

## Students' Union Student Feedback Report

The Student's Union Monthly Feedback Report aims to share the most prominent concerns from students received by the SU within that month. This report showcases insights from December 2022, including statistics from our Advice Centre, Helpdesk, Union Voice and Department Reps.

*Table 1: The source of data used throughout this report, as well as the number of queries or responses. \*NB: The number of queries for Helpdesk and Union Voice were collated based on those received between 1<sup>st</sup> and 31<sup>st</sup> December 2022. ^NB: This is based on figures from 1<sup>st</sup> November to 31<sup>st</sup> December 2022 as*

Source	Number of queries / respondents
Advice Centre^	197 (Nov & Dec)
Helpdesk*	177 (Dec Only)
Union Voice*	6 (Dec Only)

### Summary of this report

- The **Students' Union's Advice Centre** received 197 new enquiries between 1<sup>st</sup> November and 31<sup>st</sup> December 2022 (107 in November and 92 in December). This is considerable down on the unusually high volume we received in August and September but more in line with October's numbers.
- The **Students' Union's Helpdesk** received 177 queries from students during December. The types of queries concerned SU facilities/way finding, merchandise, SU societies, events and Give It A Go, or finance & funding. Only a small number (n=23) contacted the Helpdesk for academic issues.
- Our feedback platform **Union Voice** received 6 new submissions through in December 2022; four were resolved and two remain open. Four historical issues from October and November also remain ongoing. Two new issues related to cold temperatures at Aspect Court, two submissions related to Student officer feedback, and one was raised in respect to student accommodation.
- **Our Department Reps** fed back regarding financial support (or lack thereof), timetabling, lack of detail in assignment feedback, and clarification of exam expectations. Lack of student engagement in and attendance for in-person teaching (be it lectures, workshops or seminars) was also raised as a significant theme along with discussion of possible causal factors and potential solutions.

### Monthly Statistics from the Students' Union

The [Students' Union's Advice Centre](#) received 197 new enquiries between 1<sup>st</sup> November and 31<sup>st</sup> December 2022 (107 in November and 92 in December). This is considerable down on the unusually high volumes we received in August and September but more in line with October's numbers and prior trends.

Of the **107 new enquiries** received in November, the main topics were:

- Academic: complaint (12), academic conduct (8), appeal (8), progression problems (8), ECs / RRAA (4), withdrawal (3)
- Funding / Finance: SFE loan issues (10), fee debt (9), funding check (9), CPR [compelling personal reasons application] (6), SHU hardship fund (4), rent or mortgage arrears (3)
- Housing: leaving contract (3)
- 15 enquiries involved signposting to another service (either as the main response or sometimes as part of the advice provided)

Of the **92 new enquiries** received in December, the main topics were:

- Academic – complaint (8), appeal (8), progression problems (8), academic conduct (7), non-engagement (4), ECs / RRAA (3), placement issues (3)
- Funding / Finance – fee debt (22), withdrawn due to fee debt (8), SFE loan issues (3)
- Housing – leaving contract (5), Disrepair (5), Landlord complaint (3)
- 12 enquiries involved signposting to another service (either as the main response or sometimes as part of the advice provided)

The **Students' Union's Helpdesk** received 177 queries from students during the month of December. Of these, the majority (n=112) were received face-to-face at the Students' Union Helpdesk located in the Hubs. The most common type of queries received were about SU facilities/way finding (n=40), merchandise (n=24), Societies, events and Give It A Go (n=22), or finance & funding (9). All of these students will have been signposted to the relevant service within the Students' Union. 23 students contacted the Helpdesk about academic issues, which were generally about specific queries with their course. Academic issues tend to be signposted to students' representatives (i.e., Course or Department), the University's Hallam Help, Course Leaders, or the Advice Centre, dependent on need.

### Union Voice

The Students' Union feedback platform, [Union Voice](#), received 6 new submissions in December 2022, the low volume likely reflecting the truncated teaching window due to the Christmas break and an element of student disengagement in advance of this. Four issues were resolved and two remain open. Four historical issues from October and November also remain unresolved to be followed up on in January 2023.

- Two new issues related to cold temperatures at Aspect Court and the [Officer team](#) is following up on these. These instances chime with broader reports of cold temperatures in university buildings previously documented in last month's report and, while we understand efforts have been made to resolve the heating issues at Collegiate campus, it seems that this is not a concern restricted to just one location.
- Two submissions related to feedback for / thanks to Health, Wellbeing and Life Sciences College Officer Misbah Ticklay following her interventions on behalf of individual students.
- One international student raised an urgent issue, on 19<sup>th</sup> December, with respect to accommodation This is a continual issue raised by international students; this query was shared with the International Student Officer to offer some assistance before the Christmas break. This is included within the 'Trending Topic' list as linked below.

The [Trending Topics](#) from Union Voice queries are updated regularly and students are shared this information if their query fits into one of these topic areas.

### **Department Reps**

Our [Department Representatives](#) act as a conduit for feedback from students and course reps as well as liaising with University staff on higher-level issues affecting large numbers of students. These are the significant Issues raised in December.

Within **Health, Wellbeing & Life Sciences**, student concerns were around financial support with their course, timetabling, lack of detail in assignment feedback, and clarification of exam expectations. Within the three departments that sit the ICC module, there have been concerns with the relevance of the content; these three departments also report issues with placements, such as relevance to their course and the organisation of allocating students to appropriate placements. On a more positive note, there is movement with academic societies being restarted, as well as more social events for students to attend as part of their department/course. Department Reps are also becoming more confident through opportunities given to them, such as co-chairing Department Student Forums and attending DLTs.'

Within **Social Sciences & Art** several departments reported instances of workshops and seminars being devalued due to a lack of student engagement. The related issue of low attendance was also raised, with some students raising concerns regarding the consequences for non-attendance. However, several departments' student reps have run forums to discuss ways to increase engagement with in-person teaching as well as actions that could be undertaken at dept level to increase the sense of shared community.

Feedback from Department Reps in Health Wellbeing & Life Sciences, Business, Technology & Engineering and Social Sciences & Arts continues to be collected and will be included in these monthly reports on an ongoing basis.

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