

You said... We listened: Remote Learning Survey May 2020

School/Dept	Copy
General	<p>You said...</p> <p>‘We want online learning support during remote teaching.’</p> <p>We listened...</p> <p>The University has started to provide 1:1 academic advice and guidance tutorials via Collaborate, and virtual drop-in sessions to support our students’ progress.</p>
	<p>You said...</p> <p>‘We need advice on managing our workload in these difficult times.’</p> <p>We listened...</p> <p>The University has supported students with guidance and tools to help them manage their time, and successfully complete assessments and dissertations.</p>
	<p>You said...</p> <p>‘We miss meeting our tutors to discuss academic progress and any issues we’re facing.’</p> <p>We listened...</p> <p>Our tutors have provided one-to-one ‘meetings’ to support our students through these difficult times, giving them space to talk about any academic or wellbeing issues.</p>
	<p>You said...</p> <p>‘I still want to be ready for the world of work, and my future career.’</p> <p>We listened...</p> <p>The careers service has shared resources and webinars relevant to each year group. From using their studies to enhance future employability for first-years, to job-hunting strategies and skills for online interview skills for final-year students. Backed up with ongoing support through the ‘my Bucks career’ site.</p>
	<p>You said...</p> <p>‘We’re struggling financially because we’ve lost the part-time work we rely on.’</p> <p>We listened...</p> <p>The University’s Bucks Emergency Allowance scheme gave £100,000 of financial support to more than 650 students in need.</p>

	<p>You said...</p> <p>‘We want to hear from the University about how Covid-19 will affect our student experience.’</p> <p>We listened...</p> <p>Our Vice-Chancellor and his team have shared video messages and regular emails with students to keep them updated and reassured during these challenging times.</p>
	<p>You said...</p> <p>‘We’re worried that our grades will be impacted by Covid-19.’</p> <p>We listened...</p> <p>Our ‘no detriment’ policy means no student will be disadvantaged from progressing in or completing their studies. They can improve on their grades in the final semester because (unlike other universities) we’re not freezing grades. And we’ve promised that overall marks for the year won’t go down.</p>
	<p>You said...</p> <p>‘We’ve returned home because of Covid-19 and can’t we can’t afford to pay for our halls of residence accommodation.’</p> <p>We listened...</p> <p>We released all students from their summer term accommodation contracts with no penalty, and gave a 75% rent discount to those who chose to remain on campus.</p>
	<p>You said...</p> <p>‘We’re overwhelmed with the amount of public information about Covid-19 and how it will impact on my life.’</p> <p>We listened...</p> <p>The University created a dedicated page on its website with quick links and FAQs to keep our students updated. We update these regularly in response to new queries and concerns.</p>
	<p>You said...</p> <p>‘We want to know what will happen to our studies in the next academic year.’</p> <p>We listened...</p> <p>We’ve confirmed our aim for all our students to receive a blend of face-to-face teaching and online learning from September 2020, in a Covid-safe environment. And that’s for all courses and years of study at Bucks.</p>

School of Art, Design & Performance	<p>You said...</p> <p>'We're disappointed that our Art & Design Summer can't go ahead in June because of Covid-19 restrictions.'</p> <p>We listened...</p> <p>The exhibition will go ahead online, and our students' work will also feature in the high-profile art & design magazine, Aesthetica and on its website.</p>
	<p>You said...</p> <p>'We miss sharing ideas and feedback about our creative work with other students.'</p> <p>We listened...</p> <p>We've created online spaces for students to discuss projects and bounce ideas off one another, and we've showcased their brilliant work on social media.</p>
	<p>You said...</p> <p>'We still want to access the University's great contacts with industry and successful alumni.'</p> <p>We listened...</p> <p>Creative Advertising students are working on live briefs set by industry, and all final-year students have a senior mentor from top advertising agencies.</p>
School of Nursing and Allied Health	<p>You said...</p> <p>'We need help with understanding how changes to the NMC regulations will apply to student nurses.'</p> <p>We listened...</p> <p>We provided regular updates in clear language so students could make informed decisions about placements and their studies.</p>
	<p>You said...</p> <p>'We need some structure and routine in our learning when there are so many changes in the nursing profession.'</p> <p>We listened...</p> <p>We've delivered online learning to the pre-lockdown timetable and kept students together in the same teaching groups wherever possible.</p>
School of Business, Law and Computing	<p>You said...</p>

	<p>'We want to build skills and experience for our CVs as we would on campus to boost job prospects.'</p> <p>We listened...</p> <p>Students are working on live briefs set by industry, and we're providing opportunities to build digital and research skills to enhance their CVs. We're sharing job opportunities and advice on how to stand out in the crowded recruitment market.</p>
	<p>You said...</p> <p>'I'm struggling to study alongside my caring responsibilities and don't want to miss out on important learning.'</p> <p>We listened...</p> <p>Tutors are using different approaches to give students flexible access to learning materials and support, such as recording live sessions that can be watched later, drop-in tutorial sessions, and the creation of chat groups to keep students and staff connected.</p>
School of Media and creative Industries	<p>You said...</p> <p>'We want to keep in contact with our tutors and other students.'</p> <p>We listened...</p> <p>Our tutors are making sure students have ample opportunities to discuss their assessments, supported with online resources to develop their skills.</p>
	<p>You said...</p> <p>'I want to know that I'm on the right track with assessments before they're submitted.'</p> <p>We listened...</p> <p>Students share their work on Collaborate so tutors can give personalised feedback on their progress to ensure they reach their full potential.</p>
School of Aviation and Security	<p>You said...</p> <p>'We want to work-ready and prepared for employment in a post Covid-19 world.'</p> <p>We listened...</p> <p>Students are working on real-life scenarios in the aviation industry and working together online to develop solutions.</p>
School of Human and Social Sciences	<p>You said...</p>

	<p>We are concerned about how our course, assessments and our grades will be affected during this period.</p> <p>We listened...</p> <p>We asked all Course Leaders to always direct our students to the FAQs and the no-detriment policy on the website for clarity and information and that would be updated over time. Our 'no detriment' policy means no student will be disadvantaged from progressing in or completing their studies.</p>
	<p>You said...</p> <p>We are worried about doing exams online.</p> <p>We listened...</p> <p>We ensured that there was flexibility in how online exams were completed to support students, for instance giving students a choice when they preferred to take the exam.</p>
School of Healthcare and Social Work	<p>You said...</p> <p>'We are not always able to attend a full BB Collaborate session due to unreliable wifi and childcare and caring responsibilities.'</p> <p>We listened...</p> <p>We ensured you had PowerPoint slides in advance with explanation for each slide and we also recorded sessions so you can access the teaching in your own time.</p>
	<p>You said...</p> <p>'We are worried about our incomplete placements.'</p> <p>We listened...</p> <p>We have been in constant contact with Social Work England (SWE) and have contributed to their exercise of universities collaborating to provide ideas and support to each other to think of possible solutions to enable students to complete on time while ensuring SWE standards are met.</p>
Bucks Student's Union	<p>You said...</p> <p>'We need more support to prepare for life beyond Bucks and my future career.'</p> <p>We listened...</p> <p>We launched the new STRIVE Festival – a two-week programme of skills-building sessions, alumni Q&A sessions and briefings to improve employability. We had over 2,000 student engagements and STRIVE will return in 2021.</p>
	<p>You said...</p>

	<p>'We want to be kept in the loop with SU work and its ongoing activities.'</p> <p>We listened...</p> <p>We launched the Bucks Student: Lite – a new weekly digital newspaper to keep the members informed. Across all ten digital editions, the paper had almost 6,000 engagements.</p>
	<p>You said...</p> <p>We don't want to miss out on key events like Varsity, Union Awards, the Athletic Union Dinner and FestiBall.'</p> <p>We listened...</p> <p>We worked hard to create online versions of our key events so we can celebrate together. We held a digital Varsity against the University of Roehampton and had over 650 engagements across a range of different online challenges. Both the Union Awards and Athletic Union Dinner are being held, entirely digitally, within the next few weeks and FestiBall has been rescheduled for early in the new academic year.</p>