

Students' Union Monthly Student Feedback Report

The following provides insights into queries received from our [Advice Centre](#) and Helpdesk throughout January 2022. This report also includes feedback received by [Department Reps](#) in the month of January 2022.

*Table 1: The source of data used throughout this report, as well as the number of queries or responses. *Advice Centre and Helpdesk queries received between 1st and 31st January 2022.*

| Source | Number of queries/ responses |
|------------------------|------------------------------|
| Advice Centre* | 88 |
| Helpdesk* | 190 |
| Department Rep Reports | 13 |

Summary of this report

- The Advice Centre received 88 enquiries during January 2022 and nearly all were academic-related concerns.
- The Students' Union's Helpdesk received 190 enquiries during January 2022, with many students seeking help in-person at the HUBS building.
- Thirteen Department Reps shared feedback from January 2022 which ranged student concerns on assessments and exams, timetabling, Coronavirus impact and communication, amongst others.

Monthly Statistics from the Students' Union

The Advice Centre received 88 enquiries throughout the month of January 2022 with majority received from website form or email (51); sixteen queries were received via telephone during opening hours, eight received via voicemail outside of opening hours, and thirteen were received via in-person drop-in at the HUBS. The majority of queries were academic-related including appeals, complaints, progression problems, academic misconduct, or break in study. Other queries were related to tenancy and housing contracts.

The Helpdesk at the Students' Union received 190 enquiries throughout the month of January 2022 with over half (99) received face-to-face at the HUBS; fifty queries were received via email, 24 via telephone, 14 via live chat on Students' Union website, and 2 via social media. The types of queries ranged from societies, the advice centre, course or academic queries, student finance, and/or other Students' Union's services.

Department Rep Feedback

Thirteen Department Reps provided feedback they received from students throughout the month of January 2022. The table below outlines this feedback by Department (a supplemental document is provided for College Officers and Heads of Teaching & Learning Enhancement in each College).

The following Departments provided feedback:

- From the College of BTE: Finance, Accounting & Business Systems; Computing; Management; and Service Sector Management

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- From the College of HWLS: Biosciences & Chemistry; Social Work, Social Care, & Community Studies; Allied Health Professions; and the Academy of Sport & Physical Activity
- From the College of SSA: Humanities; Education; Natural & Built Environment; Psychology, Sociology & Politics; Law & Criminology

| Feedback theme & detail by Department | Department(s) reporting |
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| <p>Assessment and exams:</p> <ul style="list-style-type: none"> • Concerns around the wordcount on the Cybersecurity module. Currently Reps believe the actions taken so far are not enough. • Concerns around the amount of assessments student have at once. They believe they need more time to digest the information they are learning rather than just focusing on assessments. • Issues during the Christmas Break relating to extensions due to COVID and IT problems. • Concerns raised about the amount of time given to complete an exam. Students felt as though the standard of exam was as high as last year, however with a considerably less amount of time to complete it (24 hours down to 4). • Issues around applying for extensions when assessment deadline was the 5th of January and the University opened on the 4th of January, created a large amount of stress for students. Suggested not having assessment deadlines so close to the holidays. • Delays to feedback from assessments (delayed by a week) and a lack of communication around this. | <p>Computing</p> <p>Service sector management</p> <p>Biosciences and Chemistry</p> <p>Social Work, Social Care & Community Studies</p> <p>Natural & Built Environment</p> |
| <p>Teaching and learning</p> <ul style="list-style-type: none"> • Some students unhappy with all their seminars and lectures are now on campus. Needs to be taken into account that different students may want different things in relation to online vs campus teaching. • Staff not turning up to on campus teaching. • Regular feedback about timetabling being an issue. • Application and response time for learning agreements, some students having issues with the application form and others experiencing long response times. • Lack of effort from lecturers, some students felt that lecturers were invested and cared for students during the pandemic but not this year. • Length of this semester (12/13) weeks has created some worries around whether students might lose momentum or struggle to keep up especially as there is no reading week. Plan is to include more field trips to break up the semester. • Issues around learning contracts has been raised. Starting with the application process, tutors failing to read contracts, queries regarding the new university wide policy of extra time | <p>Social Work & Social Care & Community Studies</p> <p>Allied Health Professions</p> <p>Biosciences & Chemistry</p> <p>Humanities</p> <p>Education</p> |

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|---|---|
| <p>in examinations for all students and how it affects those who have additional time due to learning contracts.</p> <ul style="list-style-type: none"> • Issues raised with how much on campus time students have had, especially with the recent strikes. Students feel as though they are at an unfair disadvantage if they have been impacted by the strikes. • Students want clarity on timetabling for next semester in relation to campus vs online teaching. • Timetabling issues, students stating big gaps in between teaching and lots of travelling between sessions. Timetabling are aware but COVID was a factor so limited capability in a resolution. • Low engagement in breakout rooms in virtual workshops. • Concerns around uncertainty as to whether teaching will remain face to face due the Omicron variant. • Timetabling issues in relation to when seminars and lectures are scheduled. | <p>Psychology, Sociology and Politics</p> <p>Natural and Built Environment</p> <p>Law and criminology</p> |
| <p>Feedback</p> <ul style="list-style-type: none"> • Student suggestion to organise a 1-hour session on campus to jointly discuss problems on a group basis. | <p>Service sector management</p> |
| <p>Technology</p> <ul style="list-style-type: none"> • Concerns from a student about accessing NACSport software on University computers. Access is limited to a few rooms and adequate support in how to use the software has not been given for them to complete assignments. Course Leaders have been contacted and plans to raise it at Department Board. • Significant number of the faulty computers in the library have been replaced and team is working to repair the rest. | <p>Sport</p> |
| <p>Communication</p> <ul style="list-style-type: none"> • Previously there had been confusion from students and staff in relation to the COVID guidance changes and communication around the changes was not being delivered clearly or promptly. Guidance now well communicated. | <p>Sport</p> |
| <p>Student community</p> <ul style="list-style-type: none"> • Student community and engagement is an ongoing issues. Recently attended a field trip and discussed with students, they felt the trip helped to create a sense of community. | <p>Humanities</p> |

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