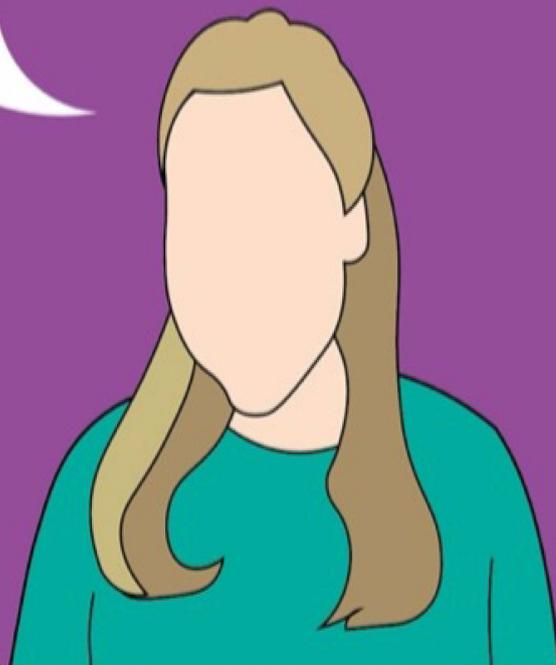


FEEDBACK FORTNIGHT IS HERE

HOW ARE YOU GETTING
ON AT UOG?



Feedback Fortnight Report

The Students' Union ran their first Feedback Fortnight of the year between 5th-22nd November. The dates were extended in order to maximise student engagement.

This Feedback Fortnight was structured around the question: **'How are you getting on at UoG?'** and was associated with our Welfare and Diversity Officer's campaign "Don't Drop Out, Drop In" so the survey questions were developed with this in mind.

As well as social media coverage of the campaign, we also provided physical promotional materials for the first time in the form of Feedback Fortnight Envelopes. These were placed on each campus in the SU spaces and contained small items linked to the campaign, in addition to a QR code to encourage them to provide feedback. The envelopes had the following statements displayed on the front of them:

- **Open me when you need a pick me up**
- **Open me when you are stressed**
- **Open me when you need a break**
- **Open me when you are feeling low**

During this time the additional Feedback Fortnight survey was added to the landing page of Voice it at <https://www.uogsu.com/feedback/voiceit/> but the standard survey remained available.

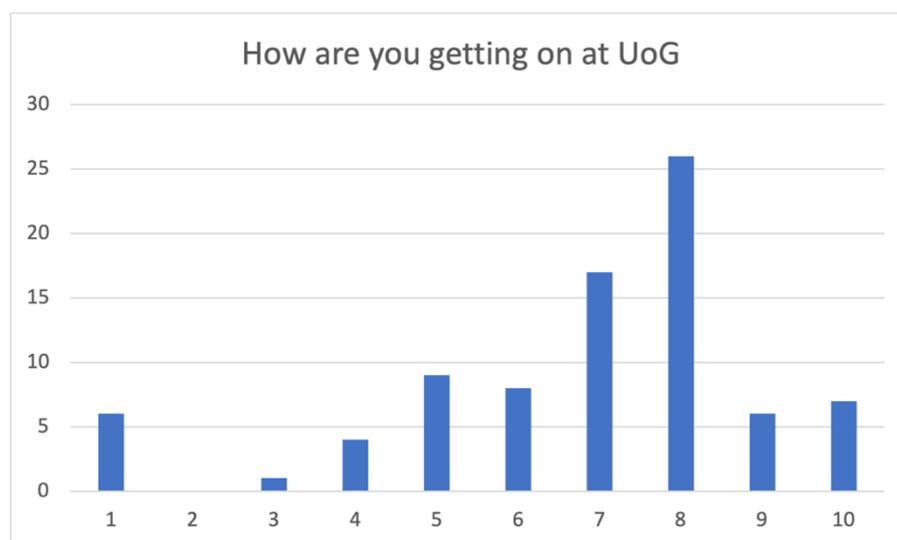
Students were asked to answer the following questions in the survey:

Over 70% of students comments were positive saying they were getting on well at university

- On a scale from 1 (getting on badly)-10 (getting on well) how are you getting on at UoG?
- Feel free to elaborate on how you are getting on at UoG
- Is there anything the Students' Union (SU) could do to improve your experience at UoG?
- Do you feel part of the UoG Community?
- Is there anything that would make you feel more part of the UoG community?

During this period, we heard from 115 students which is a reduction on the previous Feedback which received 342 responses. We are mindful to take into account that there has been a change in Covid restrictions since the last Feedback Fortnight and an increased return to campus which has improved students' experience.

Of those we heard from, 30% of them commented on how they were not getting on well at university and how their experience could be improved, these comments will be elaborated in this report.



On the first question we offered a sliding scale so students could rate how they were getting on at UoG from 1-10. The most common answer was 8 suggesting many students were more than satisfied.

The bar chart here shows the responses we had to the sliding scale, only 17% of students selected a five or below for 'How well they are getting on a UoG.' Therefore, this suggests a positive student experience at UoG with 83% of the answers being a 6-10 on the sliding scale.

Students were then invited to elaborate on their answer.

“Joining a sports team has made me feel like part of Team Glos”

72% of Students who elaborated on their answer noted they were getting on positively at UoG:

- **"I'm enjoying and have made loads of new friends"**
- **"I'm doing great I'm glad things are back to almost normalcy"**

These comments imply most students who completed FF seem to be enjoying their time at UoG with a specific focus on the increased opportunities for socializing and connecting with others since the ease of Covid restrictions. Students are able to experience what they missed out on previously, such as in-person teaching, being on campus and meeting friends. Thus it is crucial to see the importance students give to the ability to enjoy a wider university experience.

17% of Students who elaborated on their answer noted that they were struggling academically.

A reoccurring theme that was highlighted in the responses was the academic pressure. This has been heightened in the adjustment back at university. This is especially a significant leap for those who did not have the experience of A levels so are entering university at a different level. It is also important to note the difficulties in the transition back to in-person learning as the students who fed back are struggling facing with multiple assignments and responsibilities:

- **"It's nice to be back on campus but struggling more this year"**
- **"Learning going well, struggling slightly with the workload but coping"**
- **"Just trying to get grips with the uni life and work load management"**

8% of Students who elaborated on their answer noted that they were feeling lonely, mainly struggling to connect and make friends.

- **"Still struggling to make friends. It can be a bit lonely sometimes. All the staff are good at making me feel welcome"**
- **"more isolated as a PG though"**

"A lot of work for third year, not a lot of transition support from covid times to being back on campus"

‘Student union bars being open’

The survey asked students **if there is** anything the SU could do to improve **student** experience.

35% responses called for the SU to open its bars. This idea also came through 'Change It', our Ideas forum so is something that students are talking about in various ways.

- **"Open the SU bars"**
- **"Re-open campus bars. Events to make up for a lack of freshers week"**
- **"Better advertising of events throughout the year"**

This idea of 'making up for missing out' shows that many are getting on at UoG but want a rounded student experience. However, we trialled having the bars open for the first two weeks of the year and saw a £2,500 loss due to lack of use. The SU asked the University for investment prior to the year to support it being open on regular hours to support student experience, but it was denied.

12% mentioned increased student support

- **This shows that this continues to be of value to students especially through the pandemic and as we move out of the pandemic.**
- **"More emphasis on mental health help"**
- **"Offer 1 to 1 chats with students who would like some student support"**

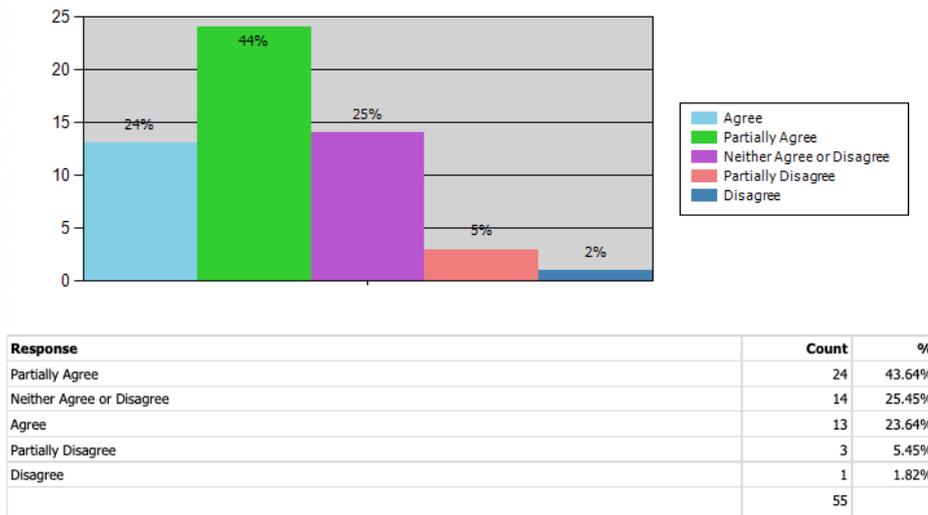
There were calls for more events, perhaps for students to create these connections and find their communities.

- **‘More events/ activities at FCH’**
- **‘More varied events for people who aren’t getting on with their flat- text line from security? Phone calls make me anxious’**

It is also important to note 32% of responses were ambivalent to this question

- **‘Don’t think so’**
- **‘Not sure’**
- **‘Nothing I can think of’**

com: Do you feel part of the UOG Community



The responses from our question of ‘Do you Feel Part of the UoG Community’ shows a distinct agreement to the statement, with only 7% of respondents disagreeing. As a result, 67% of our members say they feel part of the UoG community.

The survey finished by asking if there is anything that would make you feel more part of the UoG community .

As most responded that they felt part of the community, there weren't many suggestions of ways to improve, due to 45% of responses being ambivalent to the question.

However, 23% of students once again noted the bars and events would improve their sense of community

- More events as they only seemed to be events for fresher’s and then they stopped’
- ‘More events at SU bar not just for societies but for everyone’

“I’m not sure, I don’t feel very connected to my course or the uni in general, but I think this is because we missed so much time due to covid”

There was also a mention of sport being an important way many feel part of the UoG community but experienced barriers in being able to access

- Sports could be cheaper, expensive to attend matches even Friendlies. More communication between Chelt and Gloucester campuses’

“More promotion of societies that aren’t sports”

To conclude the Feedback Fortnight report: overall, the comments were positive, the reoccurring themes were events, opening of bars and support in returning to life after Covid whether this be support in making friends or events or mental health support. We will take these findings, and implement positive changes, such as adjusting our events communication and developing more varied involvement.