

Students' Union Monthly Student Feedback Report

The following provides insights into the most noteworthy issues faced by Sheffield Hallam students in August 2021. This month, the report contains information from our [Advice Centre](#) and Helpdesk.

*Table 1: The source of data used throughout this report, as well as the number of queries or participants. NB: *this is the number of new enquiries received from 1st and 23rd August 2021. **this is number of queries from 2nd and 25th August 2021.*

Source	Number of queries/ responses
Advice Centre	63*
Helpdesk	96**

Summary of this report

- The Students' Union Helpdesk received 96 queries between 2nd and 25th August 2021. Many of these queries were sent to our Advice Centre for direct support or self-help through our resources on the website.
- The Students' Union Advice Centre received 63 new cases between 1st and 23rd August 2021. The majority of these cases (n=40) were related to academic concerns, such as appeals, progression problems, complaints, academic conduct, withdrawals, or placements.

Monthly Statistics from the Students' Union

This month, our Helpdesk received 96 queries between 2nd and 25th of August 2021. Of the queries, 19 were sent our Advice Centre for direct support. Otherwise, 11 students wanted to purchase merchandise through the Students' Union and 10 wanted support from our Societies Team. Twenty queries in August were themed as 'other' and these generally were related to Welcome Week, from both students and external providers. A small number of students wanted information on part-time jobs or the shuttle bus between city and collegiate campuses.

The Advice Centre received 63 new queries between 1st and 23rd August 2021. Forty students sought help from the Advice Centre for academic concerns and these included 12 appeals, 8 progression problems, 6 complaints, 5 academic conduct, 4 withdrawals, and 3 students with placement issues. Otherwise, the second largest theme was related to finances: 10 students sought help with funding and 9 students wanted advice on benefits and debt (8 of these were specifically about hardship and course fee debt). The third largest theme was about housing and accommodation with 8 students needing advice.

END.