

School of Wales Institute for Work-based Learning

The issues you raise via student reps, module feedback and student surveys are used to make decisions at every level of the University. We want to let you know what happens with your ideas and comments and update you on the work we're doing to improve your student experience.

It's Done

Use this box for actions that have been completed and changes that have been made

Email response time now formalised;
Dissertation supervisors and one-to-one support;
Reading List – ensure learners know at the outset that they are not expected to read every page of every book;
Consistent and moderated feedback provided with areas for development;
Academic Writing – further support offered and taken.

We Can't Solve This Right Now

This section is for those areas which can't be changed, this area should be used rarely

Provision of Refreshments on induction days (budgetary constraint);
Folders for learners for each module (budgetary constraint);
Noise from pile driver on construction site (temporary);
Poor class size when learners are unable to attend due to work commitments;
Parking

We're Working On It

Areas where work is ongoing, try to include timings if possible e.g. the new studio space will be available from February or we've taken this to a student experience convention.

Moodle access – guide to accessing is currently being developed;
Personal Tutors allocated on the first module to avoid long periods between modules;
Inductions should be less focussed and reliant on PowerPoint slides – more activities to be included;
Consider using more Case Studies as part of teaching;
Welcome video to be produced by Student Union to illustrate how they can support learners;
Student Union will create a chat area for all learners to discuss concerns;
Issues concerning distance learners and library provision.

