



UNIVERSITY
OF LONDON

Intercollegiate Halls

Student Feedback Policy and Procedures

london.ac.uk

Contents

STUDENT FEEDBACK POLICY	3
PURPOSE AND INTENT	3
WE ARE ALWAYS OPEN TO FEEDBACK.....	3
SURVEYS.....	3
HALL FEEDBACK FORUMS.....	3
STUDENT INSIGHT PANEL.....	4
PUBLISHING FINDINGS AND ACTIONS	4
STUDENT FEEDBACK PROCEDURES	5
SURVEYS.....	5
TRANSPARENCY AND ACTING ON FEEDBACK.....	5
HALL FEEDBACK FORUMS PROCEDURE	6
STUDENT INSIGHT PANEL PROCEDURE	7

Version: 2.0
Revised: November 2022
Next review: December 2023
Contact: Adrian Clark, Student Health & Wellbeing Manager
Email: adrian.clark@london.ac.uk

Student Feedback Policy

Purpose and intent

The Intercollegiate Halls aim to provide an excellent accommodation experience for students. We recognise that continual improvement depends upon understanding and acting upon students' views and suggestions. This Policy and Procedures provide a structure and schedule for collecting, reviewing, and acting upon student feedback.

We are always open to feedback

In addition to the specific feedback opportunities outlined in this Policy and Procedures, students are always welcome to get in touch with any comments, suggestions, questions, or complaints. Student residents can speak with their Hall Manager or Hall Warden, or write to:

- **Bonham Carter House:** info.bonhamcarterhouse@london.ac.uk
- **College Hall:** info.connaught@london.ac.uk
- **Connaught Hall:** info.connaught@london.ac.uk
- **Eleanor Rosa House:** info.eleanorrosa@london.ac.uk
- **Garden Halls:** info.gardens@london.ac.uk
- **Handel Mansions:** info.ih@london.ac.uk
- **International Hall:** info.ih@london.ac.uk
- **Nutford House:** info.lph@london.ac.uk

Complaints

Our [Complaints Procedure](#) is detailed in a separate document.

Surveys

We will work with [Investor in Students](#) to conduct two surveys every academic year, in October/November and April/May, inviting all student residents to participate.

Hall Feedback Forums

Each hall will host a Feedback Forum in November and March. These will provide an open forum in which:

- students may provide verbal feedback to key staff and receive immediate responses to their concerns;
- staff can gain a rapid understanding of any student concerns; and
- immediate improvements can be agreed at the local level. The operation of Hall Feedback Forums is detailed in the Standard Operating Procedure below.

Student Insight Panel

Where more in-depth feedback is needed, we will engage volunteer students from our Student Insight Panel (SIP) via surveys, focus groups, policy review forums, and/or “mystery shopper” exercises. Students can register their interest in joining the SIP by completing the [registration form](https://forms.office.com/r/yJn8F16eJj) (<https://forms.office.com/r/yJn8F16eJj>). Each contribution a student makes through the SIP will be rewarded with a £10 Amazon voucher.

Publishing findings and actions

We are committed to publishing data from our feedback programme on our [CampusLife website](#), alongside the action we are taking in response to feedback in a “You said, We did” format.

Student Feedback Procedures

Surveys

We will work with [Investor in Students](#) to conduct two surveys every academic year, in October/November and April/May, inviting all student residents to participate.

These surveys will be incentivised with a random draw for one student to receive a £100 voucher each week that the survey is open (for example, if the survey is open for four weeks, there will be four draws and four £100 vouchers awarded).

Investor in Students will analyse the feedback from these surveys and suggest follow-up actions. Where there are specific areas of poor or unclear feedback, the Student Insight Panel will be engaged to help us understand the issues and formulate a student-centred response.

The results of the April/May survey will be used alongside other metrics collected by Investor in Students to benchmark University of London halls with other universities and student accommodation providers nationwide. Depending on the results, we may be awarded a Bronze, Silver, or Gold Investor in Students accreditation.

Transparency and acting on feedback

- We will publish charts displaying numerical survey data on our [CampusLife](#) website.
- The Hall Manager and Hall Warden in each hall are responsible for reviewing feedback results and findings from their hall and developing an action plan to respond to the feedback.
- The action plan for every hall must be published in a “You said, we did” format on our [CampusLife](#) website within 8 weeks of the results being made available.
- The Student Health & Wellbeing team will identify any overarching themes arising from feedback exercises and work with the Residential Life Manager and Residential Operations Manager to address these themes at the all-halls level.
- Consideration of recent student feedback will be a standing agenda item for:
 - Hall Managers meetings (bi-monthly)
 - Wardens meetings (quarterly)
 - One-to-one line management meetings (monthly)
 - Staff appraisals (annually)

Hall Feedback Forums Procedure

Objectives

- Provide an open forum in which students may provide verbal feedback to key staff and receive immediate responses to their concerns
- Increase both real and perceived transparency and responsiveness to feedback
- Increase staff understanding of student concerns
- Enable rapid service improvement at the local level
- Demonstrate compliance with the feedback requirements of the Universities UK Code of Practice

Overview

- Staff to be present for the advertised duration of the event.
- Students invited to attend, with the choice of staying for the whole meeting and contributing to discussion throughout, or to drop in, provide their feedback and then leave.
- Immediate responses invited from relevant staff present.
- Students sign in with their email address if they would like to receive a copy of the minutes.

Timing

- Twice annual meetings in November and March
- 5:30pm to 6:30pm on a weekday

Format

- In-person meeting

Staff attendees

- Warden (Chair)
- Hall Manager
- Assistant Manager (minutes)
- Chef Manager
- Senior catering contractor representative

Equipment and set-up

- Room capacity 8 staff + 5% of hall population size
- Seats set up in U-shape or boardroom (smaller halls) or theatre style (large halls)
- Tables for staff to make notes / use devices

- Table at the entrance with facility for students to sign in

Conduct of meeting

- Chaired by the Warden
- All discussion is led by questions and comments from students
- Student attendees may choose whether to stay for the whole meeting or to drop in, give their feedback, and leave
- Minutes taken and distributed to staff and to students who signed in with their email address
- Minutes may also be posted in the Hall Facebook group or similar

Follow-up

Some issues may not be possible to resolve or answer immediately. In this case, the Warden should ensure the matter is followed up with relevant staff / teams and that a response is provided to the student(s) by email as soon as possible.

Student Insight Panel Procedure

Purpose

The Student Insight Panel (SIP) aims to improve student experience in the Intercollegiate Halls by providing opportunities for student residents to:

- review and give feedback on proposed plans, policies, and procedures;
- be involved from an early stage in developing programmes, initiatives, plans, and policies;
- offer more detailed feedback on specific halls facilities and services than is normally possible through our twice-annual surveys of all residents;
- suggest improvements, programmes and initiatives that would benefit our resident communities;
- get involved in wider student health & wellbeing projects and research.

Themes

The SIP may be involved in three main areas of focus:

- residential life (including social, conduct, and community issues);
- residential operations (including halls facilities and services);
- student health and wellbeing issues.

Feedback modalities

SIP members may be invited to provide feedback via:

- surveys
- focus groups

- commenting on documents
- workshops
- “mystery shopper” operations

Management responsibility

Recruitment and access to the SIP is managed by the Student Health & Wellbeing team.

Student eligibility

To be eligible to join the SIP, a student must:

1. be a current student resident in the Intercollegiate Halls;
2. not have a notice to leave the accommodation due to non-payment; and
3. have no currently active findings of serious misconduct on their record.

Student registration of interest

Students are invited to register their interest in joining the SIP by completing the [registration form](https://forms.office.com/r/yJn8F16eJj) (<https://forms.office.com/r/yJn8F16eJj>). When registering their interest, students are asked:

- which of the themes listed above they would like to contribute to;
- which feedback modalities they would consider participating in.

Maintenance of the SIP register

A student’s registration of interest remains active until either:

- the end of the academic year; or
- the student requests their name be removed from the SIP register by writing to the Student Health & Wellbeing team.

The Student Health & Wellbeing team is responsible for the data held on the register and for removing students from the register as above. The data is held on SharePoint.

Utilisation of the panel

University of London staff who wish to seek feedback from the SIP must [complete a request form \(appendix\)](https://forms.office.com/r/9G1WyKsTsE) (<https://forms.office.com/r/9G1WyKsTsE>) for approval by the Student Health & Wellbeing team. If the request is approved, the Student Health & Wellbeing team will identify students whose registration of interest matches the requirements of the feedback exercise and securely share those students’ names and email addresses with the member of staff requesting the feedback.

Selection of students

Where there are more panel members who meet the requirements of a feedback exercise than are required for the exercise, the selection is made randomly.

Conduct of the feedback exercise

The Student Health & Wellbeing team carry out feedback exercises on behalf of the requesting member of staff. For focus groups, workshops, and interviews, the requesting member of staff also attends to observe and take notes.

Student Contribution Rewards

Each time a student contributes to a feedback exercise under the Student Insight Panel programme, they receive an Amazon voucher to the value of £10.

