

Student Voice Forum: Questions & Answers

Thursday 27 November 2025

Theme	Submitted Question	Summary Question	University Response
Accommodation	<p><i>Accommodations team needs to be engaged to improve some of the things especially the quality of mattresses which are a massive hurdle to having a comfortable sleep for many.</i></p>	<p>What plans are in place to improve and expand campus accommodation, including upgrades and redevelopment- whilst maintaining affordability?</p>	<p>We have an annual refurbishment and renewal plan, which has just been reworked and will be targeting the oldest blocks in Manor Park this summer. We approach accommodation refurbishments by looking at age, time since last refurbishment, and reported problems. As an example of this, we brought forward work in Millenium House because there were repeated failures in heating and hot water, rather than wait for the standard refurbishment cycle. We have sourced a new mattress supplier, and our accommodation & estates staff will be discussing new mattress options in January for the summer 2025 refurbs, this feedback has been passed on.</p>
	<p><i>What are the plans for expanding accommodation on campus?</i></p>		<p>There are two different plans for extending on campus accommodation. First of all, we are continuing to work on plans to redevelop Guildford Court (the boarded up accommodation), which would be an extensive piece of work to bring that court to an acceptable standard. Secondly we are now working on the third phase of Manor Park accommodation, however, planning for large scale developments is a complex process which does take many years. As well as this, we continue to engage and discuss with external providers to attract more student accommodation developments to Guildford.</p>
	<p><i>What are the plans for increasing the number of accommodation rooms on campus? What are the plans for the accommodation on Stag Hill which is boarded up? What are the plans for the future pricing so that future students are not unable to attend Surrey due to the increasing prices?</i></p>		<p>We have a clear policy on out of hours noise disturbance during exams, so there should be no University activity causing disturbance. As well as this, Campus Safety will respond promptly to reports of noise outside accommodation.</p>
Attendance - International Students	<p><i>minimum attendance percentage required for international students?</i></p>	<p>What is the required attendance percentage for international students, and how is the University addressing ongoing issues with UKVI attendance compliance, especially for students where attendance problems (eg Comp Sci/Elec Eng) remain unresolved?</p>	<p>International students are required to have an attendance rate of 80%. Prior to MySurrey Attendance (MSA) we monitored we had a different process for monitoring International Student engagement. Whilst MSA is still bedding in our Visa Compliance team continue to use the original system We will move over to MSA as our main means of monitoring attendance in the future so it is important that you report any issues you have with the system so we are able to resolve them and make it as accurate as possible.</p>
	<p><i>What about the issue of compliance with UKVI policies for international students when it comes to attendance and problems with attendance that seem to remain unresolved? We're studying tech intensive courses at the university and this doesn't seem okay to not be able to resolve an issue like this.</i></p>		
Attendance - Commuters	<p><i>How would traffic delays, such as train cancellations, factor into the attendance policy? Would the commuting students be negatively affected?</i></p>	<p>How would traffic delays, such as train cancellations, factor into the attendance policy? Would the commuting students be negatively affected?</p>	<p>If travel disruption prevents attendace students should mark themselves absent and inform their Module Leader. Low attendace alone will not result in penalties, it will trigger a supportive follow up from your Personal Tutor or another member of University staff.</p>

<p>Attendance - Practicalities</p>	<p><i>With timetabled lessons that are deemed as optional, for those students who do not need to be in those lessons, or can not make a day with just a singular optional class, the attendance rate is still tracked, thus leading to a lower attendance rate than is fair for those students. Would it be fair/possible to have that 80% attendance be lowered to 65%?</i></p> <p><i>I am a FY- Adult Nursing. I have found the attendance schedule of Shared Learning/Subject specific class as too big to be handled by lecturers effectively. In my opinion, there is constant disruption of students and the lectures. Exiting and entrance is constantly disrupting.</i></p> <p><i>I have been attending every lecture on time, and so have a few others in my lecture, however, my attendance is displayed as quite low despite logging in every code. What does this mean for my attendance record and how will it be delt with ?</i></p> <p><i>If teacher is ill or having maternal reasons for example, does this affect student's attendance or not?</i></p> <p><i>If teacher's one-time code and students cannot check in the attendance, does this affect the student's attendance or not ?</i></p> <p><i>it seems like a lot of people with low attendance have not received any e-mails yet, isi</i></p> <p><i>What are you doing to ensure academics are providing the attendance policy code and ensuring students are signed in?</i></p> <p><i>what if we are attending the sessions but refuse to share our Bluetooth with the university and therefore our attendance is really low because it doesnt mark you as present.</i></p> <p><i>With the attendance code being displayed prior to class starting, or even in the first few minutes, how are staff expected to manage actual attendance of students, between those that arrive, take the code and then leave, or those that arrive and then stay the full time?</i></p>	<p>1. Will the University review the attendance policy, especially to account for optional sessions and technical issues, to ensure students are not unfairly marked absent?</p> <p>2. How will the University fix inaccuracies in the attendance system, including missing codes, staff absences and situations where students attend but are not properly recorded?</p> <p>3. What measures will be introduced to ensure attendance codes are used reliably and to prevent misuse, such as students checking in without actually attending the full session?</p>	<p>1. We will review the attendance policy again at the end of this year and will look to clarify optional sessions then.</p> <p>2. We are working on resolving all of the issues but appreciate no system will be 100% accurate, this is why attendance is used along with engagement and follow up starts with a supportive conversation not a penalty.</p> <p>3. We continue to work with both academics and students to ensure this is as accurate as possible but acknowledge no system will ever be 100% accurate.</p>
<p>Attendance - Health & Wellbeing</p>	<p><i>Just wanted to forward that I've heard from students about the new attendance policy. There's a concern that it assumes missed lectures are due to a lack of effort, when in reality some students have things going on that make attendance hard, even though they're committed to their work. For them, being able to catch up without pressure has been really important. They're hoping the policy can keep some flexibility for those who are genuinely trying but can't always be there in person.</i></p> <p><i>What ways do you ensure that students are safe relating to the Attendance Policy? How do we ensure that students are not attending their lectures because they prefer to study from home, rather than they're at risk of harm in any way?</i></p> <p><i>What can be done to help support students who may be waiting on a diagnosis of a chronic health problem, since this can also affect student's attendance? Especially since illnesses have been especially rampant this semester</i></p>	<p>How will the University ensure that the new attendance policy remains flexible and supportive-especially for students facing health issues, difficult personal circumstances, or safety concerns, whilst also preventing pressure to attend when unwell and protecting vulnerable or immunocompromised students?</p>	<p>This flexibility is already built into the policy and the procedures for student attendance. Personal Tutors and other support staff will use their discretion when following up with students and student wellbeing is at the centre of our approach.</p>

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	<p><i>What can be done to help support students who may be waiting on a diagnosis of a chronic health problem, since this can also affect student's attendance? Especially since illnesses have been rampant this semester, I have caught COVID and the flu, and now am in the process of getting a diagnosis of long covid which is a chronic health problem as a result of students coming in when extremely sick and spreading it to others. This is even worse when you consider we have immunocompromised students who are put at risk by students feeling the need to come in no matter what</i></p>		
<p>Financial Support, Cost of Living & Fees</p>	<p><i>Are there any plans for more bursaries and scholarships - particularly for international students. For nursing and other health sciences courses we have had an increase in international students who are struggling financially due to having difficulties managing our placement hours alongside university work and jobs to support their living expenses. Majority of health science students have part-time work (as even with our bursary it does not cover our expenses) and along with placement hours this is really challenging and students can be working work weeks of over 50hrs. Please could the university look into this - it would really support students in my school</i></p>	<p>Are there any plans for increasing the number of burasies and scholarships available, especially to Internatonal Students?</p>	<p>University Surrey already offer a generous level of support to home and international students. Scholarships and financial support reviewed regularly. This year following review we updated the hardship fund processes to enable students to receive support quicker. Hardship funds are available to both home and international students.</p>
<p><i>when reading the last annual report I saw tuition-fee income and research income have increased but the report still flags an underlying deficit (prior to restructuring). Does that mean the additional income was largely needed just to cover rising costs rather than generating a surplus? More specifically, could you explain which cost categories have grown the fastest, how they compare to income growth, and whether the deficit reflects short-term issues or a longer-term challenge in the university's financial model? It would ne nice to know how these issues influence decisions around fees and how Surrey ensures long-term sustainability without reducing academic quality or the overall student experience.</i></p>			

Catering Options	<p><i>Catering can be more diverse if we include more halal and gluten free food</i></p> <p><i>Catering options, mainly cafes, are very limited once it gets later into the day. If the Uni is looking into condensed timetabling, thus leading to later finish times for lectures/seminars, what is happening in regard to extending coffee shop opening times for those of us that have long journeys home, and that after a long day of classes would like a hot drink to help?</i></p> <p><i>No halal meat and halal jellies available at Co-op</i></p>	<p>What is being done to provide a diverse variety of food options (eg Halal, GF) across campus? Will there be extensions to current opening hours to reflect condensed timetabling?</p>	<p>We have just extended our opening hours in 2026! Hillside is open for breakfast, lunch, and dinner, and we will continue this until Wates house re-opens which will be open for breakfast, lunch, and dinner 7 days a week. We will look at halal, and dietary requirements across the outlets</p>
Wetherspoons Concern	<p><i>With the Wetherspoons, as a committee member I have concerns about the green room. For societies, it is really important that we have spaces to rent out rooms, and for my society, one of our most highly anticipated and attended events for both current students and alumni relied on the green room in Wates. Are we still able to rent out the green room and use the projector screen after it is changed to a Wetherspoons?</i></p> <p><i>Has progress been made to fix the lift in Wates? It's currently only accessible by stairs</i></p> <p><i>Will Spoons have a lift to treetops to make society events more accessible?</i></p> <p><i>Disappointed from a moral and ethical view that the university is supporting Wetherspoons given that it is supporting the business of such a divisive and racist figure. As a minority this makes me feel uncomfortable</i></p>	<p>There have been several concerns raised by students about Wetherspoons - such as societies using the space, accessibility (especially lift access), and the ethics of the partnership. What is being done to consider these views in the introduction of this organisation?</p>	<p>The space we know as the Green Room will remain as is, we will continue to have the big screen to show sport, and films, and societies will continue to be allowed to book it out. We have had extensive discussions with Wetherspoons about this, and they are very supportive of the continuing use of Wates House by societies and student groups. The lifts will be maintained during the building work, however we will not be re-opening the lift to the mezzanine level which is currently turn off. The architects assessed the building and fire regulations to make the mezzanine accessible, and we have concluded this is not possible. This is a limitation of the 1970's design of the building.</p> <p>We are pleased to be working with Wetherspoons PLC in delivering a newly refurbished Wates House. Wetherspoons PLC is one of the UK's largest hospitality companies, and has been consistently recognised as a progressive employer under the leadership of John Hutson, who has been the CEO since 2004, taking over from founder Tim Martin.</p> <p>https://www.jdwetherspoon.com/about-us/awards/company-awards/ we would be happy to talk to any students with specific concerns.</p>
Recording of Lectures	<p><i>there were some issues occurred that some sessions' recording were not recorded correctly whether the sound or the video was missing what can be done to prevent this in the future?</i></p> <p><i>Hi, thank you for your time. I have a question regarding introduction of compulsory lecture recording as some of the students from my school have reported that their optional modules aren't recorded at all causing them to fall behind if they are absent.</i></p> <p><i>Having recordings for classes for when ur sick ?</i></p>	<p>What is the University doing to ensure that lectures are being recorded, and does this include optional lectures?</p>	<p>Ideally, this would be picked up in the first instance with module or programme leader as all lectures should normally be recorded, regardless of whether a module is core or optional.</p>

Global Graduate Award	<p><i>Is there any plans to reintroduce the Global Graduate Awards in Languages? This course had a clear benefit for students in terms of employability and personal development.</i></p>	<p>Is there scope to bring the GGA award back in terms of offering languages for free on campus?</p>	<p>Potentially yes - we're currently reviewing our co-curricular offer, including languages and other interdisciplinary modules, as we recognise how important it is for students to be able to study beyond their immediate discipline.</p>
Accessibility, Campus Safety and Getting Around	<p><i>How are you ensuring campus is accessible as possible and fit for purpose?</i></p> <p><i>As a student who joined this year it has been quite difficult to navigate round the campus when the university timetable presents rooms and buildings differently to the campus map. Is there plans to redo the map of the campus so as to reflect the names of buildings as presented in the timetable?</i></p> <p><i>With the lighting - have you considered that it may be important for some lights to remain on for the safety of students, particularly women, in the evenings when it is dark?</i></p> <p><i>One of the students I'm a rep for asks: Would it be possible to ask for additional light posts on the way from the library to the north parking lot? That is, from the AD building between AQA and James Joule Building. It's pretty dark on the way there when walking past the AP building and honestly a bit scary. There are lights on the path, but some corners are a bit dark.</i></p>	<p>What is the university doing to increase the ease of access across campus? concerns about accessibility for disabled and neurodivergent students, safety in the night or simply confusing campus maps.</p>	<p>We recognise that the University campus has many limitations for ease of access, and it is a constant challenge for our estates team. During each refurbishment, or building re-work, the design team are always tasked with improving accessibility - however this is not always possible (as in the case of Wates House for example). It is disappointing to receive feedback that the new design of campus map is seen as confusing. We consulted neurodivergent experts in presenting this information, and the new map uses text, number, colours, symbols, and icons throughout - as well as removing additional terrain detail, to present the information in a clear, understandable way, for neurodivergent users. We are always happy to receive feedback on how it may be improved. We are undertaking a larger project on wayfinding, and how to improve directional signage across campus.</p>
Study Spaces	<p><i>With the library going back to 24/7 access during term time, how will this impact the other overnight study spaces? I personally would still be using the library, but I know that some people do prefer the other locations as study spaces/</i></p> <p><i>Why do not all departments have DOT spaces - Civil Eng. doesn't have one. and our only space in the sustainability department was overhauled and taken away from us.</i></p> <p><i>Thanks for taking into cognisance Student feedback and reopening the Library 24 x 7. However, as per the new timelines, it will be again closed from 8th December until 26th December, I am a February intake and this time is very crucial for me. Can we please reconsider the opportunity to open the Library completely 1st December onwards. I am proud to part of university ranking in top 15 universities in the UK..</i></p> <p><i>Regarding to access to the Nest, why do we need student cards to enter?</i></p>	<p>With the return of 24/7 library access, what are the plans for other overnight study spaces, and what is the university doing to expand or improve these study provisions (e.g., Dots, group/relaxed study areas, room-booking systems)- especially during December when access is limited?</p>	<p>With the Library returning to be 24/7 we will review the usage and needs of other spaces. Are looking at the space students need more widely (types of space / what they want from the spaces etc.) in early 2026 and there will be a chance to get involved in this work if it is something you are interested in.</p>

	<p>Are you planning to implement a booking system for the group study rooms where students could use their student ID cards to open and close them?</p>		
<p>Placements</p>	<p>More resources for the 12 week placement on a 1 year masters course over the summer main reason chose the course as its seen as to just be left to our own advice as the resources are just for the undergrad year placements and the skills session as stuff we have already been doing such as cv making when we needed a cv to apply for the masters course and the reason choose the course and originally was told that we have a designated placement tutor who supports you in finding a placement but there currently on leave and we need to have one by April confirmed and I have been actively using the Surrey Pathfinder/Employability Hub to search for opportunities; however, the platform is either showing no available listings or is not displaying any relevant results on my end.</p>	<p>A number of questions were submitted calling for greater support and resources to maximise the benefits of University placements, including in particular support for postgraduate students undertaking summer placements, communication and clarity around placement policies, and support for international PGRs navigating visa requirements. What is the University doing to support these groups to make the most of placement opportunities?</p>	<p>We have been working on our Employability strategy for the last 12 months and we are making a number of changes to further support students. This includes increasing resources to support our students taking a PTY year and looking at alternative work experience opportunities for those students that do not want to take a year out for a Professional Training Year.</p>
<p>More resources for postgraduates with regards to placements for the 12 weeks as its seen as to just be left to our own advice as the resources are just for the undergrad year placements and the skills session as stuff we have already been doing such as cv making when we needed a cv to apply for the masters course</p>			
<p>I would like to ask a question regarding students enrolled on a two-year programme that includes an industrial placement. If a student is unable to secure an industrial placement and is therefore moved back to a one-year programme, are they still required to pay the full placement fee? Additionally, it was not clearly stated on the school website or in the course information that students who fail to obtain a placement would automatically be transferred back to the one-year course. This lack of transparency has caused confusion and distress among students. At present, students are facing the pressure of searching for a placement while also worrying about unexpected fees, visa issues, and how to afford postgraduate studies within a very short time. I believe this situation is extremely unfair and places an unreasonable burden on students. I would appreciate a clear explanation regarding the placement fees and what support is available for students who are unable to secure a placement.</p>			
<p>For study abroad/placements or even international research collaborations for PGRs, why is the information on previously applied to firms and alumni details shared with those actively looking? Looking for it is solely the student's responsibility and funding such as Turing are only applicable once a position is secured.</p>			

	<p><i>Follow up question: for international PGRs keen on a placement, the rules are rather contradictory: advised to withdraw temporarily, but the visa potentially may not allow it as a new visa would have to be re-applied for etc. Best if the Univ could be clearer to help so we actually make the most of the opportunities Surrey has to offer :)(For study abroad/placements or even international research collaborations for PGRs, why is the information on previously applied to firms and alumni details shared with those actively looking? Looking for it is solely the student's responsibility and funding such as Turing are only applicable once a position is secured.)</i></p>		
Academic Commitment	<p><i>The University and Students' Union offer a wide range of activities and events, which is positive for student life. However, some students feel that the volume and visibility of these activities can create pressure or a sense of missing out, making it harder to maintain academic focus. What measures does the University have in place to ensure that academic commitments remain the primary priority, and that students are supported in managing their time amid such a busy extracurricular environment?</i></p> <p><i>It's great the university has so many activities and a vibrant SU. However, it can get a bit distracting and cause FOMO. Any measures in place to ensure academics is the absolute priority?</i></p>	<p>What measures are in place to ensure academic commitments remain the priority and to support students in managing their time effectively with such a busy extracurricular environment?</p>	<p>It's key students focus on their studies and make these a priority while also taking advantage of the rich extra-curricular offerings.</p>
MP Parking	<p><i>what is being done about the parking difficulties on Manor Park? Many students (and staff) across the vet school with parking permits are unable to park due to a lack of spaces resulting in students driving around to find a space for 20-30 mins and sometimes missing lectures/practicals. At times Kate Granger is also at capacity meaning the only available spaces are on Stag Hill!</i></p>	<p>Is anything being done about the parking issues on Manor Park?</p>	<p>We are pleased to say the former Onslow park and ride car park will be available for student and staff use from February 2026. This will bring an additional 400 spaces to the Manor Park campus. Please do not park on double yellow lines, or in accessible bays if you do not have an accessible permit in the meantime.</p>
International Support for Union Trips	<p><i>The SU organises several trips including international. Would be more accessible when the international support team can help with visas too, at an individual level. More should be done on this regard.</i></p>	<p>Can the Union introduce support from International Advice for International Union Trips?</p>	<p>Signposting to the International Advice team will be added to the Union's Trips FAQs on surreyunion.org. The Activity Zone will contact the International Support Team to see if any practical advice can be added to the page.</p>
Condensed Timetabling	<p><i>Is there any way classes can be more tightly packed across the day so that commuters can leave the uni in a more convenient time, instead of as having a class at 11-12 and then 4-5 during the same day? This is so that days can end earlier for those who commute every day</i></p>	<p>Is there any opportunity to introduce condensed timetabling for students particularly commuting students.</p>	<p>We have been trialling condensed timetables for some programmes this year and are gathering feedback from staff and students. We would like to roll this out more widely and will look to do so where possible over the next academic year. Ultimately we would like to offer a condensed timetable for all programmes where the number of taught hours makes this feasible but the complexity of timetabling 17,000 students across out campus means this may take some more work.</p>

Surrey Pathfinder	<i>I have been actively using the Surrey Pathfinder/Employability Hub to search for opportunities; however, the platform is either showing no available listings or is not displaying any relevant results on my end.</i>	What is being done to improve Surrey Pathfinder/Employability Hub provisions and opportunities?	Our Student Employability team have been working to make our Employability Hub more user friendly. That being said if a student is not seeing options on there then it may be a settings error. If they contact MySurrey Hive they can put the student in touch with someone that can look at it for them.
Understanding University Expectations	<i>How can the students be better informed about the basic and beyond of the policies/regulations of the uni? Many of us learned the hard way, costing us time, grades... also on that topic, when someone wants to score 1:1, any actually kind of grade as a passing grade of their degree, how can we improve the process of informing on how to archive that?</i>	Can communication of University expectations be done better? Eg policies, regulations, expectations, how to achieve a 1:1 etc	Our Student Success Coaches and Personal Tutors will work with each individual student to achieve their best, so that would be the starting point. They can point students to the relevant grade descriptors and marking criteria.
Lecturer Ability	<i>When will the university hire lecturers that speak coherently? As it is not possible to understand thick accents especially in technically complex subjects.</i>	What is being done to ensure lecturers are held to teaching standards?	The university has extremely high teaching standards, and is upholding these through a variety of educational development measures, for example CPD and peer observation.
Open Book Exam request- Law	<i>Hi Team, Hope you are all well. For Law i have received feedback regarding exams being open book. Due to the fact we believe this would be more realistic as in practice, lawyers, though its helpful to are not required to know the law by memory and can refer to notes or the internet. This is the process we take in land law and sentencing and penal . Thank you.</i>	Is there a chance certain Law exams can move to Open Book to reflec real life situations?	Could this one be referred to the law team, please, as they will have pedagogic reasons for their assessment choices that I am sure they will be very happy to discuss and take input from students on!
Welcome New Students	<i>As a DL student I would like it if there was more done on campus at the start of the course to welcome us and let us have a look round. Yes, we are spread all over the world, but there are definitely those of us who would like that opportunity. Maybe before the term starts and before Freshers move in so that we could stay the night - to help with people travelling</i>	What can be done for DL studnets to improve their campus welcome?	This is a great suggestion and something we will take onboard when planning Welcome for 2026.
Kate Granger expansion	<i>Are there any plans to expand the Kate Granger Building (Health Sciences Building)? With increasing cohort sizes and addition of more programs, the building is really too small to fit the intended purpose. We do not have enough sim space for practical's and we do not have enough smaller rooms for dissertation supervision etc. Please can an expansion be considered so there are enough resources and space for the new cohorts</i>	Are there plans to expand Kate Granger building?	The need for additional space in the Kate Granger Building hasn't previously been highlighted by timetabling or the faculty as an issue, so there aren't any current plans in place to expand the building. However, we will work with Timetabling, the Faculty and Estates to review the current spaces and sizes allocated for the delivery of the programs taught in the building. The review can then inform any actions that might be needed going forward
Wellbeing Centre expansion?	<i>Are there plans to expand the Centre for Wellbeing to support the demands of students and reduce the wellbeing centre's demands?</i>	Are there plans to expand the Centre for Wellbeing to support the demands of students and reduce the wellbeing centre's demands?	We have expanded the amount of wellbeing support offered over the past 18 months creating new roles within both Wellbeing and Disability teams. The addition of the ThriveWell team is also aimed at providing proactive support to students with wellbeing and anxiety issues, reducing the demand for the Mental Health and Counselling team and working with students in a preventative role through outreach programmes, education and advice and through workshops. We also work closely with the local NHS teams to ensure students have appropriate pathways into local NHS services.

Attainment Gap	<i>What is the leadership's strategy for reducing disparities in attainment for marginalised groups, such as disabled students ?</i>	What is the leadership's strategy for reducing disparities in attainment for marginalised groups, such as disabled students ?	We have an Access and Participation Plan that can be found here - https://www.surrey.ac.uk/about/governance/access-plans . This details the projects and work we are doing to support marginalised student.
India Plans	<i>What are the current plans for our campus in India?</i>	What are the current plans for our campus in India?	We are continuing to work on plans for a campus in Gift City. This is still subject to approvals in both the UK and India but our hope is to have an official presence there in summer 2026 and open to student in 2027
Equivalent opportunities for students	<i>Since the University offers exclusive schemes and events for certain identity groups, some students believe that equivalent schemes should be provided for others — including those protected under the Equality Act (2010) such as males, white students, heterosexual students, British nationals, or religious groups such as Christians — to ensure fairness and parity. Does the University intend to introduce such equivalent opportunities, and if so, when?</i>	Why are certain opportunities and schemes restricted in eligibility, and what support is in place or planned to support students who fall outside this eligibility criteria?	A wide range of support is available to all students, this includes academic and wellbeing support and we encourage all students to engagement with this support. Targeted support tends to be for underrepresented groups where there is a documented attendance, continuation or progression gap and we want to ensure these students have the same opportunities to success. This is a requirement from the OfS and more details can be found in our Access and Participation Plan on our website. Lots of our specific work cuts across the groups mentioned in the question.
Personal Tutor Pilot Scheme	<i>How is the new personal tutor pilot working? Do we have updates and feedback on this?</i>	How is the new personal tutor pilot working? Do we have updates and feedback on this?	The pilot has been underway since the beginning of the 2025/26 academic year, as we have now completed one term we are reviewing the impact to date although it is still very early. We will do a more comprehensive update towards the end of the year and this will be shared with the Student Union along with a future plans for roll out.
Supporting Students impacted by Global Conflict	<i>How are we supporting students who are affected by global conflict?</i>	How are we supporting students who are affected by global conflict?	All students have access to a variety of wellbeing and academic support at all times. At points of particular global conflict we will reach out to groups of students to remind them of this support but it is important for students to understand that support is available throughout the year and they should access it however suits them best. A full list of wellbeing support options can be found here - https://www.surrey.ac.uk/student-support/health-and-wellbeing