

## You Said We Did 2015-16

We have listened to your suggestions, ideas and complaints and we work hard to provide new and better services. Find examples below of what we've done as a result of your input.

You said that there was talking by students in an examination room.

We asked the students to stop talking; allowed extra time, and passed a report to the module tutor for the marker's awareness.

You said that feedback was overdue.

An apology was made, and an undertaking that the feedback would be made available by the end of that day.

You complained about fees on withdrawal from the University

While the fee was found to be justified, the offer of payment by instalments was offered again.

You complained that course materials were not made available.

Immediate liaison with the partner college staff was undertaken, to provide you with the course materials and to review procedures.

You queried your academic award.

A detailed explanation of why the correct award had been made was promptly provided.