



YOU SAID

WE DID



2022

Students requested more computers	IT has listened	<p>160 brand new all-in-one workstation computers and 50 x high-end laptops purchased.</p> <p>Office 365 A3 license is available for students upon their request.</p> <p>NVivo 12, Microsoft Project, and IBM SPSS have been purchased, installed, and activated on student workstations across all campuses.</p> <p>All Access Points firmware has been updated to the latest version.</p>
Students requested the availability of pregnant students restroom	Operations has listened	<p>Designated restrooms are available at every campus.</p>
Students asked for WiFi improvements	IT has listened	<p>All Access Points firmware has been updated to the latest version and set the internet bandwidth limit to unlimited.</p> <p>Internet Usage policy updated to avoid inappropriate usage.</p> <p>Desktops and laptops are fully patched with the latest security updates making them compatible with upending cyber security standards.</p>
Students requested support to navigate the new VLE platform	Student Union President has listened	<p>The Student Union has created guidance videos for students.</p>
Students asked for additional Mental Health support	Student Support has listened	<p>Guest speakers were invited during Mental Health Awareness Week (May 9th - May 15th).</p> <p>Student Support offices are available for supporting students.</p> <p>Student Mental Health Champions have now been allocated to each of the campuses.</p>
Students asked for a more convenient platform to contact Registry and see and submit relevant information	Registry has listened	<p>A mobile app has now been developed and it is already accessible to all students and is very easy to navigate. The student app is fully making available all relevant forms and contact and submission details.</p>
Students asked for more Careers and Employability services	The Head of Student Lifecycle has listened	<p>Campus Career Services have been reviewed and reinforced to facilitate student career and employability aspirations.</p>
Students with learning challenges asked for more support	The Academic Support team has listened	<p>LSST partnered with a leading learning assessment company EGS to assess students' challenges and clearly record what reasonable adjustments can be made. LSST also contributes 50% of the cost for the assessment of students. The partnership with EGS began in March 2022 and it involves students being referred for diagnostic assessments which are accepted by the DSA as medical evidence.</p>
Students asked to be given a formal voice on anti-knife crime	LSST's Press Office has listened	<p>LSST's Press Office organised a unique and unmatched opportunity for LSST students to speak with one of the UK's most senior police staff inside Scotland Yard about anti-knife crime and the provisions of an efficient and effective police service.</p>
Students asked to be involved in academic research and rigour	LSST's Deans have listened	<p>LSST's Aston (Birmingham) campus launched and hosted its first research symposium to provide an interdisciplinary platform for student and staff researchers to discuss and debate the latest insights and innovations in research. Attended by 200 participants, the symposium titled – Defining Pedagogy and Andragogy for Inclusion and Widening Participation – also featured a mix of workshops to focus on future research initiatives.</p>
Students asked to speak up on technology changes in a global setting	LSST's Press Office has listened	<p>LSST Press Office set up a remarkable opportunity with tech giant Bosch to ask its leaders vibrant questions about what the future world of technology should look like. Students covered a myriad of contemporary subjects including the Bosch Tech Compass, COVID-19, climate change, space travel and sustainability.</p>
Students asked to be given clarity on the global supply chain shortage	LSST's Press Office has listened	<p>LSST's Press Office authored a two-part series into staff shortages and supply chain issues using expert voices from across LSST:</p> <p>https://www.lsst.ac/news/lsst-voices-britains-staff-shortages-and-labour-instability-part-one</p> <p>https://www.lsst.ac/news/lsst-voices-britains-staff-shortages-and-labour-instability-part-two</p>