

ISC16D026

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, Staff Student Liaison Committees (SSLCs), 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 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: “There is no space in the IT/library, and means it's hard to find anywhere to study during exam season. Library space is far too limited for the amount of students accessing it”

We have secured funding for refurbishment plans which we hope will create around 150 additional study spaces for students ready for the start of the 2017-18 academic year. Meanwhile we are providing information, updated twice a day, on occupancy levels in different parts of the building to make it easier for you to find the kind of space you are looking for. We will also be introducing more desk dividers to encourage maximum use of the available space.

You said: “Essential readings should be made more available either by having them available online, part-scanned or by having more copies in stock.”

As part of our new ‘digital first’ policy, the Library aims to provide e-books whenever possible and to significantly increase the numbers of e-books provided for students. We are also working with Schools to encourage greater use of the Talis Reading List software which provides online access to material on reading lists.

You said: “Computer facilities are poor, very slow computers”

We have replaced over 150 computers in the main IT labs in the Library with new, faster, smaller footprint PCs, all of which have large monitors.

You said: “There are not enough computers to use in the PGT study room”

We have installed an extra 12 computers in the Postgraduate Taught Study Room in the Library and an extra 2 computers in the Postgraduate Research Study Room.

You said: “DVD loans need to be longer than one day”

From the start of this academic year we have made all DVD loans 3 days.