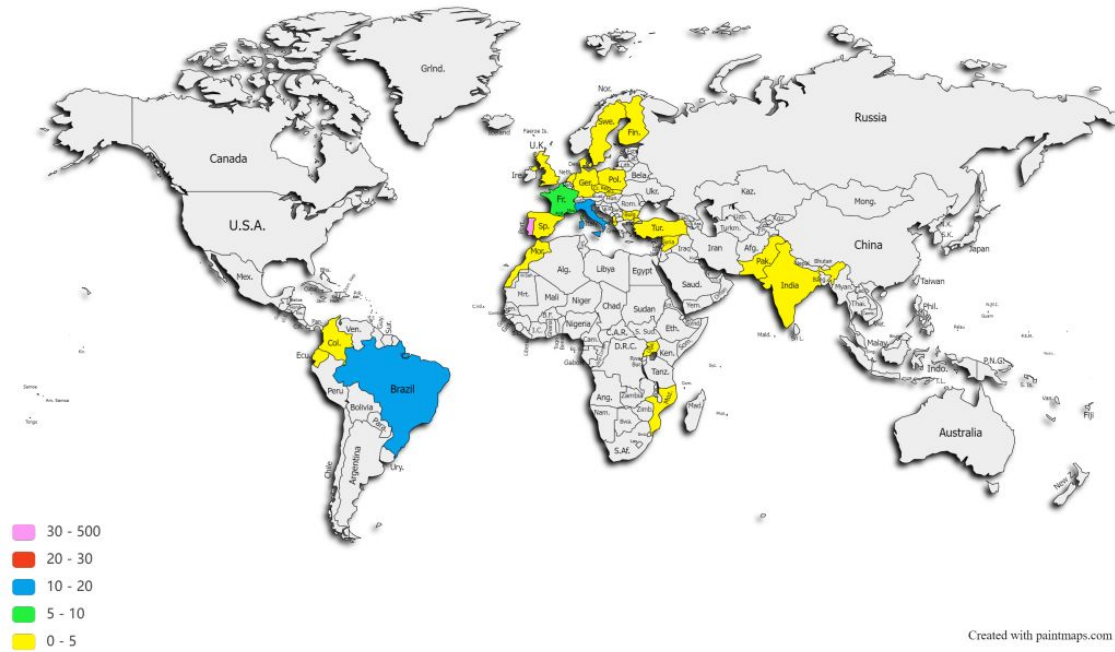


Instituto Superior Técnico Lisboa 2020

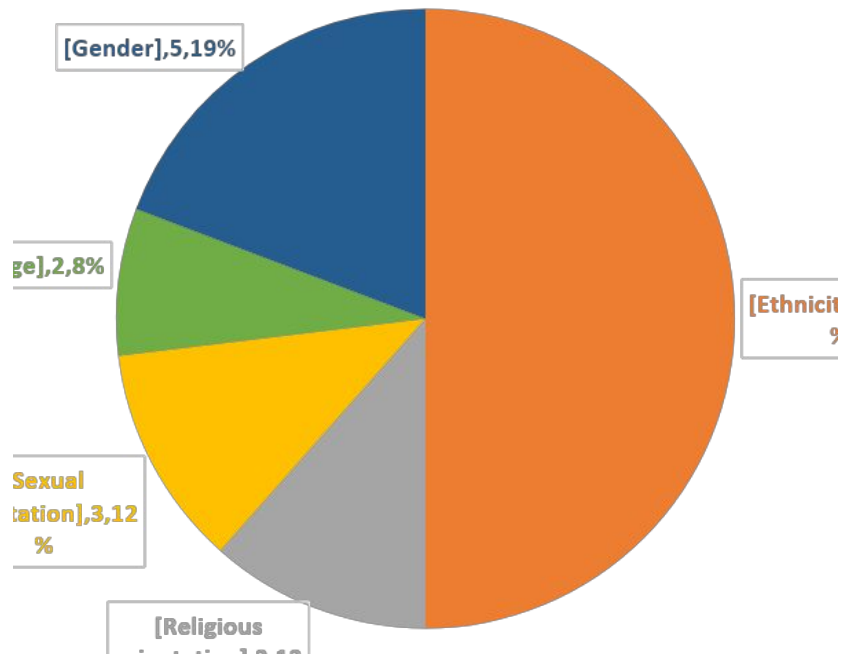


Respondents' Country of Origin

Instituto Superior Técnico Lisboa 2021

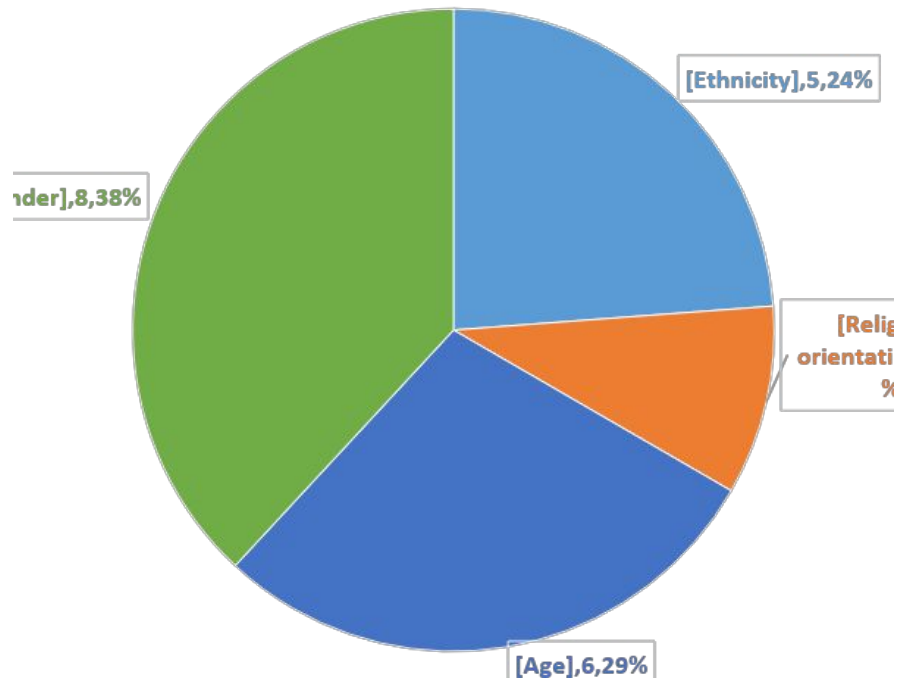


Discrimination 2019-20



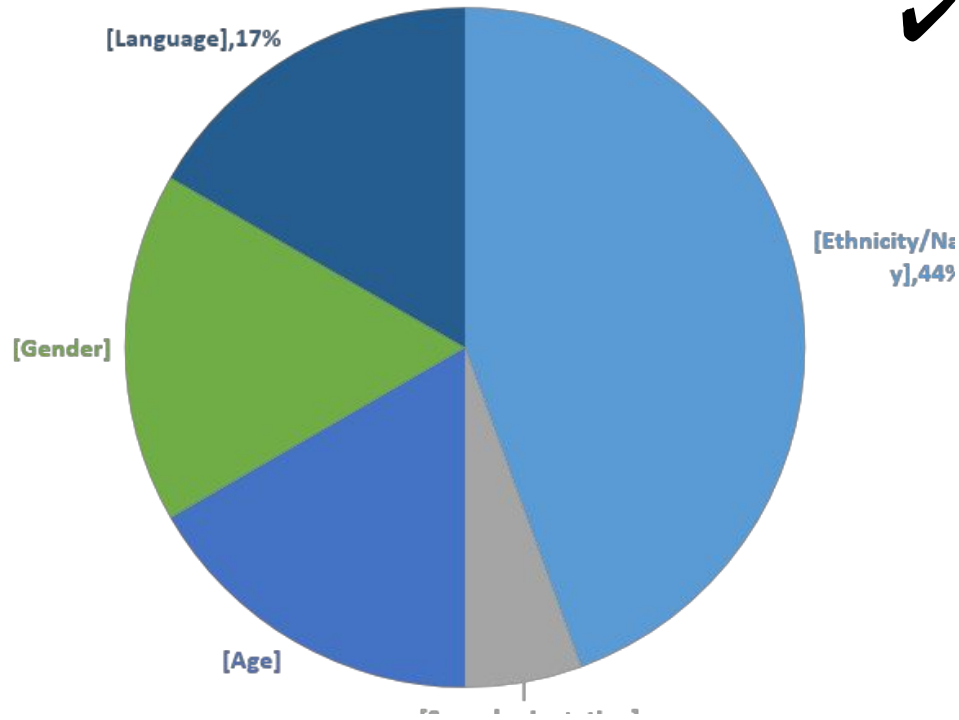
- ✓ 3,4% of respondents reported experiencing discrimination
 - The most-reported form of discrimination, with 13 responses, is discrimination based on ethnicity.
 - Other responses included discrimination based on: gender (5 responses), religion (3), sexual orientation (3), or age (2).
 - No respondent 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



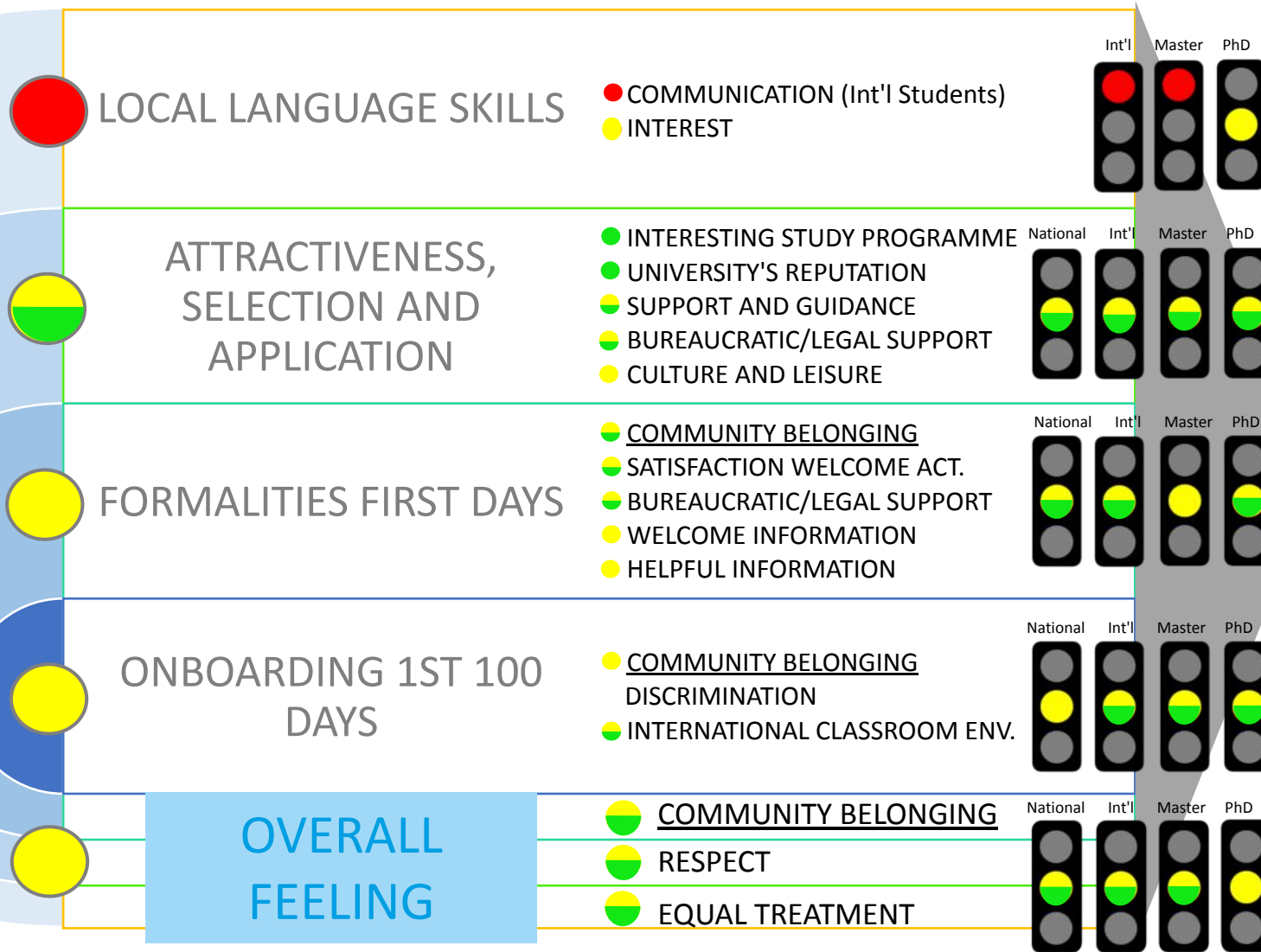
- ✓ 8.7% of respondents reported experiencing discrimination
 - The most-reported form of discrimination, with 8 responses, is discrimination based on ethnicity.
 - Other responses included discrimination based on: age (3), gender (3), language (3) and sexual orientation (1).
 - No respondent felt that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

Survey Results

KTH Royal Institute of Technology in Stockholm



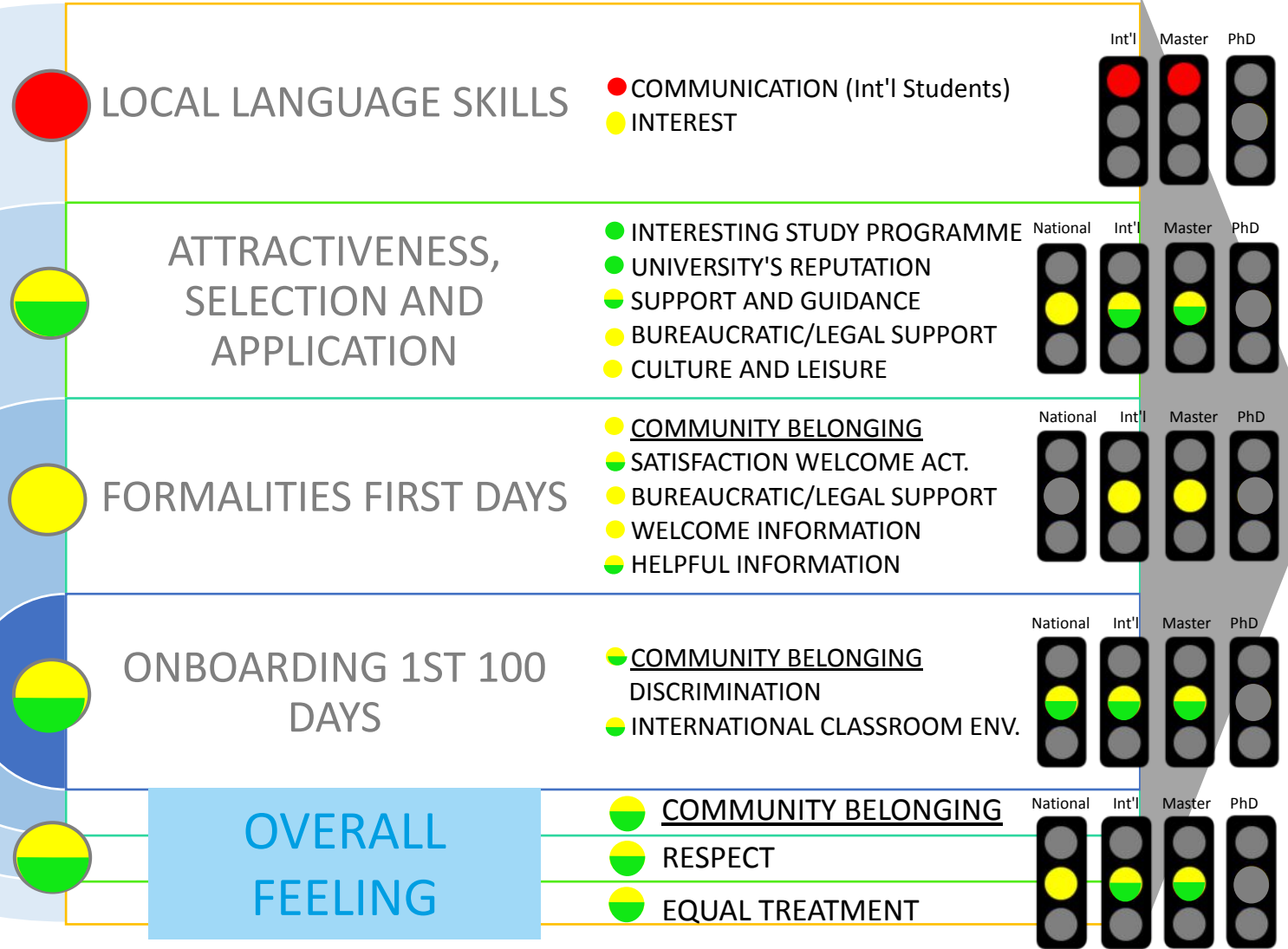
CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21



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

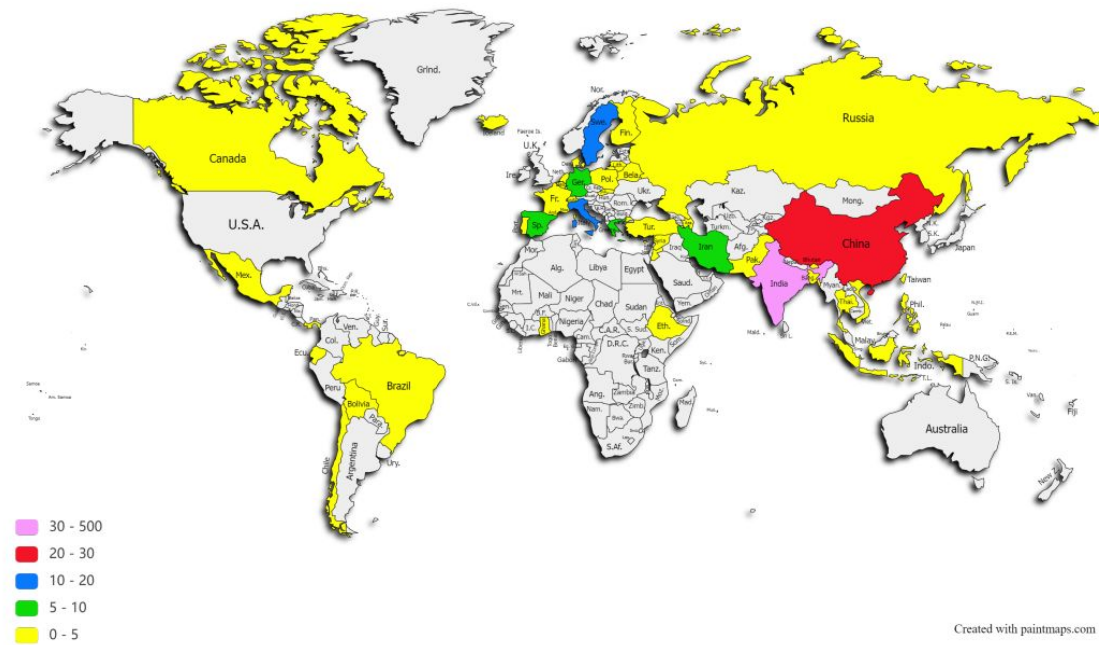


LABEL (scale 1-10)

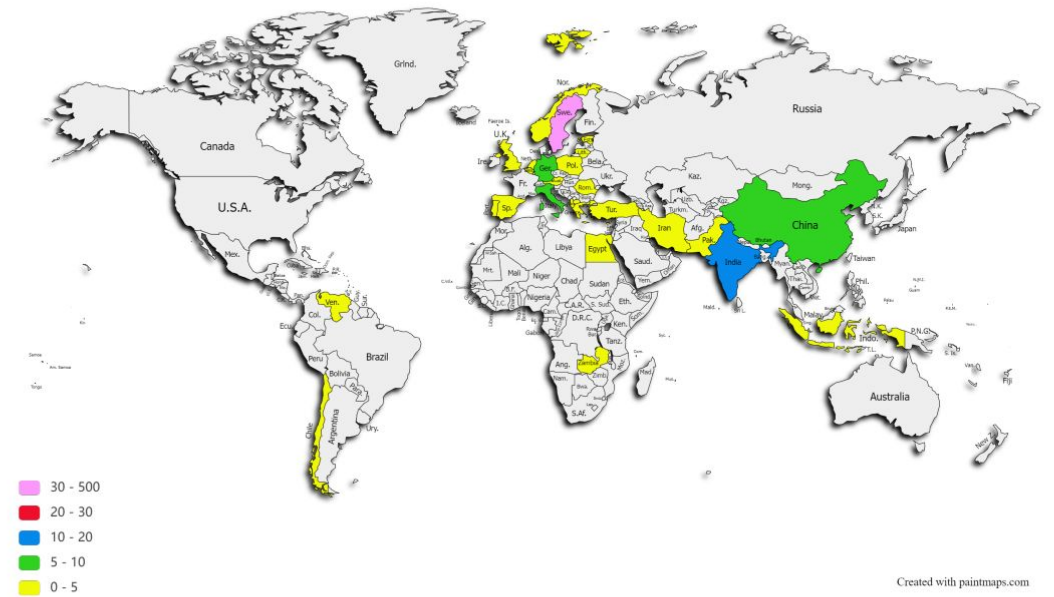
-  **NOT GOOD**
 < 5,5
-  **TO BE IMPROVED**
 from 5.6 to 6.5
-  **GOOD, BUT CAN BE IMPROVED**
 from 6.6 to 7.5
-  **EXCELLENT**
 > 7.5

Respondents' Country of Origin

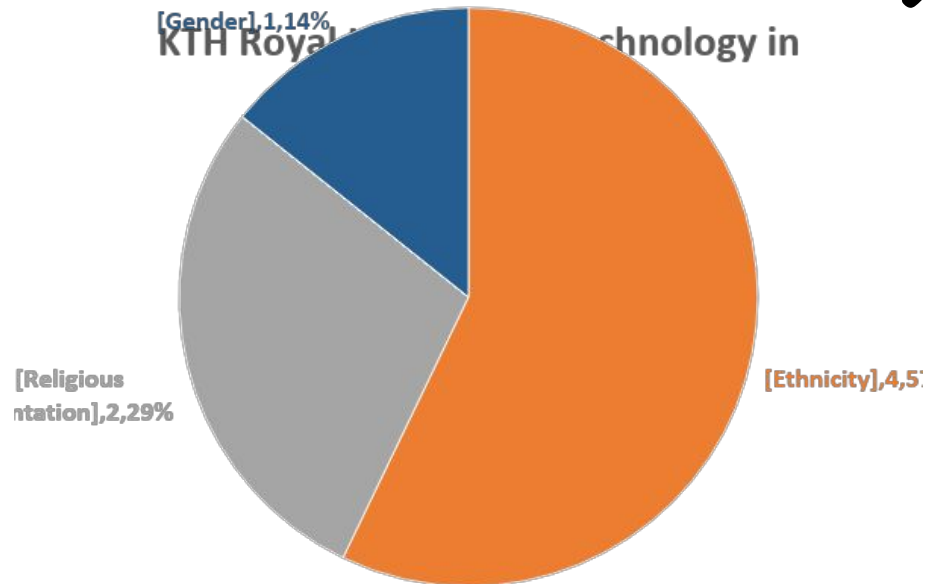
KTH Royal Institute of Technology in Stockholm 2019



KTH Royal Institute of Technology in Stockholm 2020

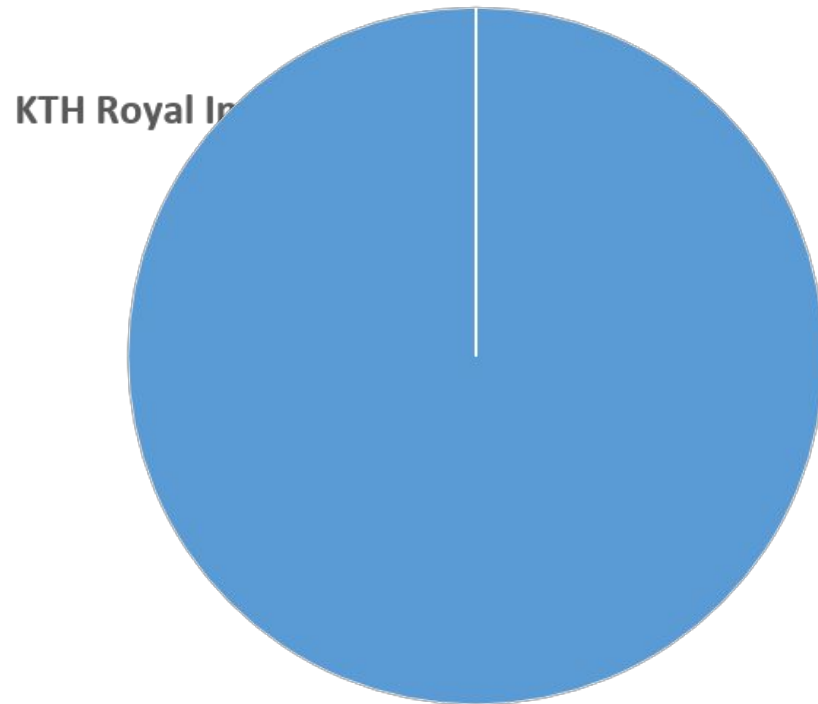


Discrimination 2019-20



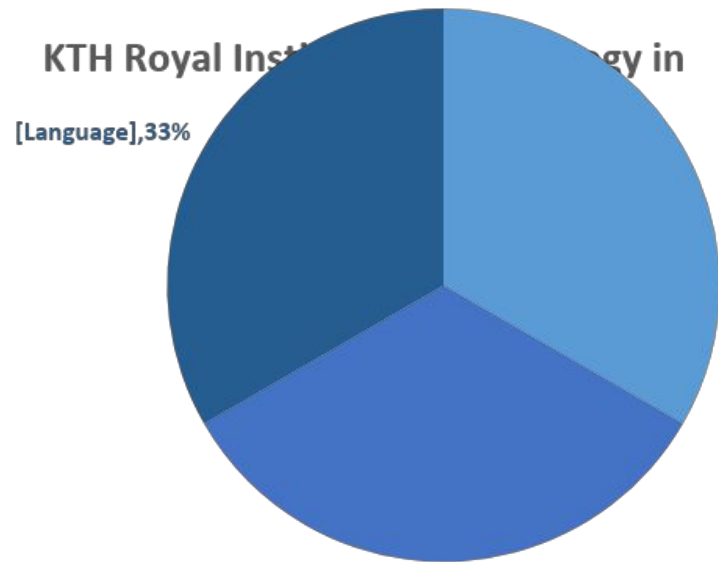
- ✓ 3,7% of respondents reported experiencing discrimination
- The most-reported form of discrimination, with 4 responses, is discrimination based on ethnicity.
 - Other responses included discrimination based on: religion (2 responses) or gender (1).
 - No respondent felt that they had been discriminated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



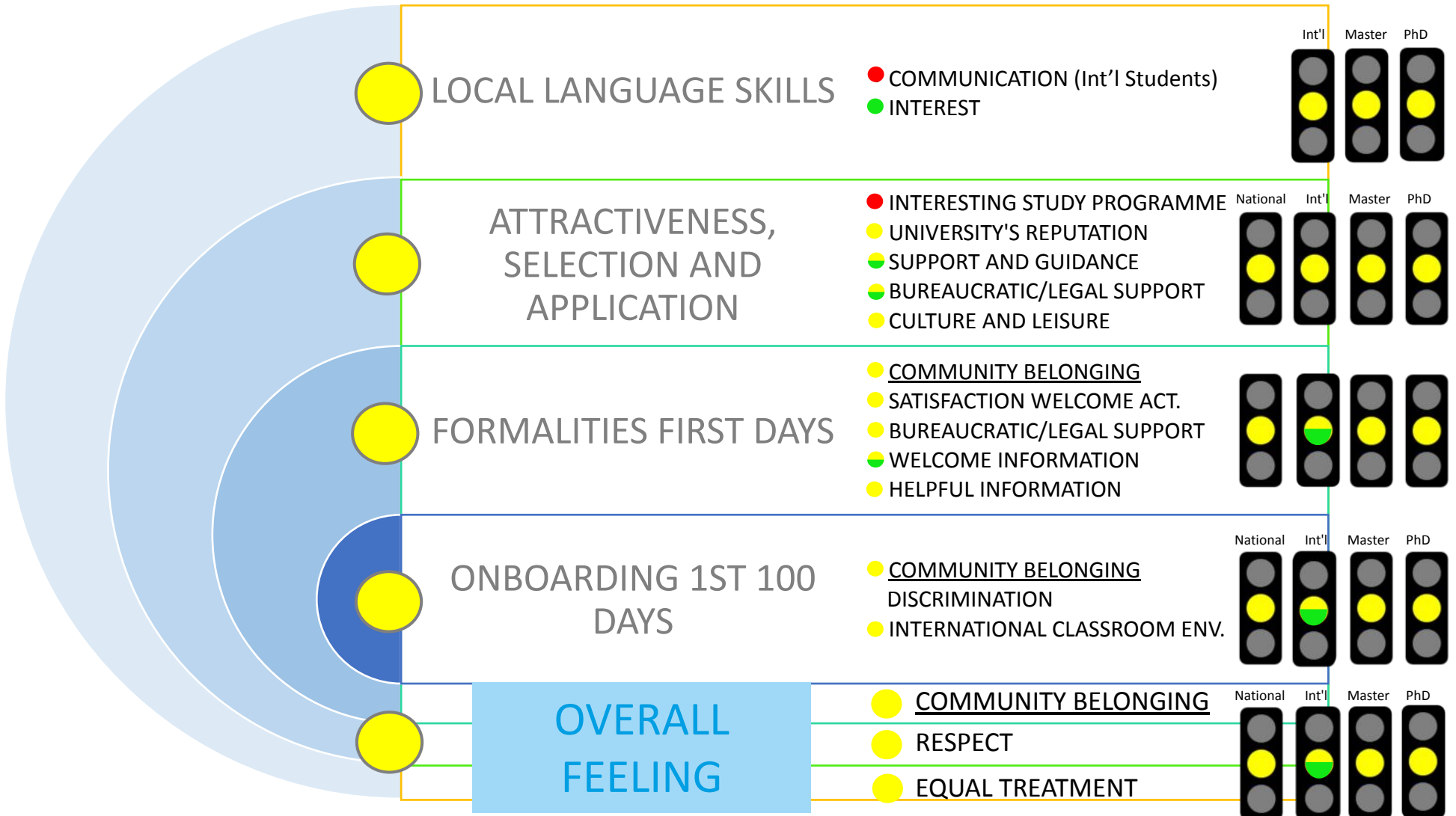
- Only 3 students reported discrimination, based on ethnicity (1), language (1) and age (1).
- No respondent felt that they had been discriminated against on the basis of a disability, gender, religion, sexual orientation.

Survey Results

Tomsk Polytechnic University



CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21

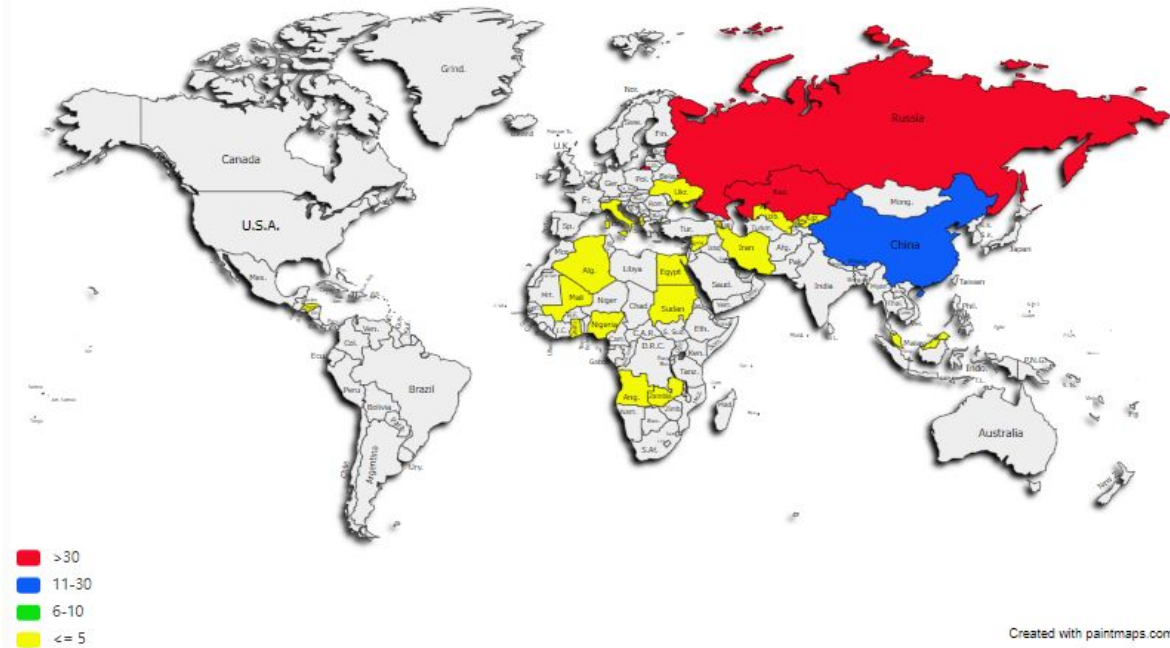


LABEL (scale 1-10)

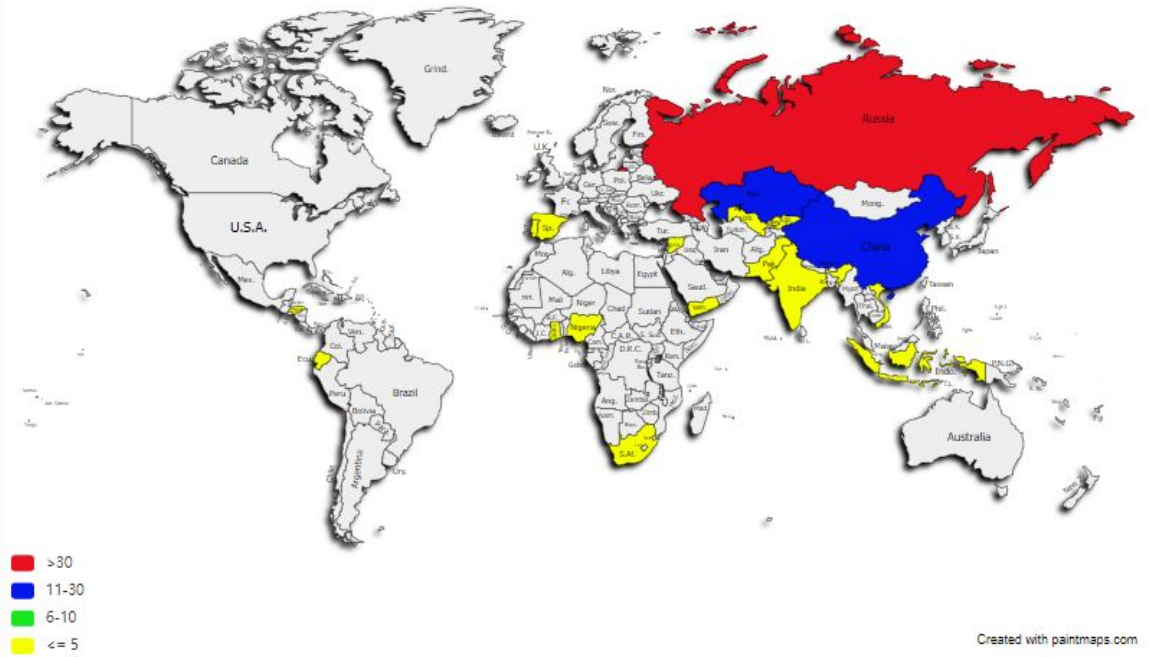
- NOT GOOD < 5,5
- TO BE IMPROVED from 5.6 to 6.5
- GOOD, BUT CAN BE IMPROVED from 6.6 to 7.5
- EXCELLENT > 7.5

Respondents' Country of Origin

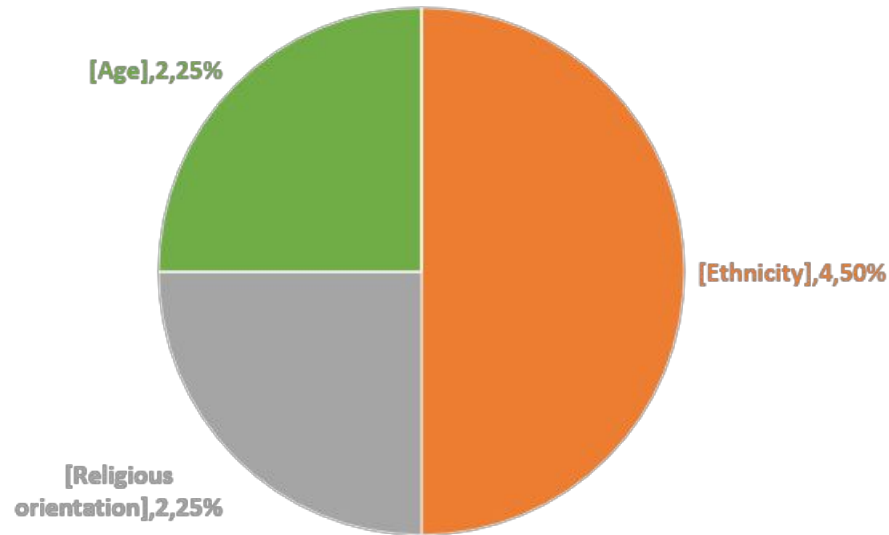
Tomsk Polytechnic University 2019



Tomsk Polytechnic University 2020

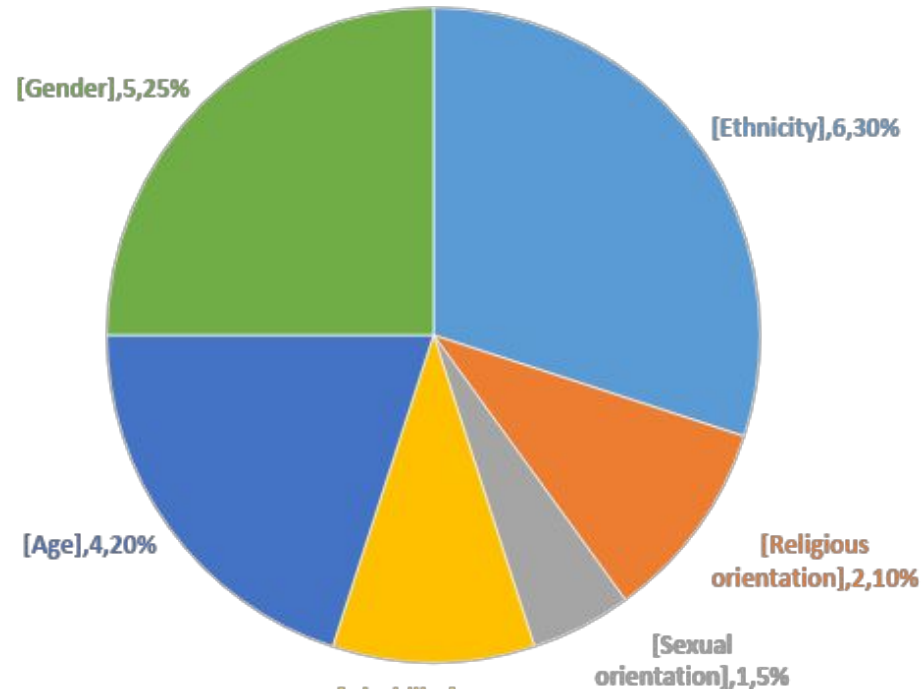


Discrimination 2019-20



- ✓ 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



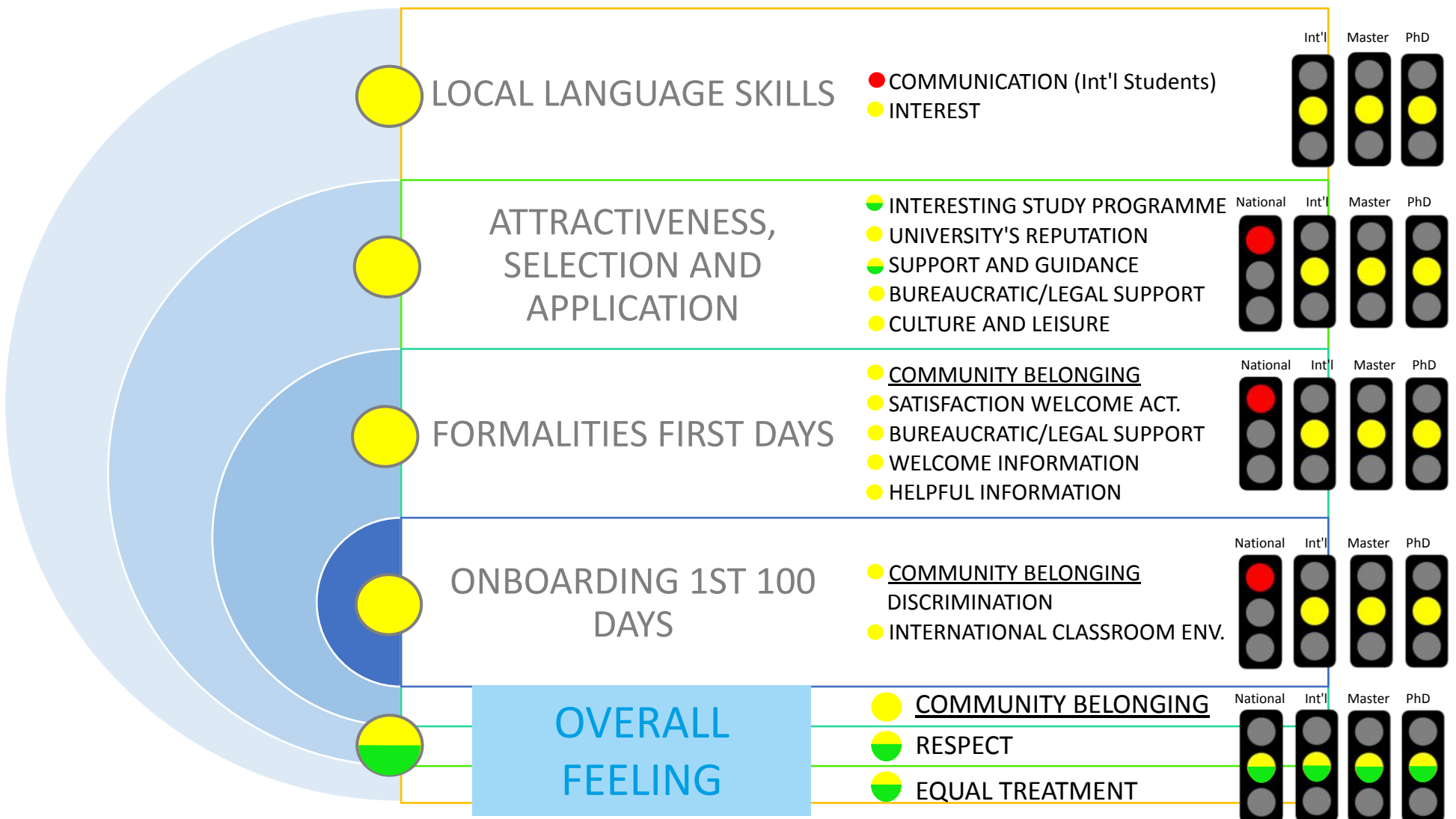
- ✓ 10,7% of respondents reported experiencing discrimination
 - The most-reported form of discrimination, with 6 responses, is discrimination based on ethnicity.
 - Other responses included discrimination based on: gender (5 responses), age (4), religion (2), sexual orientation (1), disability (2).

Survey Results

Universitat Politècnica de Catalunya



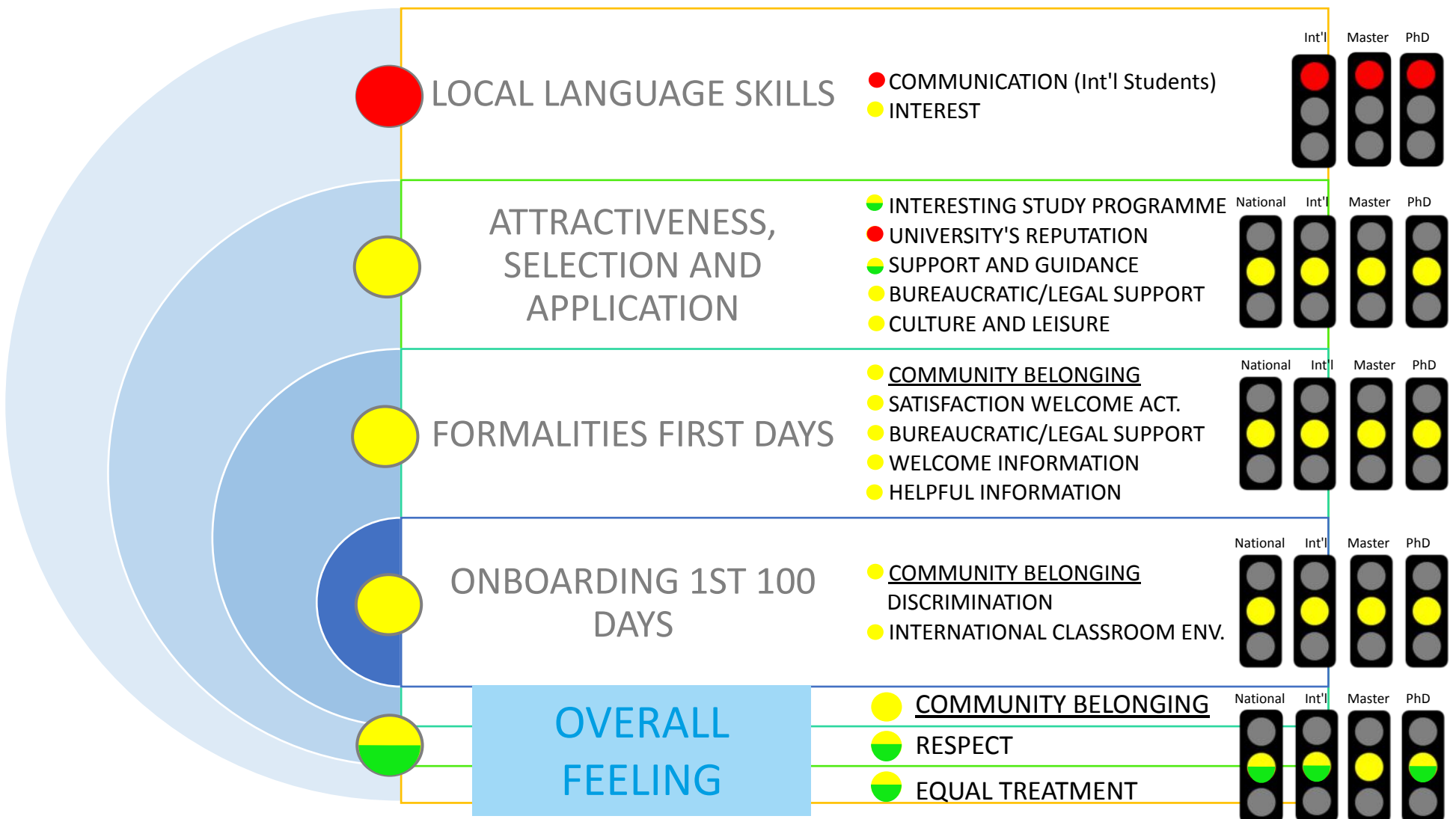
CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21



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

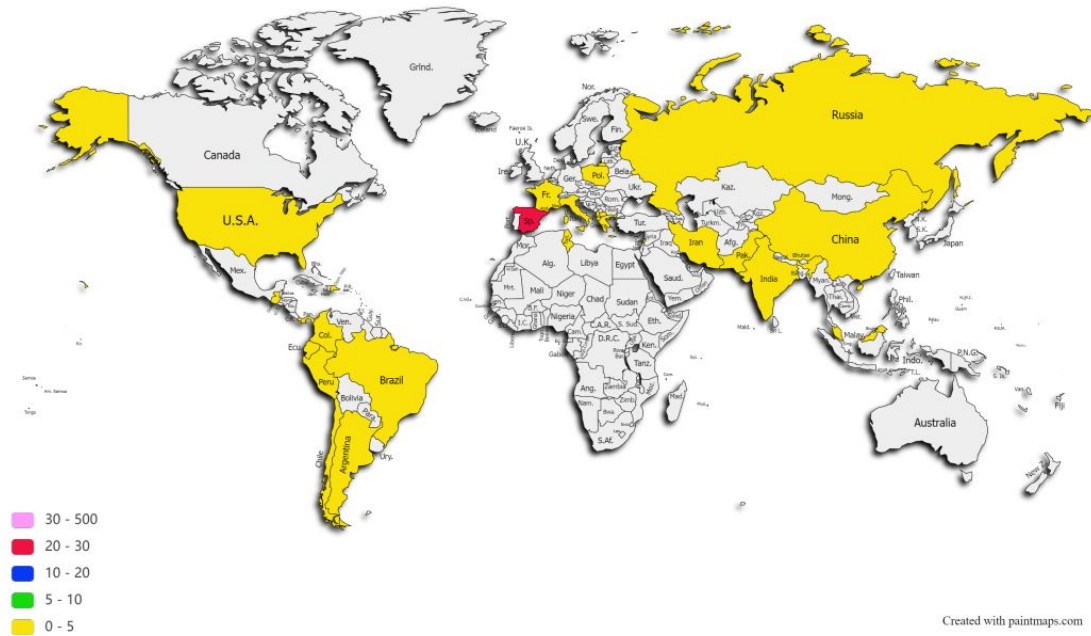


LABEL (scale 1-10)

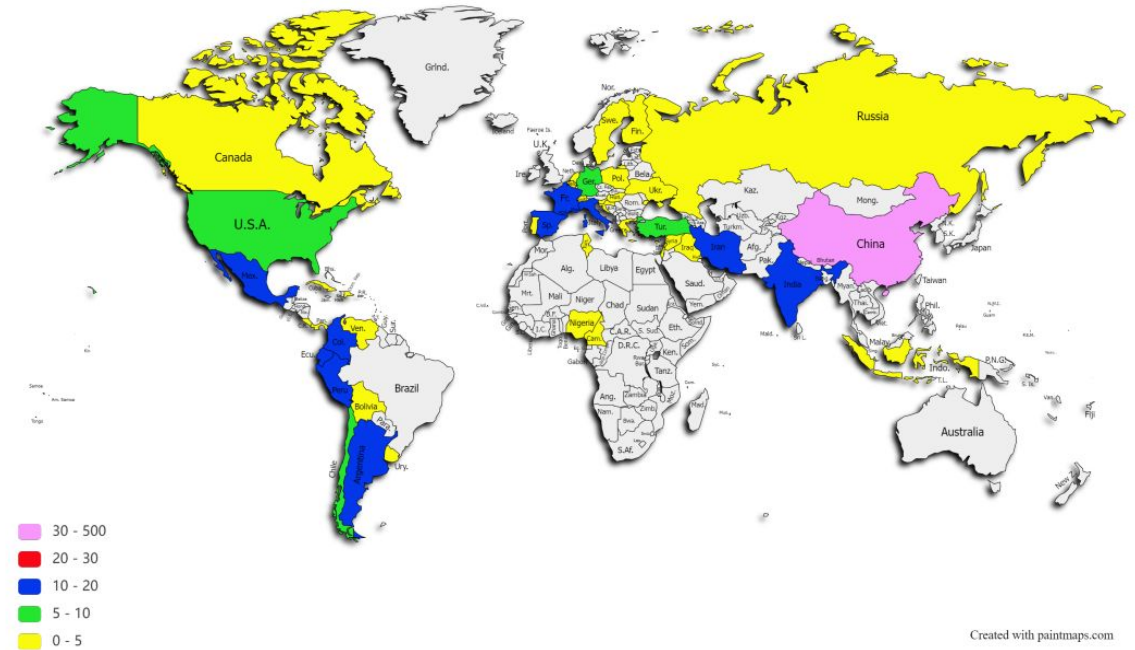
- NOT GOOD < 5,5
- TO BE IMPROVED from 5.6 to 6.5
- GOOD, BUT CAN BE IMPROVED from 6.6 to 7.5
- EXCELLENT > 7.5

Respondents' Country of Origin

Universitat Politècnica de Catalunya 2019

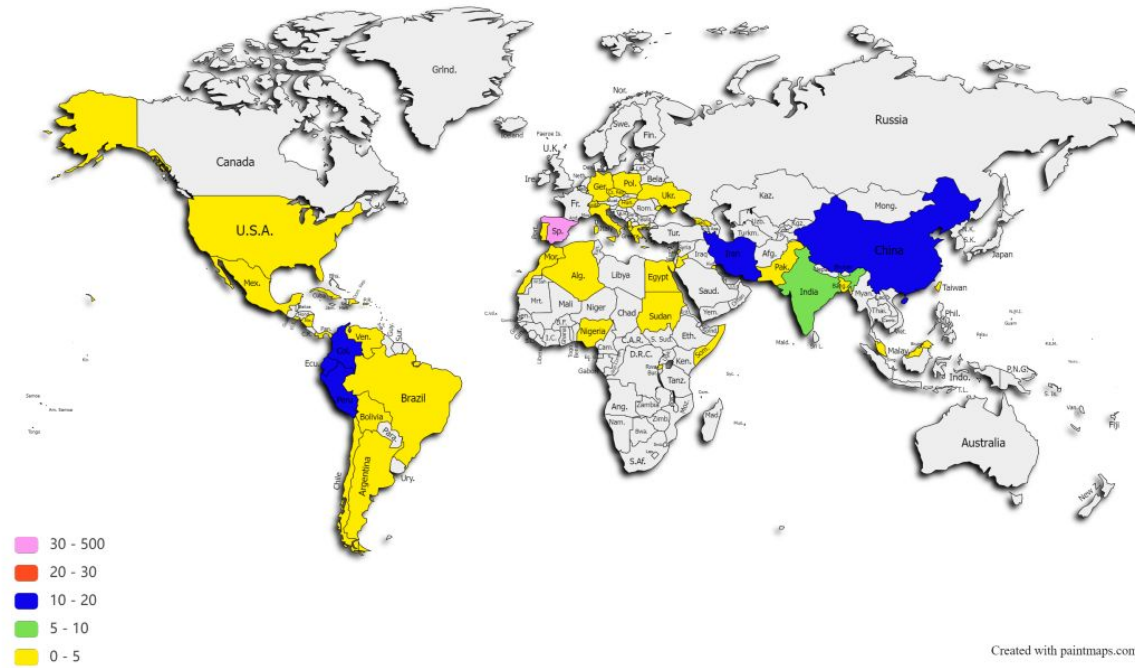


Universitat Politècnica de Catalunya 2020

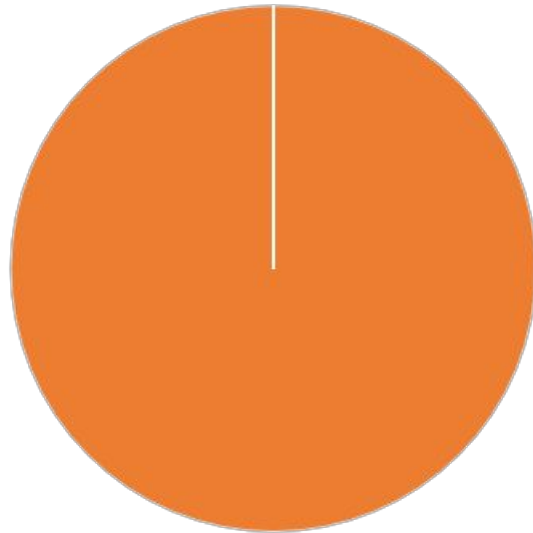


Respondents' Country of Origin

Universitat Politècnica de Catalunya 2021

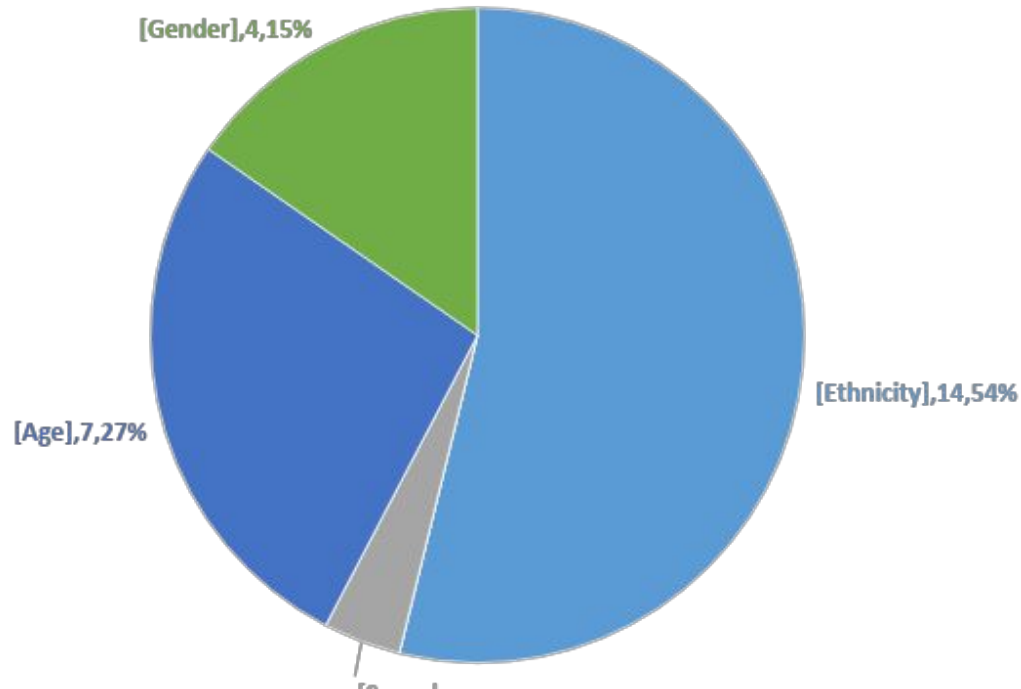


Discrimination 2019-20



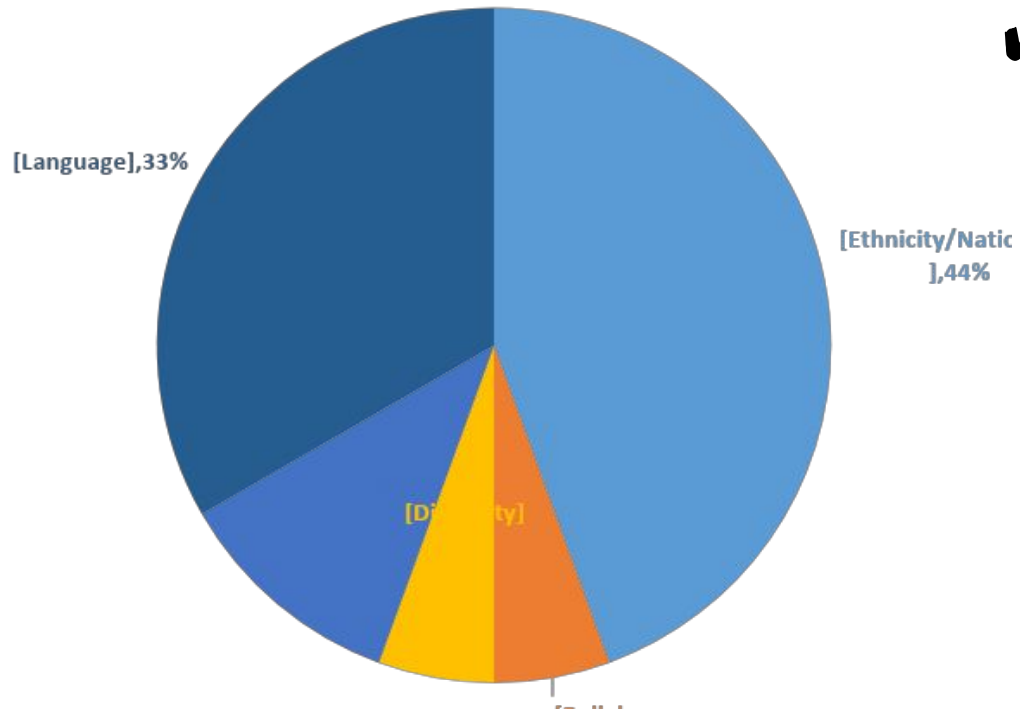
- ✓ 1,3% of respondents reported experiencing discrimination
 - The only form of discrimination reported, with 1 response, is discrimination based on ethnicity.
 - No respondent felt that they had been discriminated against on the basis of a disability, gender, religion, age or sexual orientation.

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



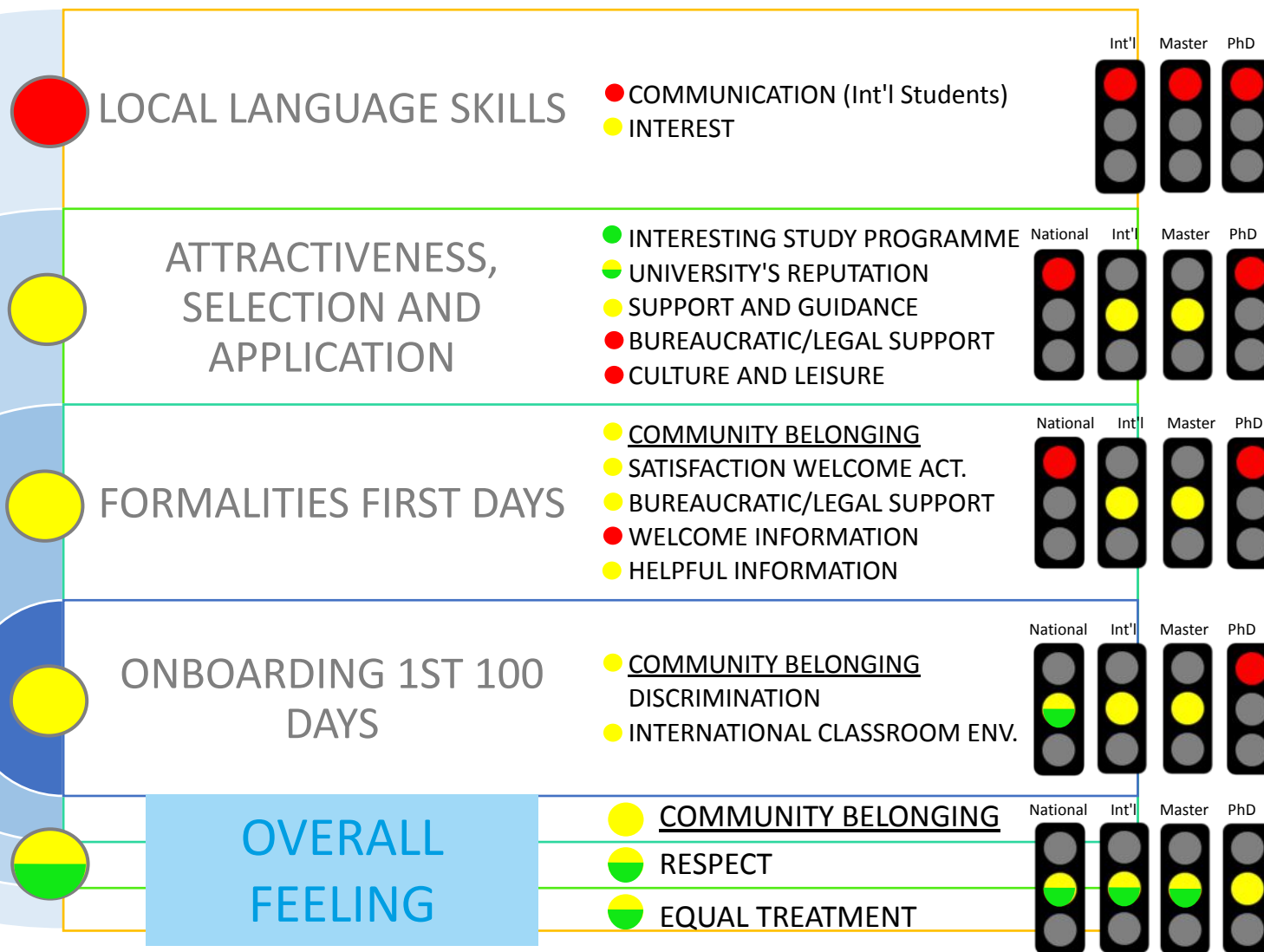
- ✓ 9% of respondents reported experiencing discrimination
 - The most-reported form of discrimination, with 8 responses, is discrimination based on ethnicity.
 - Other responses included discrimination based on: language (6), age (2), disability (1), religious orientation (1).
 - No respondent felt 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

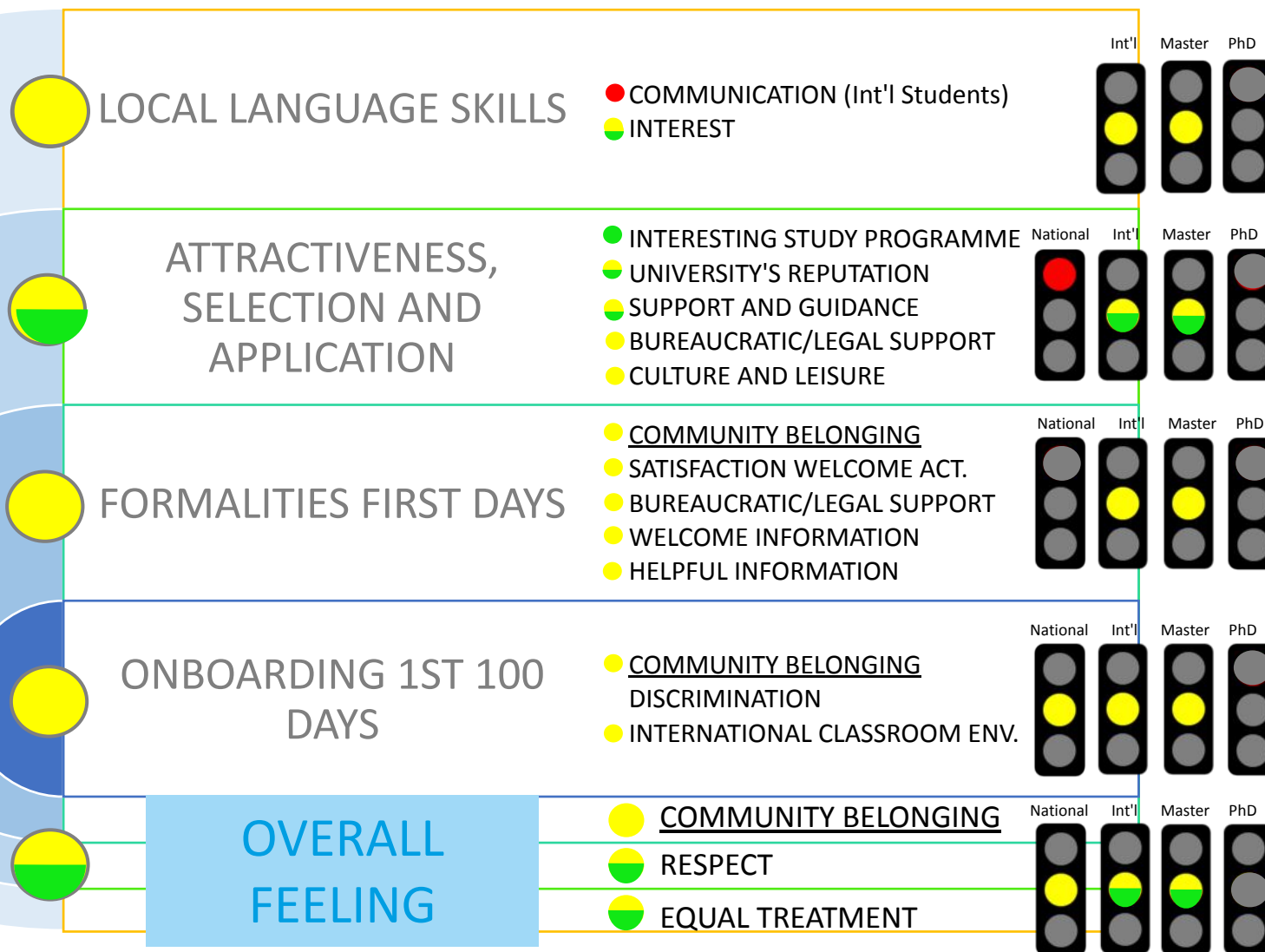


GOOD, BUT CAN BE IMPROVED
from 6.6 to 7.5



EXCELLENT
> 7.5

CUSTOMER JOURNEY TRAFFIC LIGHT 2021-22

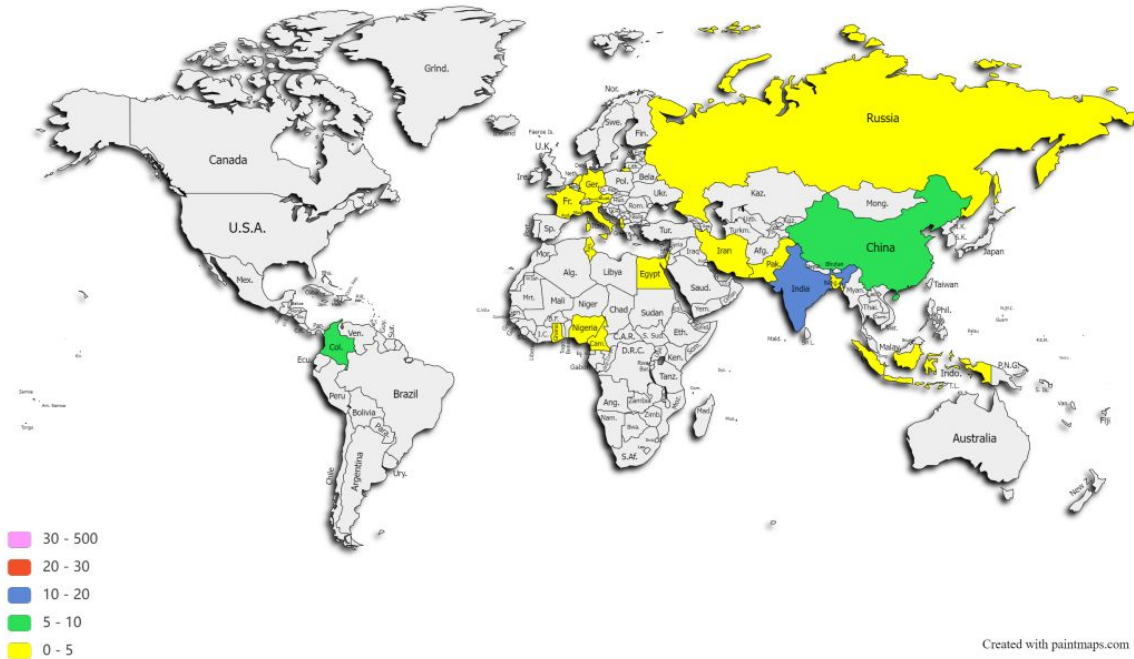


LABEL (scale 1-10)

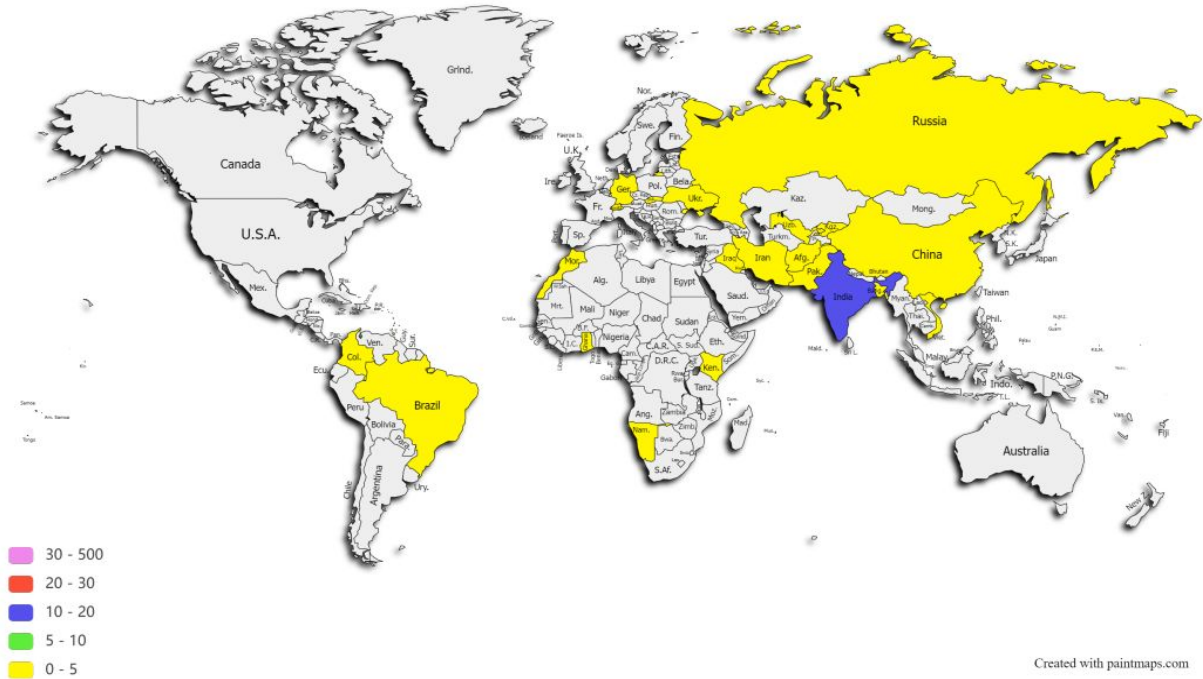


Respondents' Country of Origin

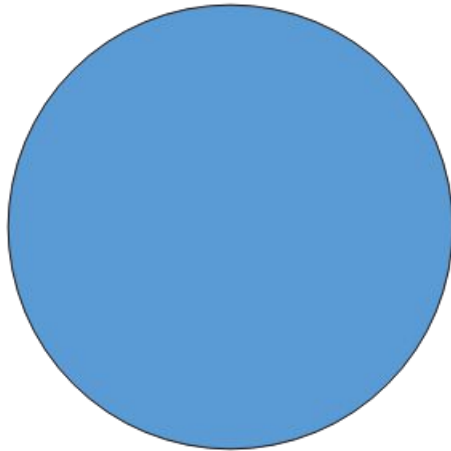
Technische Universität Darmstadt 2020



Technische Universität Darmstadt 2021

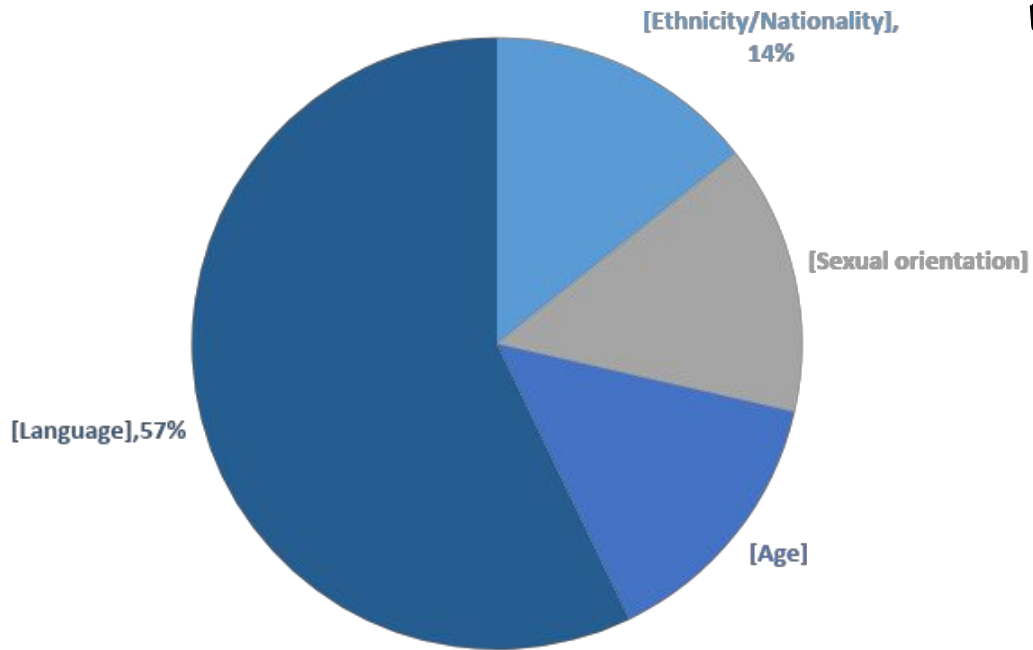


Discrimination 2020-21



- ✓ 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



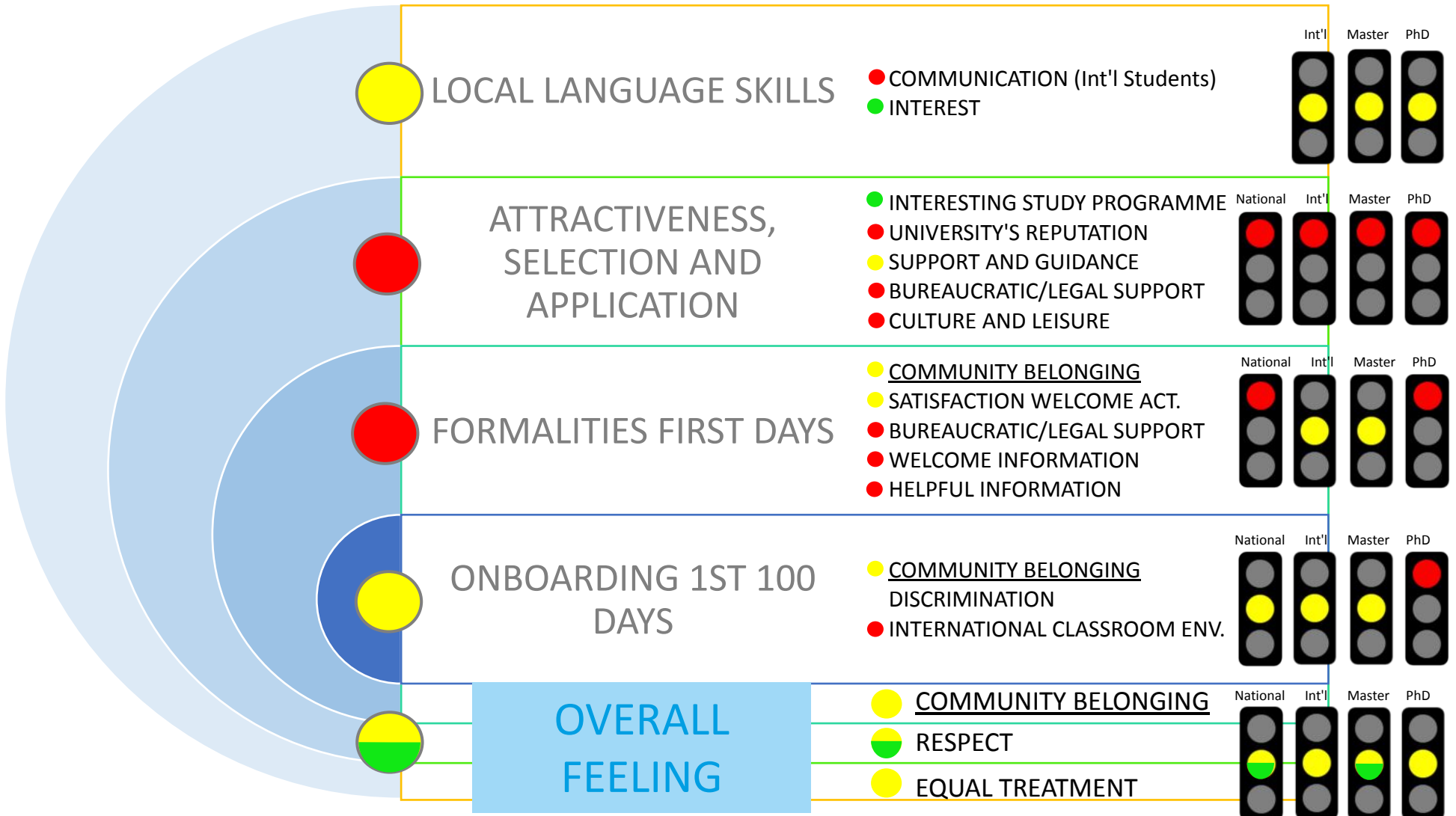
- ✓ 12.2% of respondents reported experiencing discrimination
- The most-reported form of discrimination, with 4 responses, is discrimination based on language.
 - Other responses included discrimination based on: age (1), sexual orientation (1), ethnicity (1).
 - No respondent felt that they had been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

Survey Results

TU Graz



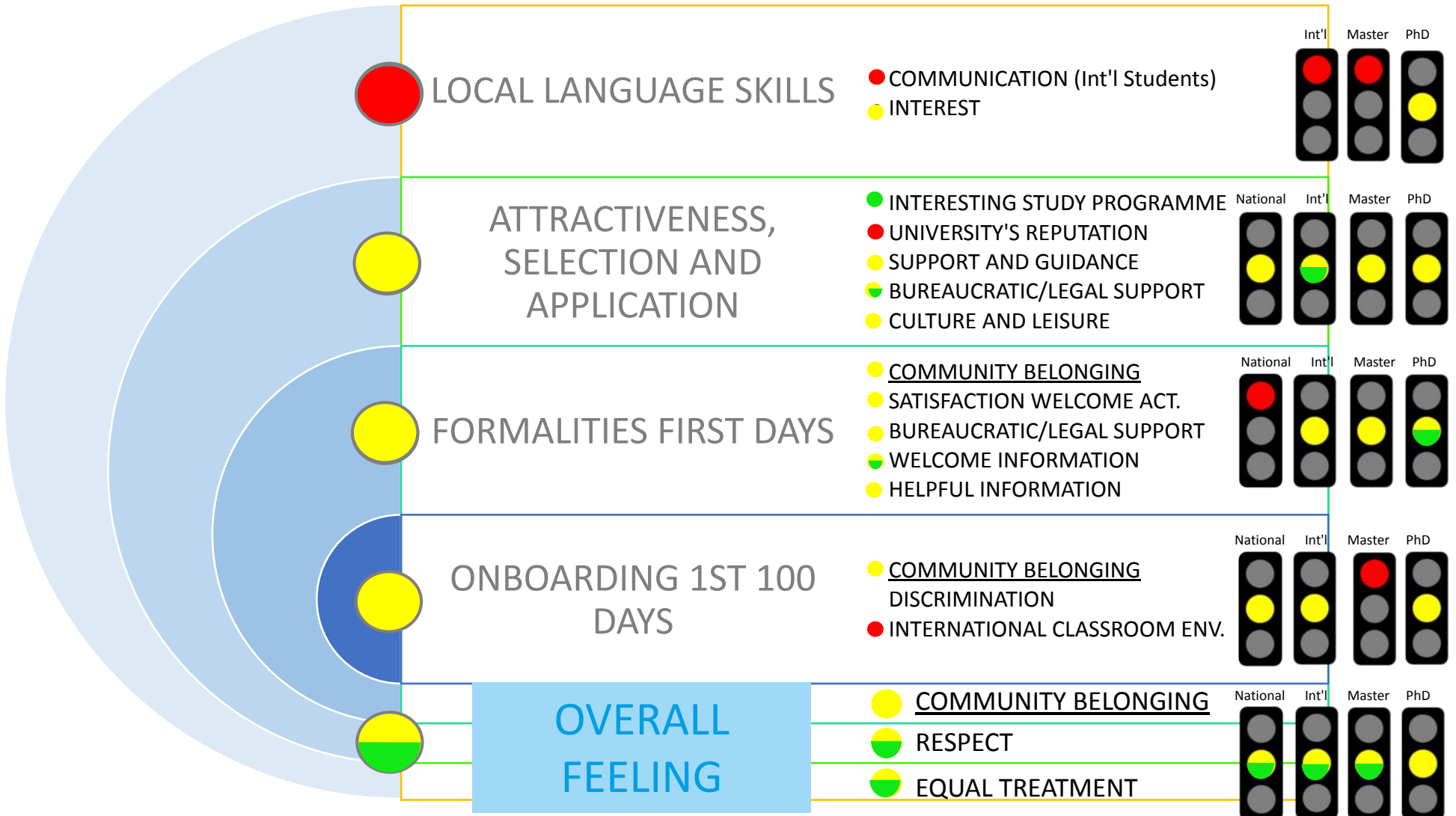
CUSTOMER JOURNEY TRAFFIC LIGHT 2020-21



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

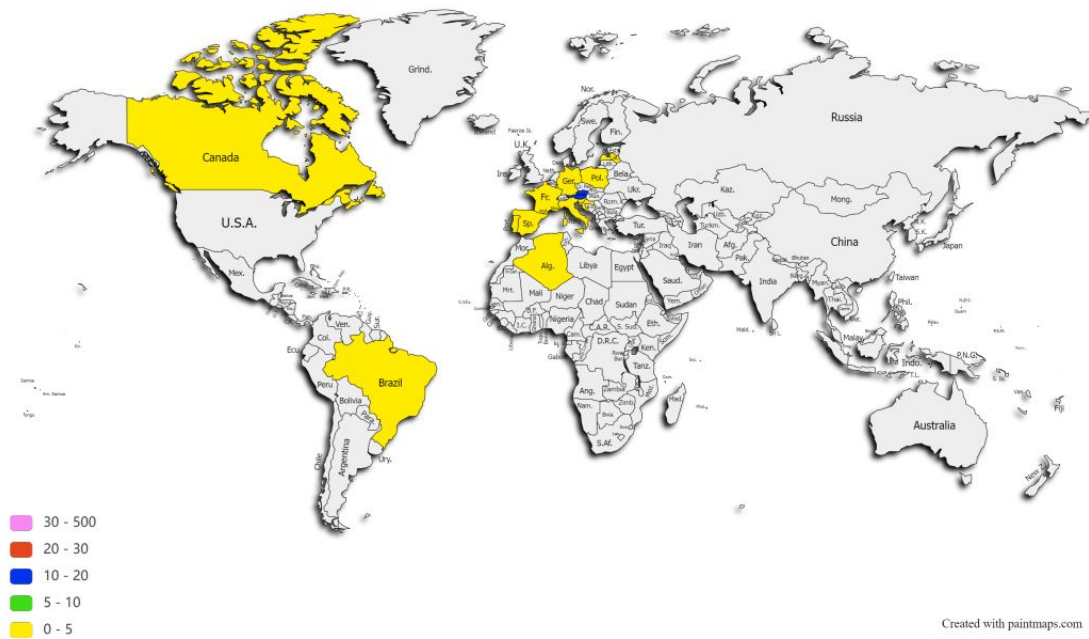


LABEL (scale 1-10)

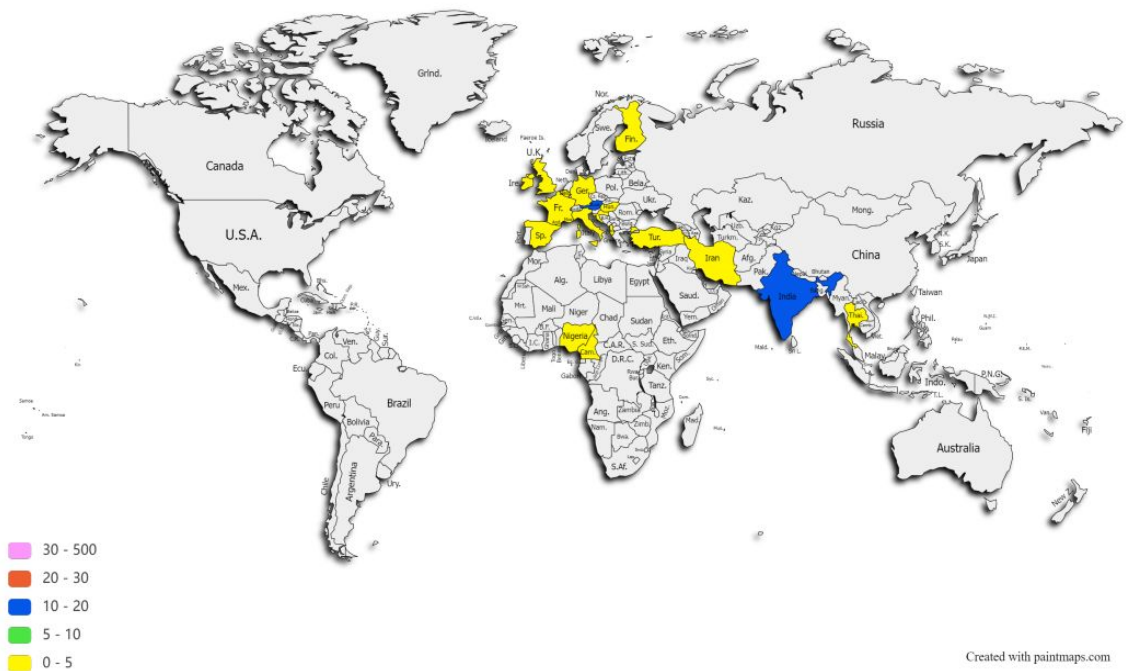
- NOT GOOD < 5,5
- TO BE IMPROVED from 5.6 to 6.5
- GOOD, BUT CAN BE IMPROVED from 6.6 to 7.5
- EXCELLENT > 7.5

Respondents' Country of Origin

Technische Universität Graz 2020



Technische Universität Graz 2021

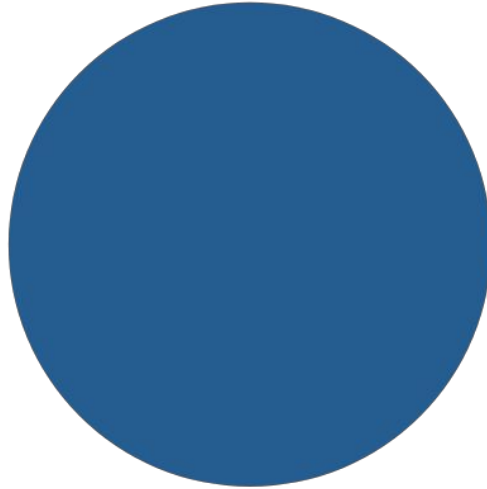


Discrimination 2020-21



- 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!

www.incomm-project.eu

