

Students' Union Monthly Student Feedback Report

The following provides insights into queries received from our [Advice Centre](#), Helpdesk, and [Union Voice](#) throughout April 2022. This report also includes feedback received by [Department Reps](#) in the month of April 2022 and results from the Students' Union's regular pulse survey ('Hallam, How Are We Doing?') which was open from 22nd to 13th March 2022.

*Table 1: The source of data used throughout this report, as well as the number of queries or responses. *Advice Centre queries received between 1st and 25th April 2022. **Helpdesk queries received between 1st and 30th April 2022. ***'Hallam, How Are We Doing?' survey open from 22nd February to 13th March 2022.*

Source	Number of queries/ responses
Advice Centre*	78
Helpdesk**	197
Department Rep Reports	7
Union Voice submissions	23
'Hallam, How Are We Doing?' Survey***	1368

Summary of this report

- The Advice Centre received 78 new enquiries between 1st and 25th April 2022, and these were about academic issues, money-related concerns, and/or housing.
- The Helpdesk received 197 queries between 1st and 30th April 2022, and these were about societies, volunteering, merchandise, course-related concerns, events, and the shuttle bus.
- There were 23 new submissions received via Union Voice in the month of April 2022 – 8 from Nursing & Midwifery students and 15 from Social Work students.
- 'Hallam, How Are We Doing?' survey, the Students' Union's regular pulse survey, was open from 22nd February to 13th March 2022 and received 1368 responses. There were marginal or slight changes between waves for student satisfaction with university, sense of community and enjoyment of university. There was high awareness of support services, particularly awareness of Hallam Help (85%) and Student Support Adviser (75%).
- Four of the 17 Department Reps provided feedback received from Course Reps or students in their monthly report. The largest theme was related to Nursing & Midwifery students continued concerns with placement hours, placement allocation, teaching, and support. Positive feedback was received from Computing students regarding a recent event.

Monthly Statistics from the Students' Union

The **Advice Centre** received 78 new enquiries between 1st and 25th April 2022, of which 40 were received via email or website, 19 were received via telephone during opening times, 3 were received via voicemail outside of opening times, and 16 were drop-in in-person at the Hubs. There were fewer in-person queries, which saw an [increase during March](#), likely due to the vacation and study weeks during the month of April.

The types of queries received via the **Advice Centre** were: **academic** (n=22) including complaints, appeals, academic conduct, and withdrawal; **money-related** (n=11) including funding checks, fee

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debt issues, and general hardship; and **housing** (n=3) including council tax letters. Forty-one of the enquiries involved signposting to another service in the Students' Union, the University or externally.

The Students' Union Helpdesk received 197 queries between 1st and 30th April 2022, of which 94 received via face-to-face at the Hubs, 53 received via email, 25 via live chat function on the Students' Union's website, and 24 via telephone. The five largest themes were: **societies/volunteering** (n=23), **merchandise** (n=17), **course-related concerns** (n=15), **events** (n=15), the **shuttle bus** which goes between Collegiate and City campus (n=10).

Union Voice

In addition to the 108 responses mentioned in [March 2022 Monthly Student Feedback Report](#), the Students' Union received an additional 8 responses from Nursing & Midwifery students (total of 116 students submitted feedback from Nursing & Midwifery) sharing concerns with placement hours, placement communication, teaching, and support.

We also received 15 students studying Social Work who have shared their experience via Union Voice. Below, these 15 comments from students were themed:

- 14 spoke of the placement bursary not reflecting the 'real' cost of living
- There were 7 comments regarding fuel prices
- There were 3 comments regarding accommodation costs
- There were 6 comments regarding public transport
- There were 2 comments regarding childcare costs

Generalised comments regarding the cost of living were mentioned in all 15 submissions and highlighted in the quote below:

"The social work bursary was not raised in line with inflation"

'Hallam, How Are We Doing?' Survey Results

The Students' Union 'Hallam, How Are We Doing?' survey was open from 22nd February to 13th March. This was the second wave in a series of pulse surveys conducted by the Students' Union throughout the 2021/22 academic year. The first wave took place in November 2021, the second February/March 2022, and the third, and final wave, is due to take place 10th to 29th May 2022. Below, analysis compares wave 1 (November 2021) to wave 2 (February/March 2022).

Similar to wave 1, the majority (75%) of Sheffield Hallam students say they are satisfied with their university experience (see Figure 1). Postgraduate research students are the most satisfied (87%), an increase of 8 percentage points from the last wave. Around one in ten students are actively dissatisfied with their experience, particularly undergraduate middle (19%) and final years (20%), with a slight increase compared to wave one. These students are likely to feel dissatisfied across numerous elements of their university experience, but they are especially critical of their course/learning experience, academic support/feedback, student community and welfare support (see 4).

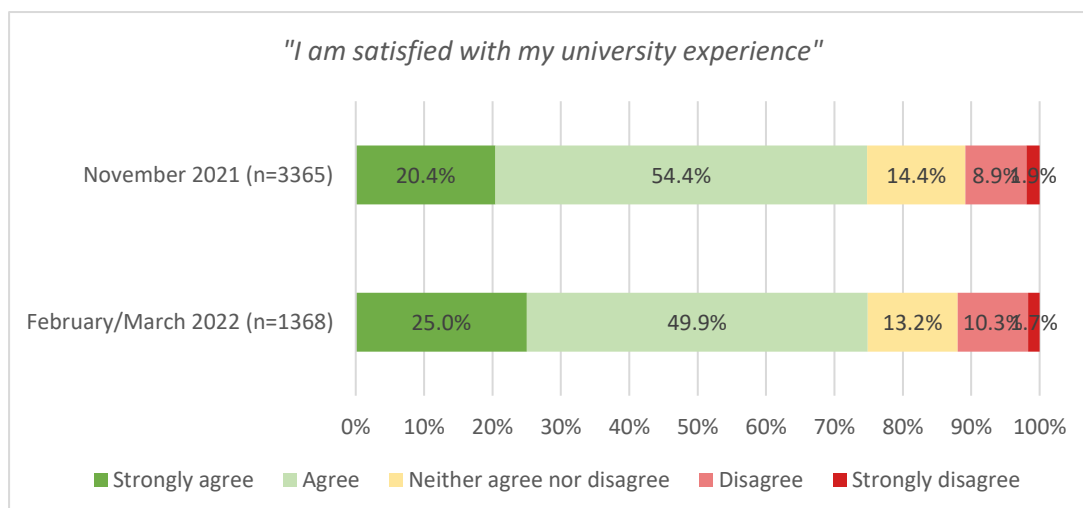


Figure 1: Satisfaction with university experience, by survey period, of all respondents.

As Figure 2 displays, there was relatively no change in the percentages of respondents between wave 1 and wave 2 that have seriously considered dropping out of university (27% in wave 1 and 26% in wave 2).

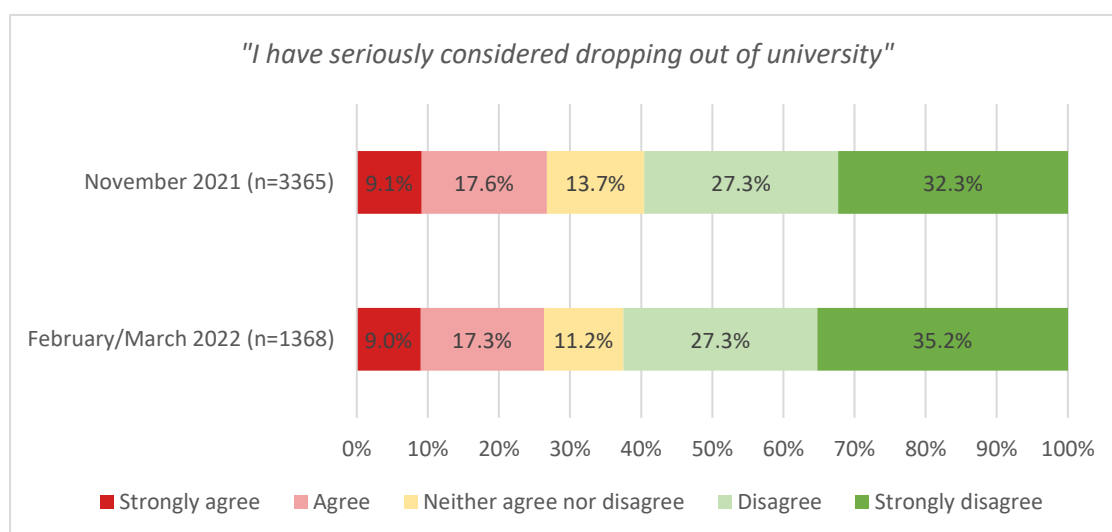


Figure 2: Considered dropping out of university, by survey period, of all respondents.

Satisfaction across different areas of university life remains relatively stable; study space on campus is still an area with particularly high student satisfaction (88%), an increase of 4 percentage points compared to wave one. Areas attracting the lowest levels of satisfaction remain in line with wave 1: sport and exercise (55% in wave 2) and extracurricular activities (59% in wave 2). High levels of neutrality here might suggest a large proportion of students are unsure. *Please note, due to rounding up or down, percentages might not equal exactly 100.*

Wave 1	Satisfied	Neutral	Dissatisfied
Study space on campus	84%	11%	5%
My course / learning experience	75%	14%	12%
Academic support	74%	16%	10%
Commercial services (shops, food outlets, bars etc.)	72%	17%	11%
Academic feedback	70%	19%	11%
Social space on campus	70%	20%	10%
Student accommodation	67%	21%	12%
Overall COVID-19 response	63%	21%	16%
Student community / sense of belonging	62%	25%	13%
Student welfare / non-academic support	61%	27%	12%
Careers and employability	61%	32%	7%
Representation of students views	59%	31%	10%
Extra-curricular activities and events	57%	34%	9%
Sport and exercise	53%	39%	9%

Wave 2	Satisfied	Neutral	Dissatisfied
Study space on campus	88%	8%	4%
Social space on campus	76%	17%	8%
Academic support	76%	15%	10%
My course / learning experience	74%	14%	12%
Academic feedback	73%	16%	11%
Commercial services (shops, food outlets, bars etc.)	71%	18%	11%
Overall COVID-19 response	70%	17%	13%
Careers and employability	65%	28%	7%
Student welfare / non-academic support	65%	23%	11%
Student accommodation	64%	24%	11%
Student community / sense of belonging	64%	23%	13%
Representation of students views	63%	29%	9%
Extra-curricular activities and events	59%	32%	10%
Sport and exercise	55%	36%	9%

Similar to wave 1, two-thirds of respondents agree that the university cares about their wellbeing, with little to no change between wave one and wave two. Additionally, there was little to no change between wave 1 and wave 2 when respondents were asked how enjoyable they find university. There were slight increases in the percentages that agree there is a strong sense of community at university, though these are only marginal (3.1 percent rise).

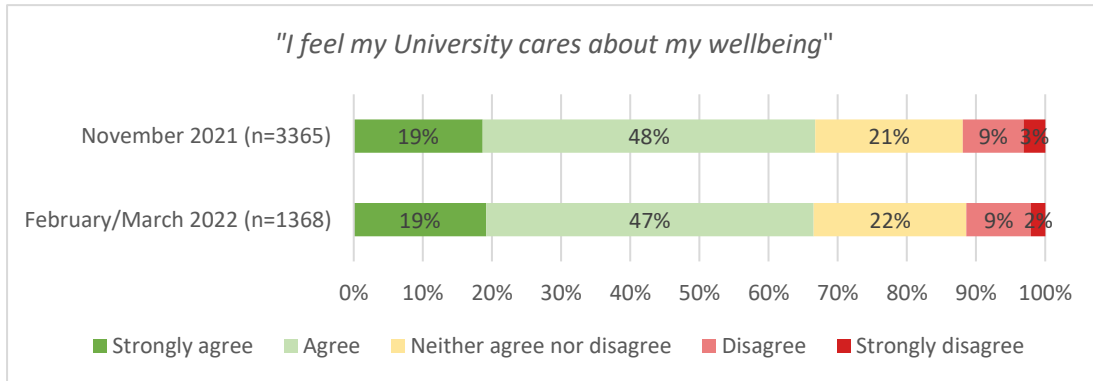


Figure 3: Extent of agreement that the university cares about their wellbeing, by survey period, of all respondents.

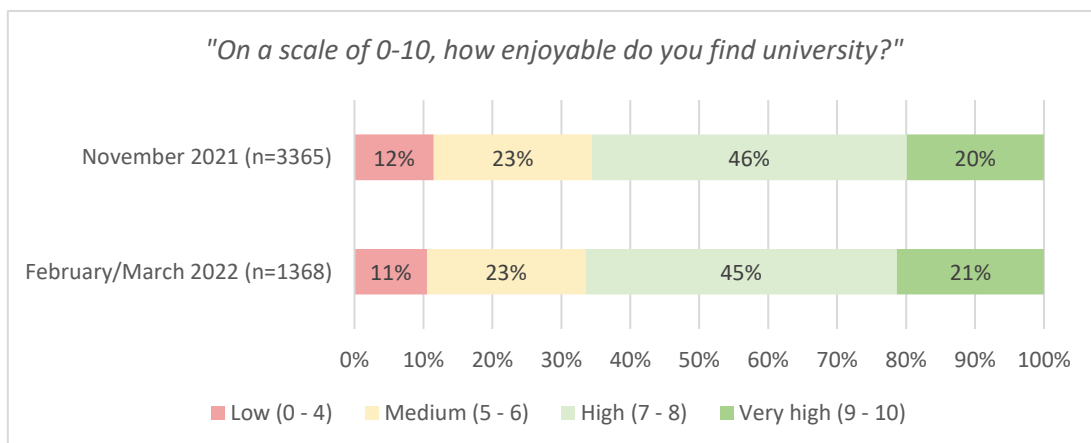


Figure 4: Enjoyment of university, by survey period, of all respondents.

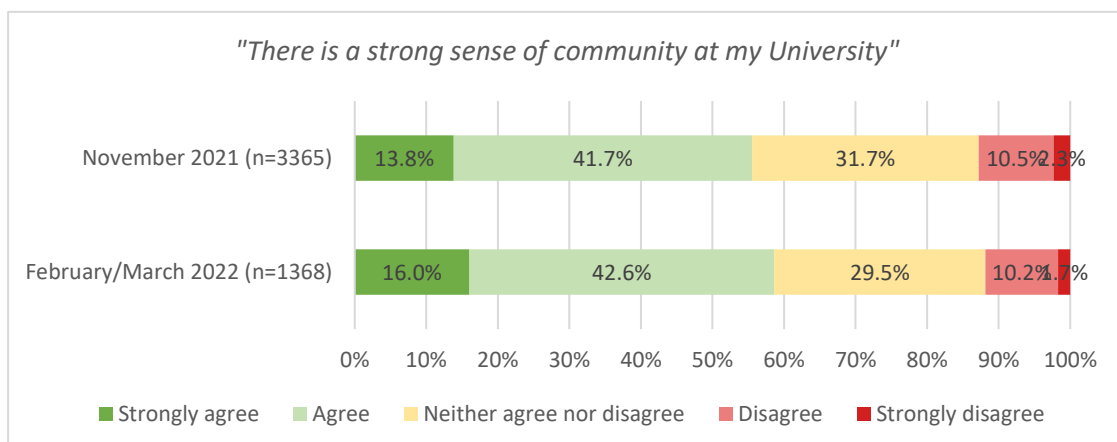


Figure 5: Sense of community at university, by survey period, of all respondents.

During Wave 2, additional questions were asked related to respondent awareness and use of support services available in the University and the Students' Union. As Figure 6 displays, Hallam Help is the most well-known (85%) support service offered by the University, with the majority also aware of Academic Adviser (75%), Student Support Adviser (60%), Employability Adviser (60%) and Student Wellbeing Service (53%). Lesser-known services include Inclusive Student Support (11%) and the Multi-Faith Chaplaincy (12%). Around three-fifths of respondents who are aware of a support service have used at least one.

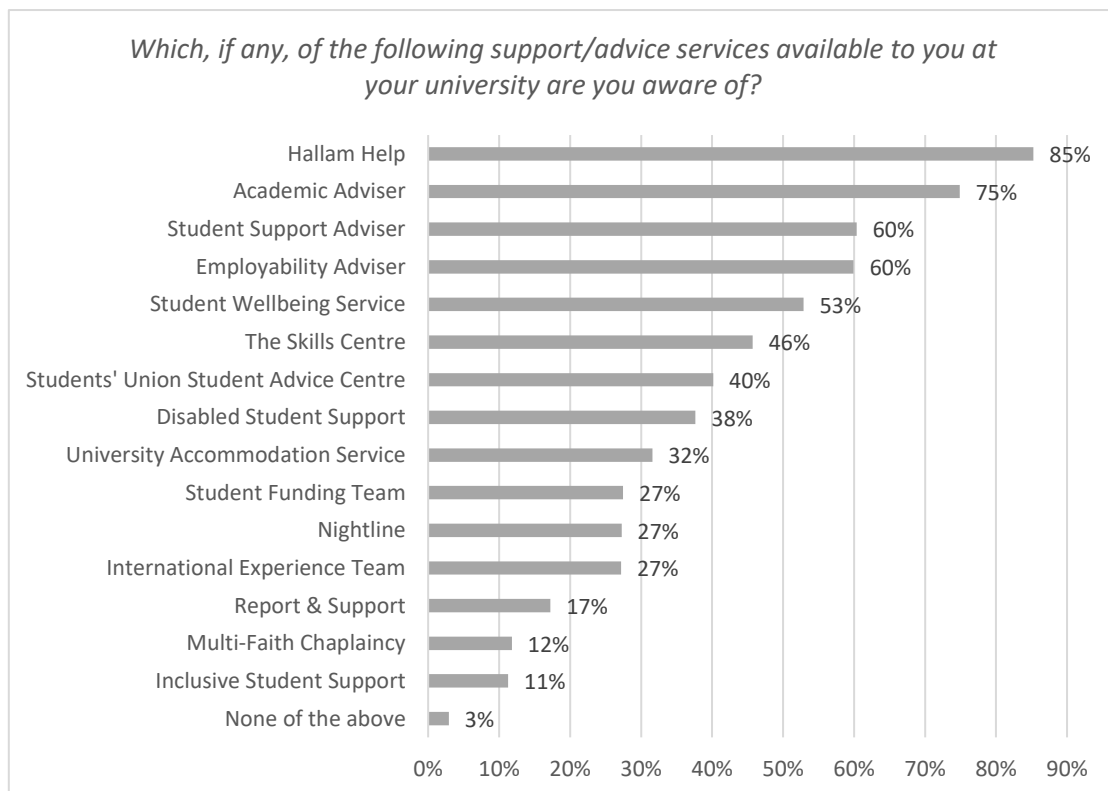


Figure 6: Awareness of services, of all respondents from Wave 2 (n=1368). NB: this question asked respondents to select all that apply, so % will not add to 100.

Department Rep Feedback

Seven of the 17 Department Reps completed their monthly report for the month of April, though only 4 Departments had issues or feedback. Others, whilst they might have completed the report, had no feedback from students or Course Reps during the month of April. This was from the following Departments:

- **College of BTE:** Computing
- **College of HWLS:** Biosciences & Chemistry; Nursing & Midwifery; Allied Health Professions

Please note for issues in *green text*, the Department Rep specifically mentioned that this was an issue that is currently being worked through with staff support.

Theme	Detail of issue(s) and/or feedback	Department(s)
Technology	Difficulties submitting through Blackboard (Level 4 Biosciences) - technical issues.	Biosciences & Chemistry
Assessments & exams	Confusion about asking for an extension - student concerned that extension would be declined by lecturing staff.	
Support	Level 4 Biosciences students felt unable to ask questions during a face-to-face seminar with tutor and student parents were told that they should have known doing both (course and parenting) was going to be hard. Students found this disrespectful.	
Placements	A student in the Department was given false information about placement bursary.	Allied Health Professions
	Issues within the department are ongoing: placement hours and placement availability.	Nursing & Midwifery
Events	Students enjoyed the Easter Egg Hunt that Department Rep hosted, and students asked for something similar year-round.	Computing

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