

Student Voice Forum: Questions & Answers

Theme	Summary Question	University Answers
Accommodation	What is the expected response time after reporting a fault in my room, and what is the process if this timeframe is not met or no response is received?	<p>Estates response times are outlined in our Residential Guide. When students submit a request, the expected Service Level Agreement (SLA) or priority is displayed once the problem type has been selected.</p> <p>After a request is logged, an automated email is sent to the requester, inviting them to contact the Estates Help Desk Team if they require further updates. A similar message is sent upon completion of the work.</p> <p>Following student feedback, this automated communication has recently been updated to include our contact email address</p>
Assessment Criteria - Psychology	With the ongoing delays in ethics application approvals for final-year psychology projects, are there any plans to improve the process, such as moving dissertation submission dates earlier or introducing additional support measures for future cohorts?	<p>This is very much on our radar. We have moved to a model of group projects and supervision and are encouraging staff to secure ethics over the summer before projects begin so that we can avoid these delays. We have built in engagement with the ethical process outside the formal ethics application to ensure students gain insight into this important process and develop the relevant skills. We are conducting a review of all dissertation processes over the summer and have just appointed a new Dissertation Tutor so will be providing additional support for staff to facilitate this approach</p>
Assessment Feedback	What measures are in place when assessment feedback is delayed beyond the 3-week window, particularly when delayed feedback impacts future assessments, and how does the university ensure transparency and consistency in marking criteria and feedback practices across different courses?	<p>We've had several discussions with the president and the VP Voice on this issue to identify the best ways of improving this important issue, such as signaling more clearly what the return date of an assessment will be and ensuring that one assessment is returned before the next one on that module is due.</p> <p>If the agreed timelines are not being followed, the route students should take to raise this issue is: module leader, student rep, Associate Head Education.</p>
Catering Options	Are there any plans to prioritise healthier food choices on campus?	<p>Before each academic year we do review our offering, and part of this is to look at what was popular in the previous academic year. We will look at this over the summer for some new options next academic year</p>

Exam format changes	Concerns about accessibility, fairness and student wellbeing have been raised following the change from online to in-person exams in Psychology, especially for disabled, neurodivergent, commuting, international and working students. What steps will the university take to ensure an equitable assessment experience, and is there any possibility of reviewing or reversing this decision?	The university provides a varied and authentic assessment diet. We've reviewed all our assessments over the last few months for vulnerability to AI and have redesigned. While some assessments take place as in-person-exams as the most appropriate mode of assessment for some learning outcomes, most assessments across the university are not exams.
Transgender Inclusion	Can the university please allow transgender students to access spaces that align with their transitioned gender?	The University is required to comply with the Equalities Act 2010 and given the most recent guidance published we are working through what that means for us as an organisation. We are however committed to providing suitable spaces for all of our students and ensuring a safe and inclusive community for all.
Invigilator Conduct	Can the university review repeated concerns about invigilator conduct during in-person veterinary medicine exams?	The University provides regular training and updates for all invigilators and takes any concerns about invigilator conduct very seriously. In response to recent feedback, we have introduced updated software that enables invigilators to share timings, finish times and passwords more easily, and we are also exploring the inclusion of a simple feedback link so students can comment on the invigilation in their exam room.
PGR Teaching	What additional support and training provisions can be introduced for PGRs and can supervisors also be offered training to improve consistency and clarity in expectations?"	The code of practice is being updated at the moment and will provide more clarity on this from September 2026.
PGT Placements	Why are UG students prioritised over PGT students when it comes to placements?	UG students are not prioritised internally when it comes to placements, what we have found however is that Employers do tend to have a preference for a UG student completing placement between Levels 5 and 6. We think this is due to the fact this is how it has generally worked in the UK and what Employers are used to. We are working with Employers on this and are actively looking to increase the placement opportunities we are able to offer to PGT students.
Expanding Placements	Are there plans on expanding list of universities which you can do your study exchange in, particularly in Europe and Asia/USA?	The International Mobility team are always looking for additional opportunities for international year abroads and new agreements are being signed all of the time.
Study Spaces	What plans are there to improve and expand study facilities on campus?	We have recently completed some work with the Student Union to understand what improvements to Study Spaces that students would like to see. This feedback will be used to both inform the Master plan and for short term improvements. There are a number of improvements planned for over this summer including individual study

		number of improvements planned for over this summer including individual study pods, a commuter space and refurbished common rooms. We are also looking to make sure we communicate spaces well as there are often spaces within schools for study that not all students are aware of.
Transport & Parking	What plans does the university have to address increasing traffic, parking shortages and bus costs between MPS and Stag Hill?	We are very aware of the transport challenges, that affect all members of the University. We have recently expanded availability on Manor Park with the opening of a new car park, we are looking at extending accessible parking on that campus, as well as ensuring the parking regulations are as fair as possible each year.
Union Buildings	What is the university's <u>clear plan and priorities</u> regarding Rubix and Union building renovations?	A costed feasibility study is expected by the end of July. This will take into consideration the Estates Master Plan, the 2041 Vision, and any relevant health and safety or accessibility considerations, with priorities set against the work. Once reviewed, the findings will be shared with Student Union stakeholders.
Union Study	How long will the Union Feasability Study take?	The draft feasibility report is scheduled for completion by Friday 19 June. After review, and considering any health and safety or accessibility priorities, a prioritised and costed report will be developed, with the costed report expected by the end of July.
Wetherspoons Concern	What are the plans for the Wetherspoons opening and can more be done to communicate usage/timeline to students?	Wetherspoons is scheduled to open in mid July. We will be confirming the opening date in the next couple of weeks and will share details via the MySurrey Website and Newsletter.