

You said, we did.....

Throughout the year, you let us know about improvements you'd like to see to your courses, equipment, feedback and learning spaces amongst many other things. We thought you would like to know what we are doing in response to make facilities and the university experience better for you and future students. We endeavour to make improvements as quickly as possible where we can, but hope you understand that not everything can be changed immediately due to the need to plan, budget and change processes.

At a University-wide level, these are the key issues we are tackling and making specific changes to:

- **[EN]GAGE Sports Centre at Sighthill Campus** aimed at addressing student feedback regarding the University's sports facilities, [EN]GAGE opened in January 2011. The facilities include a 200m² fitness suite with state of the art gym equipment and a 1200m² sports hall suitable for activities such as badminton, table tennis, football and basketball. There are also a number of fitness classes available. For more information about [EN]GAGE please visit: www.engagefitness.co.uk

[EN]GAGE also provides a home for our many NSA indoor sports clubs and significantly enhances the services available to our students and staff.

From January 2012 the fitness suite at Craiglockhart will re-open to staff and students. New flooring has been installed in the former fitness suite in order to turn this area into a dance/fitness studio. More information about this will be available from [EN]GAGE in 2012.

- **Campus improvements:**

Merchiston: The new entrance vestibule at Merchiston is now complete.

The front steps to the vestibule have been repaired together with the installation of a new door system that will reduce draughts as well as heat leaving the building. The upper area of the Apex Cafe has been refurbished, with new soft seating and a bright colour scheme now in place to make the area a lot more inviting. Lecture Theatres have also received some cosmetic upgrades including decoration, new carpets and new seating.

The Merchiston co-location project will kick off in 2012, with enabling works starting at the end of October 2011. More information about this project is available on the [student portal](#).

A new multi-touch wall has now been installed in reception as part of the Faculty of Engineering, Computing & Creative Industries, Future Living Future Life project, to explore the impact of emerging technologies on work spaces, public spaces and private spaces. It is one of the most technologically advanced systems in Europe. Keep an eye out for new things on the wall.

Sighthill: The Sighthill Campus opened on time and on budget in January 2011. With the Sighthill project now completed a post occupancy evaluation will take place shortly. The evaluation is a tool that is used to ensure that user requirements have been met and that any lessons learned can be considered when planning future projects.

Craighouse: As a result of concerns that students have insufficient spaces to use between classes, Information Services (IT) have now installed an additional PC suite on the fourth floor (NC404). The room is configured with 32 PCs as well as mono and colour printing facilities and is available 9am – 8.45pm, Monday to Friday. NC404 is additional to the established PC provision in rooms NC206, NC732 and in the canteen (where the print credit kiosk is also situated). Following the Campus Users' Group, usage of the computers in NC404 is being reviewed and Information Services along with Property & Facilities will identify if any soft seating/non-PC spaces could be provided to enhance the student experience.

Catering Issues

Property & Facilities have agreed to extend the opening hours of the catering outlet from 3-4pm on a trial basis at the start of trimester 2. If there is sufficient business, this four week trial will be extended. Colleagues from Property and Facilities have noted comments regarding the choice and availability of hot and cold food options and will continue to monitor the situation to see how demand can best be met.

Communication with students

The importance of communicating clearly with students on campus-related matters has been noted and this will be addressed at the start of Trimester 2.

Craiglockhart: A new laptop study area has been added to the Library at Craiglockhart. It has 59 seats, 40 of which have power sockets for using laptops. There have also been two new group study rooms created. This Library now provides a range of study facilities from group discussions to silent.

The Chapel has now been redecorated following roof repairs and the installation of an upgraded heating system.

Student Accommodation: The University's student accommodation at West Bryson Road and West Tollcross has undergone major refurbishment work over the summer, as detailed below:

West Bryson Road

- New kitchens and white goods
- New electrical heating
- Replacement of hot water cylinders
- Energy saving light sensors
- New carpeting and vinyl flooring
- Complete redecoration
- New furniture including: beds, sofas, bar stools and coffee tables.

West Tollcross

- New kitchens and new white goods
- New shower pods
- New Amtico flooring
- Complete redecoration
- Additional CCTV cameras
- New laundry facilities
- New furniture including: beds, sofas, bar stools and coffee tables.

New student residential development: Work will begin in November 2011 on a new 778 bed space student residence at Fountainbridge. In addition to all rooms being en-suite, there will also be a central laundry facility, bike storage and a 200m² student centre. The development is scheduled for completion during the summer of 2013.

Improvements to student advice and support services

Edinburgh Napier students said: “Run workshops on all campuses so we don’t have to travel.”

We did: Careers and Confident Futures workshops have been extended to run on all three campuses in 2011/12.

Edinburgh Napier students said: “Good quality information and advice is important to us.”

We did: We created a new Student Hub at B40, Merchiston to bring together a range of support and advice services, including:

- International student support (immigration, visa extensions, post study work visas.)
- Student Exchanges Information and Support (Erasmus, Study Abroad)
- Help with Council Tax exemption
- Student funding assistance and advice including extra funding support through the Discretionary or Childcare Funds
- Replacement Student ID cards
- Consulting rooms for booked meetings or regular drop ins with specialist staff (Counselling, Careers, Disability & Inclusion, Student Funding, International Support)
- The Disability & Inclusion Assessment & Training Centre

For more information go to the [student portal](#) or email enquiries@napier.ac.uk

Edinburgh Napier students said: “It is important for us to leave Edinburgh Napier with a range of skills which will benefit us in the job market.”

We did: The University has set up CV Doctor services on all three campuses, increased the number of employer events, created a ‘Get that Job’ 2-day intensive

course and launched the [Stand out from the Crowd website](#) to help you plan how you are going to build your CV.

For more information visit the [student portal](#) or email careers@napier.ac.uk

Edinburgh Napier students said: “The libraries are too noisy.”

At Merchiston four additional study rooms and an additional 60 study spaces have been created which should make finding a space to suit for your style of studying easier. One study room has been designated a project room and can be booked for longer periods in response to requests from MSc students earlier in the year.

At Sighthill changes to furniture layout have been made to identify more clearly areas which are designated silent or quiet study. Level one is working well as an area where students and staff meet over a coffee to discuss work.

Edinburgh Napier students said: “There aren’t enough books available in the libraries.”

In response to comments about insufficient copies of books the University is buying electronic books which will increase access and also makes them accessible via a laptop. The number of digitised chapters or articles that are made available through WebCT – again this can relieve the pressure on items that are in very high demand.

Information Services are also looking into other ways of being more responsive to student demand and we hope to be offering a new service in the next few months.

The titles that are in high demand are being monitored and loan periods will be changed to make sure as many students as possible get access to the books.

Other developments have included the introduction of paying fines at self issue machines which will speed up that activity and will mean that library staff can spend more time helping you with enquiries. We’ve extended our online enquiry service to cover weekends as well so that you can contact us with queries even if you’re not in the libraries. We also offered an enhanced induction programme aimed at helping you find information as easily and quickly as possible whether you’re in the library or using our services remotely.

School-based Activities

In addition to the general actions above here is a sample of specific actions taken at school level in response to feedback from their students

The School of Nursing, Midwifery & Social Care MSc students said: “Please give us more chance to discuss our research proposal.”

We did: Module team introduced four face-to-face tutorials and have also introduced four Elluminate Live sessions to improve feedback.

The School of Nursing, Midwifery & Social Care students said: “2nd year module ADN08109 Holistic approach to long term conditions asked for information on solutions / explanations with issues related to WebCT.”

We did: The module team ask students at points - week 4, 8 and 12 to give them feedback on the module using the text wall. This has allowed the module team to identify and address concerns early. It also gives them excellent data for focussing the development of their final evaluation so they get more detailed information about what works well and improvements that can be made for future runs of the module.

The School of Nursing, Midwifery & Social Care students said: “Students asked for a revision of the evaluation process in clinical practice.”

We did: Practice placement evaluation team is co-ordinating the further exploration about how they give timely feedback to students on their clinical placement evaluations e.g. common themes, and the team is developing an on-line format for submission of evaluations.

The School of Nursing, Midwifery & Social Care students said: “Students on Pharmacology Singapore module asked team for more opportunities to practice online quizzes for student self-assessment.”

We did: The module team now provide formative online quizzes for practice and self assessment prior to the summative online exam. Following this intervention, students took an average of 30 attempts each; the outcome was 100% pass rate for the summative online assessment.

School of Accounting, Financial Services & Law students said: “We would like more feedback.”

We did: The School of Accounting, Financial Services & Law has been working with students to clarify and give clear guidelines on when they should expect feedback – for example, work in tutorials involves feedback but this is not always recognised as a method of feedback by students.

School of Computing students said: “Work experience would be valuable in securing graduate jobs.”

We did: The School of Computing has deigned new modules, Creative Internship and Professional Practice, to give students academic credit for work experience and developed (with project partners e-skills UK and ScotlandIS) the e-Placement Scotland project offering paid placements throughout Scotland.

School of Computing students said: “We want more help with programming.”

We did: In direct response to this feedback the School of Computing hosted “drop in” surgeries in the JKCC.

School of Engineering & the Built Environment students said: “We want better access to staff.”

We did: As a pilot key staff in School of Engineering & the Built Environment have placed an A4 sized message board on their office door which contains their weekly Outlook calendar printout. This way, students can see at a glance when the member

of staff will likely be available (i.e. not in a class, or meeting etc.) These message boards are proving popular with both staff and students.

School of Engineering & the Built Environment students said: “We want better communication of any changes courses or teaching.”

We did: Programme teams have embarked on an improved communications programme with the students about course and teaching related changes. There has been a conscious effort in the School to simply communicate more effectively with students. As a result announcements are made face-to-face, through webCT, student portal announcements, and where appropriate through direct email.

School of Life, Sport and Social Sciences students said: “There is a lack of PDT continuity form one year to the next.”

We did: In some programmes within the school students retain the same PDT throughout their university career. The programme teams and subject groups will look at the resource implications of changing to this approach, which has been requested by the students.

School of Life, Sport and Social Sciences students said: “There is a lack of intellectual stimulation.”

We did: The Environmental Biology subject group have initiated a review of what they teach to identify areas of duplication and redundancy. Courses in this and other areas are also being/will be modified to help meet students’ needs and expectations (this work will also form part of the Academic Portfolio Review). In addition, the possibility of external accreditation by the Institute of Ecology and Environmental Management, at both undergraduate and postgraduate levels, is being investigated

To address feedback, the School of Life, Sport and Social Sciences have:

Sports Science and Health subject groups have rolled out electronic submission of coursework, and developed electronic feedback, to increase targeted feedback to individual students. They also intend to make greater use of the software Mark-it-Easy to increase the speed of feedback to students. The Psychology subject group accepts that returning work to students, particularly for assignments that occur at the end of a Trimester, is problematic, and they are looking at ways of improving this.

School of Life, Sport and Social Sciences students said: “We want more placement opportunities.”

We did: To address concerns that it is difficult for students to obtain work placements and, hence, work experience, the School has agreed to write to local companies, and larger ones in Scotland, asking if they would like to be involved in a placement scheme. They will also be asked, in the same letter, which attributes they would like graduates to have. The ideas received will be built into programmes as part of the Academic Portfolio Review.

School of Arts & Creative Industries students said: “We are not getting feedback quickly enough and not finding feedback useful.”

We did: The School is exploring different methods of giving feedback, including audio and visual. Working is ongoing across the subject groups to ensure greater consistency in feedback given to students. The School will also ensure that assessment and feedback arrangements are clear in all module handbooks and will be undertaking student briefings to discuss what forms feedback might take.

School of Arts & Creative Industries students said: “There is a lack of communication with students and poor organisation.”

We did: The School will now ensure that there is detailed scheduling of all classes including use of appropriate spaces and resources. A range of online communication and social networking tools are now being used to ensure effective communication between staff and students. A communication strategy is also being developed which will provide guidelines for staff on consistent communication. The School is also exploring new methods of student contact, such as text messaging, for when classes have to be cancelled or any emergency communication.