**Student Feedback 2015-18**

**2014-15**

**Student Feedback Data**

(*This is the first year this was done as we were no longer included in other services surveys. Sadly I forgot to leave these out and missed many students before they left after taking their exams*)

|  |  |
| --- | --- |
| ***SENIT Suite – User Survey ( 27forms came back*)*d)*** |  |

It is important that the SENIT Suite facilities reflect and respond to the specific needs of UCL student users.

Please indicate how strongly you agree or disagree with the following statements by putting a cross in the appropriate box. If you feel a particular statement does not apply to you, then ignore this statement.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statement** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| The SENIT Suite has the appropriate equipment to meet my personal needs | 14 | 9 | 1 | 1 |  |
| The SENIT Suite has the appropriate computer software to meet my personal needs | 15 | 9 | 1 | 1 |  |
| The facilities of the SENIT Suite have helped me to study independently | 16 | 8 | 2 |  |  |
| I have been able to use appropriate ergonomic accessories necessary to meet my needs | 11 | 10 | 4 |  |  |
| Michele Farmer, the Disability IT Support Analyst, makes every effort to ensure my specific needs are met | 22 | 3 |  | 1 (the person who disagreed here then gave me a agree on the question of my support) |  |
| I usually find an appropriate workplace to when attending the SENIT Suite | 9 | 7 | 4 | 4 | 1 |
| I use speech and/or magnification software, and I am satisfied with the options available. | 3 | 5 | 9 |  |  |
| I am satisfied with the support and advice given by Michele Farmer in choosing appropriate software and/or equipment to assist me | 19 | 5 |  |  |  |
| The SENIT Suite provides a positive environment for study | 17 | 3 | 3 | 2 | 1 |
| Overall, I am satisfied with the facilities of the SENIT Suite | 12 | 8 | 2 | 4 |  |
| I use software to help with Dyslexia, and I am satisfied with the options available | 9 | 4 | 5 |  |  |
| Being able to access the facilities of the SENIT Suite has been of real help to me in my studies at UCL | 22 | 1 | 3 |  |  |
| Being able to use an adapted workstation has been of benefit to me | 13 | 5 | 6 |  |  |
| Overall the SENIT Suite has provided me with the improved access necessary to help me overcome the restrictions of my disability or longer-term medical condition | 13 | 8 | 4 |  |  |

|  |
| --- |
| **Suggestions for improvements:** *(Please highlight any changes or improvements you would like to see in the facilities**and support offered by the SENIT Suite)*  **‘The room doesn’t seem appropriate for what it is intended to be used for. The room is dark, a bit dirty and quite small.’**  **‘Quiet space – the current location is far too noisy for anyone of a learning disability to remain focused – alarms panels – bathroom fans – hallway noise. Mac – a mac is needed – they are designed for assisted learning.’**  **‘More computers, better headphones, natural light, photocopier + more space! Water fountain, hot water + mugs, phone chargers, no cockroaches, group work space separate from personal work space’**  **‘Busy times in the evenings means the SENIT suite is full – more computers needed. Problem with cockroaches needs to be sorted. It is quite noisy outside the SENIT Suite making it hard to concentrate – can anything be done about that?’**  **‘More space – working space and computer space. More height adjustable desks, less chairs in suite to allow wheelchair users appropriate room to maneuver.’**  **‘New desks where I can fit my arm supports. Bigger room would be good. No cockroaches!’**  **‘Whilst the facility is useful to have, it is woefully inadequate to the number of students that need to use it.’**    **Logging into any computer is a nightmare. MORE SUPPORT HELP would BE GREAT ie Michele definitely needs at least one other full time member of staff. More computers very importantly a new location, the fact of the cockroaches and the room not being big enough, doesn’t help. Also the printer not photocopying paper is a big drawback for my study. Can Michele please be allowed to do/teach courses for us? Earlier opening times would be great’.**  **‘The air was pretty stuffy in the past. It is much better now after turning the air conditioner on’.** (Repairs to the system carried out)  **‘Difficult location as right by busy hall so personally find difficulties concentrating. Better lighting’**  *(Plans for move in the pipeline)* |

|  |
| --- |
| **What’s working well:** *(Please highlight what facilities and support you think the SENIT Suite is particularly good at providing – we need to build on and sustain what we are doing well!)*  **‘It has been great, thanks’☺**  **‘Its in the middle of the University’**  **‘Printing!! – printing/enlarging essays to read has been invaluable, and without this resource I would not have finished my PhD. Michele – has technical and personal interactive knowledge to help anyone with a disability find the right tools and support.’**  **‘Sense of community, plants +greenery, desk space for notes etc, foot space + support’**  **‘Free copying facilities and use of computers’**  **‘Good variety of software. Good working environment. Great level of support and encouragement from Michele’**  **‘Access to the SENIT Suite (ie times available) are great.’**  **‘Always able to get on a computer – unlike main library) Having access to a scanner + printing. Comfortable seats/leg rests/plenty of sockets!**  **‘Comfortable spaces, enough computers’**  **‘There is generally something for everyone here. No one is turned away.’**  **‘Michele Farmer does an amazing job with the limited resources she has to work with, providing the best possible service within her limited means. The SENIT Suite is only held back by the resources which UCL seems unwilling to commit.’**  **‘Read and Write, Dragon etc is marvelous. Michele’s care and provision for us is excellent. The community ‘feel’ is very good. Scanning and free black and white printing is brill!’**  **‘It is getting more and more difficult to find a quiet place to work on campus. SENIT Suite’s quiet environment really helps me with my work. Having scanner in the room also really helps.’**  **‘The ergonomic furniture and quiet atmosphere’** |

**T**hank you for finding the time to complete this questionnaire. Please place your questionnaire in the box provided.

Feedback from completed questionnaires will be analysed, and the results of this survey will be displayed in the SENIT Suite

**2015-16**

**Student Feedback Data**

|  |  |
| --- | --- |
| **SENIT SUITE – USER SURVEY (17 FORMS Returned)** |  |

It is important that the SENIT Suite facilities reflect and respond to the specific needs of UCL student users.

Please indicate how strongly you agree or disagree with the following statements by putting a cross in the appropriate box. If you feel a particular statement does not apply to you, then ignore this statement.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Statement** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **N/A** |
| The SENIT Suite has the appropriate equipment to meet my personal needs | 12 | 5 | 0 | 0 | 0 | 0 |
| The SENIT Suite has the appropriate computer software to meet my personal needs | 13 | 3 | 1 | 0 | 0 | 0 |
| The facilities of the SENIT Suite have helped me to study independently | 14 | 0 | 2 | 0 | 0 | 1 |
| I have been able to use appropriate ergonomic accessories necessary to meet my needs | 11 | 5 | 0 | 0 | 0 | 1 |
| Michele Farmer, the Disability IT Support Analyst, makes every effort to ensure my specific needs are met | 15 | 2 | 0 | 0 | 0 | 0 |
| I usually find an appropriate workplace to when attending the SENIT Suite | 15 | 1 | 1 | 0 | 0 | 0 |
| I use speech and/or magnification software, and I am satisfied with the options available. | 7 | 2 | 0 | 0 | 0 | 8 |
| I am satisfied with the support and advice given by Michele Farmer in choosing appropriate software and/or equipment to assist me | 13 | 3 | 0 | 0 | 0 | 1 |
| The SENIT Suite provides a positive environment for study | 14 | 3 | 0 | 0 | 0 | 0 |
| Overall, I am satisfied with the facilities of the SENIT Suite | 15 | 1 | 1 | 0 | 0 | 0 |
| I use software to help with Dyslexia, and I am satisfied with the options available | 7 | 3 | 0 | 0 | 0 | 7 |
| Being able to access the facilities of the SENIT Suite has been of real help to me in my studies at UCL | 13 | 2 | 2 | 0 | 0 | 0 |
| Being able to use an adapted workstation has been of benefit to me | 12 | 1 | 1 | 0 | 0 | 3 |
| Overall the SENIT Suite has provided me with the improved access necessary to help me overcome the restrictions of my disability or longer-term medical condition | 13 | 3 | 1 | 0 | 0 | 0 |

|  |
| --- |
| **Suggestions for improvements:** *(Please highlight any changes or improvements you would like to see in the facilities**and support offered by the SENIT Suite)*  “Noise levels can be a problem” (we do try to keep this down but can be an issue when we are not there)  “More lockers would be good.” (*I have 6 for use but no space for all students to have them*)  “Extra space to spread out in” (not a great deal I can do about this sadly)  “ longer opening hours” ( I have asked for the space to be open an extra hour, but due to health, and safety issues we cannot open it 24/7) |

|  |
| --- |
| **What’s working well:** *(Please highlight what facilities and support you think the SENIT Suite is particularly good at providing – we need to build on and sustain what we are doing well!)*  “Michele Farmer is great. She is supportive, encouraging and goes beyond the call of duty to support us. James is a fantastic help. Please bring him back. We need them.”  “Michele’s very supportive presence and positive attitude. Comfortable, ergonomic seating. Software there if needed.”  “Great having a bigger screen’  “Printing – really great to be able to access this service.”  “New space is great. Lots more computers means there is always one available now. It is much quieter also as not on a busy thoroughfare.”  “A great space to work”  “Always able to find a space to work.” |

Thank you for finding the time to complete this questionnaire. Please place your questionnaire in the box provided.

Feedback from completed questionnaires will be analysed, and the results of this survey will be displayed in the SENIT Suite.

**Comments written elsewhere on the feedback forms:**

“I have really appreciated the new SENIT Suite, I have used it almost every day and has been the perfect place to study and am really glad to have it – thank you!”

**2016-17**

|  |  |
| --- | --- |
| ***SENIT SUITE – USER SURVEY(16 forms returned)*** |  |

It is important that the SENIT Suite facilities reflect and respond to the specific needs of UCL student users.

Please indicate how strongly you agree or disagree with the following statements by putting a cross in the appropriate box. If you feel a particular statement does not apply to you, then ignore this statement.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Statement** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **N/A** |
| The SENIT Suite has the appropriate equipment to meet my personal needs | 12 | 4 | 0 | 0 | 0 | 0 |
| The SENIT Suite has the appropriate computer software to meet my personal needs | 12 | 3 | 0 | 0 | 0 | 1 |
| The facilities of the SENIT Suite have helped me to study independently | 13 | 0 | 1 | 0 | 0 | 2 |
| I have been able to use appropriate ergonomic accessories necessary to meet my needs | 10 | 4 | 0 | 0 | 0 | 2 |
| Michele Farmer, the Disability IT Support Analyst, makes every effort to ensure my specific needs are met | 15 | 1 | 0 | 0 | 0 | 0 |
| I usually find an appropriate workplace to when attending the SENIT Suite | 14 | 1 | 1 | 0 | 0 | 0 |
| I use speech and/or magnification software, and I am satisfied with the options available. | 5 | 1 | 0 | 0 | 0 | 10 |
| I am satisfied with the support and advice given by Michele Farmer in choosing appropriate software and/or equipment to assist me | 13 | 2 | 0 | 0 | 0 | 1 |
| The SENIT Suite provides a positive environment for study | 13 | 2 | 1 | 0 | 0 | 0 |
| Overall, I am satisfied with the facilities of the SENIT Suite | 14 | 1 | 1 | 0 | 0 | 0 |
| I use software to help with Dyslexia, and I am satisfied with the options available | 6 | 2 | 0 | 0 | 0 | 8 |
| Being able to access the facilities of the SENIT Suite has been of real help to me in my studies at UCL | 12 | 2 | 1 | 0 | 0 | 1 |
| Being able to use an adapted workstation has been of benefit to me | 11 | 2 | 0 | 0 | 0 | 3 |
| Overall the SENIT Suite has provided me with the improved access necessary to help me overcome the restrictions of my disability or longer-term medical condition | 13 | 2 | 1 | 0 | 0 | 0 |

|  |
| --- |
| **Suggestions for improvements:** *(Please highlight any changes or improvements you would like to see in the facilities**and support offered by the SENIT Suite)*  “Sometimes the space can be quite loud and chatty – I guess quite difficult to mitigate as there are no doors.” *(We are aiming to get some sound absorbing panels in the coming year)*  “It would be great if there were lower plug sockets, as currently they are not reachable. But it’s only a minor thing!” ( *This will be looked into*)  “Lockers for students to use*.” (We do have 6 lockers for those students who have extreme difficulties but no room for any more sadly)*  “Include some course-specific software like Stella 7.0.3.” *(Students are able to ask for these to be put on the system – it is mentioned as part of the induction – software is also available on some machines that have the Desktop @UCL on there)*  “A silent study room would be good.”  “The closing time is very difficult for me as I arrive after noon and this means I work later. 8pm closing is difficult as it means I have to leave and go to the library where I struggle to work. Would a 24-hour system work?” *(this is not possible due to health and safety issues for some students)*  “Spaces without computers. Stronger enforcing on taking calls.” *(We do talk to students who break this rule)*  “Can be noisy at time, but I believe this is being addressed.” (*As above we talk to students who cause disruption*) |

|  |
| --- |
| **What’s working well:** *(Please highlight what facilities and support you think the SENIT Suite is particularly good at providing – we need to build on and sustain what we are doing well!)*  “Everything! Really like using the big screens, much more helpful for studying/writing essays. It’s great how flexible they are! Thank you!”  “I can usually use the same computer. Printing – very helpful to be able to read printed documents, rather than screen. All-hours-access is great.”  “A quiet place to study with up-to-date computers.”  “It is always clean and quiet ☺”  “It’s nice that there’s always space available, unlike the other UCL libraries.”  “Always spaces. Nice place to work.”  “Michele’s genuine care and interest in our well-being is particularly impressive. She goes the extra mile without question and really makes SENIT a workable and pleasant and supportive environment to work in. Equipment-wise: more standing desks as they are sought-after, but otherwise meets all needs.” |

Thank you for finding the time to complete this questionnaire. Please place your questionnaire in the box provided.

**Comments written elsewhere on the feedback forms:**

“SENIT is awesome! Thank you!”

[In the box containing the statement “Michele Farmer, the Disability IT Support Analyst, makes every effort to ensure my specific needs are met”] “She’s brilliant!”

“Really like it, but a kettle area is much needed ☺ - or even a microwave? Also a disabled toilet.” *(We cannot put microwave or kettle there due to H&S and there are now 3 disabled toilets nearby)*

[In the “Strongly Agree” box next to the statement “Being able to access the facilities of the SENIT Suite has been of real help to me in my studies at UCL”] “Definitely”