

Students' Union Monthly Student Feedback Report

The following provides insights into the most noteworthy issues faced by Sheffield Hallam students in April 2021. This month, the report contains information from our [Advice Centre](#) and Helpdesk, as well as some initial findings from our '[Hallam, How Are We Doing?](#)' survey (this survey opened on 12 April and will close on 9 May 2021). **This survey is still open, so the final results might change.**

*Table 1: The source of data used throughout this report, as well as the number of queries or responses received. NB: *this is the number of queries received between 1 to 15 April 2021. **this is the number of queries received from 22 March to 23 April. ***this is the number of responses received so far – this survey closes on 9 May.*

Source	Number of queries/ responses
Advice Centre	26*
Helpdesk	72**
'Hallam, How Are We Doing?' survey	853***

Teaching & Learning

This month, our 'Hallam, How Are We Doing?' survey provides some initial findings related to students' experiences on their course and learning. *Please note, this survey is still open.* As Figure 1 shows:

- **61%** of respondents so far would **want blended learning** as part of this or any future course they do.
- Opinions about teaching and learning this academic year are split with **37%** of respondents so far **enjoyed how teaching has been delivered** this year and **42%** have **not enjoyed how teaching has been delivered** this year.
- Nearly two-thirds (**60%**) of respondents **received the necessary supplies** needed to support their learning this academic year and **58%** agree (strongly agree and agree) that their **learning was supported by sufficient teaching**.
- For **64%** of respondents, their **university experience this year has not been what they expected it to be.**

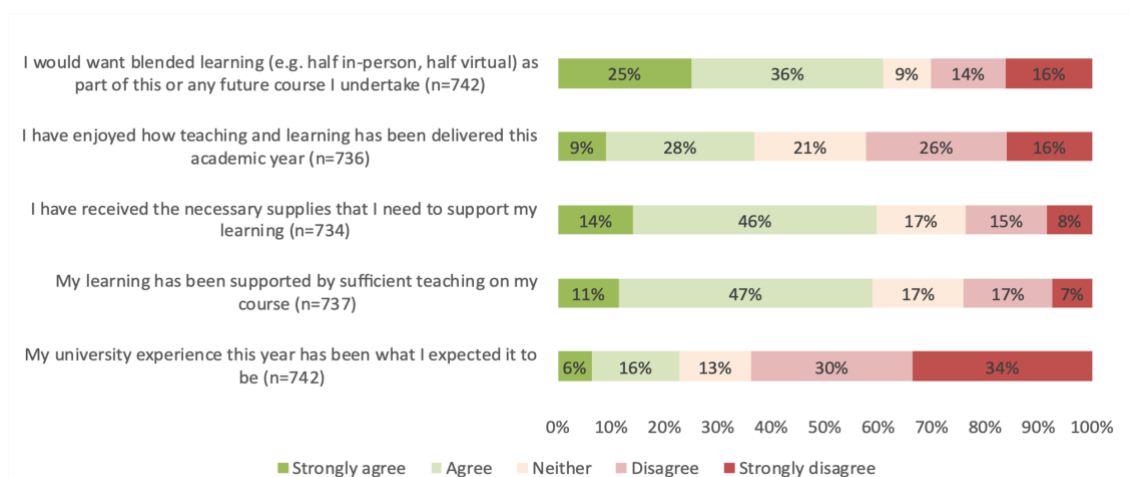


Figure 1: Extent of agreement to above statements, of all respondents. NB: not applicable responses have been removed from analysis.

Our Advice Centre received only 8 new cases in the past month for students seeking advice or help on their course. These cases are complaints, issues on placement, or help with students seeking extenuating circumstance claims. Our Helpdesk received 10 new queries from students seeking information related to course concerns; these were generally related to assessment information and support, referencing information, and questions about academic misconduct or leaving a course early (these cases were referred to our Advice Centre).

Teaching & Learning - Colleges

When analysed by College, the following differences from the **College of Business, Technology & Engineering** were found when compared to SHU results overall.

- 64% of respondents so far would **want blended learning** as part of this or any future course they do (61% of SHU overall)
- Opinions about teaching and learning this academic year are split with 40% of BTE respondents (37% SHU overall) so far **enjoyed how teaching has been delivered** this year and 36% of BTE respondents (42% of SHU overall) **have not enjoyed how teaching has been delivered this year**.
- 64% of BTE respondents (60% SHU overall) did receive the **necessary supplies** needed to support their learning this academic year and 66% of BTE respondents agree (strongly agree and agree) that their **learning was supported by sufficient teaching** (58% of SHU overall).
- 57% of BTE respondents said that their **university experience this year has not been what they expected it to be** (64% SHU overall).

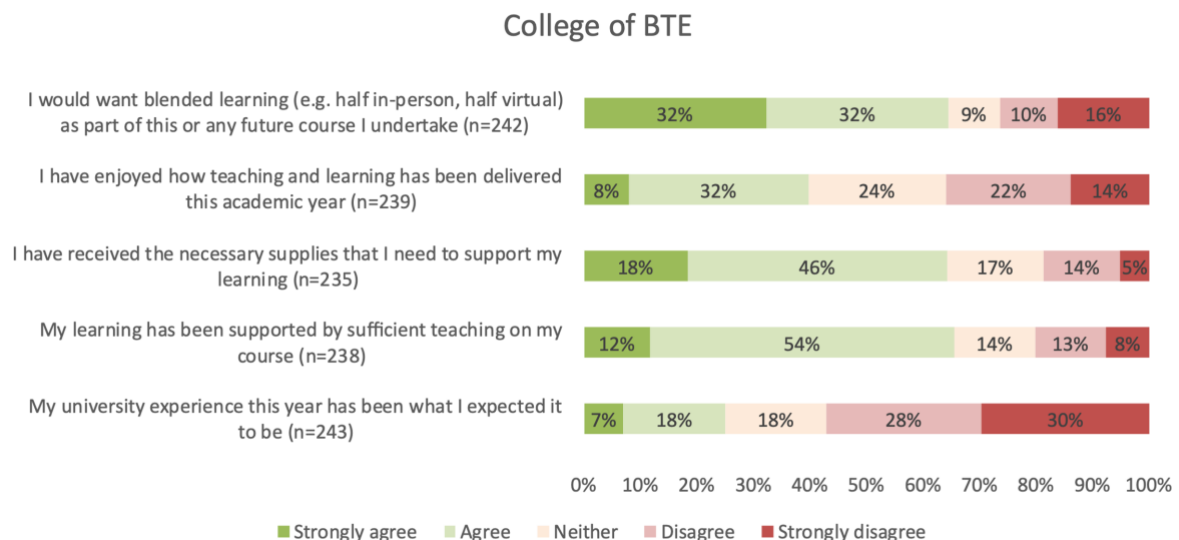


Figure 2: Extent of agreement to above statements, of BTE respondents where known. NB: not applicable responses have been removed from analysis.

The following differences from the **College of Health, Wellbeing & Life Sciences** were found when compared to SHU results overall.

- 61% of respondents so far would **want blended learning** as part of this or any future course they do (61% of SHU overall).
- Opinions about teaching and learning this academic year are split with 32% of HWLS respondents (37% SHU overall) so far **enjoyed how teaching has been delivered** this year and 50% of HWLS respondents (42% of SHU overall) **have not enjoyed how teaching has been delivered this year**.
- 54% of HWLS respondents (60% SHU overall) **received the necessary supplies** needed to support their learning this academic year and 52% of HWLS respondents agree (strongly agree and agree) that their **learning was supported by sufficient teaching** (58% of SHU overall).
- 65% of HWLS respondents said that their **university experience this year has not been what they expected it to be** (64% SHU overall).

College of HWLS

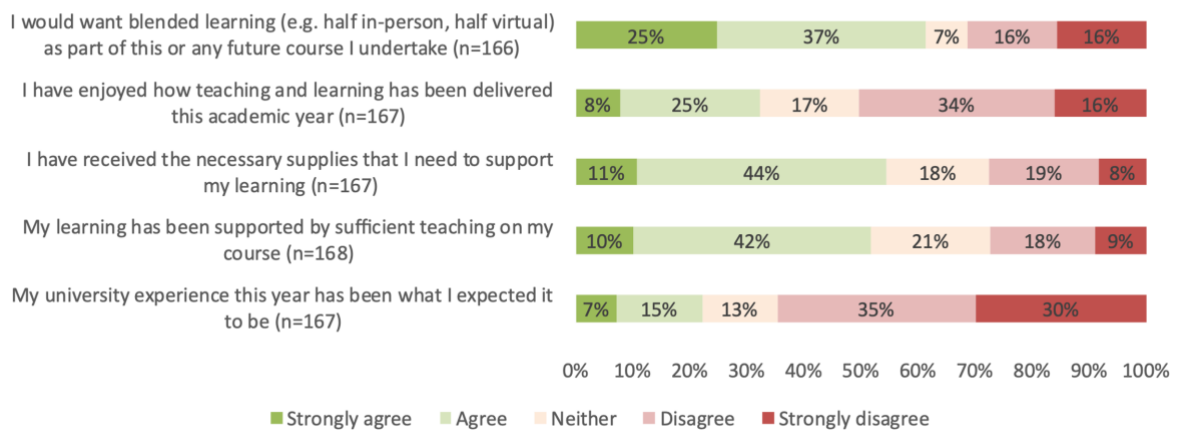


Figure 3: Extent of agreement to above statements, of HWLS respondents where known. NB: not applicable responses have been removed from analysis.

The following differences from the **College of Social Sciences & Arts** were found when compared to SHU results overall.

- 59% of respondents so far **would want blended learning** as part of this or any future course they do (61% of SHU overall).
- Opinions about teaching and learning this academic year are split with 38% of SSA respondents (37% SHU overall) so far **enjoyed how teaching has been delivered this year** and 42% of SSA respondents (42% of SHU overall) **have not enjoyed how teaching has been delivered this year**.
- 60% of SSA respondents (60% SHU overall) **received the necessary supplies** needed to support their learning this academic year and 58% of SSA respondents agree (strongly agree and agree) that their **learning was supported by sufficient teaching** (58% of SHU overall).
- 69% of SSA respondents said that **their university experience this year has not been what they expected it to be** (64% SHU overall).

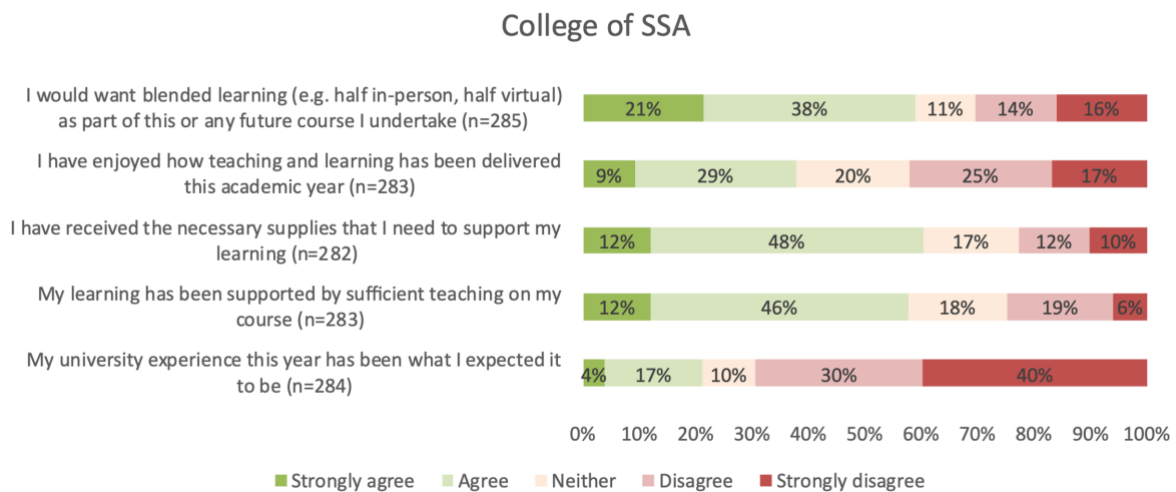


Figure 4: Extent of agreement to above statements, of SSA respondents where known. NB: not applicable responses have been removed from analysis.

Accommodation

This month, similarly to the past few, our Helpdesk and Advice Centre received the high proportion of queries related to accommodation. The Helpdesk received 18 individual questions from students seeking information about their accommodation and between 12th and 23rd of April, our [Rent Strike Statement](#) was visited 711 times. Our Advice Centre has 9 new cases related to students seeking advice about leaving their accommodation and receiving a rebate due to the Coronavirus pandemic. As a Students' Union, we are still promoting our [guide to COVID related complaints regarding rent and fees](#).

END.