

## Students' Union Monthly Student Feedback Report

The following provides insights into queries received from our [Advice Centre](#) and Helpdesk throughout June 2022. This report also includes results from the Students' Union's pulse survey, 'Hallam, How Are We Doing?'.

*Table 1: The source of data used throughout this report, as well as the number of queries or responses. \*This survey was open from 11<sup>th</sup> May to 1<sup>st</sup> June 2022.*

Source	Number of queries/ responses
Advice Centre	156
Helpdesk	151
'Hallam, How Are We Doing?' survey*	1356

### Summary of this report

- The Advice Centre received 156 new enquiries (the busiest month of the 2021/22 academic year). The main topics were academic concerns (76), money and finances (25), and housing (8).
- The Students' Union's Helpdesk received 151 enquiries, of which the main themes were students' academic concerns (22), Advice Centre (17), accommodation (10), the shuttle bus between campuses (10), and societies and volunteering opportunities (10).
- The Students' Union's regular pulse survey, 'Hallam, How Are We Doing?' received 1356 responses. There was a decline in nearly all measures comparing the most recent survey period (May 2022) to November 2021 and March 2022. These decreases might be due to changes in the respondent population and, therefore, the Students' Union will be conducting additional analysis to explore this. This additional analysis will be shared in the next monthly report.

### Monthly Statistics from the Students' Union

The Advice Centre received 156 new enquiries, making June the busiest month of the 2021/22 academic year so far. Of these enquiries, 82 were received via the website or email, 31 via telephone, 20 via drop-in in-person at the Hubs, 14 via voicemails, and 9 via the new video bookable initial appointment option. As June is the month when Departmental Assessment Boards (DABs) occur, exam and assessment results are issued to students, and invites to Academic Conduct proceedings are sent out, the following key topic areas are unsurprising and expected.

Seventy-six queries were about **academic concerns**, and this includes appeals (28), academic conduct (25), extenuating circumstances/ RRAAs (10), complaints (7), and progression problems (6). Twenty-five queries were about **money and finances**, an issue that is still ongoing for students; of these, benefits check (6), fee debt issues (5), funding check (4), rent or mortgage arrears (4), SFE loan issues (3), and general hardship (3) were the query topics. There were 8 queries about **housing**, and this included council tax (5) and leaving a tenancy or contract (3). There were 3 clients who specifically mentioned **mental health** as a concern.

Of the 151 enquiries received through the Helpdesk at the Students' Union, 67 were received face-to-face at the Hubs, 35 via email, 24 via live chat function on the website, and 24 via telephone. Twenty-two queries were about students' **academic concerns**, including academic misconduct, representation at meetings, dropping out of their course, and complaints against tutors. Where

appropriate, students were signposted to the Advice Centre, FAQ section on our website, or their Course Tutor. Seventeen queries were about the **Advice Centre** specifically – their opening hours and how to contact (see above). Ten queries each were received about **accommodation**, the **shuttle bus** between campuses and **societies or volunteering opportunities** through the Students' Union.

**Hallam, How Are We Doing?**

The Students' Union regular pulse survey, 'Hallam, How Are We Doing?' was open from 11<sup>th</sup> May to 1<sup>st</sup> June 2022 and received 1356 responses. The following compares measures at each survey period (November 2021, March 2022, and May 2022). Please note, the sample populations varied between each survey period. Specifically, the percentage of postgraduate taught students, and therefore international students, completing the survey increased between November 2021 (20% of respondents were international students) and March 2022 (30% of respondents were international students), and then dropped slightly again in May 2022 (23% of respondents were international students). Therefore, there are fluctuations in the results which need to be weighted. The Students' Union is currently undertaking additional analysis to control for these fluctuations, for a more accurate representation of students' opinions. The following results display the unweighted, univariate analysis.

*Overall satisfaction*

When respondents were asked to indicate their overall satisfaction with their university experience, there was a decrease in the percentage of respondents that agreed comparing November 2021 (75%) and March 2022 (74%) to the most recent results, in May 2022 (66%). Though there was not a shift in the percentages that neither agreed nor disagreed with this statement, the percentages that disagreed rose as students moved through the academic year (see Figure 1).

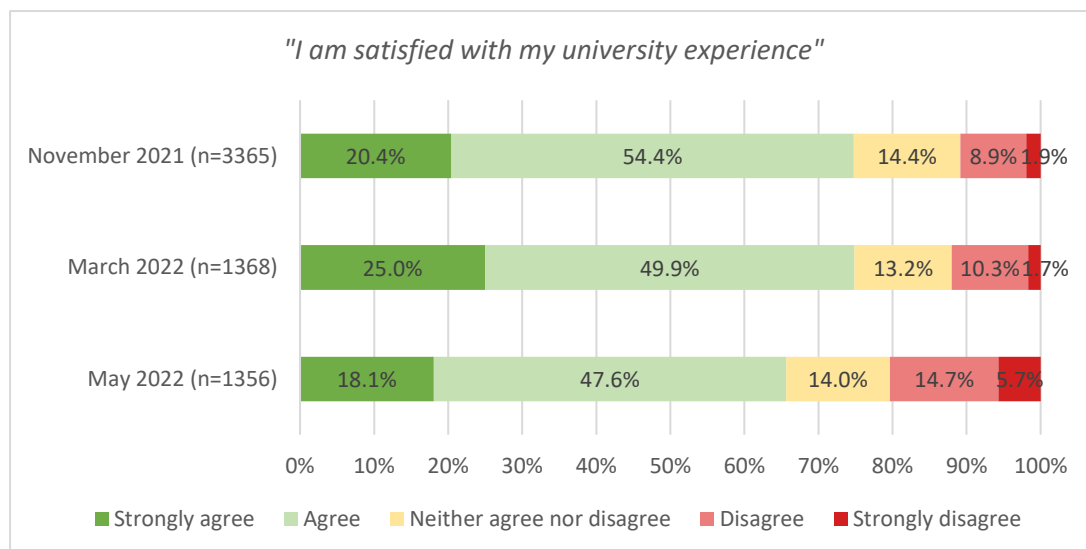


Figure 1: Extent of agreement, of all respondents, across survey periods.

Respondents were also asked if they had seriously considered dropping out of university (see Figure 2). There was a slight increase in the percentage that agreed they had seriously considered dropping out, comparing May 2022 (31%) to November 2021 (27%) and March 2022 (26%).

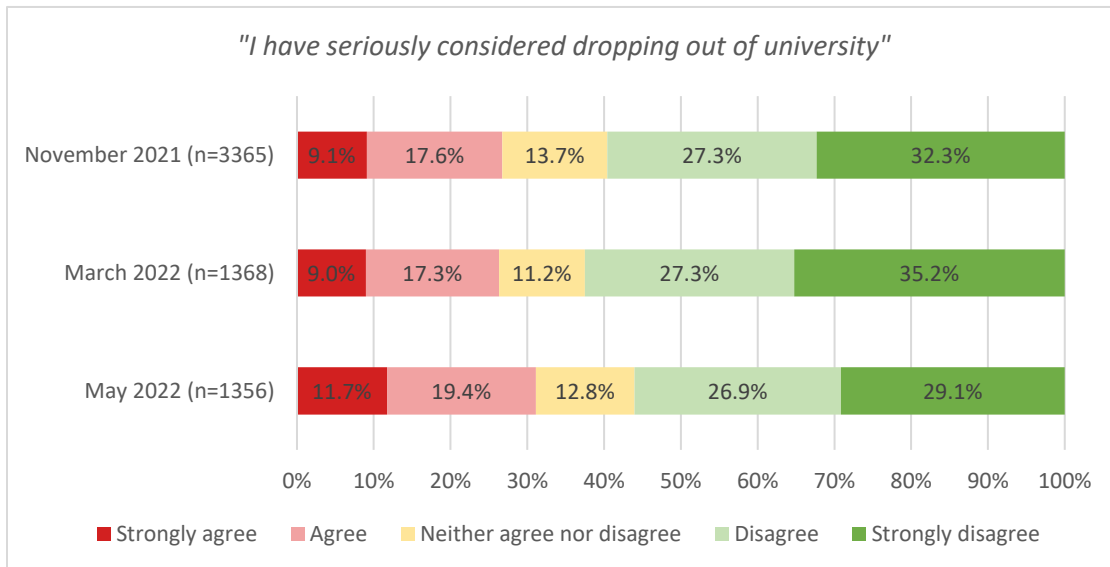


Figure 2: Extent of agreement, by survey period.

Respondents were also asked to indicate their satisfaction with elements of their university experience. As Table 2 indicates, there was an increase in satisfaction with sport and exercise (this increase is likely due to changes to the sample population, where more students from Team Hallam were encouraged to complete the survey in May) and with student welfare / non-academic support. There were decreases, comparing March to May, across all other elements.

Table 2: Percentage of respondents satisfied (including very satisfied and satisfied) with each element, by survey period. The highest percentage for each survey period has been coloured green and the lowest percentage for that survey period has been coloured red. NB: not applicable responses have been removed.

How satisfied are you with each of the following elements of your university experience?				
Element of university experience	November 2021 (n=3365)	March 2022 (n=1368)	May 2022 (n=1356)	Line
Academic feedback	70%	73%	56%	
Academic support	74%	76%	71%	
Careers and employability	61%	65%	53%	
Commercial services (shops, food outlets, bars etc.)	72%	71%	66%	
Extra-curricular activities and events	57%	59%	57%	
My course / learning experience	75%	74%	65%	
Overall COVID-19 response	63%	70%	55%	
Representation of students' views	59%	63%	60%	
Social space on campus	70%	76%	59%	
Sport and exercise	53%	55%	86%	
Student accommodation	67%	64%	64%	
Student community / sense of belonging	62%	64%	64%	
Student welfare / non-academic support	61%	65%	67%	
Study space on campus	84%	88%	66%	

Well-being

When asked if the university cares about their well-being, there were slight changes between survey periods, namely between May 2022 and previous periods. As Figure 3 indicates, 59 percent of respondents agreed to this statement in May 2022, compared to 67 percent in November 2021 and 66 percent in March 2022.

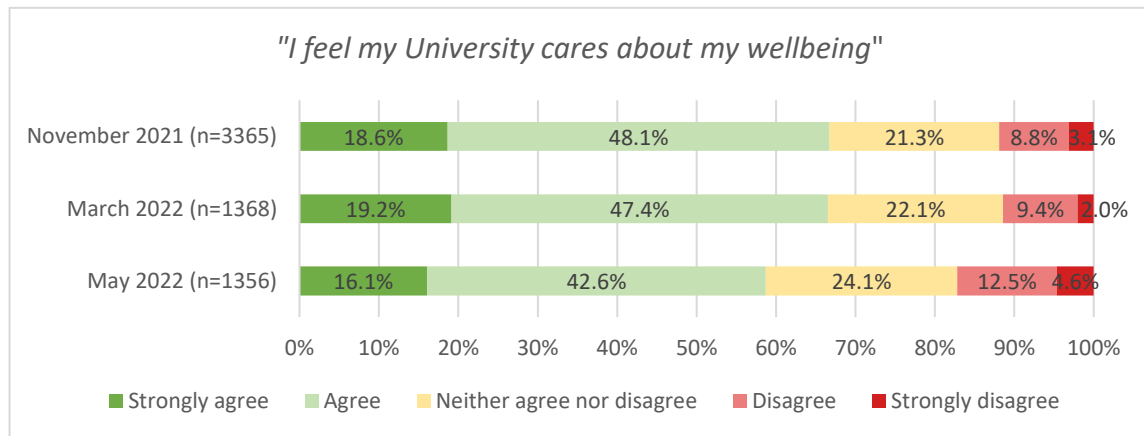


Figure 3: Extent of agreement, by survey period.

In addition, 62 percent of respondents in May 2022 indicated that they find university enjoyable (7 or higher on a 10-point scale). This is only a small decline compared to previous survey periods (November 2021 and March 2022).

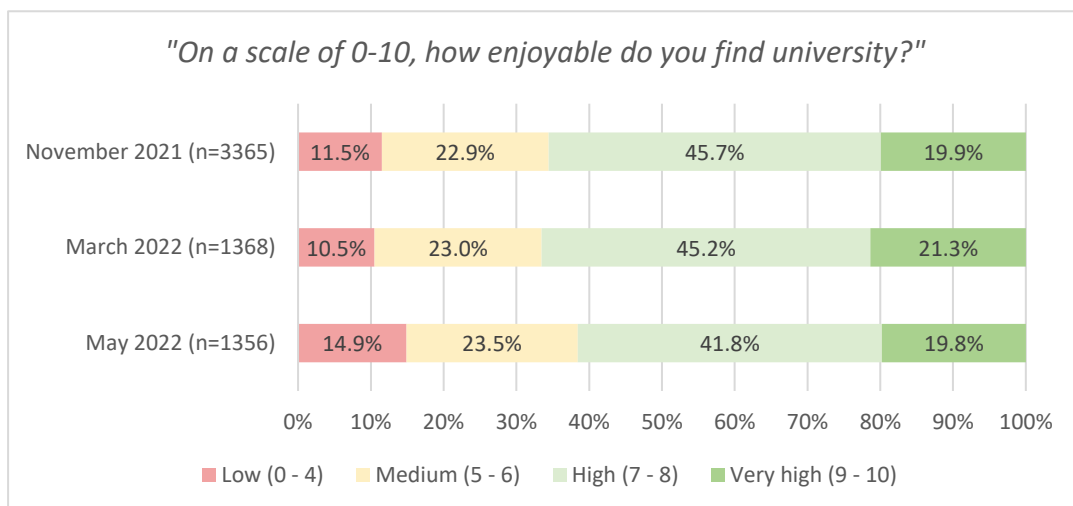


Figure 4: Enjoyment of university, by survey period.

When respondents were asked about the sense of community at university, there was a 5 percent increase in May 2022 (17%) of the respondents that **disagreed** with this statement compared to March 2022 (12%).

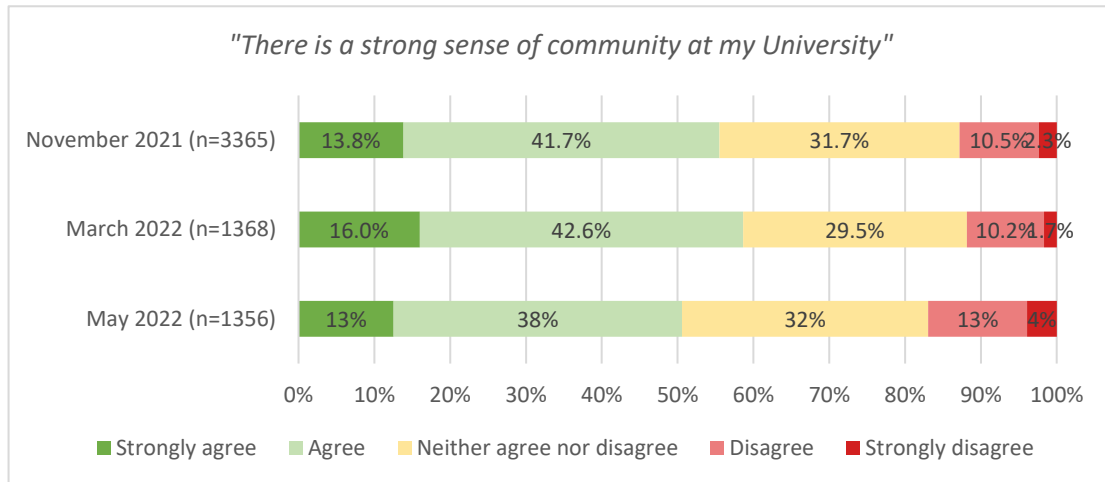


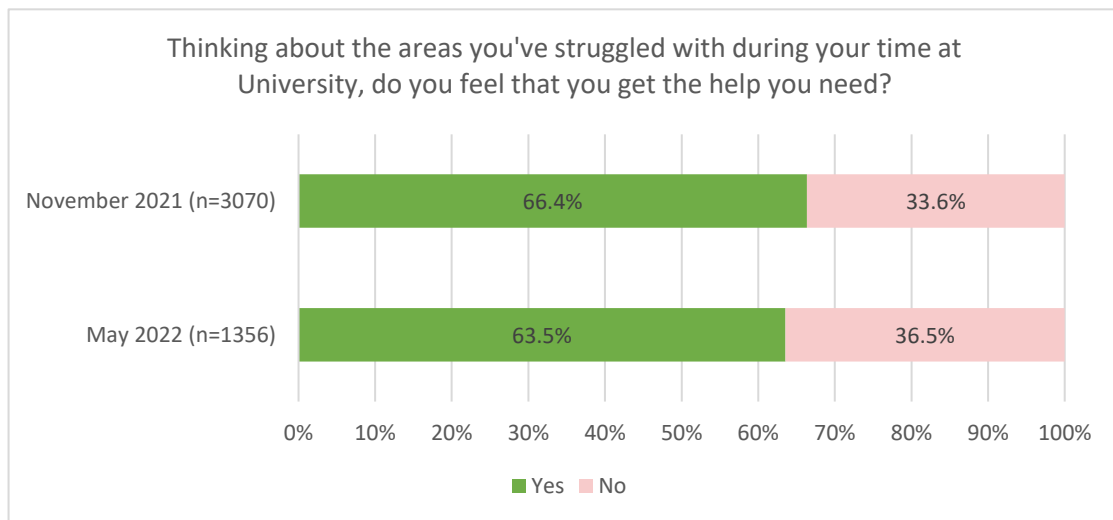
Figure 5: Extent of agreement, by survey period.

In November 2021 and in May 2022, we asked respondents to share their current struggles. As the below table indicates, the top areas students have struggled with in November 2021 and May 2022 were: **stress and anxiety, keeping up with the workload**, and **work / life balance**. There were slight changes to the top areas respondents struggled with, where students were concerned with **study skills in November 2021** and **having enough money to get by in May 2022**.

Table 3: Respondent struggles, by survey period.

During your time at university, which, if any, of the following would you say you have struggled with to the extent that it has had a significant negative impact on your personal wellbeing?		
Response	November 2021 (n=3365)	May 2022 (n=1356)
Alcohol / substance abuse	6%	6%
Being able to afford the lifestyle I want	31%	29%
Budgeting effectively	36%	32%
Bullying / discrimination	3%	4%
Commuting	18%	18%
Concerns about catching / spreading COVID-19	21%	18%
Coursework and exams	31%	35%
Dealing with the demands of my job	19%	19%
Depression	29%	28%
Feeling my uni experience has been impaired by the pandemic	42%	39%
Finding part-time work	27%	26%
Gaining the right skills / experience for my career	25%	28%
Getting on with those in my accommodation	13%	15%
Having enough money to get by	39%	37%
Having the confidence to do the things I want to do	33%	29%
Homesickness / loneliness	24%	23%
Keeping up with the workload	51%	45%
Knowing how to make the most of my time at university	32%	28%
Knowing where to find support / help	22%	21%
Meeting new people / making friends	36%	32%
None of the above	8%	8%
Other	2%	3%
Other mental health issues	15%	15%
Relationships (family, friends, love and sex, professional relationships)	26%	25%
Securing relevant work placements	21%	21%
Self-isolating	15%	16%
Social distancing	12%	12%
Stress and anxiety	62%	61%
Study skills (e.g. time management, essay writing, revision etc.)	40%	35%
Uncertainty for the future due to the pandemic	29%	24%
Understanding how to improve my academic performance	31%	35%
Understanding the course	21%	20%
Work / life balance	45%	42%

When asked if respondents had received the help they needed for any struggles they might have faced (as identified in Table 3), there was only a 3 percent increase in respondents indicating that they had not received the help they needed in May 2022 compared to November 2021.



Lastly, as Table 4 displays, respondents were most likely to receive help and support from **family and friends**, and least likely to seek support from their **student representative** or the **Students' Union's staff or officers**.

Table 4: Where respondents have received support, by survey period.

Thinking about the things you've struggled with during your time at University, where have you turned to for help, advice, and support?		
Response	November 2021 (n=3365)	May 2022 (n=1356)
Academic staff / lecturers	27.07%	30.77%
Doctor	16.74%	19.87%
External advice / support services	9.54%	11.94%
I keep my problems to myself	12.31%	7.53%
My family	56.58%	58.81%
My friends	60.39%	63.38%
My personal tutor / supervisor	24.01%	28.45%
My student rep	4.43%	8.73%
Other	1.79%	1.28%
SU advice / support services	8.53%	11.06%
SU staff or officers	5.60%	6.89%
The internet	25.90%	25.24%
University advice / support services	19.15%	21.63%

END.