

## Students' Union Monthly Student Feedback Report

The following provides insights into queries received from our [Advice Centre](#), Helpdesk, and [Union Voice](#) throughout May 2022. This report also includes feedback received by [Department Reps](#) in the month of May 2022 and initial results from the Students' Union's regular pulse survey ('Hallam, How Are We Doing?') which was open from 11<sup>th</sup> May to 1<sup>st</sup> June 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 1<sup>st</sup> and 26<sup>th</sup> May 2022. \*\*Hallam, How Are We Doing?' survey was open between 11<sup>th</sup> May and 1<sup>st</sup> June 2022.*

Source	Number of queries/ responses
Advice Centre*	94
Helpdesk*	209
Department Rep Reports	3
Union Voice submissions	12
'Hallam, How Are We Doing?' Survey**	1356

### Summary of this report

- The Advice Centre received 94 new enquiries between 1<sup>st</sup> and 26<sup>th</sup> May 2022. Twenty-seven of these were specifically about academic concerns; the other two largest topics were money-related enquiries and housing enquiries.
- The Students' Union Helpdesk received 209 enquiries and many of these were received face-to-face in the Hubs. The top three enquiry topics were student societies, the Advice Centre, and accommodation.
- Three Department Reps provided feedback or issues which were shared with them via Course Reps or students directly. Though most of this feedback is very specific, general themes were: learning & teaching; assessments & exams; and extracurricular activities.
- Twelve students submitted new feedback through Union Voice and 11 of these were from students in the Department of Nursing & Midwifery (similarly to what was shared in [March 2022](#) and [April 2022](#) reports). The main concern for these students is placement allocation and communication of this to students.
- Initial results from wave 3 (open 11<sup>th</sup> May to 1<sup>st</sup> June 2022) of 'Hallam, How Are We Doing?' has found that respondents would like the university and the Students' Union to prioritise the following moving forward (in order of percentage that indicated): protecting students' mental well-being; improving academic support; helping students with industry placements; helping students prepare for the jobs market; and enabling more on-campus learning.

### Monthly Statistics from the Students' Union

The Advice Centre received 94 new enquiries between 1<sup>st</sup> and 26<sup>th</sup> May 2022. Fifty-three received via the Students' Union's website or email, 18 via telephone during opening hours, 6 via telephone outside of opening hours, 16 via in-person drop-in at the Hubs, and 1 via the Advice Centre's new video bookable initial appointments option. **Academic queries** (n=27) were the most common received through the Advice Centre (includes complaints, appeals, academic conduct, and progression problems/ repeat year). **Money-related queries** (n=14) were the second most common received and this includes funding checks, fee debt issues, and SHU hardship fund. **Housing enquiries** (n=6) were less common than in recent months (including tenancy/ contract and finding accommodation).

The Helpdesk received 209 enquiries between 1<sup>st</sup> and 26<sup>th</sup> May 2022. Eighty-seven received via face-to-face in the Hubs, 44 via email, 38 via live chat function on the Students' Union's website, and 37 via telephone. The most common query was about **societies** (n=37) such as the societies ball, societies elections, or getting in contact with specific societies. The second most common query was about **accommodation** (n=17); these students sought information about finding accommodation, issues with landlords, accessing council tax letters, getting out of tenancy, and accessing deposits. Where appropriate, students were signposted to the Advice Centre. An additional 22 students were also signposted to the **Advice Centre** for other queries. Other common themes based on Helpdesk statistics were merchandise queries (n=16), course/ assessment queries (n=14), the shuttle bus (n=12), representation queries (n=9), student finance (n=5), and volunteering (n=2).

### Union Voice

There were 12 new comments received via Union Voice during the month of May 2022. Eleven of these queries were from students in the Department of Nursing & Midwifery; the other query was from a student in the Department of Social Work, Social Care, and Community Services. Similarly, as previous reports (please see [March 2022](#) and [April 2022](#)), comments from students in Nursing & Midwifery were about their placements.

- 7 comments mentioned **making up their placement hours** and the **timetable of their placements** generally.
- 6 comments mentioned **poor communication** from the placement team at SHU.
- 4 comments mentioned **uncertainty about progression on their course**.
- 4 comments mentioned the **stress and anxiety** they are facing due to placement allocation.
- 1 comment mentioned **value for money** for their nursing course.
- 1 comment mentioned **course deadlines** alongside completing their placement hours.

As one student commented:

*"I have been really stressed recently because of the placement shortages on my course. We have been made aware last minute that a large number of us, including myself will not be getting our second placements, therefore I am now worried that I will not be able to catch up with the amount of hours required by the NMC. Throughout this I did not feel supported, and there has been minimum communication about the matter and how it is planned to be resolved. I still don't know whether there is a possibility that I will be getting another placement this year or not, therefore I am just left waiting for something that might not even happen."*

In total, **121 students across the Department of Nursing & Midwifery** have provided detailed accounts of their negative experiences regarding placement allocation since March 2022. As mentioned above, you can read previous comment themes in [March 2022](#) and [April 2022](#) reports.

### 'Hallam, How Are We Doing?' Survey

The third and final wave for the 2021/22 academic year 'Hallam, How Are We Doing?' survey was open from 11<sup>th</sup> May to 1<sup>st</sup> June 2022 and received 1356 responses. Whilst the data is currently being analysed, below are some initial headlines from student comments and priority areas.

#### Priorities

Of the 1356 respondents, 1142 answered additional, optional questions. Below were the top five aspects of the student experience that respondents would like the Students' Union and the university to prioritise moving forward:

- **41 percent** would like the Students’ Union and the university to **protect students’ mental well-being**.
- **35 percent** would like the Students’ Union and the university to **improve academic support**.
- **28 percent** would like the Students’ Union and the university to **help students with industry placements**.
- **28 percent** would like the Students’ Union and the university to **help students prepare for the jobs market**.
- **26 percent** would like the Students’ Union and the university to **enable more on-campus learning**.

Well-being and support

Respondents were also asked to describe their well-being overall and share how well they feel the university is supporting them. The below tables compare survey periods of the ‘Hallam, How Are We Doing?’ survey:

- Wave 1 (November 2021)
- Wave 2 (March 2022)
- Wave 3 (May 2022)

As Table 2 indicates, there have been marginal shifts between wave 2 and wave 3 survey periods with regards to overall well-being; there was a four percent decrease in ‘very good’ and a 4 percent increase in ‘good’. Consistently, only 3 percent of respondents in all waves indicated their overall wellbeing was ‘very poor.’

Table 2: Respondent overall well-being, by survey period.

How would you describe your overall wellbeing?					
	Very good	Good	Ok	Poor	Very poor
Wave 1 (n=2872)	20%	38%	29%	11%	3%
Wave 2 (n=1191)	27%	35%	25%	11%	3%
Wave 3 (n=1142)	23%	39%	26%	9%	3%
Variance (wave 2 to wave 3)	-4%	4%	2%	-1%	0%

Furthermore, Table 3 displays the extent to which respondents felt that the university is supporting them. Comparing wave 2 and wave 3, there are decreases in the positive percentages (‘very well’ and ‘quite well’) and increases in the negative percentages (‘not very well’ and ‘not well at all’).

Table 3: Feeling the university supports, by survey period.

How well do you feel the University is supporting you?				
	Very well	Quite well	Not very well	Not well at all
Wave 1 (n=2872)	25%	53%	17%	5%
Wave 2 (n=1191)	30%	51%	15%	4%
Wave 3 (n=1142)	25%	48%	20%	7%
Variance (wave 2 to wave 3)	-6%	-3%	6%	3%

### Final comments

Only 92 of 1356 students provided final comments within the survey. Of the comments, the following themes emerged regarding the university.

- 23 comments were about teaching and learning
  - 12 comments were from students that want **more face-to-face learning** (*this was also mentioned as a priority area for the university and the Students' Union by 26 percent of respondents, see above*).
  - 4 comments were about **assessments**, with students commenting on a lack of communication around assessments, the duration of exams, and confusion with marks.
  - 2 comments were about **tuition fees** and students feeling that their course was not what they expected.
  - 2 comments were about a **lack of academic support** from lecturers.
  - 1 comment was about **difficulty using Blackboard**.
- 10 comments were about **placements**. All comments were about placement allocation and communication of placements.
- 5 comments were about **timetables**. Three of these comments were about timetables being too spread out, 1 comment mentioned wanting summer modules to complete course quicker, and 1 comment was about timetable communication further in advance.
- Other themes specifically for the university were: communication from university too slow (n=3); financial support for students from low-income backgrounds (n=3); and 1 comment from a student that wants to ensure university staff take part in diversity and inclusion training.

**Department Rep Feedback**

Seven of the 17 Department Reps completed their monthly report for the month of May, though only 3 Department Reps had issues or feedback. Others, whilst they might have completed the report, had no feedback from students or Course Reps during the month of May. This was from the following Departments:

- **College of BTE:** Computing
- **College of HWLS:** Biosciences & Chemistry
- **College of SSA:** Humanities

Please note for issues in *green text*, the Department Rep specifically mentioned that this was an issue that is currently being worked through with staff support.

Theme	Comment	Department
Learning & teaching	Level 5 Biosciences & Chemistry Course Reps shared that this academic year was an improvement on previous year overall.	Biosciences & Chemistry
	Level 4 and 5 Course Reps in Biosciences & Chemistry stated that they do not use academic facilities much due to not being present in Sheffield because of exam time / big cohort of students commuting throughout the year. City campus is normally empty and not a lot of people use the library services.	
Assessments & exams	Course Reps in Biosciences & Chemistry (undergrad and postgrad) shared students wanted longer time for exams (5+). Additionally, they asked as to why the exams were so cramped in the beginning of May, when the rest of the May is free.	Biosciences & Chemistry
	Level 5 Chemistry students shared they would like more time to complete their organic chemistry exam (as it was 300 marks, compared to 100 marks from other exams). The reasons for this were shared with these students.	
	Delay in dissertation marking for the Cyber Security course.	Computing
	Assessment stress and support was an issue for Level 5 Humanities students. This is currently being worked on by the Humanities Department Rep.	Humanities

Extracurricular	Level 4 and 5 Course Reps in Biosciences & Chemistry felt that due to not being on campus regularly, they do not take part in Students' Union or other Hallam activities.	Biosciences & Chemistry
	Lack of use of the Humanities Lounge across students in that Department. This is likely tied into a general lack of engagement in that department. Humanities Department Rep is working on this and will hand over to next Department Rep.	Humanities
Other	Estates Team in Cantor were instructing students to leave at 16:30, rather than 17:00 when the building closes. This has been shared with university.	Computing
	Student community and student engagement have been issues across the academic year. These projects will be handed over to the next Department Rep.	Humanities

END.