

Students' Union Monthly Student Feedback Report

The following provides insights into queries received from our [Advice Centre](#) and Helpdesk throughout February 2022. This report also includes feedback received by [Department Reps](#) in the month of February 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 21st February 2022. **Helpdesk queries received between 1st and 28th February 2022.*

Source	Number of queries/ responses
Advice Centre*	107
Helpdesk**	173
Department Rep Reports	13

Summary of this report

- The Advice Centre received 107 new enquiries between 1st and 21st February 2022. The main themes were: academic (n=31), money-related (n=27), and housing (n=14).
- The Helpdesk received 173 queries between 1st and 28th February 2022. The top three services or areas that students sought information on were: societies, Advice Centre, and course concerns.
- Thirteen of the 17 Department Reps provided feedback received from Course Reps or students in their monthly report. Themes from feedback were regarding: teaching & learning, placements, assessments & exams, belonging & community, IT & technology, support and communication.

Monthly Statistics from the Students' Union

The Students' Union's Advice Centre received 107 new enquiries, of which 53 were received via our website or email, 26 via phone during opening hours, 9 via phone voicemails outside of opening hours, and 19 drop-ins at the HUBS. The most common themes were **academic enquiries** (n=31 including complaints, progression problems, academic conduct, appeals, or placement issues), **money-related** (n=27 including fee debt issues, rent or mortgage arrears, funding checks, or council tax enquiries), and **housing enquiries** (n=14 including leaving contracts, inter-tenant disputes, repairs, or finding accommodation).

The Students' Union Helpdesk received 173 queries in the month of February, of which 60 were received via email, 59 face-to-face in the HUBS, 26 via live chat on Students' Union website, 25 via phone, and 3 via social media. Similarly, to previous months, 22 queries were about **societies**, 13 were directed to our **Advice Centre** (see above), and 13 were **course-related concerns**. Other queries were regarding merchandise, events, volunteering, sports, accommodation, on-campus canteens, or the shuttle bus.

Department Rep Feedback

Sixteen of the 17 Department Reps completed their monthly report for the month of February. The following Department Reps shared feedback from students or Course Reps:

- **College of BTE:** Service Sector Management; Computing; Management; Finance, Accounting and Business Systems; Engineering & Mathematics
- **College of HWLS:** Biosciences & Chemistry; Nursing & Midwifery; Social Work, Social Care & Community Studies
- **College of SSA:** Education; Natural & Built Environment; Humanities; Law & Criminology; Psychology, Sociology and Politics

Others, whilst they might have completed the report, had no feedback from students or Course Reps during the month of February. 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.

Themes	Issues	Department
Teaching & learning	Timetabling issues	Service Sector Management
	Timetabling issues for a particular course; this meant that some lectures/labs would change, and the students were not getting updates of these changes.	Law & Criminology
	Issues with student attendance	Biosciences & Chemistry
	Students shared that they enjoy in-person, on-campus teaching	Management
	Students feel that Industrial Action is impacting their learning; guest lectures not being re-arranged and students still travelling to campus without knowing if their sessions/lectures are going ahead or not.	Finance, Accounting and Business Systems
	Students are really pleased with the continued recording of classes; this is useful for students if they are unwell, but also to revise or gain clarity from a class they might have attended.	Social Work, Social Care & Community Studies
	Some students (Environmental Science) not pleased that some elective modules are not running next year. DR believes this should have been communicated clearer to students.	Education
	Not enough placement spaces for the number of students that need a placement.	Natural & Built Environment
Placements	Issues still ongoing with simulated placement hours - Department waiting to hear from NMC still.	Nursing & Midwifery
	Students raised concerns with not getting travel expenses paid when on placement; students are now aware that this will be reimbursed if further than their normal travel into the university.	Social Work, Social Care & Community Studies

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Assessments & exams	The Cyber subject area students are still having issues with their word counts.	Computing
	Students feel that they lack time to complete exams and feel unprepared to sit time limited exams again after such a long time away from the format	Engineering & Maths
	MSc Molecular Microbiology were not satisfied with the feedback/marking of specific module exam.	Biosciences & Chemistry
	A course shared with DR that feedback received was quite negative (this course does not have a CR). Currently investigating if this is a Department-wide issue.	Social Work, Social Care & Community Studies
	Students asking DR how to appeal a grade.	
	Students feel a lack of support regarding assessments and exams.	Humanities
	Students shared concerns with online exams	Law & Criminology

Themes	Issues	Department
Belonging & community	Apprenticeship social did not take place	Service Sector Management
	DR still concerned about student community and work in this area (e.g. Humanities Lounge) still ongoing.	Humanities
	Students still sharing concerns regarding well-being. DR currently working directly with services.	
Support	Some students not being contacted by their academic advisers	Service Sector Management
	DR received feedback that the overall experience of Learning Contracts is good, but the main issue is that some lecturers/tutors simply don't read or make it a priority to act on information in the Learning Contracts. Specifically, one CR reported that students on their course who don't have SFE disabled student allowance are only allowed limited learning contract.	Education
	Students shared with DR that they are happy with employability workshops as part of their course(s). Some students felt that the information could have been more tailored to their course. Some students not aware of 1-1 employability adviser support.	
	Concerns raised by students regarding learning contracts	Psychology, Sociology and Politics
IT & technology	Some students struggling to login to virtual learning (sometimes up to 25 minutes)	Service Sector Management
	Some lecture recordings not appearing on students' Blackboard sites, though they were available.	Biosciences & Chemistry
Communication	Information about Industrial Action was not communicated as quickly as it could have been.	Computing

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	Delayed communication about staff sickness meant that students received feedback on assessment late, though they were not made aware until after.	Finance, Accounting and Business Systems
	Some students shared that there wasn't much transparency at the beginning of the academic year about the amount of time that would be spent online/in person. Some were taken by surprise that much of their week was spent online; this was from students who arranged accommodation in Sheffield/ students who commute (for opposite reasons e.g. those who spend lots of time online that live in Sheffield could have commuted, and those who expected to be online but are in fact attending more face to face classes could have moved to the city).	Education
	Students feeling uncertain about timetabling next year and would like communication about what next year will be.	Natural & Built Environment
Miscellaneous	Estates would like to close Cantor Building early due to students not using the building, yet DR believes more data/investigation needs to happen	Computing
	Difficulty getting people to turn up to occupational health for their required immunisations.	Nursing & Midwifery

END.