Communication

SU Website

50% of student respondents said they rarely visited the SU website

No students responded that they had never visited the SU website
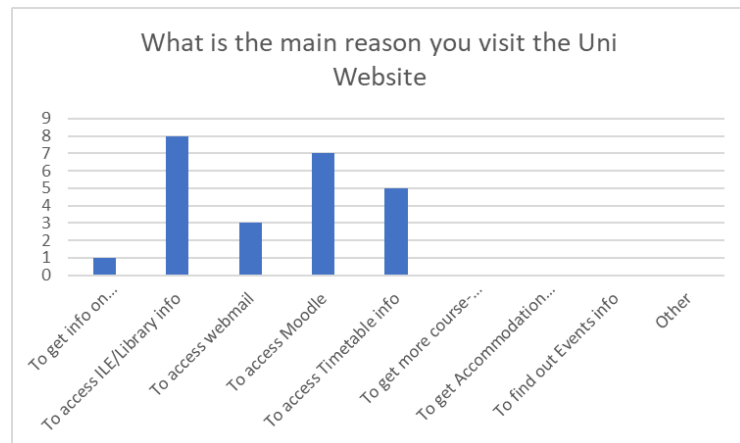
The main reason student accessed the SU website was for activities information
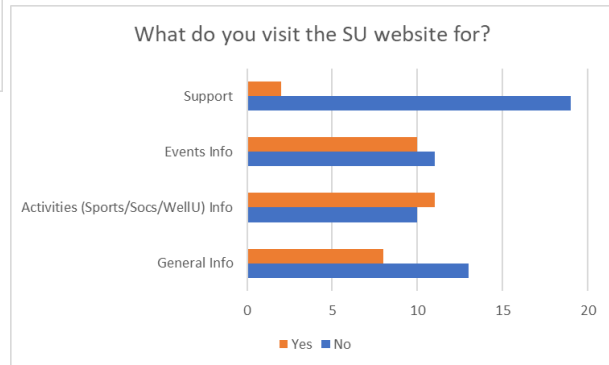
Describe the SU website in three words	What else would you like to see on it:
- Stand-alone - Difficult to navigate/access - Difficult for reps - Bit boring - Accessible - Never needed - Helpful - Great - Representative - Professional - Support - Friendly - Outdated - Fun - Poorly advertised - Well structured - Easy - Good info - Attractive - Clean - User-friendly	- Accreditation link - More rep help - Accreditation points - Events timetable - More clear links and organised information - More rep related stuff - Links to ysj website - The rewards for accreditation - Photos - A map of campus

University Website

Describe it in 3 words:

- Organised
- Good support
- Relevant
- Distinct headings
- Student section good
- Complicated to navigate
- Accessible
- Well structured
- Professional
- Informative
- User-friendly
- Outdated info
- A bit complex
- Some links are hidden
- Can't find anything
- Colourful
- Useful
- Unhelpful
- Too busy

What is the main reason you visit the Uni Website

(Bar chart showing responses: To get info on… = 1; To access ILE/Library info = 8; To access webmail = 3; To access Moodle = 7; To access Timetable info = 5; To get more course… = 0; To get Accommodation… = 0; To find out Events info = 0; Other = 0)

What areas are hard to find?

- Absence information
- Staff info
- Information to complain about the noise in the Library
- Difficult to find certain information e.g. phone numbers e.g. library shush number and absence reporting. Search gives too many unhelpful results
- Specific modules can be difficult, and the search bar brings up irrelevant results
- Anything other than timetable is hard to find
- Reporting absences, tutorial booker and numbers for the library
- Next years modules
- Reporting absence and software help
- Office help
- Breakdown of accommodation payments per term
- Societies/rep stuff
- Dissertation info, careers and job opportunities section isn't as clear. Absence form isn't easy to find and you need to submit separate ones for each lecture instead per day which if you are off for illness could be negative

What would you like to see more of on the website?

- Events timetable
- More accessible to the uni site and portals
- Not the new logo
- Interactive pieces

- More course/module content
- Events
- Explicit breakdown of each accommodation payment per term for each accommodation site
- More structured overview of courses
- Timetable
- Colour (don't go black and white)
- Events timetable related to students, not just general information
- Links to STASS, SU, report an absence etc.
- More course content
- Modules
- Make it easier to access
- Don't change the logo
- Solving the problem with edurome
- Societies/rep stuff
- Updates about the campus and different aspects of the uni
- Realistic photos of accommodation sites and rooms
- The leaf logo
- Directions on links that are hard

Communication with and between Staff

How far do you agree that..

How far do you agree that...
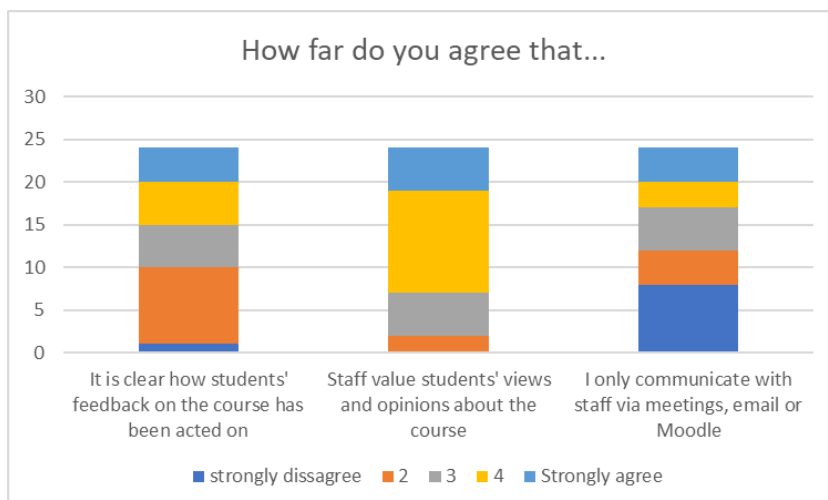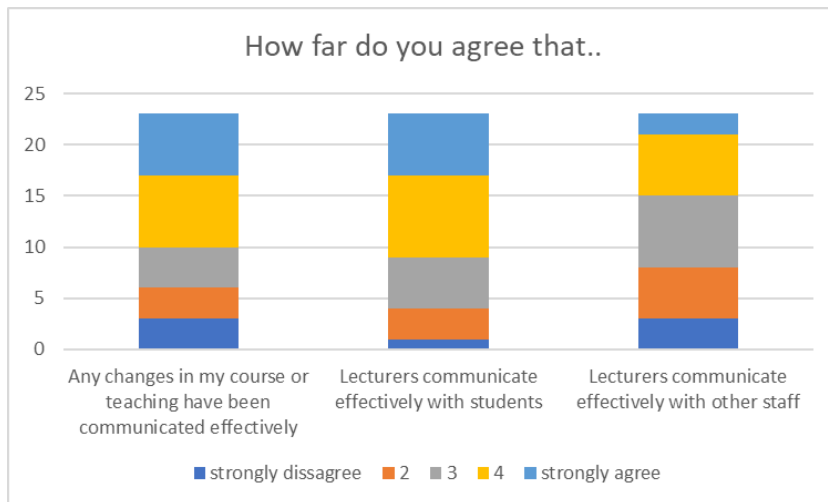
What are your thoughts on communication within the university?

- Limited
- Could be better
- Short
- Departments don't talk to each other, in the Uni and SU
- It's good with lecturers but with management it's appalling
- Relatively effective
- Fine
- Not clear and detailed at all, and not frequent enough
- Departments don't talk to each other
- I love the fact that the communication lines between lecturers and students are so open
- Not bad
- Satisfactory
- Good as I think student thoughts are taken seriously but the timetabling department do let us down with room sizes and it would be good if we could have a way to feedback to them
- I think (speaking on behalf of a few people), the design building gets overlooked
- Some tutors don't comply with the email time limit
- Limited – hard to know what people want to change. Lecturers and students don't feel like timetable care. The Logo people and other executives don't care for opinions of students
- Mostly good communication within the union of students, however within schools the communication via lecturers and students need vital improvement
- Communication is effective but timetable week "number" system could be improved
- Could be better with academics (most communication we have is moodle announcements)
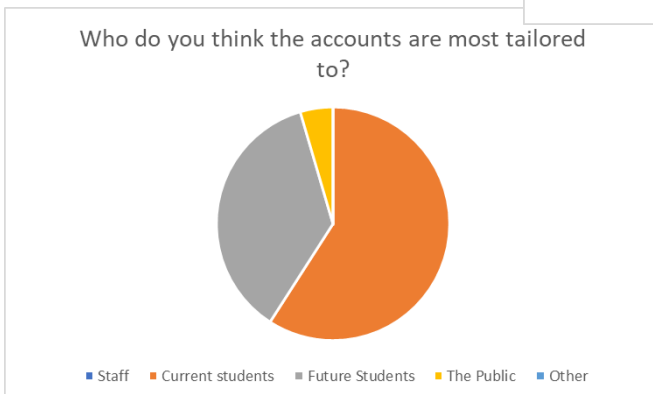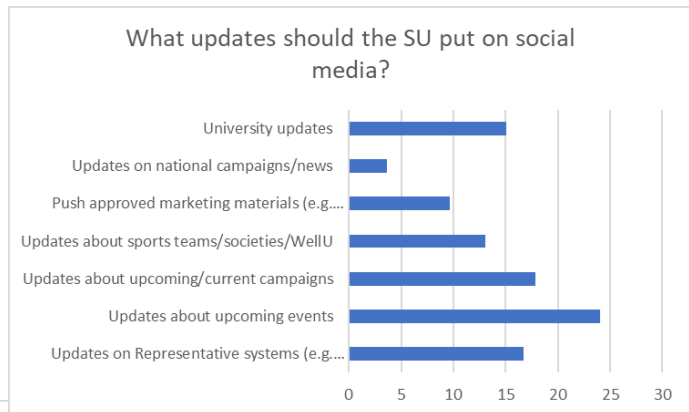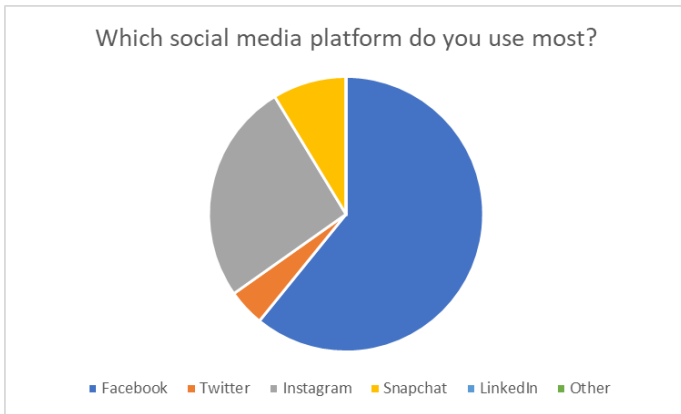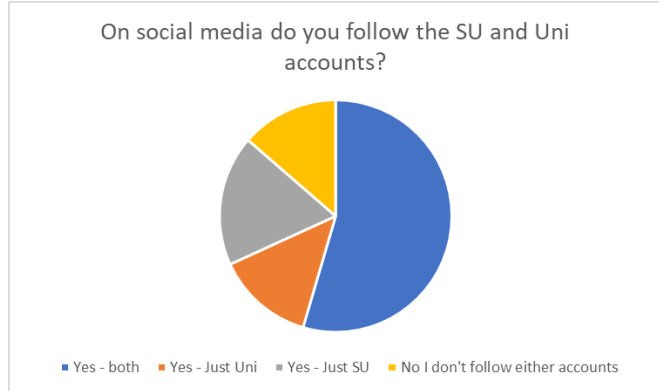- Good for my course but could be better for the uni as a whole

Social Media

How could the university and SU social media accounts be improved?

- Better updates
- Less info on drinking
- More memes/funny posts to make the content more relatable and easier to read
- ATM, the SU social media accounts seem to be disconnected from the university as a whole
- More interactive
- Have regular meetings on what people do or don't like
- YSJ post more current students but academic side of things i.e. ILS workshops etc.
- Post the same information on all platforms not just on Facebook
- Regular updates about event
- Target all students including postgrads and foundation students
- Get Chairs of Schools to have official accounts for their schools that is advertised through the uni social media account because people from different schools may have different interests that could be pointed to these accounts
- Advertise when events are happening even subject specific ones so people who might not have seen it anywhere else do
- Regular updates on any changes at all

- More interactive and factual
- Update about events and set reminders more
- More information about current events
- Instagram story takeover to show happenings around uni and around York
- Help reps change their courses for the better by helping reinforce ideas to departments

On social media do you follow the SU and Uni accounts?

■ Yes - both ■ Yes - Just Uni ■ Yes - Just SU ■ No I don't follow either accounts

Which social media platform do you use most?

■ Facebook ■ Twitter ■ Instagram ■ Snapchat ■ LinkedIn ■ Other

What updates should the SU put on social media?

Who do you think the accounts are most tailored to?

■ Staff ■ Current students ■ Future Students ■ The Public ■ Other

Priorities for next semester

- Keep the logo (leaf)
- More postgraduate stuff
- Keeping the logo and stopping the branding change
- Events
- Sharing information on the developments and changes happening at the uni
- Student opportunities within courses
- Focus on student opinions for university changes
- More varied WellU sessions and more allocated time for it
- Societies
- Better inter-department communication
- What sports and societies are getting up to
- Wellbeing
- Wellbeing/self-help tactics
- Keep the logo
- Societies other than sports
- More postgrad orientated activities, fairs, workshops etc
- Events – housing related
- Free sexual health checks
- Placements and opportunities (competitions etc) for students to get involved with
- More opportunities within courses
- Getting to know where places are and the campus and what's available for each student
- Effective communication within courses between students and staff members whether it be lecturers, technicians and so on
- Discount uni cafes