

## Students' Union Monthly Student Feedback Report

The following provides insights into queries received through our [Advice Centre](#) and Helpdesk during October 2021. Through our Officer Team, as well as our [What's On Your Mind](#) form on the Students' Union's website, we heard from 31 students with specific feedback about course related concerns generally.

*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 between 1<sup>st</sup> to 19<sup>th</sup> October 2021. \*\*this is the number of queries received between 1<sup>st</sup> and 24<sup>th</sup> October 2021.*

Source	Number of queries/ responses
Advice Centre*	76
Helpdesk**	231
Student Feedback	31

### Summary of this report

- The Students' Union's Advice Centre received 76 new enquiries between 1<sup>st</sup> and 19<sup>th</sup> of October 2021. The most common enquiries were related to **appeals** (12) or **leaving tenancy agreements** (9).
- The Students' Union's Helpdesk received 231 queries between 1<sup>st</sup> and 24<sup>th</sup> of October 2021. Considering the time of the academic year, the most common queries were related to **societies** (33) or **merchandise** (32).
- Thirty-one students contacted either our Officer Team or the Students' Union generally related to course-concerns. Thematically, the majority of this feedback was related to **timetables** (10, which was especially the case throughout Welcome Week(s) and students receiving these very late), **accommodation** (5, with students having specific issues related to their circumstances), or **placement** (5). Though not a significant theme, two separate students contacted the Students' Union since week commencing 25<sup>th</sup> of October related to **course fees and value for money**.

### Monthly Statistics from the Students' Union

The Students' Union's Advice Centre received 76 new queries between 1 to 19<sup>th</sup> October 2021. As data is collected and logged when students receive initial advice and again when queries might turn into full cases if students need more complex advice and support, there may be some double counting of figures. Of the 76 new queries, 10 turned into a full case where students needed additional support. The most common topics for support between 1<sup>st</sup> and 19<sup>th</sup> October 2021 were: **appeals** (12), **leaving tenancy agreement** (9), funding checks needed (5), academic misconduct (5), complaints (5), or Inter-tenant disputes, student success scholarship, and disability-related (all 3). There were 28 cases which were signposted to other various services in the University or elsewhere in the Students' Union.

The Students' Union's Helpdesk received 231 queries between 1<sup>st</sup> to 24<sup>th</sup> October 2021. The majority of these queries were received face-to-face (151), with smaller numbers of students utilising email, telephone, or live chat functionality on the website. Unsurprisingly for the start of a new academic year, the majority (33) enquiries were related to **societies** and 32 enquiries were about

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**merchandise**. In addition, 16 queries were signposted to the Advice Centre, 11 queries were related to **course concerns**, and 9 queries were students seeking information on **academic representation**.

### Student Feedback

Students have been contacting our Officer Team for various concerns from pre-welcome week(s) to present day. The Students' Union has also asked students, through our monthly newsletter, to tell us what's on their mind. Though the number of concerns through these channels has not been substantial, the issues that students are seeking information sit within three main themes: **accommodation (5), timetable (10), and placement (5)**. Particularly at the start of the academic year, Elected Officers had queries from students throughout Welcome Week(s) related to their timetable, with some students receiving their timetables very late.

Two students, both in Allied Health Professions, since week commencing 25<sup>th</sup> October 2021, have contacted the Students' Union specifically in relation to **students' fees and value for money**. One student, studying Physiotherapy, is concerned about the lack of practical days and face-to-face teaching; this student is worried that their timetable is not sufficient for the price of their degree. Another student, studying paramedic science, said:

*"They have been getting people through to pass the degrees rather than teaching them how to develop their skills and knowledge and give them a fighting chance at a career afterwards, which should be a priority of the universities... But the students have been let down and the continuation of online learning is not reflected in the price of the courses."*

Whilst the number of queries received have not been extensive, the Students' Union will be gathering feedback from students through two methods in the month of November: our [What's On Your Mind](#) form through our website (which is always open for students to share feedback) and through our regular pulse survey with students 'Hallam, How Are We Doing?' which will launch from 9<sup>th</sup> November 2021. This survey will ask students to share their thoughts on their university experience generally, as well as provide specific feedback related to the Students' Union.

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