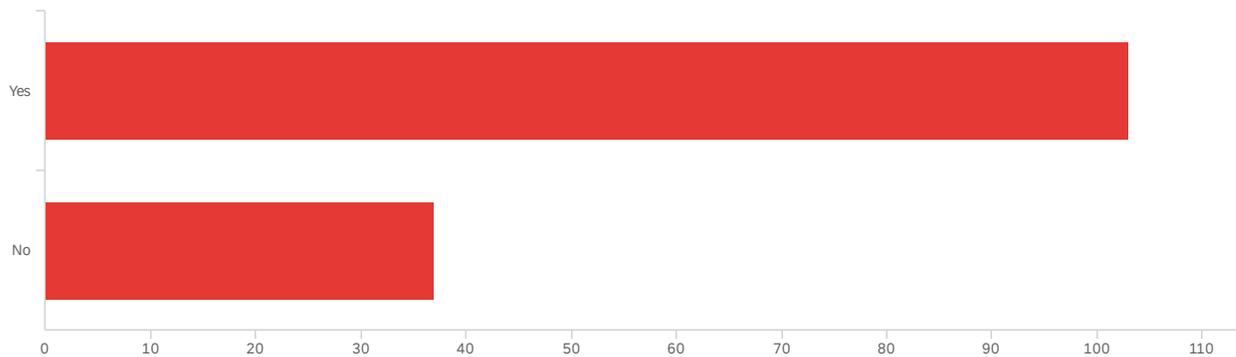


Default Report

Student Support Website Feedback

February 15, 2021 6:05 AM MST

Q1 - Are you aware of the student support website? (If the answer to this is no, please take a moment to familiarise yourself with with the website www.studentsupport.manchester.ac.uk and then go directly to question 4)



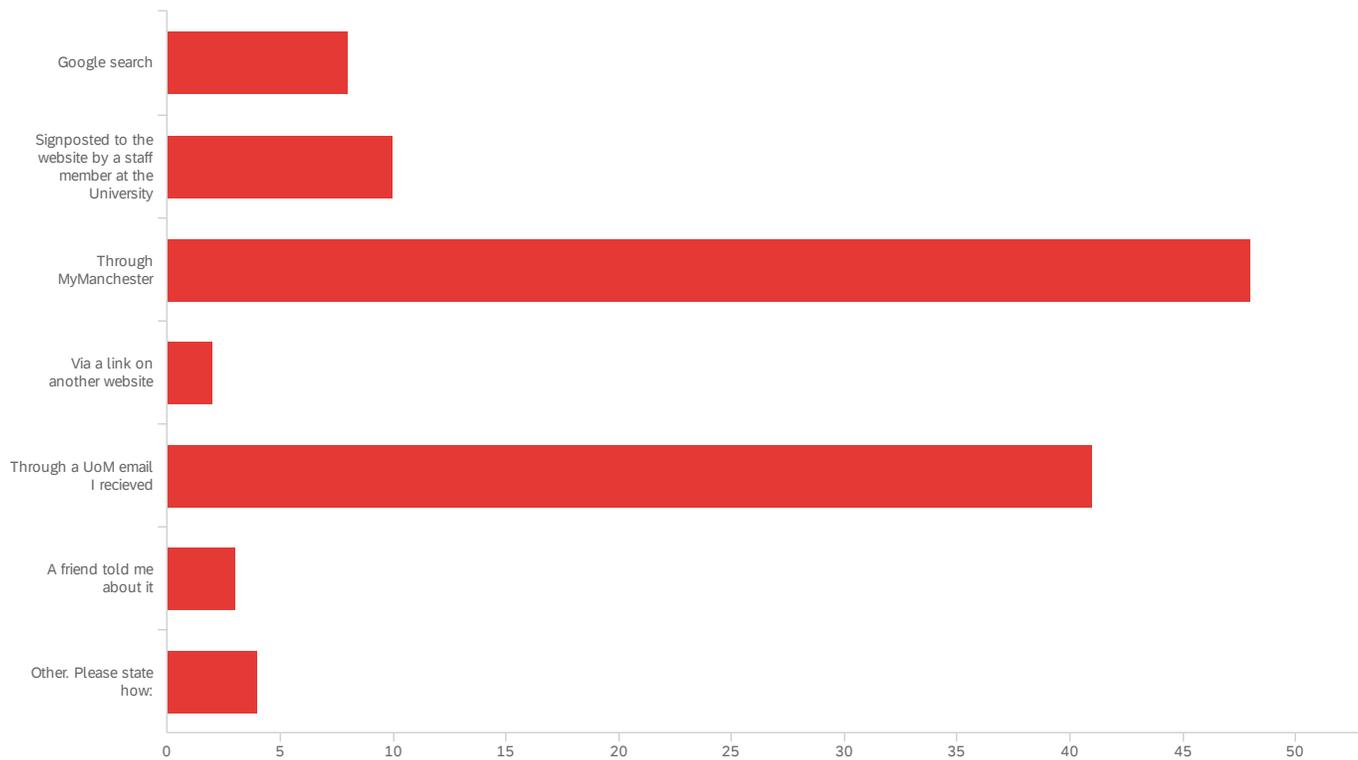
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you aware of the student support website? (If the answer to this is no, please take a moment to familiarise yourself with with the website www.studentsupport.manchester.ac.uk and then go directly to question 4)	1.00	2.00	1.26	0.44	0.19	140

#	Field	Choice Count
1	Yes	73.57% 103
2	No	26.43% 37

140

Showing rows 1 - 3 of 3

Q2 - How did you first access the student support website?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How did you first access the student support website? - Selected Choice	1.00	7.00	3.72	1.44	2.07	116

#	Field	Choice Count
1	Google search	6.90% 8
2	Signposted to the website by a staff member at the University	8.62% 10
3	Through MyManchester	41.38% 48
4	Via a link on another website	1.72% 2
5	Through a UoM email I recieved	35.34% 41
6	A friend told me about it	2.59% 3
7	Other. Please state how:	3.45% 4
		116

Q2_7_TEXT - Other. Please state how:

Other. Please state how:

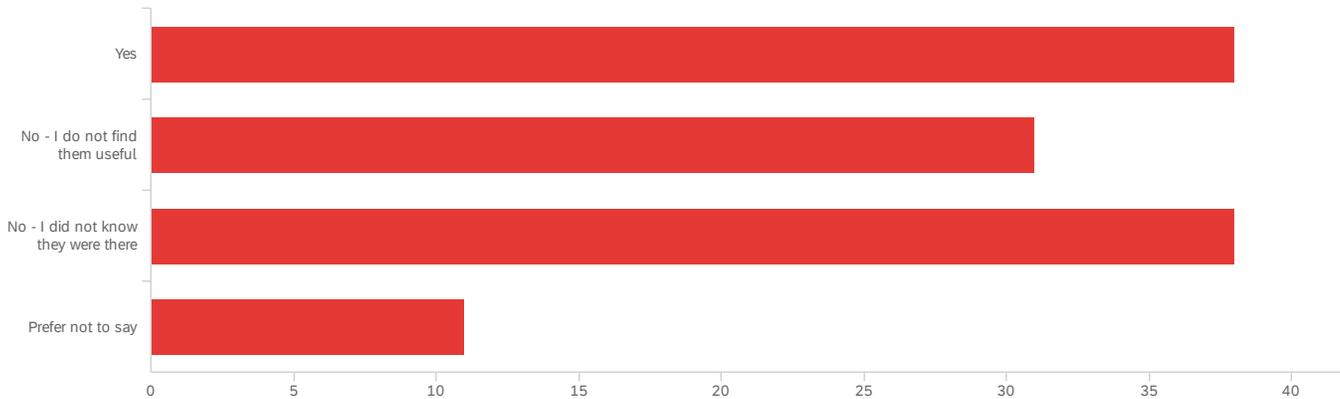
I knew about it but never used it

try to get career support

Manchester counsellor recommendation

I came across it whilst browsing

Q3 - The student support website has lots of resources such as self-help workbooks, wellbeing journals, planners and wellbeing advice. Do you make use of these?



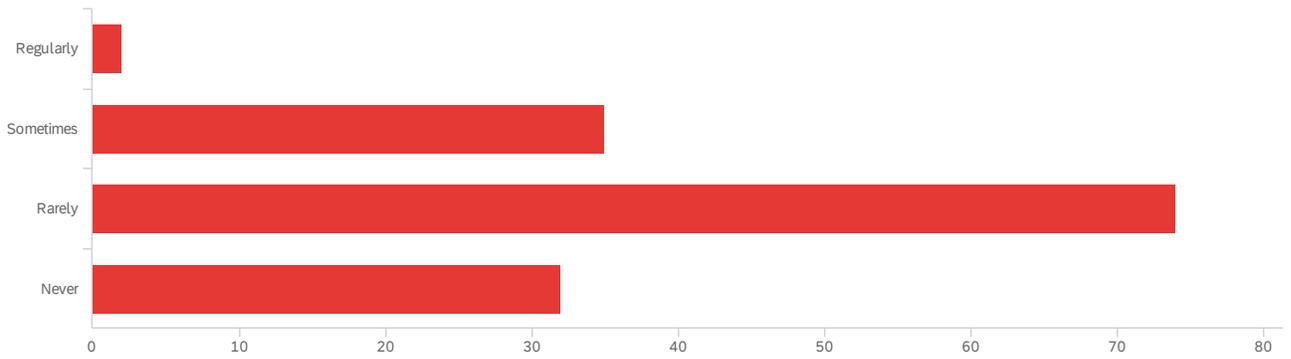
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The student support website has lots of resources such as self-help workbooks, wellbeing journals, planners and wellbeing advice. Do you make use of these?	1.00	4.00	2.19	0.99	0.98	118

#	Field	Choice Count
1	Yes	32.20% 38
2	No - I do not find them useful	26.27% 31
3	No - I did not know they were there	32.20% 38
4	Prefer not to say	9.32% 11

118

Showing rows 1 - 5 of 5

Q4 - How often do you access the student support website?

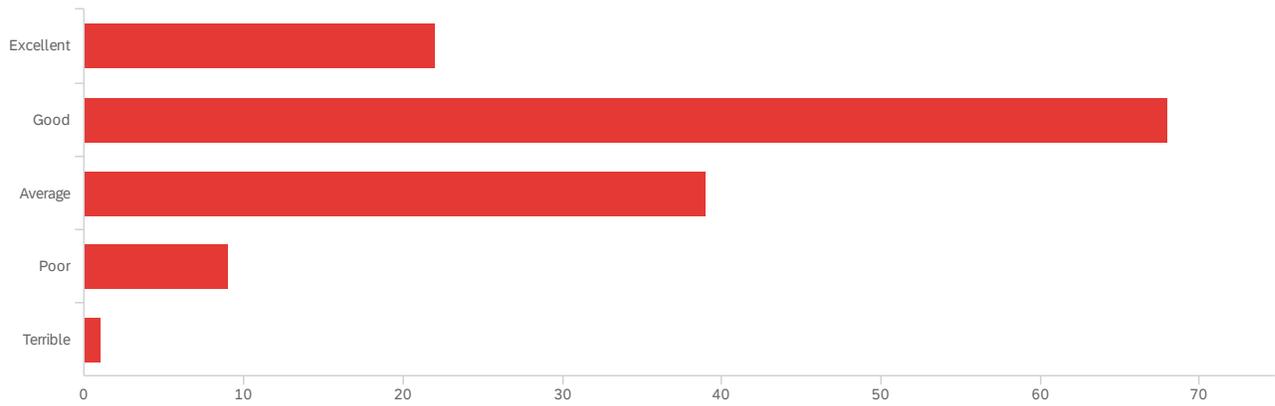


#	Field	Choice Count
1	Regularly	1.40% 2
2	Sometimes	24.48% 35
3	Rarely	51.75% 74
4	Never	22.38% 32

143

Showing rows 1 - 5 of 5

Q5 - How user friendly do you find the student support website?

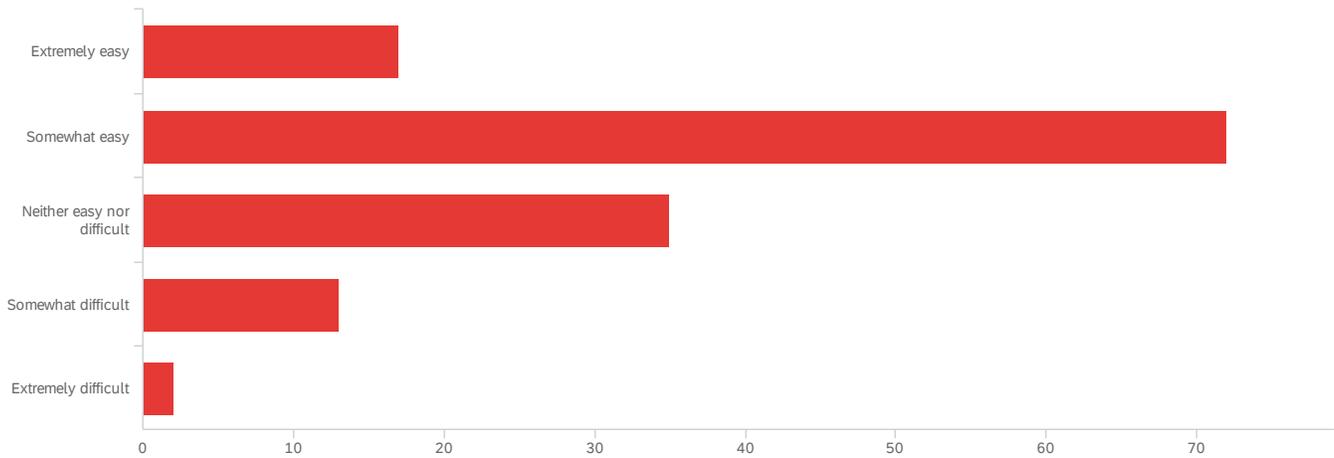


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How user friendly do you find the student support website?	1.00	5.00	2.27	0.83	0.69	139

#	Field	Choice Count
1	Excellent	15.83% 22
2	Good	48.92% 68
3	Average	28.06% 39
4	Poor	6.47% 9
5	Terrible	0.72% 1
		139

Showing rows 1 - 6 of 6

Q6 - How easy is it to find what you are looking for on the student support website?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How easy is it to find what you are looking for on the student support website?	1.00	5.00	2.36	0.87	0.75	139

#	Field	Choice Count
1	Extremely easy	12.23% 17
2	Somewhat easy	51.80% 72
3	Neither easy nor difficult	25.18% 35
4	Somewhat difficult	9.35% 13
5	Extremely difficult	1.44% 2
		139

Showing rows 1 - 6 of 6

Q7 - What do you like about the student support website?

What do you like about the student support website?

Access to resources to help you out

lots of useful information and well-designed page

The colour scheme and the organised webpage

Good design, clear signposts

Lots of resources

It is well organised.

very helpful.

Information on most wellbeing categories

In fact, I have not logged on this website. So I cannot give a useful feedback.

layout, not bmbarded with information when you first go in. clearly set out.

no idea

it provides support for various situations

the design and the wide variety of resources it offers

prefer not to say

The student support website is helpful because it gives a feeling that students are not alone during current extraordinary circumstances. Personally for me, even though I am not a frequent user of the website, it gives confidence that no matter what happens - there always will be help and support available for me

It's relatively accessible and user friendly.

grammar workshop

Organization

Never seen it before

It has all important information I usually want to know

just so so

What do you like about the student support website?

.

The accessibility

Ver clear information

all good

It has important information that isn't anywhere else and bring information from other places into one space.

No

n

help to solve problem

The content

N/A

it has a clear and usable format

Many different services for help

The range of resources and support. Also its simplicity.

easy to read and navigate

clear distribution

I like the way you categorise different segments and put them in different colours.

It does signpost to a lot of other places and services

The clear interface

Nothing

Has a search bar

n/a

I like that you're able to choose any language on the website and that the main areas are given underneath to choose from

It has a lot of information on various topics all in one place. It is nice to be able to see resources ranging from mental wellbeing to information on tuition fees and visas.

It's broken down into blocks that I can click on and it says what it offers - although they are very inaccessible in design

What do you like about the student support website?

It's benefit for students.

It's helpful when I need some guidances

Knowing that I can connect with the school and there are support designed to help.

It provides extensive information on various topics

The specific assistance

not familiar,as I rarely use

Yes

Big Writing

Easy to access layout

The webpage is clear and user friendly

The categories of support it has

Regulations rolled out, student wellbeing and VISA information under pandemic.

.

The variety of topics it covers.

Lots of links to resources

The broad range of support that the website offers is something that I find very useful.

easy to use

It's helpful

academic support

visual, lots of colours, not boring, bold headings

Different kind of support that changes according to students need e.g. during exams we get assessment support

Can be accessed easily

It is organised

It helps me to know current events better.

What do you like about the student support website?

Clear layout and good design

-

n/a

It does the strict minimum with minimum user friendliness.

variety of resources

Provide help and support about a variety of things

It tries to help me.

helpful guidance

Just so so

It's a little bit hard to navigate the website.

giving students lots of help

okay

all

Probably useful for some people

clear explanation

good

Every day support

-

-

Quite useful

It covers majority of needs in my study life.

Nothing it's useless

Everything

Their tips to well-being

What do you like about the student support website?

Good

.

NA

Clear categorisation of help

It's purple

Easy to access

Set out well

It's pretty easy to navigate

It gives us a variety of workbooks and resources to support with mental health

Rarely look this web

-

User-friendly website

Availability of wide resources

It covers a lot of aspects that students may need to be helped with.

colour

It is students taking their time to help other students, I like that.

Offer me the help I need.

More information about the document to prepare transfer vignette.

easy

It has some useful resources

planners

it is full of resources that might be useful or helpful to me at some point

ignore answers to 5 and 6

/

What do you like about the student support website?

none

I like the graphics

coverage of many aspects of potential need for assistance on a particular topic

-

The range of support given

don't remember

Looks up to date

The simplistic layout

Range of materials and gives advice on issues that the majority of students may be struggling with.

I like that it seems be willing to help people

.

.

The use of different blocks that navigate to different areas of the website

Student support website for technical support, student life has played an important role

clear headings

It is there and available if anyone needs it - I have a hypnotherapist who supports me wo I do not use the website page often. I do techniques such as mindfulness with her

It includes many services

lots of information in one place

Easy to browse

The call for actions are very clear and visible

Most of times, it's user friendly.

Test

Q8 - What do you dislike about the student support website?

What do you dislike about the student support website?

-

No.

It was hard to find the resources (ie self-help workbooks, wellbeing journals, planners) mentioned above. I had to click through a few links. Also there planners are to be used daily which means a new piece of paper a day, it might be useful to point to where the students can laminate the planner in the university.

Nobody knew about it, needs more advertising

The volume of resources also means it is sometimes difficult to find what I am specifically looking for

Sometimes the exact thing I am trying to find can be hard to find.

the website is great. however, sometimes it takes long time to get email reply.

Slow email response

In fact, I have not logged on this website. So I cannot give a useful feedback.

nothing

no idea

/

maybe you could have more articles on the 'spotlight' part

prefer not to say

-

The website is alright, although it can be hard to find what you're looking for at times. My real gripe is that when I got to the page for getting an internet box, which I desperately need, I got sent through 2 weeks of hell messaging half a dozen different people, none of which could apparently help me.

the format

Finding information is difficult

Na

NA

nothing yet

What do you dislike about the student support website?

.

Lack of extra information- too simple

nothing worth a mention

none

It's a bit cluttered

No

n

Nothing

Nothing

N/A

I think it could have a section to highlight the support available for those in accommodation

Almost too much information, can be a little overwhelming

Maybe it would be useful to have a section specific to wellbeing in the time of Covid on the main page?

sometimes my mental health isn't in a 'crisis' or 'emergency' but i want to talk to someone. Where is the in-between of a crisis mental health situation and feeling bit down. What about when you are feeling very blue or melancholy but aren't suicidal or say really depressed.

no

Better organisation is needed.

The search bar isn't very good. I searched 'loneliness' and it doesn't take me to a single page on loneliness. I searched for 'counselling' and the first result should be a link to the counselling service, not a page about student loans for US students. Also, the link to the SU advice centre on this page (<https://www.studentsupport.manchester.ac.uk/taking-care/imworriedabout/friend/>) isn't working anymore.

Nothing in particular

It's useless

Doesn't have a menu

n/a

Way too much text on the page

Some links lead to an error page. (e.g. under the 'tuition fees' tab, the 'accommodation fees' tab gives an error message)

What do you dislike about the student support website?

Accessibility, I have to scroll down for the relevant information, the contact info is way down on the bottom and there is news that are on top of them which are less relevant than the contact, it's hard to distinguish what is what due to the design of the rectangles that I can click on

It should be updated frequently.

It's ok

The titles and arrangement of the website can be difficult to find information.

Sometimes it is difficult to find what I am looking for.

No

not familiar, as I rarely use

No

It's not very inviting and looks like too much information thrown at you at once. Not really something that is widely talked about or known of to many students.

Not much to dislike

Nothing

Support and information is hard to search for in the website

Less future career relative information for national students.

.

Not finding what I need some of the time

Bit hard to navigate around when trying to find the area you are looking for

From a pure visual perspective, the purple background on text is not very user friendly. It shifts the tone of the webpage.

no

It's not clear what it offers, support yeah, but what exactly

nothing

no headings at top of page to direct you to areas of the website

Would be better if more are included on dealing with the problem before it happened or pointing out the resources for this e.g. a survival kit on what to do during an event of emergency (e.g. being stalked by a stranger?)

NIL

What do you dislike about the student support website?

Can become more modern in terms of layout

I have no ideas.

nothing

-

n/a

Web organization, not up-to-date (schedule and inf), slow...

is not easy to navigate and find the help you need according to your circumstances

Nothing

It haven't helped me yet.

non

no

It is not quite convenient to find what I want.

no

nothing

no

N/A, don't use it much

topic not wide cover enough

no

no dropdown navigation menus

-

Too mechanical, there's no human touch, parts of it are tone deaf,

None

Sometimes not efficient

All of it, the suggestions are absolutely terrible

What do you dislike about the student support website?

Nothing

Lack of pandemic related tips

no

.

NA

The user interface is boxy and less intuitive

It's not useful

not enough interactive

I personally don't find it useful

Nothing leaps out at me as particularly bad

N/A

Useless for postgraduate

-

So far so good

Unorganised

Students cannot get responses quickly sometimes in emergency circumstances.

Information is a little general

Nothing in particular

None.

No

none

Navigation

no

too much information.. could be a bit concise

What do you dislike about the student support website?

unable to say as I never saw it!

/

none

its hard to locate things sometimes and move between pages

Very little, if anything, to dislike

-

There may be too much information which makes it difficult to pinpoint exactly what you want

I think the search engine should be improved.

Not so easy to navigate exactly where to go

The search facility is poor and makes finding resources difficult. Plus the actual content on the website isn't particularly useful.

I must be honest, I have not spent enough time on the student support system to dislike anything in particular.

I don't like that it is actually not that easy just to get help from these website.

believe it or not sock folding isnt going to cure my depression and i honestly find some of the advice insulting and belittling

There is a lack of supporting materials for BME students, a lot of the people in the videos are white women and I don't feel like I can relate

I think it can be hard to navigate sometimes and the colour scheme isn't easy on the eyes

There is nothing unsatisfactory

no search topic option?

The links do not work when I tried them until I went on to the information at the bottom of the page

It could be better organised - although its organisation is already good

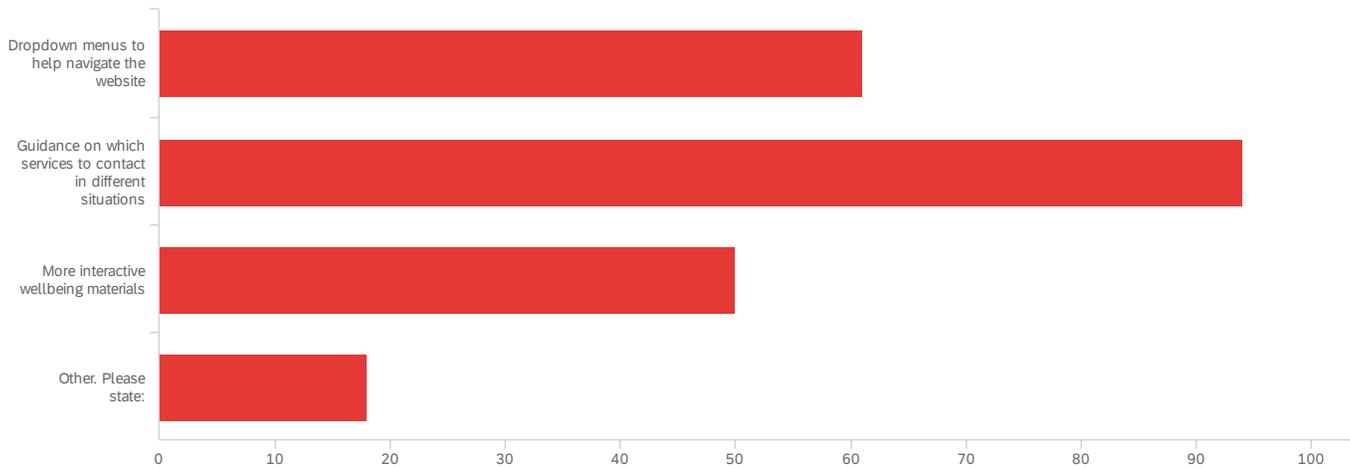
you have to click through too many pages to get to the information you want

Nothing

Maybe a "map" with all the sub-sections underneath the main call for actions

Sometimes I cannot find the website I'm looking for.

Q9 - What would you like to see on the student support website?



#	Field	Choice Count
8	Dropdown menus to help navigate the website	27.35% 61
9	Guidance on which services to contact in different situations	42.15% 94
10	More interactive wellbeing materials	22.42% 50
11	Other. Please state:	8.07% 18

223

Showing rows 1 - 5 of 5

Q9_11_TEXT - Other. Please state:

Other. Please state:

Derbyshire

Oxfordshire

The

easier to access uni counselling service

There needs to be a clear hierarchy of pages. Landing page leads to core themes/groups. Sub-topics/pages underneath those. T the moment it feels a bit all over the place.

New website

n/a

fds

Other. Please state:

Greater Manchester

Manchester

Greater Manchester

Redo the entire website for it to belong to this century

MANCHESTER

An overhaul of the University's laissez-faire culture

Questionnaire to navigate quickly to a service best suited to you. You may not always know what is best to access

ZH

Greater Manchester

Q10 - Any other comments on the website or how it could be improved?

Any other comments on the website or how it could be improved?

-

Many students may do not know this page like me. So more advertisement may be more helpful!

More precise advertising in the uni emails would be helpful. Like link to particular webpage not just the homepage. But that's not really a fault with the website.

Nil

It's a helpful website overall

N/A

on the website, there are a lot video provided, some are from youtube. however, due to covid-19, i returned to my home country (China) and not able to watch youtube videos even with the university VPN. I would really appreciate if there could be some video uploaded by the university directly.

Add chat box to quickly chat with someone rather than wait on phone or email

Nope.

None

no idea

/

make it more obvious that the links (e.g. under 'We're here for you')lead to workshops, articles etc. by perhaps listing these resources under the title

prefer not to say

-

The site does the job. What I'd prefer is the university to actually listen to what I need and provide it with the 9 grand I pay to them each and every year.

Give more academic support.

Make a section for department news and updates for students.

Na

NA

improve the system

Any other comments on the website or how it could be improved?

.

-

good useful information

all good

N/A

Clearer guidance of the website

n

No

The dropdown menu would be a good idea, plus a better way to organize the layout

N/A

N/A

N/A

Not sure how but I think the design could be jazzed up a bit.

/

no

N/A

N/A

N/A

Hard to navigate

No

n/a

Making the text shorter

It would be a good idea for someone to go through all the links to check for 'page not found' messages and if necessary fix any IT issues

I don't think so, I specified in the appropriate questions

Any other comments on the website or how it could be improved?

No

no

Clear menu bar at shows all the supports and guidance on the website.

I don't have any

Make the email team more efficient and quicker

no

No

Make it more well known

No

No

Make it more user-friendly, such as personalizing it through enabling students to login with their uni account to personalize support

Highlighted the up to date news and spread out via email as an alarm to the reader who have interesting.

j

Have more posts on financial support during the pandemic

Maybe have a drop down menu in the header bar for easier navigation? At the moment it's just a link that goes back to MyManchester

I think making the webpage a little more interactive and user friendly will be great.

no

Be more explicit about what you offer

good

add a search icon next to the search button for easier finding of the search tool

possibility of moving the search box to the middle of the webpage? might be easier to discover the search box in an emergency

NIL

It is a really great idea having this website for the students

NO

Any other comments on the website or how it could be improved?

No

-

n/a

None

to much stuff to read and solve it on your own. Peaple right now need talking to someone and support. Share stories about students demonstrate that we are not alone feeling anxious. normalize

None

Not yet

No

NO

Maybe it'a good idea to provide a tutorial video about how to use the website !?

excellent

no

no

No

collect questions or problems from students, then provide solution

no

nothing more

-

-

No

No thanks

Put things that actually help us not stupid suggestions like folding socks.

Nope

More tips on how to deal w online learning and the implications of the pandemic on our social lives

Any other comments on the website or how it could be improved?

no

.

NA

None

No

n/a

No

No

N/A

More useful information needed

-

N/A

No

It is not that easy to find what we need sometimes. And it is a bit complex to solve the problem. For example, each situation in a circumstance has different ways to solve it, if the way we used to get supports is not exactly the same as it required, then we cannot get a useful solution.

Good

Nope

No.

No

none

Questionnaire navigation

no

its fine

no

/

Any other comments on the website or how it could be improved?

none

what could be useful is a link/explanation or description of departement specific support, because sometimes it's hard to figure out where to go

I find it currently easy to use and in the same design as other university web pages/sites

-

More face to face opportunities (even if over zoom)

make it easier to search something

No

It needs to be generally better advertised through contact with students eg email. Because Many people, including myself, didn't know it existed.

No other comments.

no

make the actual advice helpfil

Could be abit more colourful

n/a

For me, it's easy to use and needs no improvement

none

Too much information on one page can overwhelm especially if they are experiencing problems

No other comments

More images/dynamic content - less boxes with text

I have no additional comments

No.

Improving the ways of negotiating the website.

Test