

We heard...	So we...
<p>The University has a strategic partnership with BAE systems. Why does the University have a strategic partnership with a company which is argued to be unethical, does the university agree with their behaviour?</p>	<p>Southampton is one of the UK's leading universities for research in engineering and computer science and is recognised internationally for the quality of this research.</p> <p>The University undertakes work in partnership with leading UK engineering companies, including BAE Systems, with whom Southampton has a strategic framework agreement to foster research, education and consultancy.</p> <p>The University greatly values this and other strategic relationships with leading companies, and believes that such partnerships are in the national interest – as well as being of great value to our students. Many other leading UK universities have a similar relationship with BAE Systems.</p>
<p>Would the University sign up to an organisation which supports ethical supply chains and monitors production? For example https://peopleandplanet.org/sweat-shop-free/electronics-watch</p>	<p>The University makes every effort to ensure an ethical approach to procurement; as a member of the Southern University Procurement Consortium (SUPC), a significant proportion of our hardware is procured in line with the Higher Education Framework Agreement. Additionally, through our membership to SUPC and their affiliation with the Electronics Watch Initiative, we receive a number of benefits associated with the Electronics Watch. Further information on the joint efforts of SUPC and Electronics Watch can be found here. Going forward, we're open to exploring whether the University would benefit further from also being directly affiliated with Electronics Watch.</p> <p>We also operate under the University's 2015 Modern Slavery and Human Trafficking Statement, which we will look to review in line with any legislative changes, stemming from the recent Parliamentary debates on this important matter.</p>
<p>Would the University be able to provide temporary accommodation or short term lettings for students that are off site for most of the academic year on placements?</p>	<p>We're aware of the different needs of our students, including those on placement, and endeavour to accommodate Halls requests where we can (based on availability). We prioritise students who require a place in Halls for academic reasons, such as exams, above other short term requests. Currently, we offer single semester contracts for Health Sciences students who undertake placements for one semester. In addition, we frequently provide accommodation to final year healthcare students during the summer, after their private rented contracts have ended.</p> <p>For postgraduate students, our usual contract is 51 weeks and covers the start of the academic year to mid-September, a week before the start of the next academic year. For the academic year 2017-18 this is from 23 September 2017 to 15 September 2018. Unfortunately, we're usually unable to offer short term contracts beyond this date, as the accommodation is required for incoming students. However, if we have a clear indication as to which rooms will be vacant within our accommodation or via affiliated private landlords, we'll be happy to offer these on short term contracts to students who remain enrolled. In addition, we're able to offer 11 week contracts over the summer period, for any postgraduates whose private accommodation contracts end on 1 July.</p>
<p>Could iSolutions provide more support in the evening and/or over the weekend?</p>	<p>We appreciate that students work in the evenings and on weekends during times which fall outside the working hours of our IT support service. We understand that this can lead to frustration and anxiety, especially at key points throughout the year.</p> <p>As part of an ongoing project, we've been talking to students about their IT needs and how we're currently meeting them. There is a clear level of demand for out of hours support and we're currently working on ways to respond to this particular issue. One of our priorities is to look at ways in which we may be able to support our students in a more flexible manner.</p> <p>Although we are looking at how we can provide more flexible services, it is worth noting we currently offer a number of on-line resources to support students with IT related issues both during and outside of core working hours. Please refer to the following webpage: https://www.southampton.ac.uk/isolutions/getting-help/index.page</p> <p>If you require further support or are not able to find the information you need, please raise a ticket with ServiceLine using this link: https://sotonproduction.service-now.com/soton/it.do</p>
<p>Where students are working off site e.g. on placement, it is difficult to complete work required when issues are encountered with local IT networks or connections.</p>	<p>The Faculty of Medicine expects students to have access to Wi-Fi whilst on placement, and this is one of the questions we ask when we complete quality assurance visits to our placement providers.</p> <p>One aspect causing difficulty may be a potential lack of access to Wi-Fi in the accommodation blocks when on placement with the NHS Trusts, our suggestion in these cases is for students to invest in an internet dongle with a data contract. This being said, most, if not all placement sites allow students 24 hour access to library facilities where Wi-Fi access is provided.</p> <p>If you experience any issues whilst on placement as a student, we encourage you to report them to the student enquiries office (Tel: +44 (0)23 8059 5571, email: studentoffice.fm@soton.ac.uk)</p>

	<p>Further information which may be useful when working off campus and seeking to reach University of Southampton resources can be found at: http://library.soton.ac.uk/offcampus_access</p>
<p>The University of Southampton has previously been within the top 100 universities in the international rankings (THE), but is currently dropping down the league tables. I would like to hear your comments on this.</p>	<p>Firstly, it's important to discuss the way the international league tables work. For example; the ratings are influenced by a variety of factors including journals and Nobel prizes won. There are also more subjective factors, which include inviting academics from around the world to nominate the universities they consider significant to them. Many universities run campaigns to try and get academics to vote for their universities, for example, universities in Australia. However, no UK universities do this, and this subsequently has some impact on ratings. All UK universities have dropped within the rankings, and whilst we aren't suggesting this is a good thing, we can see that nothing in particular has changed. Some individual subjects have gone up in the league tables.</p> <p>All league tables are historic, and actions which we've implemented as a Higher Education institution in the previous four years will not be visible until a couple of years' time.</p> <p>More recently, we've completed a successful visit to India and currently have the honour of being the only UK university to have a ministerial relationship with the top 5 universities in China. We've also raised a lot of money to improve campus facilities. We're aware that progression to higher rankings within league tables is a slow process, but we're keen to see this improve and it is being treated as a priority. One of the aims of our University strategy is to return to a placing in the top 100 at the earliest possible opportunity – and we believe that we're making excellent strides to regain that status.</p>
<p>We would like to have recorded lectures, particularly as they are the official recommended practice for some subjects. Can you do anything to encourage lectures to do this?</p>	<p>Lecture capture is not currently compulsory across the university; it remains optional for lecturers. However many lectures are currently captured via Panopto.</p> <p>Recording lectures is a current discussion at the Education Strategy Executive Group, with input from SUSU VP Education, and work has been commissioned on the infrastructure requirements needed in relation to the storage of lecture recordings and to scale up availability,</p> <p>This is recognised as an important issue and is being explored at some pace, but unfortunately we are not currently in a position where we can make the recording of all lectures mandatory. We hope that this will change in the near future, once the required work has been fully scoped and implemented.</p>
<p>Some of the lecture rooms are too hot. How can students report issues like this?</p>	<p>The University is aware of an ongoing issue around heating and ventilation in certain central and CLS spaces, this is something that is continually under review and is consistently being monitored. If you feel a space is too hot/cold, please report the issue via ServiceLine and the Estates team will then pick this up.</p> <p>Details of how to report a problem within CLS space are available via the following link: https://www.southampton.ac.uk/studentadmin/timetabling/common-learning/index.page</p> <p>A copy of Timetable & Common Learning Space Management Policy is available via the following link: https://cdn.southampton.ac.uk/assets/imported/transforms/content-block/UsefulDownloads_Download/89112011DC2E4F89AEB1DB237C745A2F/timetabling-clis-policy-201617.pdf#_ga=2.87162769.8810592.1510137784-807899587.1503668123</p>
<p>Is there any way that some subjects, for example International Banking, could run seminars to make sure all students are up to the same level/standard or knowledge?</p>	<p>The Department and Business School would be interested to hear your views on how we could facilitate such a seminar on basic finance, or provide a source of further information on such a topic to help our postgraduate students re-familiarise themselves with introductory material. Please feel free to contact Tom Chapman, Director of Postgraduate Programmes (t.r.chapman@soton.ac.uk) to discuss your ideas further.</p> <p>The Department of Banking and Finance in the Business School currently offers Research Seminar programmes that have traditionally been delivered at a level to support the independent nature of the PhD programme, within the confines of specific areas of research. For our taught postgraduate programmes, such as International Banking and Finance Studies, we also include guest speakers presenting on topics of interest within the programme or module of study.</p>

<p>Can the university timetable be downloaded onto my phone calendar?</p>	<p>We explored calendar functionality during the previous upgrade of the timetabling system and unfortunately, the current software isn't able to offer this function. However, we're due to go to tender for a new timetabling system shortly, and this request will be on our wish list and is something we'll be looking at closely.</p> <p>If you have any other suggestions, please email timetabling at: timetabling@southampton.ac.uk</p> <p>We are also setting up an advisory group of students for all things timetable related, so if you would like to be involved or have an idea of something we should look at, all suggestions are gratefully received to the above address.</p>
<p>Can the university put more emphasis on student to staff feedback?</p>	<p>The University is committed to hearing our students' feedback and about their experiences. We facilitate this in many ways, including: the academic student representation system, through student involvement in our quality processes such as Programme Validation, and through the NSS and other surveys. The University is continually looking for new opportunities and platforms for students to feedback on their experiences.</p> <p>With this in mind, the University has launched a specific feedback button which is available on SUSSED, student desktops and the MySouthampton App. This button enables students to provide feedback about anything, at any time.</p> <p>The University takes mid-module feedback very seriously, and it is something which can have an almost immediate impact. Module evaluation is also important and again, we are continually developing the way in which we gather this information. All module leaders are required to reflect on feedback received from module evaluations and increasingly, teaching staff are making use of mid module feedback.</p> <p>The academic representative network is an important platform for student to staff feedback, so please do encourage fellow students to talk with their academic representative who will have ideal opportunities to raise issues and represent students' views.</p>
<p>How do I report issues I have experienced with regards to discrimination either by someone within the University or by services connected to the University e.g. Unilink.</p>	<p>It is important you know that any experiences of harassment, including hate crime, in the local community or the University itself should not be tolerated.</p> <p>Depending on how serious the issue is, you may consider contacting the police. If you or someone else is in immediate danger, you should dial 999. For less urgent cases which don't need an emergency response, you can visit any police station, call 101, or call Crimestoppers on Tel: +44 (0)8 0055 5111.</p> <p>The University offers a confidential service to both students and staff who feel they are being bullied or harassed. You can find more details through the following link: https://www.southampton.ac.uk/diversity/how_we_support_diversity/harassment_contacts.page</p> <p>You can report harassment or hate crime to Southampton City Council using an online form available through the following link: http://www.southampton.gov.uk/people-places/community-safety/hate-crime-harassment.aspx</p> <p>In the specific example of a problem with a bus driver, if the driver is a Uni-Link driver then please contact Adam Tewkesbury, University Transport Manager by calling Tel: +44 (0)23 8059 3828. You are encouraged to report issues as quickly as possible. Complaints to Unilink can be emailed to: talk2us@unilinkbus.co.uk</p> <p>It is helpful to know that the University operates 24 hours a day every day of the year and is always available to assist students on issues relating to the above. You can call Emergencies (internal only) on ext. 3311 or externally Tel: +44 (0)23 8059 3311. You can also call Enquiries on ext. 22811 or externally Tel: +44 (0)23 8059 2811. Security have access to an on-call Student Services' manager 24/7, 365 days a year.</p> <p>You may also consider visiting Student Services' daily drop-in for advice and support on the above type of issues. This drop-in service is available 13:00 – 15:00, Monday to Friday (during term time) and 13:00 – 15:00 Monday, Wednesday and Friday (out of term time). If you cannot attend a drop-in on Highfield, you can call on Tel: +44 (0)23 8059 7488 or email: firstsupport@soton.ac.uk. Alternatively, you can contact the service online via Live Chat, which is available between 14:00 – 16:00, Monday to Friday, via the following link: https://www.southampton.ac.uk/edusupport/live-chat.page</p> <p>Additionally, whether you live in Halls or in the local private sector, all students have access to the Student Life team. Available 24 hours a day, seven days a week, 365 days a year, Student Life are based within Halls of Residence. You can contact the Student Life Team by calling Tel: +44 (0)23 8059 8180 or emailing them at: studentlife@soton.ac.uk. Alternatively, you can visit them at your nearest Halls of Residence.</p> <p>The University is also a member of the city wide Safer Students Forum. The Forum forms a joined-up approach to community issues affecting students and discusses locally workable solutions. The group brings together both the University of Southampton and Southampton Solent University, as well their Students' Unions, colleges, police, elected representatives and Southampton City Council staff. Discussions have led to a coordinated Police presence in the community at key points in the year, additional refuse collections and joint campaigns on noise, crime and alcohol awareness.</p>
<p>"National Oceanography Centre has amazing resources but there is only one lecture theatre and I am</p>	<p>The University recognises the need for and importance of clear communication being provided at Open Days and in the information provided about the programme of study.</p>

<p>not based there at all, despite studying on a joint honours programme. How can we encourage students to be able to use those facilities other than to just going there to get a book out from the library? “</p> <p>“First year student was led to believe when choosing her course that she would be spending more time at NOCS in the first year and chose accommodation between Highfield and NOCS, there is a need to use the School office at NOCS when most of their time is spent up at Highfield”</p> <p>“Is there a reason why more first year lectures are not timetabled at NOCS?”</p>	<p>The open day admissions talk emphasises that first year lectures take place at Highfield, with practicals taking place at NOCS. This has been the position for a number of years. Our working philosophy is that all year 2 and onwards SOES modules are taught entirely at NOCS, but there have been exceptions in the past. We will be making sure that this is emphasised.</p> <p>Timetabling of lectures is managed centrally, and the number of students taking any single module is matched with the capacity of lecture theatres, thereby influencing where lectures are scheduled to be held.</p> <p>Biology and Marine Biology are administered by OES and the student office is at NOCS. We also have some functions managed through student reception in B85 at Highfield Campus (Biological Sciences building), such as receiving printed coursework and making available the various forms that students may need to complete, such as for deadline extensions. The OES office can be contacted by email at: sofnes.soes@soton.ac.uk. The webpage information referred to is being corrected.</p>
<p>“I would have thought there were student societies to attend at NOCS”</p>	<p>NOCSOC is based at NOCS and is a society for all OES students. In addition, students are welcome to attend the various seminars held at NOCS, especially the Friday afternoon seminar. Additionally, a number of OES students volunteer in the aquarium at NOCS as well as the Discovery collection, which they find rewarding.</p>
<p>We are given dates when we can expect to receive our results. Often these deadlines are missed or the return date is changed without notice. Can Faculties be more transparent and ensure deadlines at met?</p>	<p>The specific issues raised have been passed on to the Faculty. Opportunities to provide feedback and to discuss general concerns have been held with final year students and more recently with second years. The Faculty Officer also met with the Associate Dean regarding feedback and return of results. Individual responses will be provided where difficulties are encountered by individual students.</p>
<p>We are entitled to our NHS placement costs being reimbursed. We have completed the relevant forms, but have not received reimbursement</p>	<p>The University is aware of issues relating to delayed reimbursements, which have mostly occurred due to unavoidable issues linked with NHS developments, We will ensure that our students have a clear understanding of how and when to submit claims and will see to it that this information is added to the placements Blackboard site.</p>
<p>For some courses the quantity of books don't reflect the demand, can more e-books be sourced?</p>	<p>We would like to reassure students that we invest in electronic copies wherever possible, and have recently introduced a policy of always buying an electronic licence for books on reading lists, if a suitable one is available. We also subscribe to many e-book packages, for example Academic Complete which contains over a hundred thousand e-books covering all subjects, and a forthcoming subscription to over 300 titles in Law is being purchased in response to student feedback.</p> <p>Where an e-book isn't available, we advise placing a hold on a printed copy of the title you're having trouble getting hold of. You can find out more about placing items on hold via the following link: http://library.soton.ac.uk/loans/loansug</p> <p>In some cases, within permitted copyright limits, we can arrange to digitise particular chapters of books and add these to the course collection, where they can then be viewed by all students on a module. Further information on course collections can be found via the following link: http://library.soton.ac.uk/c.php?q=131273&p=858728</p> <p>The Library is always here to help if you are having difficulty getting access to a particular book. Please email: libenqs@soton.ac.uk</p>

<p>Sport and Membership prices have increased this year. Why have the prices been increased?</p> <p>I am a member of a sports club/society. Why do I have to pay for Sport and Wellbeing membership in addition to the cost of taking part in the club/society?</p>	<p>The Students' Union and Sports & Wellbeing members previously raised issues about overcrowding of the gym/facilities at peak times, as well as a lack of flexibility in regards to how sport could be paid for and accessed. The overcrowding meant that members were not able to access equipment and facilities to work out safely.</p> <p>In 2015-16 we undertook a consultation with members and the Students' Union to seek views on how we could improve members' experience regarding these issues. The result of this consultation was the introduction of a tiered membership, so that members have greater choice regarding when they access and how much they pay to use the facilities. Members can now 'pay-as-they-play' or pay up front for either a peak performer (£230) or frequent fitness (£165) membership. After further consultation with the Students' Union, we introduced the sports pass (£110) for those who only wish to access Athletic Union sports clubs or intra mural sport.</p> <p>Reviewing the gym usage for the first part of term (semester 1, academic year 2017-18), we're pleased to say that the extreme peak periods we used to experience have evened out across our opening hours, and that the current peak time is more pleasant to work out in in the Jubilee. Our quieter periods have also become (pleasantly) busier.</p> <p>It is true that the peak performer membership is more expensive than the 2016-17 full membership price. In choosing our price points, we have had to balance the introduction of some cheaper memberships (pay as you go and sports pass) with the need to generate enough income to be able to re-invest in our facilities without reducing the amount of income generated by our memberships. We do not make a profit as a service, but are required to break even and, if a small surplus is generated, we now reinvest this to the benefit of all.</p> <p>We take on board all the feedback from our members regarding what our priorities should be in order to improve our sporting estate. For example, in the last two years we've refurbished changing rooms, re-surfaced the 3G pitch and introduced drainage to a number of pitches at Wide Lane. In addition, the Martial Arts room has been completely refurbished, we've replaced cardio equipment in the Jubilee and of course, we have new facilities at Mayflower Halls. We are currently working on plans to replace further equipment in the Jubilee Gym, replace an old boat shed with a state of the art new one at the Watersports Centre, and will hopefully be able to invest in a new changing village for the swimming pool on Highfield Campus.</p> <p>Our membership price is still competitive when we benchmark against other University Gyms. You can access the Southampton City Council facilities via Active Nation as part of your membership and in fact this year, if you have a full membership with us, you can access University Gyms in your home town for free as we've signed up to the UNiversal scheme run by BUCS.</p> <p>Finally, we are meeting with MedSoc to discuss their particular needs and access difficulties so that we can provide a better offering for our medical students.</p> <p>We place significant importance on developing our offering for sport, as well as your wellbeing. If you have any ideas as to how we can do even better, please keep letting us know, we value your input. You can email us at the following address: sportwel@soton.ac.uk</p>
<p>Many employers ask students to complete a psychometric test as part of their job application. Can the University provide students with advice and help on how to do these tests?</p>	<p>The Careers and Employability Service offer a supportive programme of Careers events which include a number of workshops/activities supporting the use of psychometric tests. A number of these are hosted by employers and take place in the evening. A full schedule of activities can be found via the following link:</p> <p>https://www.southampton.ac.uk/careers/students/events-workshops-fairs/calendar.page</p>
<p>Could you please explain how students can change their module choices to do modules outside of their programme of study e.g. a finance module as part of a non-finance course?</p>	<p>We want students to have a wide ranging experience at the University. We are looking at how we improve the management of option choices to support students seeking to make option choices from outside their programme of study. However, it is difficult to make all combinations of options available to all, within each programme there will be constraints linked with the core requirements of the particular programme, or for practical reasons. This is an area we are reviewing and seeking to improve.</p>

Questions (themes) raised from the Library Forum Board and through other channels:

You said...	Follow up...
<p>Would the University look into running more buses during peak times?</p>	<p>We know that at times, the buses can become full. The capacity of a double decker bus is 90 people. We respond to peak periods by providing a higher frequency of buses on affected routes, seeking to ensure that the wait for the next bus is as short as possible. For example, the U1 bus, which collects from Wessex Lane Halls, runs at a 7 minute frequency during peak times. We're constantly assessing the demand for our buses by utilising the data from the buses themselves, as well as driver and passenger feedback.</p> <p>Unilink encourage you to share your feedback, and to report any issues you may have experienced, by contacting them via email at: talk2us@unilinkbus.co.uk or by calling Tel: +44 (0)23 8059 5974 between 09:30 - 16:00, Monday - Friday.</p>
<p>Can we have better communication around financial support available to eligible students, including bursaries and scholarships?</p>	<p>The Student Services Centre has reviewed the information about financial to develop a new communication strategy this semester, providing information and signposting for bursaries and scholarships. This has involved additional promotion and a programme of outreach activities in halls and campuses. In addition, this semester has seen the expansion of the drop-in support available for students seeking financial advice, which is proving very popular.</p> <p>You can find more information via the following link:</p> <p>https://www.southampton.ac.uk/student-services/money-matters/index.page</p>
<p>Does the university/Union provide quiet chill-out areas for students struggling with stress or anxiety?</p>	<p>The Students' Union and University provide a number of different spaces across our campuses. The University Library provides a variety of different study spaces for both individual and group work. In terms of a quiet chill out area, all students have access to the University's Faith and Reflection Centre (House 41, University Road, Highfield Campus), Clarkson Room (located near the Nuffield Theatre) which provides a safe and quiet space. There are also a number of outside spaces such as Valley Gardens, which provide peaceful areas for rest and relaxation.</p> <p>We're aware that the demand for this type of space is increasing. With this in mind, the University is looking to publish a list of all the different spaces across our campuses for both study and chill-out. This list will be available before Christmas 2017.</p> <p>The Students' Union will be launching a vlog, which will share details of all of their 'secret study spaces' across the University and Union buildings. The Union's Education Zone is also running a consultation over the next month into what chill-out spaces would be welcomed within building 42. If you have suggestions or ideas on how this space could be used, please stop by the Union's 'Coffee and Consultation' event on the Redbrick on Tuesday 5 December 2017.</p> <p>If you have suggestions or ideas about how the Union could be using its space better, please get in touch with the Student Union's VP Education, Samuel Dedman, by emailing: vpeducation@susu.org</p> <p>If you're struggling with stress or anxiety, please get in touch with some of the University and Union's different student support services. These services include:</p> <p>Enabling Services Drop-In: Available every day during term-time (Monday, Wednesday, and Friday during vacations) from 13:00 – 15:00. Students can meet an Advisor (without the need for an appointment) to discuss any problems or concerns they may have and to find out more about the support that may be available to them. Staff are also available to call on Tel: +44 (0)23 8059 7726 or via the online chat service, available 14:00 – 16:00, Monday – Friday via the following link:</p> <p>https://www.southampton.ac.uk/edusupport/livechat.page</p> <p>Students' Union Advice Centre: Provides all students with free, independent, confidential advice and representation in a friendly, relaxed environment. The Advice Centre can be found on Level 3 of Building 40 on the Highfield Campus, and can be contacted by email at: advice@susu.org or called on Tel: +44 (0)23 8059 2085.</p> <p>Online Self Help Guides: In partnership with the NHS, we provide a series of online self-help guides which are accessible by all students. The topics include anxiety, depression, stress, and many more. There are also a variety of online workshops focusing on issues such as worry management, stress reduction, homesickness and sleep; these can be found on the Enabling Services website via the following link:</p> <p>https://www.southampton.ac.uk/edusupport/mental_health_and_wellbeing/online_workshops/index.page</p>
<p>What does Enabling Services offer to support students suffering with mental health problems?</p>	<p>Self-Help Enabling Services (in conjunction with the NHS) have produced a range of self-help guides that are available on our website. The guides are written by NHS Clinical Psychologists with contributions from service users and healthcare staff. They offer the opportunity to find out more about the causes of mental health issues and provide tools to work through</p>

	<p>feelings and emotions. They also include information about the services available through Enabling Services. The topics include anxiety, depression, PTSD, stress, and many more. There are also a variety of online workshops focusing on issues such as worry management, stress reduction, homesickness and sleep. These can be found on the Enabling Services website via the following link: https://www.southampton.ac.uk/edusupport/index.page</p> <p>First Support First Support provide support to students who may be facing significant difficulties in their life or dealing with a crisis, including mental health difficulties. The team provide the opportunity to explore what support options might be helpful for students, both internal and external to the University. The appointment may focus on current coping strategies to, or look at ways to develop new supportive behaviours. This support is offered in a number of ways including by email, telephone or skype, and via face-to-face appointments.</p> <p>Counselling The University Counselling Service provides short-term counselling for students. Counselling is an opportunity to discuss any concerns or issues in a supportive and safe environment. A counsellor will work with a student to help them understand what is going on, and how to find a positive way forward.</p> <p>Hypnotherapy The University offers short-term hypnotherapy sessions for students and is particularly suited to students experiencing high levels of anxiety, though it is also effective for treating a variety of other conditions and symptoms.</p> <p>Drop-In Our Drop-In sessions are available every day during term-time (Monday, Wednesday and Friday during vacations) from 13:00 – 15:00 and provide students with the opportunity to meet with an Advisor, without the need for an appointment, to discuss any problems or concerns they may have and to find out more about the support that may be available to them.</p> <p>Disability Support Students with a long-term mental health condition can register with the Disability team to explore support such as additional exam arrangements or accessing the Disabled Students Allowance.</p> <p>Mindfulness Mindful Friday: These sessions take place every Friday during term time, from 13:00 - 13:45. This is an open group and all students are welcome to come along, whether you practice regularly or you want to try it out for the first time. The sessions are an opportunity to practice mindfulness meditation in a small group setting.</p> <p>Mindfulness-Based Stress Reduction 8-week course: In this course, you can learn a range of formal and informal practices including meditation and a variety of cognitive exercises aimed at bringing greater awareness, clarity, concentration and choice to experience. Studies show that this helps to reduce the level of stress we experience.</p> <p>Cognitive Behavioural Therapy (CBT) Enabling Services work closely with local NHS IAPT services who provide CBT free of charge. Some appointments take place on Highfield campus within Enabling Services' buildings.</p> <p>PGR Conversational Group Facilitated by a counsellor from Enabling Services, Postgraduate students can attend this weekly group to discuss any issues that they may be experiencing.</p> <p>The Advice Centre Part of the Students' Union, the Advice Centre aims to provide all students at the University with free, independent, confidential advice and representation in a friendly, relaxed environment. The Advice Centre can be found on Level 3 of Building 40 on Highfield Campus, and can be contacted by emailing: advice@susu.org or called Tel: +44 (0)23 8059 2085.</p>
<p>We would like the University to supply free boiling water across our campuses? At the moment we are charged up to 50p.</p>	<p>From Friday 1 December 2017, free boiling water will be available across all University catering outlets, on the basis that people bring their own cups/flasks to be filled.</p>
<p>Can we have more microwaves across the University to support student's needs?</p>	<p>There are four microwaves available to students located on the Concourse (Floor 4 of Building 42), all of which are available during the building's normal opening hours. This is an increase from the two microwaves the Union had prior to the summer of 2017, and the decision to invest in more was based on the positive student feedback that was received about them.</p> <p>We have also noted the requests for the addition of a microwave to the Hartley Library Cafe and this has been discussed between the Library and the University Catering Team. Our concerns are about hot food being brought into Library study areas which adds to the difficulty we have in keeping study spaces clean due to the exceptionally heavy use of the Library building.</p>

	<p>We offer space adjacent to the café area for students to eat and drink their own food and additionally cold food and non-alcoholic drinks are permitted in specific areas of the Library.</p> <p>We encourage those working at Highfield seeking to heat up food to use the microwaves available in Building 42 during Union building opening hours.</p>
<p>Some of the food available on campus is poor quality and not diverse enough. How can we feedback to catering or make suggestions to them?</p>	<p>We offer a wide variety of food products (including gluten free and vegan) throughout the University's catering outlets and further improvements continue to be made. For example, the past year has seen the following initiatives:</p> <ul style="list-style-type: none"> • The introduction of a 'food theatre' installation in the Piazza, serving a diverse range of foods including Louisianan, Asian and Mexican, which compliments the extensive range of food already provided in this area • Offering a new oriental snack range, which includes ITSU, the high street brand • Expanding the range of hot food on offer at Avenue Campus, to include Oriental and Asian cuisine • The introduction of a 'bowl food' concept in the Arlott Bar <p>We will be carrying out focus group and survey work to further understand what students and staff want in terms of catering provision. This information will direct the type, variety and price of the food available from our outlets in the future. We welcome any feedback you may have on our current offerings, which you can email to: food@soton.ac.uk</p> <p>In addition, we're currently working with our vending provider to improve the service on offer, with additional machines having recently been agreed for installation in Halls of Residence. We'll continue to review the requirements of our students and staff in respect to vending and will make improvements where necessary.</p>
<p>The prices on campus are not always student-friendly, e.g. printing can this be looked at.</p>	<p>The University has a contract for printing services which is retendered on a periodic basis. The current contract meets procurement legislation standards in relation to competitiveness and value for money. The University is currently in the process of retendering the print contract and will continue to strive for the best value possible. The rates that students are charged for printing will be reviewed on completion of the tender exercise and will be revised accordingly, taking into account any changes to the costs of printing.</p> <p>The Students' Union is constantly looking at their prices in the shop to ensure that they are as student friendly as they can be. However, SUSU are open to new ideas and suggestions as to how they could better do this. Please do add your ideas to the Union's You Make Change site for further comment and discussion. You can access You Make Change via the following link:</p> <p>https://www.susu.org/you-make-change/</p>
<p>Can the Students' Union invest in poster boards for societies to display their messages?</p>	<p>The Students' Union has raised this at the latest Operations and Services Advisory Forum on 16 November 2017. In the meantime, if societies would like the Union to retweet or share an event, please get in touch with the relevant sabbatical officer (or Union President if you're not sure), and they'll be more than happy to share things on their work Facebook and Twitter accounts!</p>
<p>Will the University invest in more reliable and better stocked vending machines as the current ones are always breaking?</p>	<p>We're currently working with the vending provider to improve the service being offered, with additional machines agreed for installation in Halls of Residence.</p> <p>We'll continue to review the requirement of our students and staff in respect to vending, as part of our consultation. In terms of timescale, once the report on focus group and survey feedback is received, we'll look to address the vending findings in the procurement of a new vending service.</p>
<p>Can we have fewer assignments?</p>	<p>The University is currently reviewing assessment load and timing within the Assessment and Feedback group as part of our Education Strategy.</p> <p>We're looking to make a shift from assessment on a module-by-module basis, to a part-by-part basis; this is also sometimes described as this system is also known as 'programme level assessment'. Although this will be a shift of perspective, it will lead to more formative work which will help students monitor their own progress and learning, and will mean fewer summative assessments in order for students to demonstrate learning outcomes.</p> <p>Implementing this successfully will require a cultural shift in how we view assessment, and this will take time.</p>
<p>The Students' Union shop is too expensive and charges a fee to use your card. Can this be looked in to?</p>	<p>Flora Noble (Union President) has confirmed that, in line with new legislation, from January 2018 the Students' Union cannot charge for card transactions. As such, these issues will be raised at the Students' Union Making Change Summit, where students can decide how they want to work around this. Make sure you register to vote online by heading to the Student Union's website via the following link:</p> <p>https://www.susu.org/representation/2017/change.html</p> <p>The Students' Union is also constantly looking at their prices in the shop to ensure they're as student friendly as possible.</p>

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Questions raised during networking

<p>Would like a central repository of SSLC minutes (Raised at February Forum)</p>	<p>As result of this query, we will be reviewing how the Student Staff Liaison Committee (SSLC) minutes are stored and how these are made accessible for review.</p>
<p>Provision of CLS rooms (raised by PGR who teaches) – Concerns about insufficient equipment checks as problems encountered leading to delays in starting teaching</p>	<p>We appreciate the valuable feedback you've provided through the student forum and recent student interviews. It was clearly communicated that there is inconsistency in our CLS service, which has negatively impacted the student and teaching experience.</p> <p>To address this issue, we're currently looking at options to make improvements, including the development of the staffing model required to cover Highfield as well as satellite sites. We will, of course, keep you updated as we progress with the options available to us.</p> <p>In the meantime, we would very much appreciate your support on this issue by ensuring that CLS rooms are returned to their original seating layout, and any extra items or equipment brought into the room being removed when you leave. We thank you for your assistance, as it will make a big difference in providing a more consistent experience.</p>