

Students' Union Monthly Student Feedback Report

The following provides insights into queries received from our [Advice Centre](#) and Helpdesk throughout November 2021. This report also includes initial findings from Sheffield Hallam Students' Union's 'Hallam, How Are We Doing?' survey, which received 3363 responses, and feedback from our Department Representatives.

*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 queries received between 1st and 30th November 2021. ^Survey was open from 8th to 28th November 2021.*

Source	Number of queries/ responses
Advice Centre*	77
Helpdesk*	232
'Hallam, How Are We Doing?' Survey^	3363
Department Rep Feedback	16

Summary of this report

- The Students' Union's Advice Centre received 77 new enquiries between 1st and 30th November 2021. Of these, the majority were related to appeals, academic misconduct, or withdrawal. For 11 of these requests, the Advice Centre signposted to other services in the University or the Students' Union.
- The Students' Union's Helpdesk received 232 individual queries between 1st and 30th November. Of which, 34 were related to societies, with relatively similar number of students seeking information on the Students' Union's commercial offer or merchandise, course-related concerns, Student Representation, or the Advice Centre.
- The Students' Union's 'Hallam, How Are We Doing?' survey initial headlines indicate that 78 percent of respondents feel that the University is supporting them very well or quite well and 63 percent of respondents thought this of the Students' Union. Just over half of respondents shared that their overall well-being is very good or good.
- Sixteen of the 17 total Department Reps provided feedback from the month of November. There were some cross-University concerns such as timetable release, back-to-back virtual and in-person timetabled sessions, or issues accessing or using Blackboard.

Monthly Statistics from the Students' Union

The Students' Union's Advice Centre received 77 new queries, of which 29 became a full open case or enquiry. Please note that many enquiries or cases cover more than one topic area, so there may be double counting. The following topics were the most common between 1st and 30th November: Appeals (13), Academic Misconduct (7), Withdrawal (6), Complaints (5), Funding checks needed (5), SFE loan issues (4), Disciplinary (4), and signposting to various services in the University or elsewhere in the Students' Union (11 total).

The Students' Union's Helpdesk received 232 enquiries between 1st and 30th November 2021. Of these, half came via face-to-face interactions. Queries throughout November were split (between 34 and 11 individual requests) across the following themes in sequential order: societies, commercial outlets, merchandise, course concerns, Student Representation, the Advice Centre, and sports. Only

20 queries were specifically about course concerns, and these were related to specific issues, assessment support, and help to change courses.

‘Hallam, How Are We Doing’ Survey Results

Between 8th and 28th November 2021, Sheffield Hallam Students’ Union asked students to complete a survey about their opinion and experience engaging with their Students’ Union. This survey also had a small number of questions about their student experience and support. Whilst the full survey is currently being analysed, headline data indicates that 78% feel that the University is supporting them ‘very well’ or ‘quite well’; 63% feel that the Students’ Union are supporting them ‘very well’ or ‘quite well’ (see Figure 2). Furthermore, students were also asked to share their overall well-being, with just over half (58%) indicating ‘very good’ or ‘good’ (see Figure 1). Additional analysis of quantitative and qualitative data is currently underway and will be shared in future.

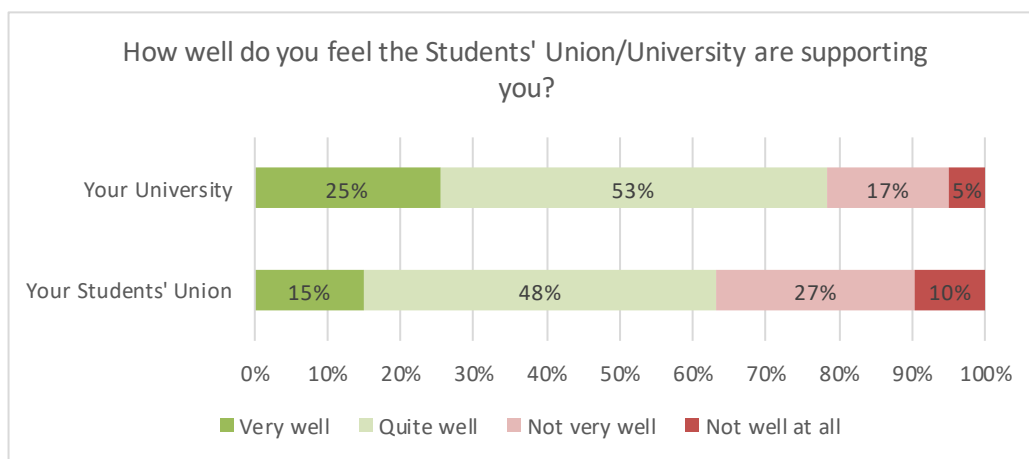


Figure 2: Student opinion on support from Sheffield Hallam University or Sheffield Hallam Students' Union, of all respondents.

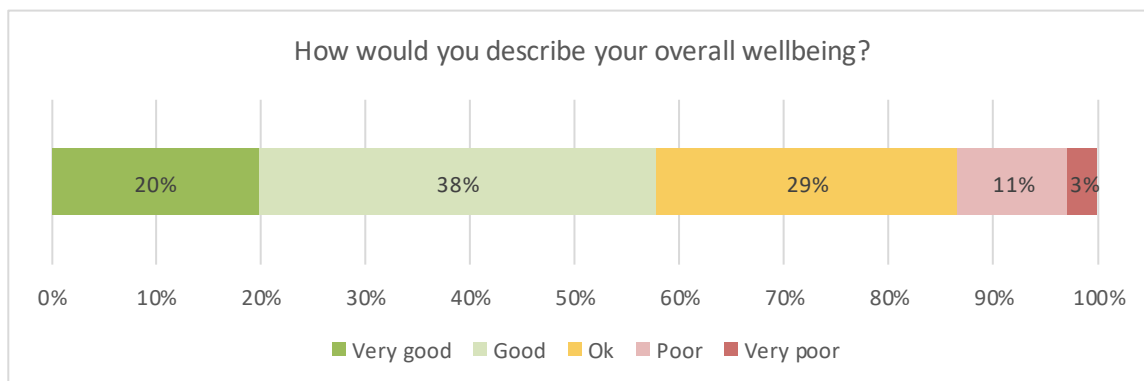


Figure 1: Student wellbeing, of all respondents.

Department Rep Feedback

Department Reps, which are paid roles in the Students’ Union, have shared various pieces of feedback. The following is a summary of the issues shared, by College and Department. Please note that some of these comments and feedback are **currently being worked through** within Courses,

Departments, or Colleges. Particularly important to note cross-University concerns such as timetable release, back-to-back virtual and in-person timetabled sessions, or issues accessing or using Blackboard.

College(s)	Feedback	Departments
BTE	<p>Issues regarding exams:</p> <ul style="list-style-type: none"> • Word count limits (Computing). • Multiple exams in one day (Service Sector). • Level of difficulty of exams (Engineering & Maths). 	<p>Computing</p> <p>Service Sector</p> <p>Engineering & Maths</p>
BTE SSA	<p>Difficulty navigating or accessing Blackboard:</p> <ul style="list-style-type: none"> • International students struggle to navigate (Service Sector). • Mac computer users struggle to access Blackboard or Panapto (Natural & Built Environment). 	<p>Service Sector</p> <p>Natural & Built Environment</p>
BTE HWLS	<p>Back-to-back on campus and virtual seminars/lectures causing difficulty.</p>	<p>Service Sector</p> <p>Biosciences & Chemistry</p>
HWLS SSA	<p>Timetables:</p> <ul style="list-style-type: none"> • Communication of cancellations or timetable changes (Biosciences & Chemistry). • Timetable changes occurring often (Sport). • Timetable allocation not being shared soon enough (Social Work). • Issues with timetable release at beginning of Semester 1 (Media Arts & Communication). 	<p>Biosciences & Chemistry</p> <p>Sport & Physical Activity</p> <p>Social Work, Social Care & Community Studies</p> <p>Media Arts & Communication</p>
HWLS	<p>Campus buildings are too cold, specifically the libraries, which makes working in that environment uncomfortable.</p>	<p>Sport & Physical Activity</p> <p>Social Work, Social Care & Community Studies</p>
HWLS	<p>Placements:</p> <ul style="list-style-type: none"> • Students have hit their max hours via simulated placement. • Allocation of placements occurring too late. 	<p>Nursing & Midwifery</p>
HWLS	<p>Concerns with student engagement during virtual sessions.</p>	<p>Biosciences & Chemistry</p> <p>Sport & Physical Activity</p>

9 December 2021

HWLS	Students (Level 7) need additional preparatory information for their course to feel better prepared to undertake Level 7 study.	Biosciences & Chemistry
HWLS	Funding: <ul style="list-style-type: none"> • Social Work students that received bursary unable to also get funding through Student Success Scholarship. • Level 3 students awarded money on their SHU card unable to use due to closure of some facilities. 	Social Work, Social Care & Community Studies
SSA	Students were able to see Semester 2 timetables prior to finalisation, which caused confusion and upset for some.	Humanities Psychology, Sociology, & Politics
SSA	Department Reps concerned with low recruitment or lack of engagement of Course Reps.	Humanities Media Arts & Communication Art & Design Natural & Built Environment
SSA	There should be improved or increased communication about initiatives that can support student well-being.	Humanities Media Arts & Communication

END.