Student Guidance – Unitu

Your department or subject area will have introduced you to a new online feedback platform called Unitu. Unitu allows students and staff to collaborate and communicate with each other to share best practice, praise the work of others and co-create solutions to any issues that may arise.

You may have already used Unitu. However, if not, this short document covers the basics to get you started. You can also find some online pointers here.

Use the contents table below to find the right section to answer your question:

Contents

How to activate your account

In order to access Unitu you will need to first activate your account:

1. Go to theuniversityofmanchester.unitu.co.uk
2. Click 'sign in with university details'
3. Follow the account activation process
4. You will need to agree to Unitu's content policy which you can read on the webpage.
   a. It should also have been summarised in your lecture shout out – go back to the recording if this is available
   b. There is also a section with some more details about the policy in this document.
   c. Any issues or further questions contact the department lead for Unitu in your area.

How does Unitu work?

The platform is a web-based tool where you can post feedback that your peers, student reps, and staff can engage with.

After logging in, you will see two sections:

1. A private section: only students, student reps and UMSU staff can access this space. This is your space to discuss and share your thoughts with your peers by creating an original post or commenting and voting on existing posts. Reps will then help to 'triage' these posts; they may be able to help right away, ask you for more information or send the feedback to a member of staff for consideration. (note: staff can only see the number of votes and comments and the date the feedback was created in this section)

2. A public board: If your post receives enough engagement from your peers, or Reps feel like staff should be involved, they can raise your comment to the public board where assigned staff will see it. Staff will update you as your feedback progresses, and once a resolution is reached, they will close your post. You can still go back to the posts at any time via the archive.

Using Unitu is intuitive, however if you are struggling, please contact your student rep for further support.

Student voice is important as the University aims to use student feedback as the main driver of change. Unitu is a key tool in achieving this goal, as the effective use of the platform by students and staff can lead to co-creation of solutions that are beneficial to everyone.

Constructive Feedback

When posting on Unitu, please ensure that your feedback is constructive, detailed and suggests the change you would like to see.

When posting, consider these points:

- Objective – Don't let personal feelings impact your ability to drive beneficial change, keep posts professional and respectful.
- **Specific** – Ensure your feedback is clear and provides possible solutions where possible

- **Evidenced –** Clearly demonstrate the importance of your feedback. Why does it need to be raised? What's the cause and impact of the issue?
- **Representative –** Consider the point of view of other students- do they relate to your post? If not, could they still help you?

What feedback should I use Unitu for?

Unitu is a platform mostly focused to help with academic topics related to your degree. The staff that can see your board will be academic staff. Hence, use Unitu to ask questions, give praise, share feedback, or make suggestions targeted at your academic staff.

In the case of issues related to accommodation, IT or Sport it is unlikely that staff on Unitu can help. In this instance, use the A-Z of services to find out who to contact - https://www.studentsupport.manchester.ac.uk/uni-services-az/

Keep in mind that Unitu is a public platform so when posting, consider who might be best placed to help. In some cases it might be worth going directly to your Academic Advisor, Peer Mentor/PASS Leader, Student Rep, Module Lead etc.

Please also be constructive and polite when using the platform. The people reading your feedback are hard-working people so please speak to them how you would wish to be spoken to yourself. If posts are not respectful or of an appropriate tone, they will be removed from the board.

Expected Response Time (ERT)

On the platform you will see that feedback posted has an 'expected response time' (ERT). This is not an expectation of a finalised answer or action based on your feedback. The initial ERT is the time for staff and student reps to give an initial response to your feedback. Following this the ERT will reset. Updates should be sent between each new ERT until a final update is provided.

It should be understood that whilst Unitu is a dynamic platform, Student Reps and staff will not be present 24/7 to engage with your feedback. Staff and student reps will need time to engage with your post properly. ERTs are designed to ensure that you know how long it is before you are likely to receive an update on your post.

Content Policy

When activating your account, you will need to agree to the Unitu content policy. You can review this here - https://unitu.co.uk/content-policy.

The platform is an opportunity to discuss both the positive aspects of your academic experience as well as suggestions for how to improve certain elements. You must be mindful of how you raise complaints and issues, and this is outlined in the Content Policy. Any content which contradicts the content policy can be reported by other users and a three-strike policy could lead to your removal from Unitu.

NOTE: Unitu has the right to waive your anonymity if your account is suspended due to content policy violations. In these instances, only Unitu and certain staff will know your identity, but do be aware that this can happen.

Reporting content

As a user of Unitu you are expected to support a positive and constructive environment by reporting any content you believe to be in violation of the content policy. Do this by selecting 'report content' next to the comment or feedback post.

When you report content always select a reason as to why you have done so. The post will then be hidden immediately and sent to staff and student reps to be moderated. They can choose to either remove or reinstate the content but must provide a reason as to why the decision has been made. As the reporter of the content, you will receive an email informing you of the outcome.

Three Strike Policy

Should your content be reported and moderated as inappropriate, the moderator may choose to attach a strike to your account. Unitu operates a three-strike policy in the following way:

1. First Warning: The first time content of yours has been reported and removed, we will only issue a warning.

2. Anonymity Disabled: The second time content of yours is reported and removed, your ability to post content anonymously will be instantly removed.

3. Account Suspension: The third time content of yours is reported and removed, your Unitu account will be suspended and you will no longer be able access it.

Fitness to Practice

Any considerations about how you may present yourself on social media, also apply to Unitu. If you are currently studying on a programme with concerns around 'fitness to practice', it is especially important that you are thoughtful when writing any feedback – not only to ensure the constructive environment remains but also for yourself and your professional appearance.

If this applies to you, you will be informed via your department. It is your responsibility to familiarise yourself with these requirements, as they apply to all aspects of your studies, including your interactions with Unitu.

Questions?

There are lots of people involved with Unitu who you can contact for support:

- Your Student Reps
- The staff on your Unitu board (especially the board admin)
- The Students Union
- If you are looking for another channel to speak to about Unitu you can contact the Taught Programme Enhancement Team by contacting rebecca.tyson@manchester.ac.uk