

ISC15D025

Title: You said, we did – ISD’s response to issues raised by students
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Issue

This paper presents ISD’s current ‘You Said, We Did’ document which aims to raise awareness of actions taken as a result of recent student feedback received.

Recommendation

The recipients are invited to note ISD’s response to issues raised by students in recent months.

Resource Implications

None

Equality and Diversity

All changes to service provision or policy are subject to Equality Impact Assessments when they are implemented

Background

ISD regularly reviews feedback received about our facilities and services and aims to respond to any issues raised in a timely and appropriate way. Feedback is received via a variety of channels including surveys, comment cards, social media and our library.feedback@uea.ac.uk and it.feedback@uea.ac.uk inboxes. Each year prior to the launch of the National Student Survey, ISD compiles a ‘You said, we did’ document which is intended to raise awareness of ISD’s responsiveness to issues raised by students at a time when final year students and postgraduate students are reflecting on their time at UEA in the NSS and PTES surveys.

Discussion

This year’s ‘You said, we did’ document highlights changes made in a number of areas to improve the student experience and address any concerns raised by students.

You said: “More access to PCs during peak times. It is often frustrating to find a PC in the library just for 10 minutes to print something!”

We have put 4 stand-up PCs near the printers on Floor 0 which we hope will ease the problem of finding a free PC when you need to just print your work out. You can also use the remote student desktop and can send jobs to PrintPlus+ from your own device by visiting <http://www.uea.ac.uk/printplus> or by emailing documents to printplus.bw@uea.ac.uk or printplus.colour@uea.ac.uk.

You said: “Allow food and coffee into library. We need areas where you can eat and study within the library”

We have changed the rules on food & drink in the Library so that drinks in lidded cups are now allowed in all areas of the Library and cold snacks are allowed on both Floor 0 and Floor1

You said: "More e-books and more course material should be put on Blackboard"

Last semester, the library launched Reading Online – a major new service aiming to provide a much greater volume of course reading material online. The service can be accessed now via Blackboard from the ‘My Studies Menu’ within Blackboard.

You said: “We need supported software for students with learning needs e.g. computers programmes for dyslexics”

ClaroRead Plus, software for supporting reading and writing, is now networked on all student PCs on campus. You can also access the software on your own device via the remote student desktop service.

You said: “Individual study room bookings need to be done more efficiently. The bookable group study room website needs to update more regularly!”

From the start of this academic year we have introduced a new webpage for booking group study rooms that links through to an availability screen, which we hope makes the system of booking these rooms easier. We plan to roll this out to the individual study rooms as well, once we have made some further improvements to the system, such as a more frequent refresh rate for the availability screen and an ability to cancel bookings.