

# YOU SAID WE DID

Here's how we've used the feedback you've given us through surveys, focus groups and more to drive the changes you wanted to see at the University of Hertfordshire

## COVID-19 IMPACT REPORT

You told us that the COVID-19 pandemic had impacted your studies, your **wellbeing** and had negatively impacted you financially. This was felt more strongly by **disabled and international students**.

We lobbied the University to take action to support students and to consider the additional impact on marginalised students. The University agreed to carry out an **Equality Impact Assessment**. We created a **Student Wellbeing Guide** so students know where to access support.

## STUDENT ACADEMIC SATISFACTION SURVEY

SEMESTER A

You told us that you were struggling with **online learning**, especially if you needed access to specialist equipment or spaces. You also told us you were having issues with last minute **timetable changes**.

The University used this research to inform their November lockdown plans, and agreed to **keep as much face-to-face teaching as possible**, prioritising students who needed access to specialist equipment/ spaces. We lobbied the University to agree to **limit last minute timetable changes**.

## STUDENT ACADEMIC SATISFACTION SURVEY

SEMESTER B

You told us that you were facing **unexpected course-related costs**, and struggling to afford them. You also told us that the many of you did not have consistent access to a **Personal Tutor**.

The lists sent to new students informing them what costs they might have to pay for their course is being **reviewed**, to **ensure they are accurate**. We are working with the University's communications team to ensure they are communicated effectively. The Pro-VC for Education and Student Experience has agreed to standardise the **Personal Tutoring Framework** to ensure **all students have a positive experience**.

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Hertfordshire  
Students' Union