

Student Voice Report

Term One 2024/25

Introduction

The HASU Student Survey 1, 2024/2025 received 752 responses. This is a 14% decrease from last year but a healthy 24% of the Harper student population.

Below is a chart recording a comparison of our survey demographics relative to the university's. The aim is to compare potentially vulnerable and underrepresented groups and reflect upon possible areas for improving the student journey.

	2024/2025	Harper Demographics 2024/2025	Survey Response Percentage	Difference to Uni demographics
Total Number	Responses: 752	All enrolments		
Undergraduate	688	70.52%	91%	+20%
Postgrad	10	11%	1%	-10%
LGBTQ+	86	N/A	11%	N/A
Commuter	127	N/A	17%	N/A
Mature	100	36% (12% of UG)	13%	-10%
Students with disabilities	171	26%	23%	-3%
International	68	18%	1%	-17%
BAME	74	11%	1%	-10%
Apprentice	15	7%	2%	-5%

Our Focus

This survey focused on progress to date. We have now asked many of the same questions for two to three consecutive years, allowing for reflection on how the HASU student journey has changed and which efforts from HASU and HAU have had the greatest impact.

We continue to monitor action points from previous surveys, ensuring that commitments from HASU to students remain transparent, and progress on-going. Where we have had success in achieving outcomes for students, we will communicate those successes alongside future work to be done. Further details on on-going priorities and progress to date can be found in the **Speak Week Insight Report 2025**.

The 2024/2025 Student Voice Survey revealed new priorities for students and an opportunity to act on their behalf immediately. The HASU team, in consultation with students, chose three areas of priority which emerged from survey data. Those are discussed in the **Student Voice Priorities** section of this report.

Executive Summary

Key Finding	Action
Students have reported fewer issues with timetabling.	After three years of monitoring timetabling concerns, students are reporting fewer problems. Successes will be communicated to both staff and students. (Please note the Wednesday afternoon exception, described below.)
Students reported that lectures, tutorials, and other academic commitments are being scheduled on Wednesdays after 1pm.	We are exploring the details of this finding in collaboration with Timetabling. We are committed to holding the university accountable to its policy on minimising Wednesday afternoon academic commitments and will begin by communicating the results of our exploration with students and the university.
Students reported mould growth in accommodation.	Results from the survey have shown a concerning number of students with mould growth in their accommodation. The extent, causes of, and solutions for this growth are to be determined. We commit to lobbying Student Services and Estates to do a thorough inspection of all rooms in accommodation to determine the extent of the problem and a plan for full mould elimination.
Students are reporting concerns with HASU security in greater numbers than in previous years.	When asked about their experiences in HASU venues, students are reporting concerns over security in greater numbers than in previous years. This has revealed a need for greater work with our security. We are committed to further training to begin immediately.
On-Going Feedback	Action
Students continue to report the need for additional social and informal learning space.	We will continue to lobby the university to invest in more fit-for-purpose spaces on campus, including a renovation of the ground floor Faccenda (the 'SU hub').

Students have communicated a need for additional plug sockets in lecture theatres.	We will continue lobbying for the university to invest in the infrastructure of the university by providing the plug sockets necessary for effective learning.
Participation in HASU sports and societies leads to greater levels of happiness, belonging, and mental health.	<p>Results show increasingly greater levels of happiness, belonging, and mental health for students who participate in clubs and societies.</p> <p>Action is needed to inform students of the benefits of joining as the correlation between well-being and sports and society participation may not be well understood.</p> <p>HASU will continue to broaden its sports and societies offers to appeal to an increasing number of Harper students.</p>

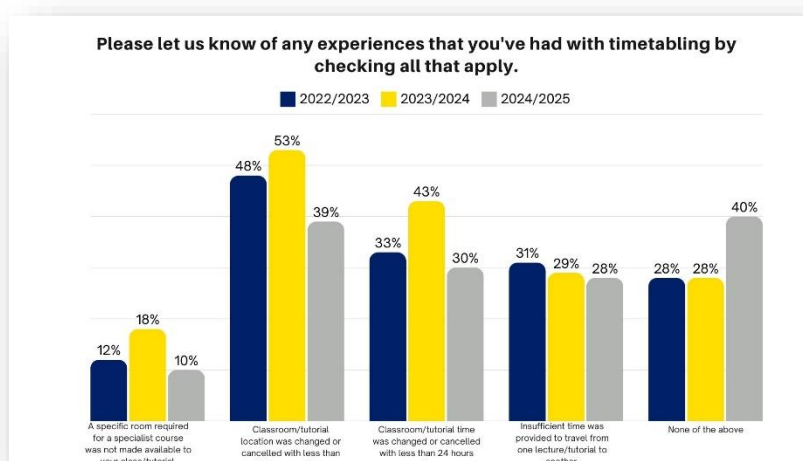
Student Voice Report – Survey 1

Timetabling

Having asked identical timetabling questions for three consecutive years, we are now able to reflect upon changes in the student journey in this area.

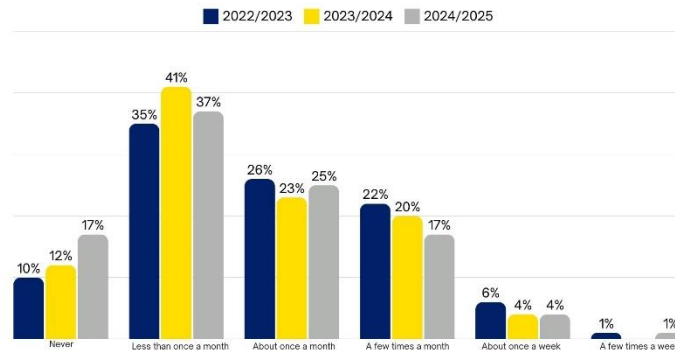
According to student responses, there have been significant improvements to timetabling difficulties. Lecturers/support staff are more likely to arrive for scheduled lectures/tutorials. In addition, students reported fewer last-minute changes to their schedules, fewer instances of non-access to specialist rooms, and were more likely to agree that changes to their timetables were made with adequate notice. These results confirm the Union's anecdotal evidence that students are reporting fewer timetabling frustrations this year than in the previous two years.

One timetabling area which has recently come to our attention is the scheduling of academic commitments on Wednesday afternoons. We are committed to investigating this further and have made it a priority. It is discussed in greater detail in the section **Student Voice Priorities**.



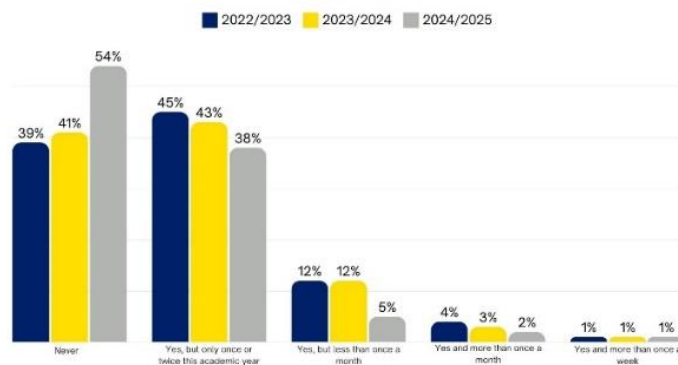
HASU Student Voice Survey 1, 2024/25, HASU Student Voice Survey 1, 2023/2024, HASU Student Voice Survey 1, 2022/2023

How often do you experience changes to your timetable (time or location) with less than 24 hours notice?



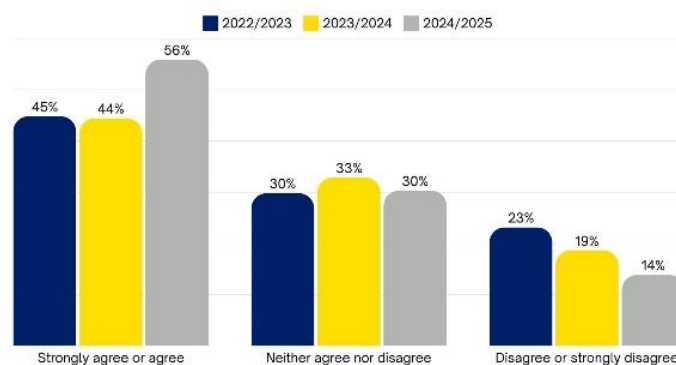
HASU Student Voice Survey 1, 2024/25, HASU Student Voice Survey 1, 2023/2024, HASU Student Voice Survey 1, 2022/2023

Have you experienced a lecturer/support staff not arrive for a scheduled lecture/tutorial?



HASU Student Voice Survey 1, 2024/25, HASU Student Voice Survey 1, 2023/2024, HASU Student Voice Survey 1, 2022/2023

To what extent do you agree with the following: "Changes to my timetable are communicated clearly and with sufficient time to make adjustments"?



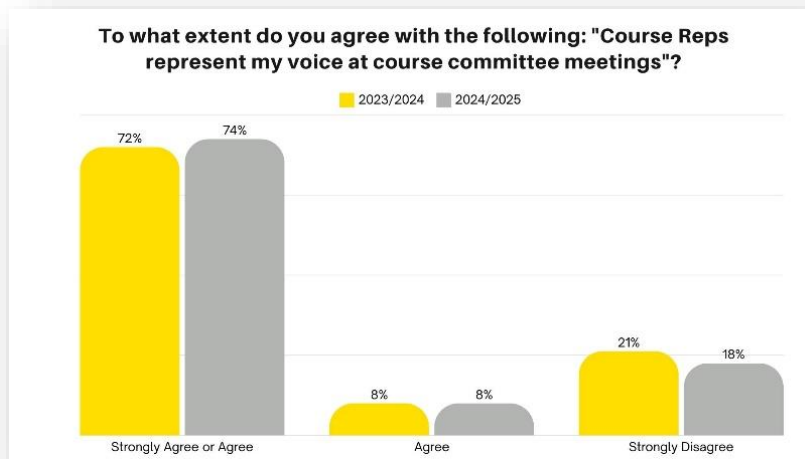
HASU Student Voice Survey 1, 2024/25, HASU Student Voice Survey 1, 2023/2024, HASU Student Voice Survey 1, 2022/2023

Student Voice

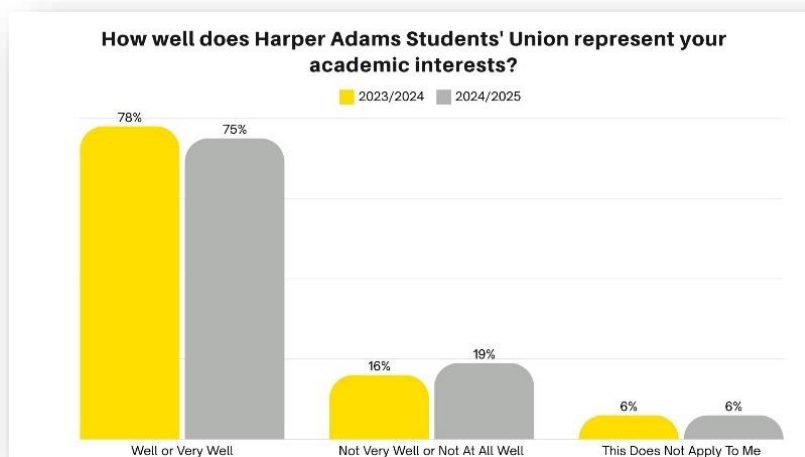
Comparing the 2023/2024 Student Voice Survey with that of 2024/2025, there does not appear to be a significant change in student opinion to the question that mirrors NSS question #25: How well does your students' union (association or guild) represent students' academic interests? There is a similar plateau in student opinion on the work of the Course Reps.

We will continue to work with our new Department Representatives to improve the collection of student feedback, accountability to the university in terms of implementing student feedback, and more effective communication to students on the efforts underway to represent them academically.

We also continue to improve Speak Week and launched a **Ask Us What We've Done About...** engagement campaign in which we communicated HASU's efforts to approximately 300 students. We will continue with this type of face-to-face communication that we believe to be the most effective means of increasing students' confidence in our ability to represent their academic interests.



HASU Student Voice Survey 1, 2024/25,
HASU Student Voice Survey 1, 2023/2024



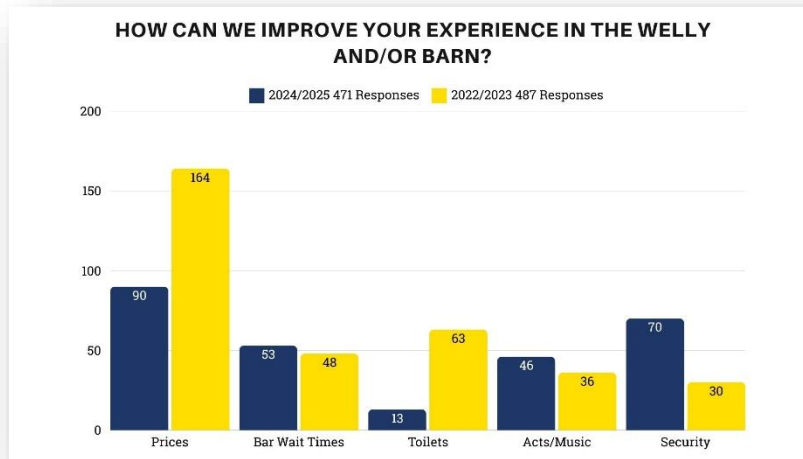
HASU Student Voice Survey 1, 2024/25,
HASU Student Voice Survey 1, 2023/2024



Our Venues

Social experiences are a vital component of the student journey and unions are key providers of those experiences. It is important that the Student Voice Survey monitor our own progress in providing safe and exciting opportunities to build friendship groups.

Each year we ask students how we can improve our venues. Comparing this year's results to the previous year, we can see the impact of the choices we have made.



HASU Student Voice Survey 1, 2024/25

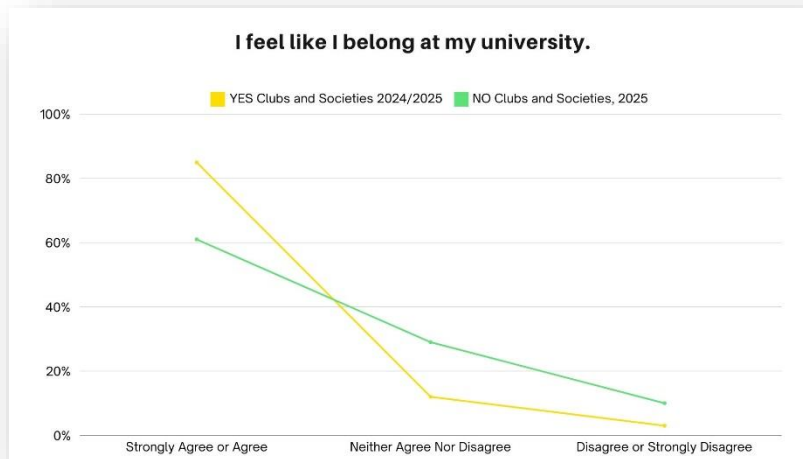
Students were far less likely to mention prices or toilets when asked how we can improve their experiences in the Welly or Barn, indicating that our efforts in these areas have been successful. One major area that requires improvement is the student experience with our security team. We have made this a priority and it is discussed in greater detail in the section **Student Voice Priorities**.

Mental Health

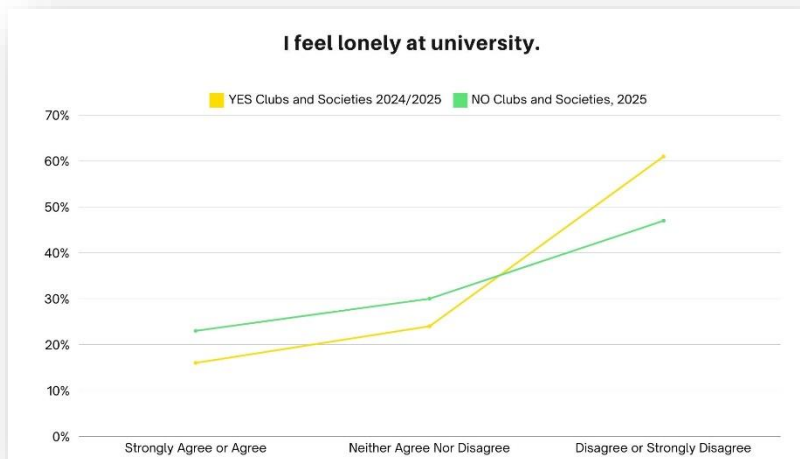
With results similar to last year, certain student groups showed lower scores on four wellbeing variables – they are less likely to feel a sense of belonging, report lower feelings of happiness, higher feelings of loneliness, and lower mental health. The student groups are: BAME, LGBTQ+, those with disabilities, commuters, and students who did not join a club or society.

However, it is interesting to note that students self-reported mental health score improved marginally in nearly all student categories – with no categories decreasing in their self-reported mental health.

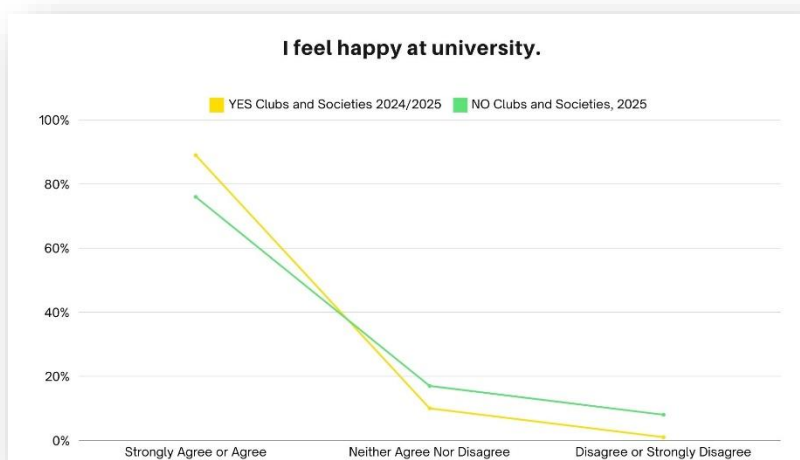
Also similar to last year, a correlation continues to exist between joining a club or society and improved sense of mental health, happiness, and belonging. As demonstrated in the graphs below, the results appear stronger this year than last.



HASU Student Voice Survey 1, 2024/25



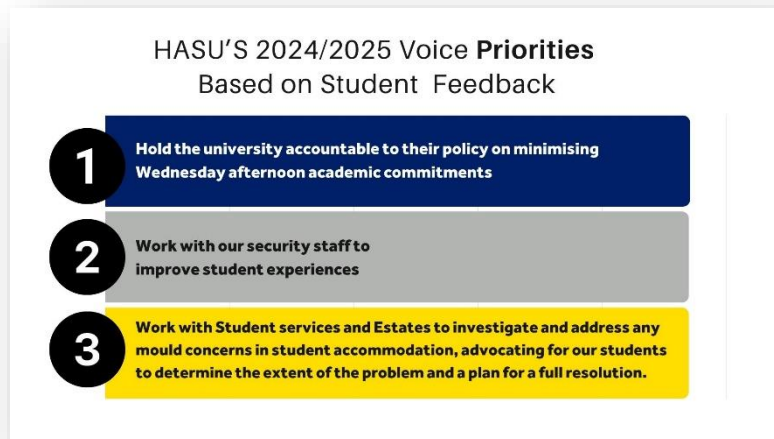
HASU Student Voice Survey 1, 2024/25



HASU Student Voice Survey 1, 2024/25

Student Voice Priorities

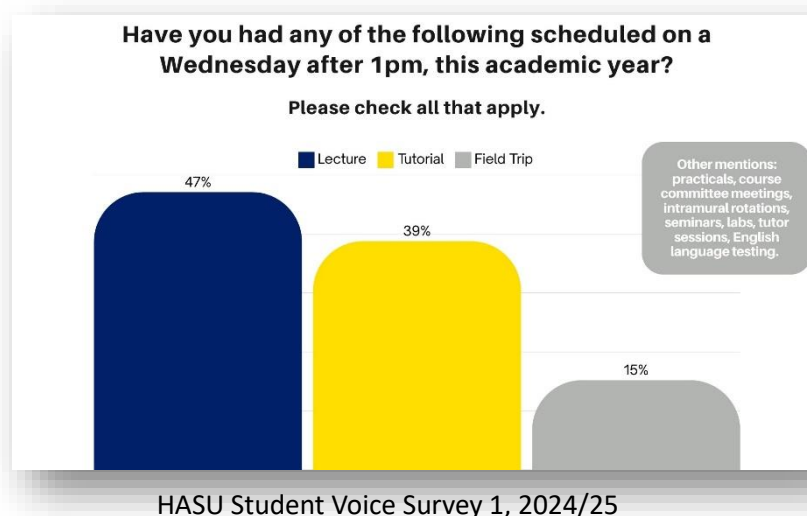
We have worked in collaboration with students in selecting three main priorities taken from the Student Voice Survey. Students approved these priorities during Speak Week, at both the HASU General Meeting, and the Student Voice Fair.



Wednesday Afternoon Academic Commitments

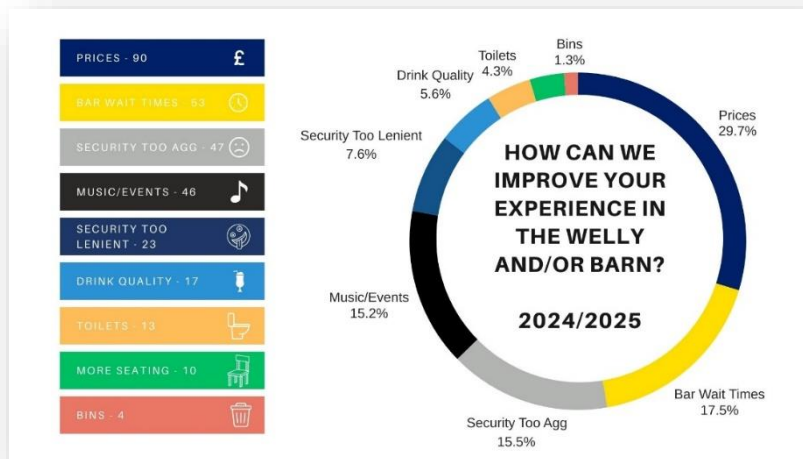
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Work With Our Security Staff

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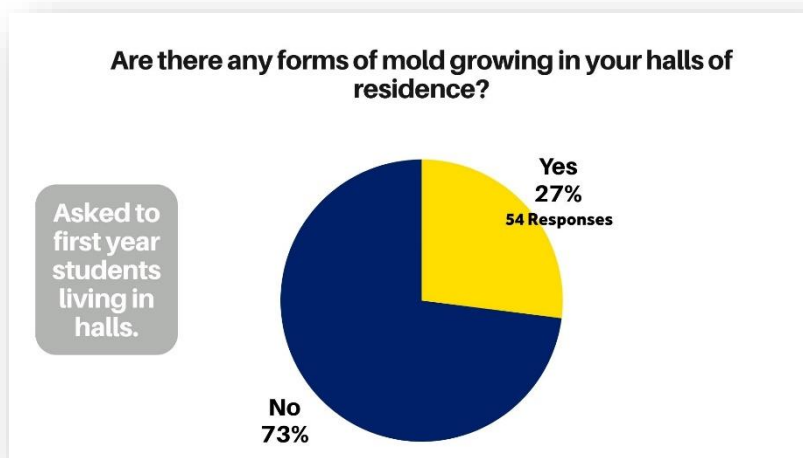


HASU Student Voice Survey 1, 2024/25

Mould Inspection in Accommodation

Results from the survey have shown a concerning number of students with mould growth in their accommodation. The extent, causes of, and solutions for this growth are to be determined.

We commit to lobbying Student Services and Estates to do a thorough inspection of all rooms in accommodation to determine the extent of the problem and a plan for full mould elimination.



HASU Student Voice Survey 1, 2024/25



Conclusion

Student Voice Survey 1 gave provided students with an opportunity to speak their minds about the Harper Adams student journey. We have worked collaboratively with students in the creation of the survey and in the choice of student voice priorities.

This year we are especially focused on involving students in the choices that their union makes on their behalf, as well as keeping students informed on progress to date and ongoing work.

With our voice priorities set, we can now focus on marching forward in the direction of a better student experience at Harper Adams, while continuing to find ways to involve students every step of the way.