

Students' Union Student Feedback Report – Welcome (September and October) 2023

The Student's Union Monthly Feedback Report aims to provide a summary of the most prominent issues and concerns raised by students with SU within the previous months. This report contains statistics from our Advice Centre, Helpdesk, and our online feedback platform Share Your Experience (previously Union Voice) for two months over the extended Welcome period of September and October 2023, an update on Course Reps and a summary of initial findings from the Students' Union democracy review survey.

Report Summary

- The [Students' Union's Advice Centre](#) received **192** new enquiries between 1st September and 31st October 2023. Approximately half were about academic issues, but students also approached the advice centre for help with housing, funding and benefits. Most enquiries were initiated through the online AskUs platform, although nearly a third were in-person drop-ins at The Hubs.
- The [Students' Union's Helpdesk](#) received **425** queries from students across between 1st September and 31st October 2023. Approximately half of the enquiries were face-to-face but email and phone were also popular. Societies were the most enquired-about topic but students also wanted information about academic issues and merchandise; Welcome event info was the most enquired-about topic in September.
- There were **twelve** new submissions to [Share Your Experience](#) (formerly Union Voice), seven of which related to timetabling issues in the College of Business Technology and Engineering.
- **282 course reps** have participated in **Course Rep Training** in October and early November – training continues until the end of November. There are now **1392** course reps. Course reps were invited to the first Rep Conference (at the Hubs on 16 November).
- In our recent survey, [Hallam Students' Union: how democratic should we be?](#), we asked students about the Students' Union should work for them. **1734 students** told us what they thought. In November, we'll be running focus groups to find out more about what students think about this. We'll be using all the feedback from the survey and the focus groups to make changes to the way the Students' Union works (and to its by-laws).

Click on the links above to view more detailed information.

Table 1: The source of data used throughout this report, as well as the number of queries or responses. All instances of Feedback received between 1st September – 31st October 2023, unless otherwise stated.

Source	Number of queries / respondents
Advice Centre	192
Helpdesk	425
Union Voice	12
Hallam Students' Union: how democratic should we be? (Democracy Review)	1734

Monthly Statistics from the Students' Union

The **Students' Union's Advice Centre** received **192** enquiries from students during September (**84**) and October (**108**). The majority of these (**90**) were submitted online via our new '[Ask Us](#)' online platform, although there were **60** adhoc in-person inquiries at The Hubs.

	September	October
Total	84	108
Ask Us online platform (submitted by student)	43	47
Advice Centre Telephone drop-in	14	3
Email	5	17
In Person - ad-hoc (@ The Hubs)	20	40
In Person – ad hoc (@ Collegiate drop-in service)	1	-
Social media	-	1
Advice Centre in-person drop-in (signposting enquiry only)	1	-
Advice Centre telephone drop-in (signposting enquiry only)	-	-
Advice Centre email (signposting only)	-	-
Referrals (from SHU or external organisation)	-	-

Main topic areas of advice enquiries

	September	October
Academic Issues		
Appeal (challenge a decision or grade)	23	31
Academic Conduct / ACP / AM	5	13
Complaint	-	4
Extenuating circumstances / RRAA	3	-
Progression problems / repeat year	6	3
Fitness to Practise	-	2
Disciplinary	-	2
Other	-	2
Placement issues	4	-
Benefits		
Benefits overpayment / appeal / other		-
Check benefit entitlement / effect of studying		3
Funding & Fees Issues		

Funding - other	-	4
Tuition fee debt	-	5
Financial hardship (general)	2	-
Bursaries / scholarships, incl. SSS	-	3
Funding – check what’s available	2	-
Repeat funding / compelling personal circumstances	2	-
Housing Issues		
Check contract / tenancy agreement	2	2
Leaving contract / tenancy agreement	5	3
Repairs / disrepair	-	2
Deposits	4	-
Housing - other	3	-
Employment		
Employment – other	3	-
Something Else		
Other	3	7
Visa advice	3	-

(Other sub-topics had a count of 1 or less)

The **Students’ Union’s Helpdesk** received **425** queries from students during September(**244**) & October (**181**) (not including enquiries about pool cues, gaming controllers, shuttle bus, directions / toilets, etc.).

	September	October
Total	244	181
Face-to-face at SU Helpdesk	126	90
SU email	64	58
SU phone	44	30
SU live chat	5	1
Conversation with staff member	3	2
Other	2	-

Main SU enquiry topic areas

	September	October
Academic issues;	36	26
Merchandise;	31	31
Societies;	40	32
Volunteering;	3	4
Give it a Go / Events;	22	21
Welcome event info;	44	-
Accommodation (e.g. finding, problems);	36	8
Student Rights / Campaigns;	4	7
Student Reps (Course or Department);	6	22

Officers;	3	10
Funding / Finance	15	12
Enrolment	15	9
Sport	5	2
Council Tax Letter	3	-
SU Jobs	2	-
Lab Coats	2	-

- (Other sub-topics had a count of 1 or less)

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.

Share Your Experience

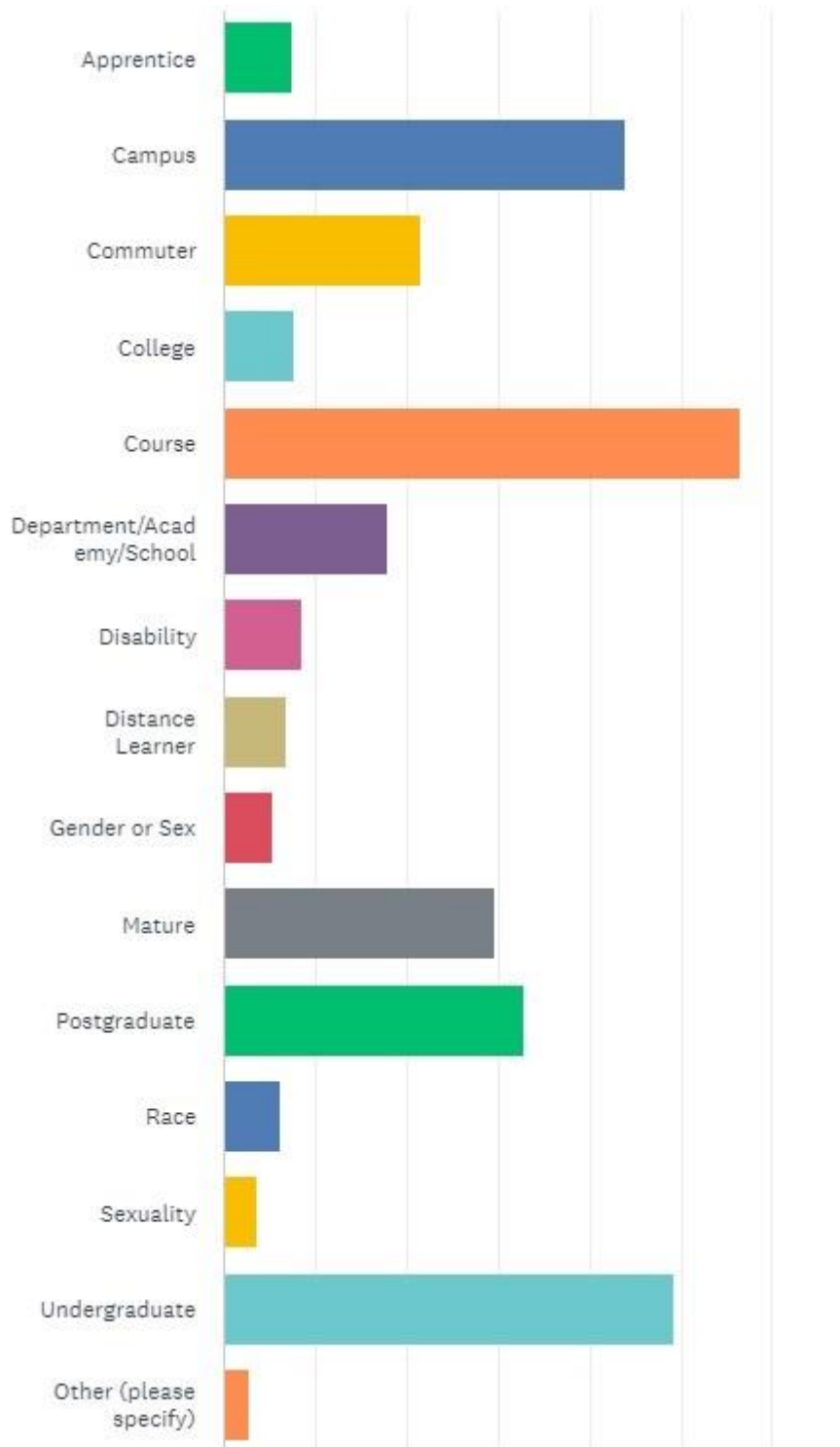
The Students' Union online feedback platform, [Share Your Experience](#) received **2** new submissions in September, and **10** in October. **5** submissions were resolved and **7** (all from October) remain open.

The new submissions relate to:

- **Timetabling in the College of Business, Technology and Engineering (7)**
 - Three student reps passed on student feedback about poor timetabling in the different departments in the College of Business, Technology and Engineering. The primary complaint was that lectures were too spread out and that students had to come in for two hours a day (a particular concern for commuter students). Three reps reported that, contrary to the timetabling principles, some students had days with only one hours' teaching scheduled. A preference was expressed for spreading lectures over three days or fewer. The spread of lectures was also problematic – too long a gap between sessions on the same day, or conversely back-to-back sessions. In one instance, a seminar was timetabled before the corresponding lecture.
- **Study time in Sheffield Business School (2)**
 - A course rep raised two issues about study time; students wanted a break from taught sessions to catch up on study and they wanted no taught sessions on the days when an exam or assessment was due (or on the days before).
- **Placements in Engineering and Mathematics (1)**
 - A student was experiencing difficulty arranging meetings about placements. We are awaiting to hear back from the student about whether they need specific help from the Advice Centre in dealing with this issue.
- **Toilet facilities in the Multifaith Centre, Owen Building level 2 students (1)**
 - A student complained about broken toilet roll holders, toilet seats and holes in cubicle doors in the Ladies toilets. An issue was raised through helpdesk; although most of the issues have been resolved, some issues still remain (with the toilet roll dispensers, for example). Washing facilities are an important provision within the Multifaith Centre.
- **Assessments and Appeals in Management (1)**
 - A postgraduate student asked for help in appealing a module that they had failed, despite positive formative feedback from their tutor. The student had experienced a number of challenging personal circumstances. As the student needed advice about

We asked how students would describe their community at Hallam – they said friendly, welcoming and helpful.

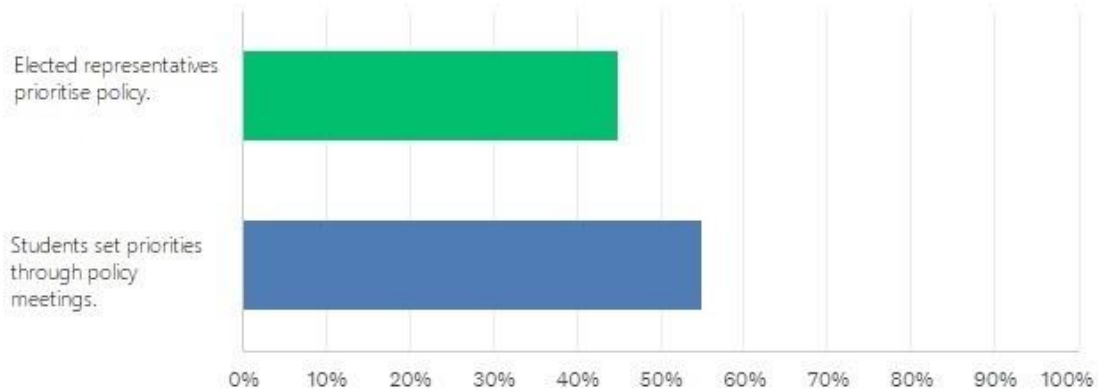
Of course!



We asked what's important to someone's identity as a Hallam student. Students said their course was most important, but so was campus. There's lots of other things that make up who someone is as a Hallam student. But whether Heart of City or Heart of Campus, undergraduate or postgraduate,

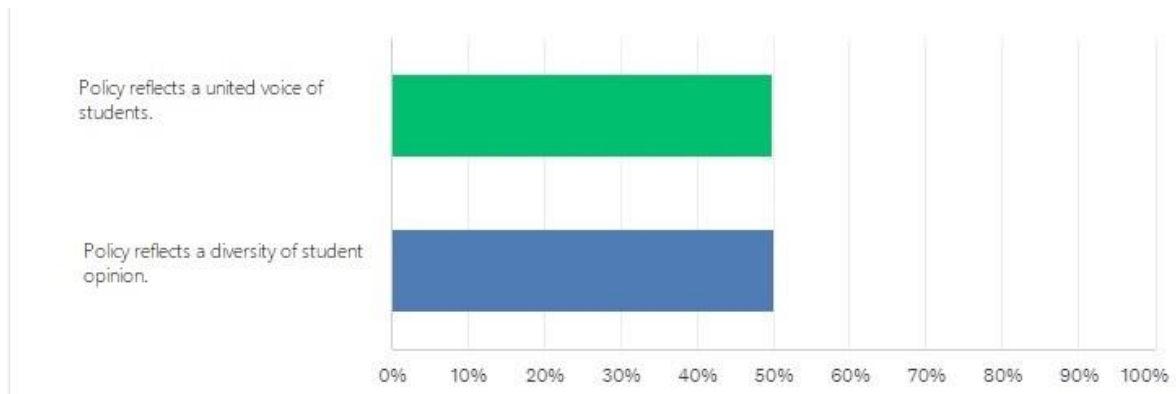
race, sexuality or disability forms an important part of a student's identity, students told us that the Hallam community is diverse and inclusive.

It's up to students!



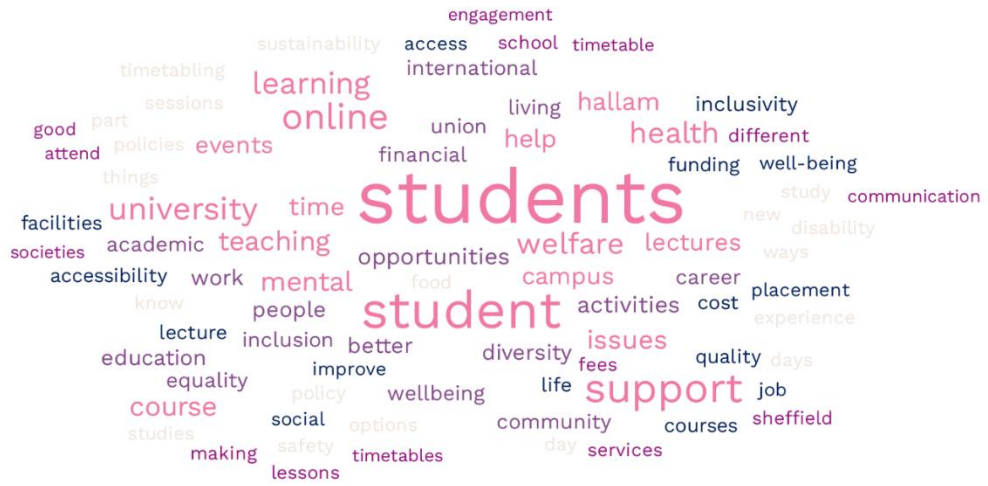
We asked who students thought should prioritise Students' Union policy. They said students rather than elected reps. Currently, elected reps prioritise policy but they do that by listening to what students want.

Stronger together?



We asked whether Students' Union policies should represent a united voice of students or a diversity of opinion. Respondents were evenly split on this question.

It's All About Students



We asked what policies the Students' Union should be discussing. Academic issues – teaching, assessment, timetabling - are important to students. But so is mental health, wellbeing, social events and career planning.

END