**THE CHARTERED SOCIETY OF PHYSIOTHERAPY**

**SUMMARY OF FINDINGS: SURVEY OF STUDENT MEMBERS**

**(Website version) April 2012**

**How we did it**

An on-line survey was emailed to the 5,072 student members who have valid email addresses.

**Response received**

698 student members completed the survey, giving a 14% response rate. There were respondents from every university.

The demographics of respondents closely mirrored the total student membership, meaning the findings are representative. See Figures 1 and 2 below:

**Figure 1. Comparison of Gender between Student Membership and Survey respondents**

**Figure 2. Comparison of Age between Student Membership and Survey Respondents**

**What you told us**

The majority of Student members felt that nearly all CSP services or benefits are important. **The benefit that is overwhelmingly the most important benefit is the ‘reduced full member joining fee on graduation (£20 instead of £195)’.** Other benefits that were also seen as ‘Very’ important by the majority of members were:

* **CSP website**
* **Public Liability Insurance (PLI)**
* **Physiotherapy Journal**
* **InteractiveCSP (iCSP)**
* ***Frontline***

Respondents were also asked to state what *‘*other’ services they would like the CSP to provide. Learning, CPD and help with understanding the job market featured highly here.

When it comes to how often they look at CSP resources, *Frontline* is the resource that is looked at most often by Student members, followed by the CSP website. Student members are high users of social media, Face book in particular.

As far as communication with CSP representatives is concerned, Student members communicate the most with the student reps. While overall satisfaction of communication is high with student reps, this is also the group that had the most dissatisfied, indicating that the service provided by student reps is inconsistent. In particular, those dissatisfied felt that their student reps did not cascade their learning from CSP events.

The vast majority of Student members first heard about the CSP from their course leader or tutor.

When asked to state the main reason(s) that they joined the CSP, most respondents gave more than one reason. Access to information and benefits featured prominently, as did the reduced fee upon graduation, and being part of their professional body. Most respondents stated that they remain a member for the same reasons that they originally joined.

Overall satisfaction was measured by asking Student members if they would recommend the CSP to a colleague. **There was a very high level of satisfaction, as 98.5% stated they were likely to recommend the CSP (81% extremely/very likely).**

**Satisfaction**

Satisfaction with the CSP is very high amongst Student members as 98.5% of them are likely to recommend the CSP to a fellow student (46% Extremely likely, 36% Very likely).

Using CHAID (Chi-squared Automatic Interaction Detector) analysis, **the student member who is most likely to recommend the CSP to a colleague is someone who finds both *Frontline* and the CSP website ‘very important’ and takes advantage of representation through the student rep network.**