



# Tell Us Now Policy

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## Tell Us Now Policy

# Tell Us Now Policy

## 1. Tell Us Now (TUN) Policy

Tell Us Now is a feedback mechanism for students at Aberystwyth University. Your feedback helps us to continue enhancing the student experience. We want you to tell us what we are doing well, where we can improve and what is important to you.

Students can give feedback on any aspect of their experience at University – from teaching rooms, to module content, to IT services and sports facilities. Feedback can be submitted via an online comment form or by email. Feedback can be given anonymously, in which case, if permissions are given, the response will be published on the Your Voice Matters feedback webpage. If the commenter decides to provide their contact details, they will receive a direct response via email.

The Tell Us Now team aims to respond to all queries via email with an appropriate response within 5 working days. All TUNs may be published on the Your Voice Matters website, subject to permissions and suitability.

## 2. Why do we ask you to Tell Us Now?

- Collecting and reporting on student feedback ensures that our students' voices are part of the University's decision-making process.
- Gathering and acting on feedback fosters a learning environment where all students feel they have a voice and can make a difference.
- Continuous Quality Enhancement. The purpose of TUN is to enhance all aspects of the student experience.
- Engaging in feedback mechanisms gives students skills and confidence to take on challenges both in University and in their professional and personal lives.
- TUN is a key element of the University's quality assurance and enhancement.

## 3. The purpose of Tell Us Now is to:

- Demonstrate the partnership and facilitate collaborative working between the University's academic and service departments and students.
- Provide a mechanism to embed the student voice into the University's and the Students' Union's structures and operations.
- Provide a forum for the University to explore and debate issues emerging from students' feedback and propose measures to enhance the student experience.
- Improve communication between the University and its Stakeholders.

## 4. How do we do this/process/delivery:

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- We monitor and review the way the University communicates with students and responds to their feedback, ensuring opportunities for all students to be involved in the enhancement of the student experience.
- We monitor and review the effectiveness of student feedback mechanisms. We monitor satisfaction rates, themes and number of submissions through TUN, and management reports provided to faculties and departments.
- TUN process charts can be found in appendices 1.1 & 1.2.
- Response to student feedback should be made in accordance with the University's Welsh Language Scheme.

### 5. Access to Data and Sharing of Results

- Data generated by TUN is used for quality enhancement purposes.
- TUN reports to the Academic Enhancement Committee and the Student Voice group.
- Faculty Registrars, Admin Managers and Associate Deans for Learning Teaching and Student Experience have access to the Faculty TUN inboxes.
- Heads of Academic Departments and/or Directors of Learning and Teaching have access to the data for their department. Data may be passed onto other teaching staff teaching at their discretion.
- Heads of Service departments and/or nominated person in department have access to the data for their department.
- The Pro Vice Chancellor for Learning, Teaching and Student Experience and the TUN team have access to all TUN data.
- Senior Academic staff have access to University level reports where anonymity is protected.
- Anonymised reports regarding their area of responsibility are sent to the Disability Action group, Welsh medium committee, Student experience group and Coronavirus group.
- Heads of Service department staff have access to their department level reports.
- The data may be used elsewhere at the discretion of the PVC Learning, Teaching and Student Experience if there is a clear case for its use to enhance the quality of the student experience. Anonymity of responses will be protected. Outside of the stated use, a case must be made for the use of both qualitative and quantitative data.
- Comments received through TUN that a member of staff believes breaches the Students Rules and Regulations should be raised with the relevant ADLT and at their discretion disregarded.

### 6. General Data Protection Regulation (GDPR):

Your data will be processed in accordance with the Data Protection Act 2018 and the General Data Protection Regulation 2016 (GDPR). All information collected about you will be kept strictly confidential and only shared with the person or department best placed to deal with your comments. <https://www.aber.ac.uk/en/corporate-information/information-governance/dp/declaration/>

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We reserve the right to remove and / or redact comments that are abusive or wholly personal in their nature. However, we welcome comments that are considered and constructive and suggest changes that would improve teaching, living and life at the University.

We would also draw your attention to the Equality and Diversity section of the website for further information on our policies in this area: <https://www.aber.ac.uk/en/equality/>

### 7. Tell Us Now Roles and Responsibilities

#### I. Students

- When engaging with Tell Us Now, students are encouraged to provide constructive feedback.
- Complete the TUN form honestly and with consideration and respect for staff and fellow students in accordance with the Student Rules and Regulations.

#### II. Faculty Admin Manager

- Monitor and manage the faculty level inboxes.
- Triage appropriately the TUN comment to the appropriate person/s
- Monitor and chase responses from the department.
- Forward response to the student (where students details are given) and TUN team.

#### III. Faculty Registrar

- Have overall responsibility for ensuring the TUN process is operating effectively in their faculty and ensuring key staff who are responsible for TUN in their faculty are fulfilling their responsibilities as outlined in this policy.

#### IV. Staff

- Are encouraged to engage with TUN as and when required.
- Signpost students to TUN where appropriate.

#### V. Tell Us Now Team

- Monitor and manage the TUN inbox.
- Log all comments appropriately and manage logs.
- Triage TUN to department, faculty or head of department as appropriate
- Send faculty or department spreadsheets weekly where outstanding comments remain.
- Monitor and chase any outstanding comments.
- Filter and respond to any student whose submission is in breach of the student rules and regulations

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- Filter responses from service departments, where appropriate and respond directly to the student.
- Determine whether the comment is suitable for publication on the Your Voice Matters webpages and prepare for publication.

### VI. Head of the Academic Department

- Have overall responsibility for ensuring Tell Us Now is operating effectively in their Department. This includes staff engagement at all levels, dealing with key issues as they arise, responding to TUN comments and monitoring responses, and ensuring staff are fulfilling their responsibilities as outlined in this policy.
- Have responsibility for investigating and responding to sensitive comments.

### VII. Head of the Service Department

- Have overall responsibility for ensuring Tell Us Now is operating effectively in their Department. This includes staff engagement at all levels, dealing with key issues as they arise, responding to TUN comments and monitoring responses, and ensuring staff are fulfilling their responsibilities as outlined in this policy.
- Have responsibility for investigating and responding to sensitive comments.

### VIII. Service Department Person Assigned to Manage the inbox.

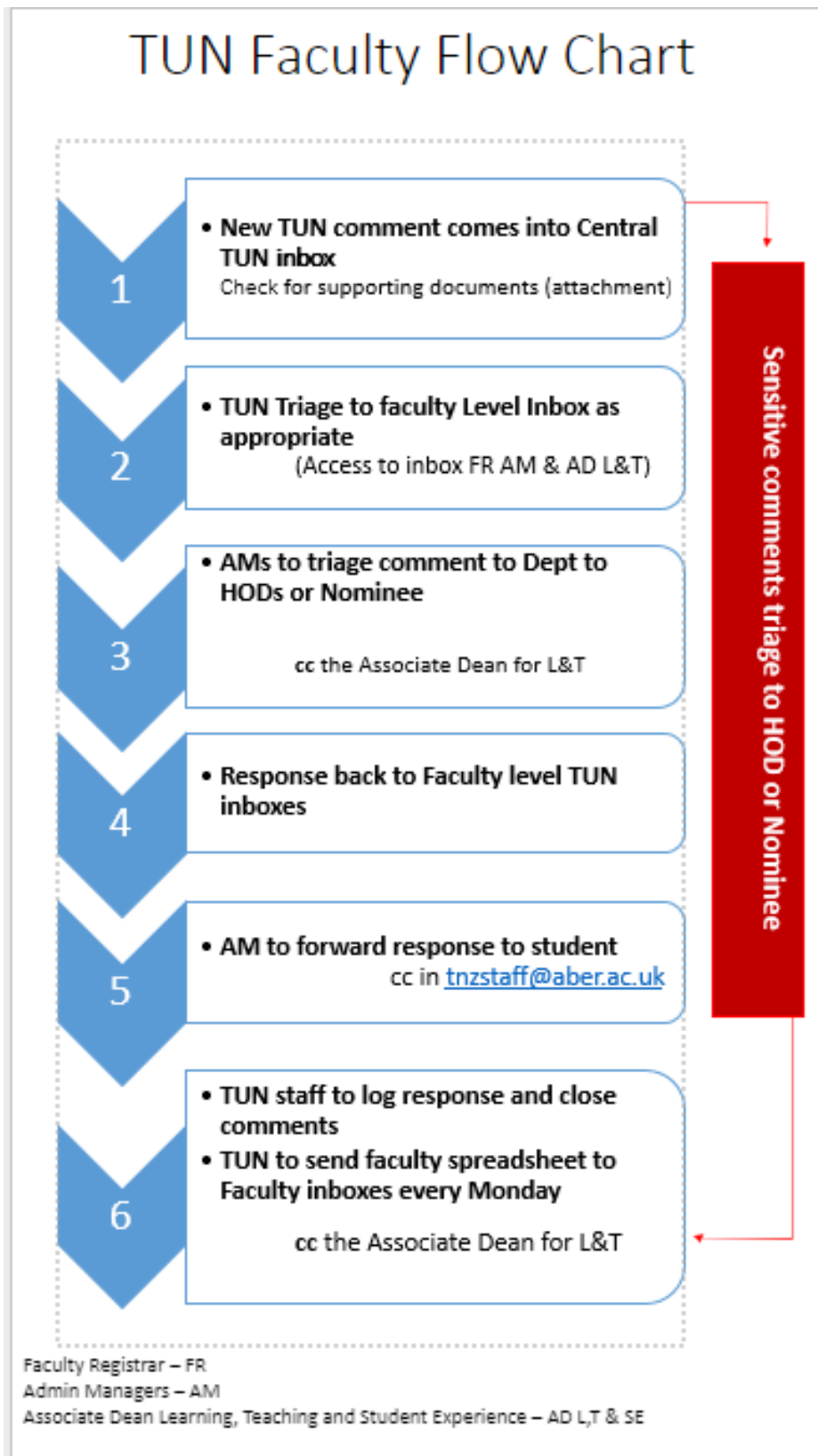
- Monitor and manage the appropriate inboxes and TUN submissions.
- Triage appropriately the TUN comment to the appropriate person/s.
- Monitor and chase responses from the person the comment was triaged to.
- Forward the response to the TUN team.

### IX. Associate Dean Learning, Teaching and Student Experience

- Associate Dean Learning, Teaching and Student Experience have overall responsibility for ensuring TUN is operating effectively in their Faculty. This includes staff engagement at all levels, dealing with key issues as they arise, monitoring action plans, and ensuring departments are fulfilling their responsibilities as outlined in this policy.
- Identify and address common Faculty-wide themes and issues raised by TUN.
- Have responsibility for considering any TUN submissions which have been raised by a member of staff who believe the TUN breaches the Student Rules and Regulations and decides how the TUN submission will be dealt with.

# Tell Us Now Policy

## Appendix 1.1





# Tell Us Now Policy

## Appendix 1.2

