

Students' Union Monthly Student Feedback Report

The following provides insights into queries received from our [Advice Centre](#) and Helpdesk throughout March 2022. This report also includes feedback received by [Department Reps](#) in the month of March 2022 and submissions received through [Union Voice](#).

*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 28th of March 2022. **Helpdesk queries received between 1st and 31st March 2022.*

Source	Number of queries/ responses
Advice Centre*	141
Helpdesk**	262
Department Rep Reports	12
Union Voice submissions	108

Summary of this report

- The Advice Centre received 141 new enquiries between 1st and 28th March and the main topics included: academic (51), money-related (23), and housing (15) enquiries.
- The Helpdesk received 262 enquiries between 1st and 31st March and the main topics included: varsity tickets (33), merchandise (29), and societies (21).
- Twelve of the 17 Department Reps provided feedback received from Course Reps or students in their monthly report. Themes from feedback were regarding: exams and assessments and support and communication.

Monthly Statistics from the Students' Union

The Students' Union's Advice Centre received **141 new enquiries**, of which: 66 were via the website, 23 were via the telephone during opening hours, 7 were via voicemail outside of opening hours, and 45 were via drop-in in-person at the Hubs. Therefore, whilst email / online enquiries increased from last month (though the figures we reported for last month only covered the first 3 weeks of February), in-person enquiries significantly increased. This is presumably a reflection of many more students being on campus now than earlier in the year. It suggests that students wish to use both digital and more interactive ways to contact the service and seek advice.

There were **51 academic enquiries** (with a much higher volume of Appeals enquiries than in February): appeals (14), complaints (10), progression problems (9), academic conduct (5), placement issues (4), ECs/RRAAs (3) and withdrawals (3). Others include: **23 money-related enquiries**, **15 housing enquiries**, 4 personal issues/wellbeing enquiries, and 4 harassment or discrimination enquiries.

The Students' Union Helpdesk received 262 enquiries, of which: 117 were via face-to-face in Hubs, 79 via email, 40 via telephone, 22 via live chat on our website, and 1 via social media. The main themes throughout the month of March 2022 were: **varsity tickets** (33), **merchandise** (29), **societies** (21), food and drink facilities (15), and the Advice Centre (14). Other queries were about student representation, course queries, accommodation, the shuttle bus, finances, and volunteering.

Union Voice

There were 108 comments received in Union Voice as of 9:00am on 7th April, 2022 from students in Nursing & Midwifery. This document contains the themes of comments.

Theme 1: Poor Placement Communication to Students

The most dominant theme were the **72 comments made regarding poor communication**. This theme refers to a lack of communication regarding the making up of hours, poorly timed email communications, issues surrounding placements not having correct information regarding students, and little to no contact from lecturers or tutors regarding placement concerns.

Theme 2: Placement Hours

The second theme (**with 35 comments**) **revolved around students concerns of making up placement** hours missed due to mitigating circumstances (Covid). These comments were about confusion surrounding students being allocated more and/or less hours than other students. Students were also concerned that when these issues were raised with the placement team, little to no information was given. In turn this created stress for students.

Theme 3: Lack of Support

The third largest theme (**with 27 comments**) was about the lack of support regarding placement issues. There were, however, 3 comments surrounding lack of support for isolated students and 2 comments about the lack of support for students feeling like they do not belong on their course. This theme was the most interwoven amongst other themes. When students are concerned about themes within the graph, they sought support through **academic advisors, course tutors, placement staff** however, the advice given was not meeting the needs of some students.

Department Rep Feedback

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

- **College of BTE:** Service Sector Management; Computing; Finance, Accounting and Business Systems
- **College of HWLS:** Biosciences & Chemistry; Nursing & Midwifery; Allied Health Professions
- **College of SSA:** Education; Natural & Built Environment; Humanities; Law & Criminology; Media Arts & Communication; Psychology, Sociology and Politics

Others, whilst they might have completed the report, had no feedback from students or Course Reps during the month of March. 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	Students would like to have more in-person teaching next academic year.	Finance, Accounting & Business Systems
	Student attendance is an on-going issue across the department.	Humanities
	Some classes are not recorded. Though there are specific face to face seminars/workshops that are not recorded due to the nature of the lecture. There is also some concern about recording live sessions going forward were discussed. These will be lengthy and not necessarily good quality. Recordings made previously may be better.	Biosciences & Chemistry
Support & Communication	Lack of support for dissertation with some Level 6 students.	Service Sector Management
	Staff not responding to emails in good time.	Nursing & Midwifery
	Strikes disrupting student learning, specifically, assessment support.	Humanities
IT & technology	IT has been slow for some students	Service Sector Management
	Course Rep raised an issue regarding finding out what equipment is available throughout the uni. No central list available for searches. Students should be able to easily find out what to do when considering research/experimentation requiring specialist equipment.	Natural & Built Environment

Themes	Issues	Department
Exams & assessments	A Course Rep highlighted student concerns with exams - too short for the open book, students struggle with slow typing, anxiety issues.	Biosciences & Chemistry
	Student concerns with the change of exam duration - from 24h to 4h - and the deadline for course work.	
	Some students like to print resources for use in exams but do not have facility at home.	
	Some differences between modules in requirement for referencing in exams, using word counts etc.	Nursing & Midwifery
	Assignment deadlines are too close together, meaning that people are not having suitable time to respond to their feedback on their next assignment.	
	Some MSc students would like a general extension on dissertations	Psychology, Sociology and Politics
Graduation	Some students unhappy with the location of graduation (at Ponds Forge instead of City Hall)	Biosciences & Chemistry
		Computing
Placements	There is the ongoing issue of placement within the University. This is causing students to feel burnt out and neglected. This has been ongoing for quite some time now, some Reps reporting it's been going on since their first year.	Nursing & Midwifery
	A student experiencing unsuitable placement	Education
Misc.	Some students have raised concerns about our use of disposable cups and particularly plastic cutlery in Neo Pizza in Cantor.	Computing

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