

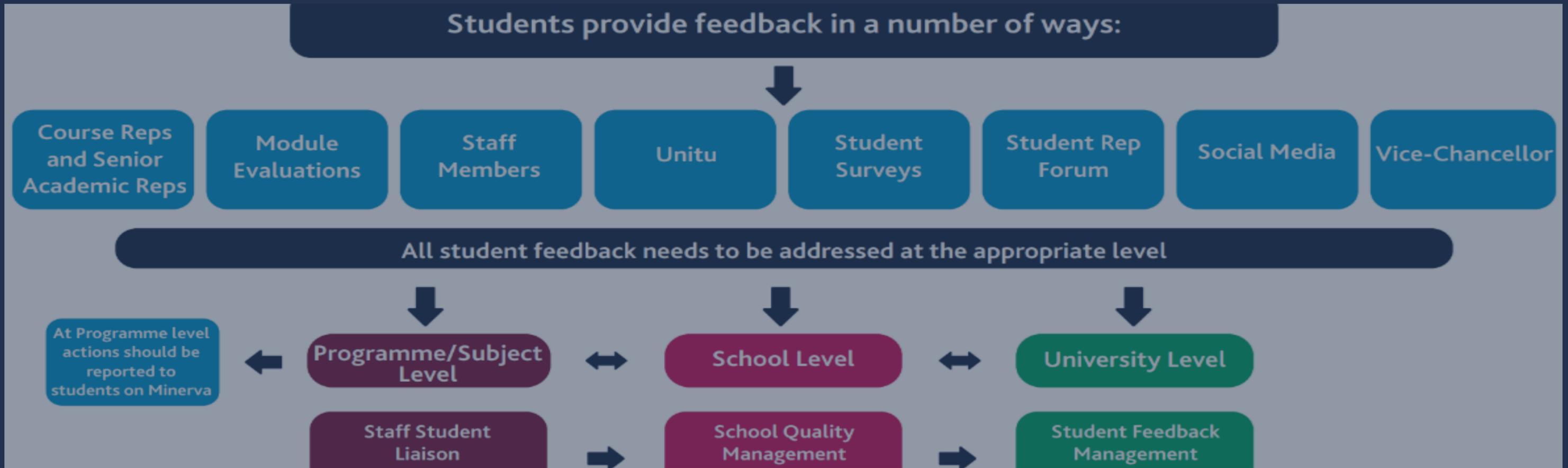


BATH SPA UNIVERSITY

**VOICE IT, SHAPE IT, LIVE IT, SEE IT**  
**STUDENT FEEDBACK AT BATH SPA**  
**UNIVERSITY USING EXPLORANCE**

**Rachel Garman, Student Experience Manager (Digital)**

**Emilia Dunmore, Graduate Student Feedback Coordinator**



# WHAT IS STUDENT VOICE?

- Reliance on a single auto applied tool - surveys
- Diagram with 9 ways to give 'student voice' Inc. emailing the Vice Chancellor
- What is student voice anyway?



**Issue: Confusing mechanism, complex process and success pathway disappears**



**Solution: Rebrand – give structure and clarity**



**Inspo: UCL / Get Heard /**

#### Strategic Objectives

- Enhance the quality and relevance of module-level feedback
- Improve NSS scores across key themes
- Ensure students see the impact of their feedback
- Empower staff to use feedback data for continuous improvement

Get agile, focused, drive through approach, go to them.

**“STUDENT VOICES ARE NOT JUST  
FEEDBACK—THEY’RE BRAND BUILDERS.”**

# VISION

TO CREATE A RESPONSIVE, INCLUSIVE, AND DIGITALLY EMPOWERED STUDENT VOICE ECOSYSTEM THAT REFLECTS THE DIVERSITY OF LEARNING OR STUDENT EXPERIENCES.

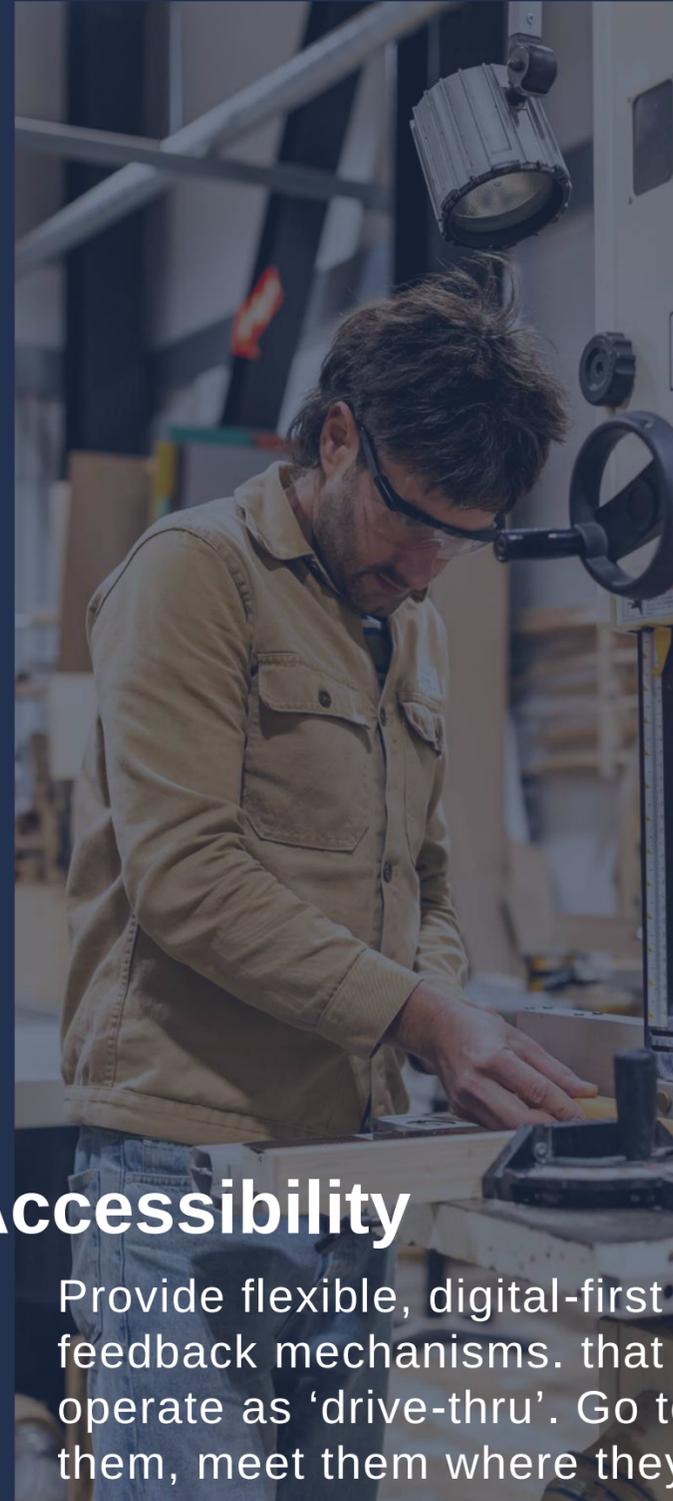
1. STUDENT FEEDBACK
2. STUDENT COLLABORATION
3. STUDENT VOICE IN DECISION-MAKING

# OBJ.



## Inclusivity

Ensure all student types -on-campus, online, placement, and distance learning - can participate meaningfully.



## Accessibility

Provide flexible, digital-first feedback mechanisms. that operate as 'drive-thru'. Go to them, meet them where they are.



## Impact

Demonstrate how student feedback leads to real change. Encourage them to participate at the earliest stage.

# WHAT DOES THAT LOOK LIKE?

Day to day...



# AMPLIFY

## Clarify Tools and Pathways

- We needed a new coat of paint for student voice at BSU.
- I workshopped different names and ideas for what it could be, before settling on **Amplify Your Voice**, after consulting with groups of students as well as the student comms team.
- I did the same process to come up with ideas for *“taglines”* or *“pillars”* for how we define each section of the student voice process.
- This became **Voice It, Shape It, Live It, See It**.
- I then worked with this team to create a visual identity for the project to make it more *“pretty”*, as well as creating templates, email headers, and more.
- Now I’ll talk you through each of the pillars that make up Amplify.

**VOICE IT • SHAPE IT • LIVE IT • SEE IT**

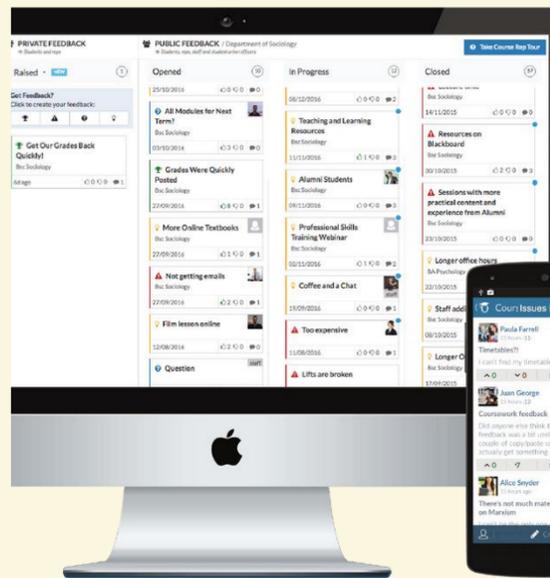
# AMPLIFY



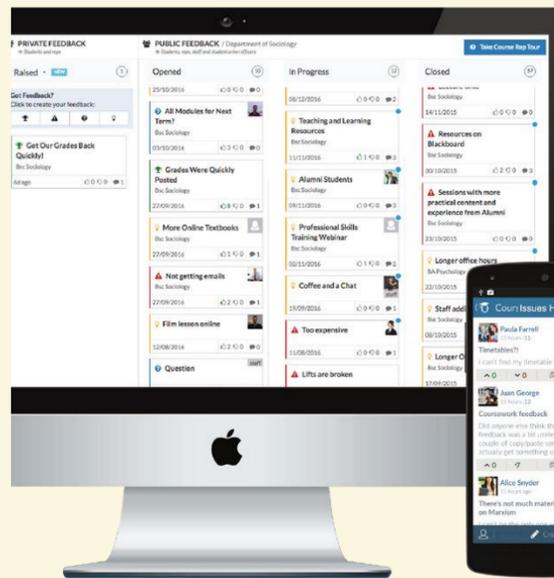
*your voice*

Actively listening to students' experiences through structured feedback mechanisms such as live 24/7 posts, the Welcome Survey, Module Evaluations, and many more...

- We have a dashboard like facebook where students have a kan ban structure to show them live progress, it's always on and always active.
- Allows for anonymous feedback that can be allocated to the appropriate contact at the university.
- We collaborate closely with the SU to empower the student reps to respond and engage with their peers on the platform.

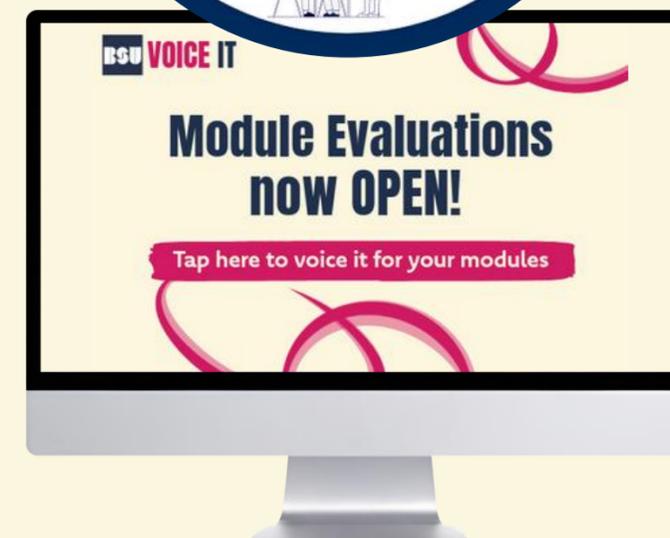
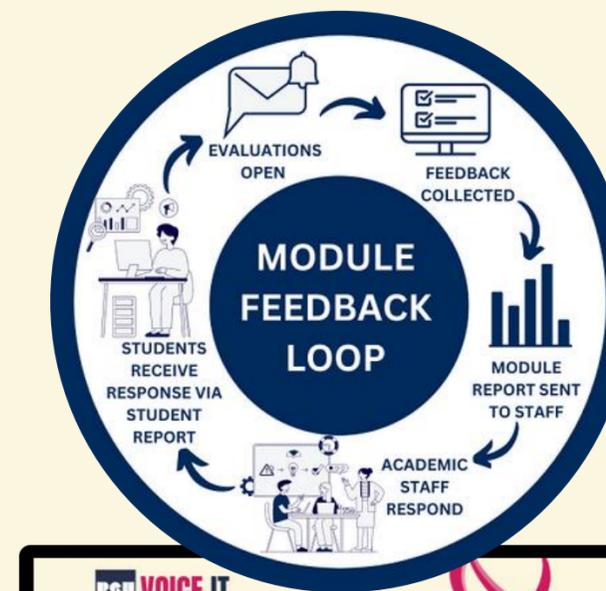
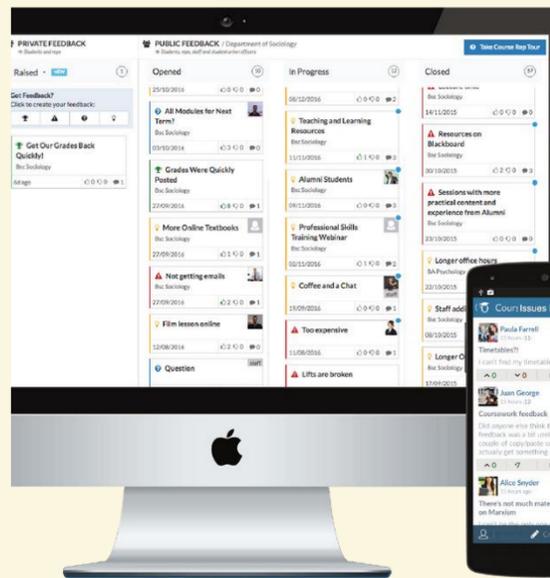


Actively listening to students' experiences through structured feedback mechanisms such as live 24/7 posts, the Welcome Survey, Module Evaluations, and many more...



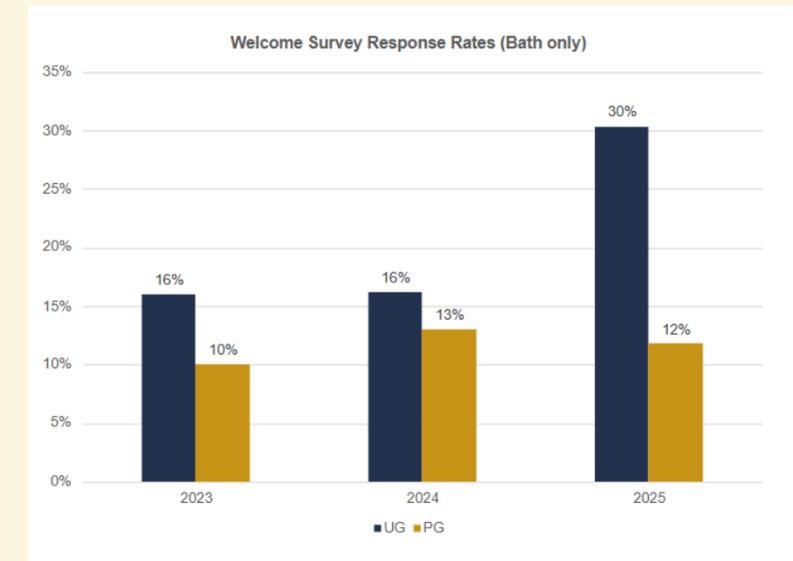
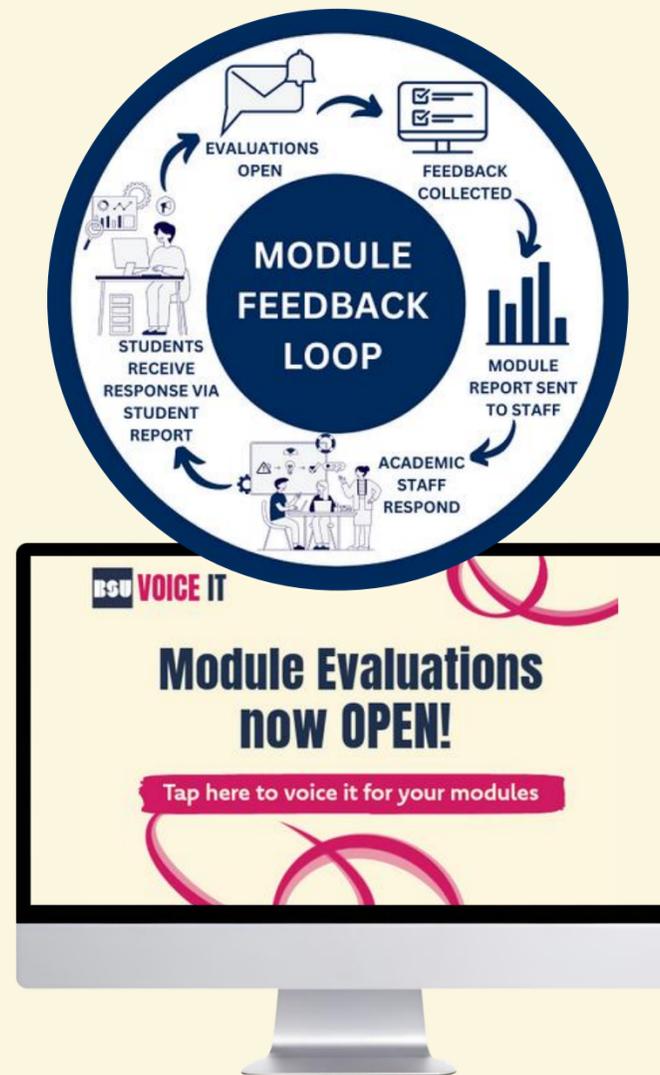
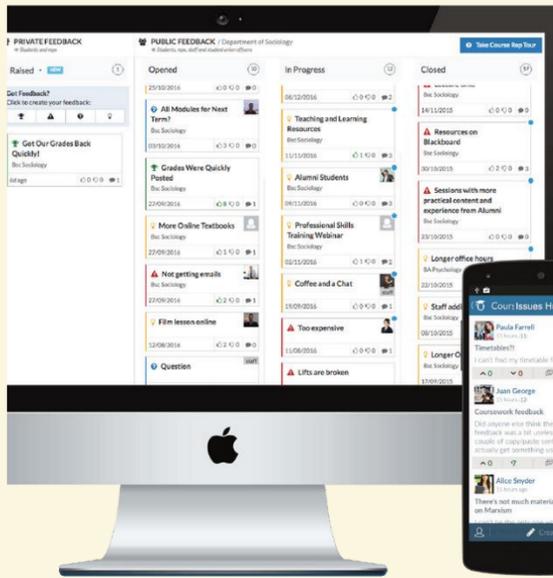
- Blue 9 is used to create and publish uni-wide surveys.
- Simple and equitable way to deliver surveys to students, mobile friendly and easily sends new surveys directly to student and staff inboxes.
- Consistently used across the university giving both staff and students a recognisable layout for all surveys

Actively listening to students' experiences through structured feedback mechanisms such as live 24/7 posts, the Welcome Survey, Module Evaluations, and many more...



- Blue 9 provides dashboards specifically catered to Module Evaluations, showing **all available** surveys to complete for staff and students.
- Provides support for pop-ups directly into our VLE.

Actively listening to students' experiences through structured feedback mechanisms such as live 24/7 posts, the Welcome Survey, Module Evaluations, and many more...



**13% increase** in responses compared to 2024!

VOICE IT

SHAPE IT

LIVE IT  
SEE IT

Collaborating with students and getting their direct input through quick-polls, as well as in-person experiences such as pop-ups, events, focus groups, and more...



## Shape IT Activities

- Quick polls have been used to name careers events, improve our catering outlets, re-design SU merchandise, and more...
- Post-it activities are used year-round in the library to help shape their spaces (sensory room added).
- Focus groups were held to help shape **ASk (academic skills)** provision for male students and **Careers** activities.
- Surveys and quick polls were used to gather information from students about what they wanted to see included at graduation this year.
- The SU have and continue to run their **Student Rep Forum** to discuss current issues at the university.

VOICE IT

SHAPE IT

LIVE IT  
SEE IT

Collaborating with students and getting their direct input through quick-polls, as well as in-person experiences such as pop-ups, events, focus groups, and more...

## Campus Co.Lab

Students completed a range of activities to input ideas, requests, and improvements to physical and digital campus spaces:

- Drawing maps.
- Voting in jars.
- Post-its on the big BSU letters of their favourite place on-campus.
- Adobe Firefly gen of ideal/ dream study spaces.
- Marking on the campus map of where they get Wi-Fi issues.



Putting the students at the heart of change, connecting Student Community Leaders, Course Reps, and Sabbs with committees across the university.

VOICE IT  
SHAPE IT

LIVE IT

SEE IT



Meet your 2025/26 Student Community Leaders (SCLs)

**About SCLs**

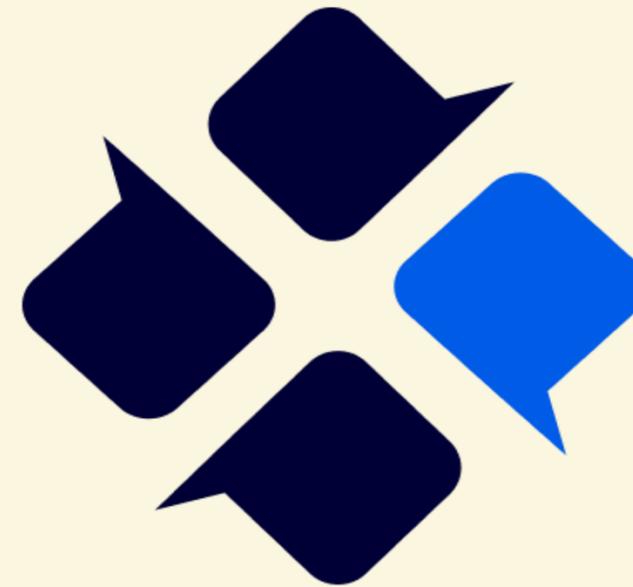
SCLs (Student Community Leaders) are paid, undergraduate student representatives and community organisers hired and managed by the Students' Union. During term-time, SCLs can work up to 10 hours per week, with the ability to collaborate closely with the University (Academic

Lead and Rep SU

Students' Union - Academic Representation

- Collaborating closely with the **Students' Union** and **Sabbatical Officers**.
- Help to train/work with **student reps** to ensure changes come from the **heart of the student community**.
- Promoted the **SCLs** (*Student Community Leaders*) to staff via our intranet site, included pictures to help staff identify them on-campus as well as all their contact details.
- Plans to work with the uni/SU to provide data using SCL specific Blue reports and more direct news for them to utilise and share back to their community.

Closing the Loop with all students, emphasising transparency and impact so students can see how their voice has lead to change.



- Module/ Survey Reports are created & published using Blue 9

**BSU SEE IT Student Summary Module Report**

Below is a report for students and staff involved in this module, summarising the results of the student survey and module leaders' responses to this feedback. Your feedback on the module's content, delivery, assessments, and overall learning experience is essential for continuous improvement and ensuring the module meets your/students' educational needs and expectations. The module leader will outline specific concerns, outline actions taken or planned to improve effectiveness based on your (student) feedback.

We hope you find this information helpful and encourage you to provide feedback on the module evaluation process please visit [Core Module Evaluation Questionnaire](#)

### Module Core questions: - Chart

| Category                | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|-------------------------|----------------|-----------|--------------|-------------------|
| Learning Resource       | 75%            | 25%       | 0%           | 0%                |
| Assessment and Feedback | 75%            | 25%       | 0%           | 0%                |
| Module Support          | 50%            | 50%       | 0%           | 0%                |
| Module Organisation     | 75%            | 25%       | 0%           | 0%                |
| Module Teaching         | 50%            | 50%       | 0%           | 0%                |
| Teaching Method         | 100%           | 0%        | 0%           | 0%                |

**Module Leader Feedback:**

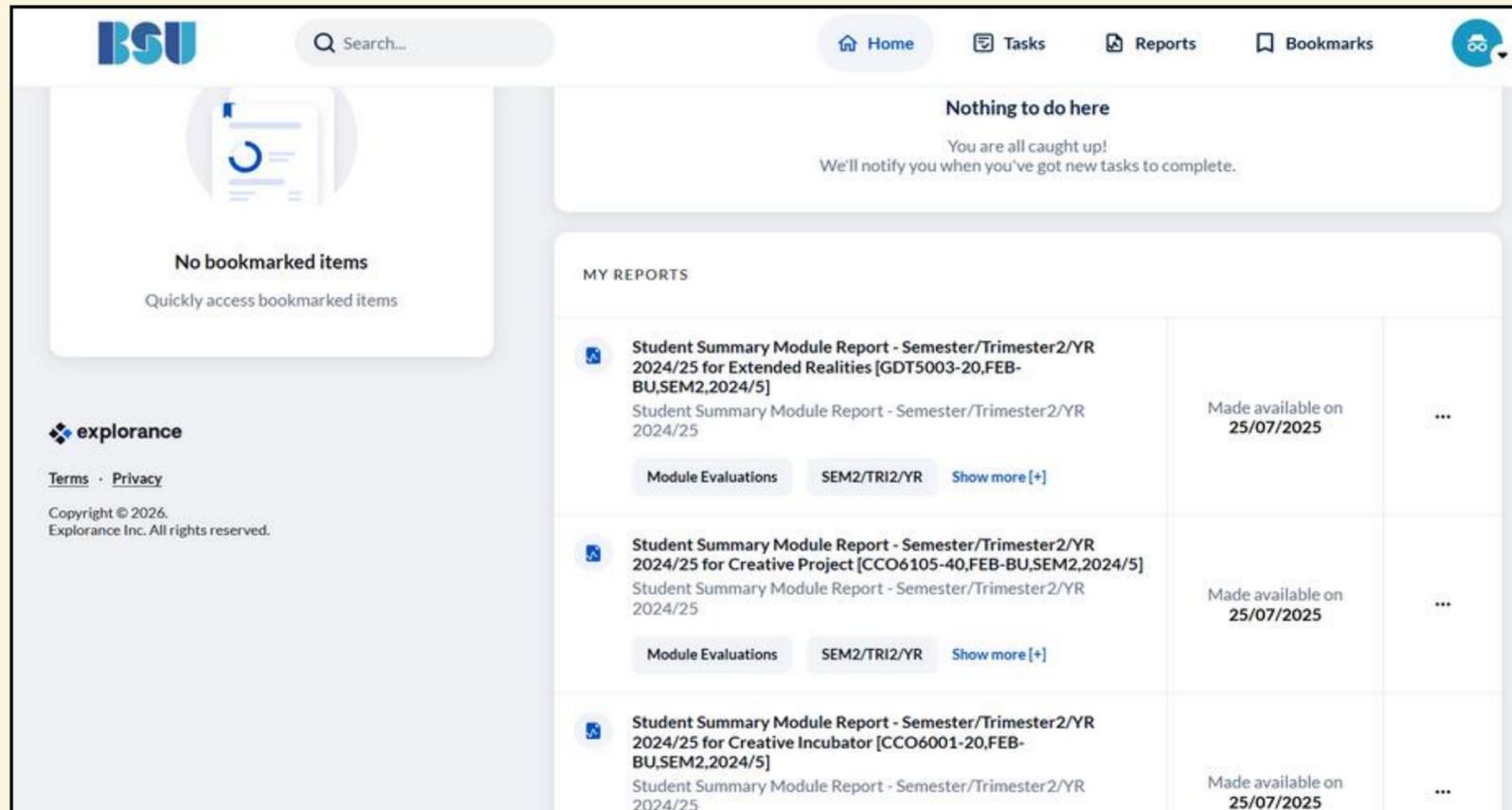
**Module Leader Responses to the Student Module Evaluation Results**

Your module leader has responded to your feedback below. If there are 'no comments' the module leader has yet to complete this section. If you have any questions about the response below please contact your module leader, or the programme leader.

Closing the Loop with all students, emphasising transparency and impact so students can see how their voice has lead to change.

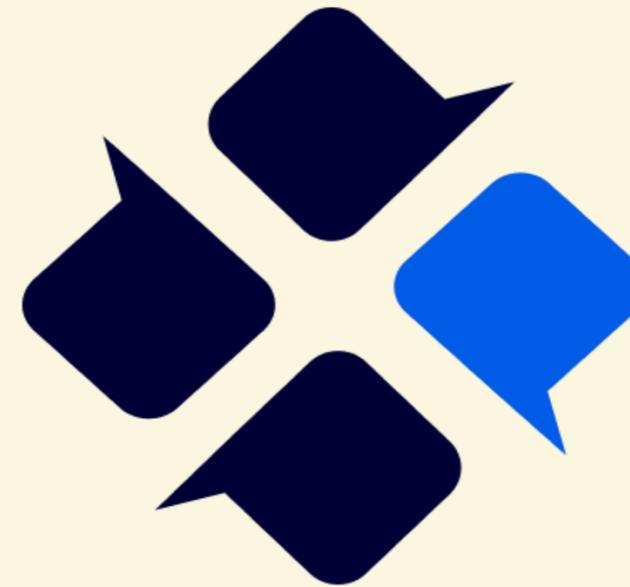
VOICE IT  
SHAPE IT  
LIVE IT

SEE IT



The screenshot shows the BSU Blue Dashboard interface. At the top, there is a search bar and navigation links for Home, Tasks, Reports, and Bookmarks. A central message states "Nothing to do here" with a sub-message "You are all caught up! We'll notify you when you've got new tasks to complete." Below this, a section titled "MY REPORTS" displays a table of reports. The table has three rows, each representing a report for a different module. Each row includes the report title, a "Module Evaluations" button, a "SEM2/TRI2/YR" filter, a "Show more [+]" link, and a "Made available on 25/07/2025" date. The left sidebar contains a "No bookmarked items" message and the Explorance logo with "Terms" and "Privacy" links.

| Report Title  | Module Evaluations | SEM2/TRI2/YR | Show more [+] | Made available on |
|---|--------------------|--------------|---------------|-------------------|
| Student Summary Module Report - Semester/Trimester2/YR 2024/25 for Extended Realities [GDT5003-20,FEB-BU,SEM2,2024/5] | Module Evaluations | SEM2/TRI2/YR | Show more [+] | 25/07/2025        |
| Student Summary Module Report - Semester/Trimester2/YR 2024/25 for Creative Project [CCO6105-40,FEB-BU,SEM2,2024/5]   | Module Evaluations | SEM2/TRI2/YR | Show more [+] | 25/07/2025        |
| Student Summary Module Report - Semester/Trimester2/YR 2024/25 for Creative Incubator [CCO6001-20,FEB-BU,SEM2,2024/5] | Module Evaluations | SEM2/TRI2/YR | Show more [+] | 25/07/2025        |

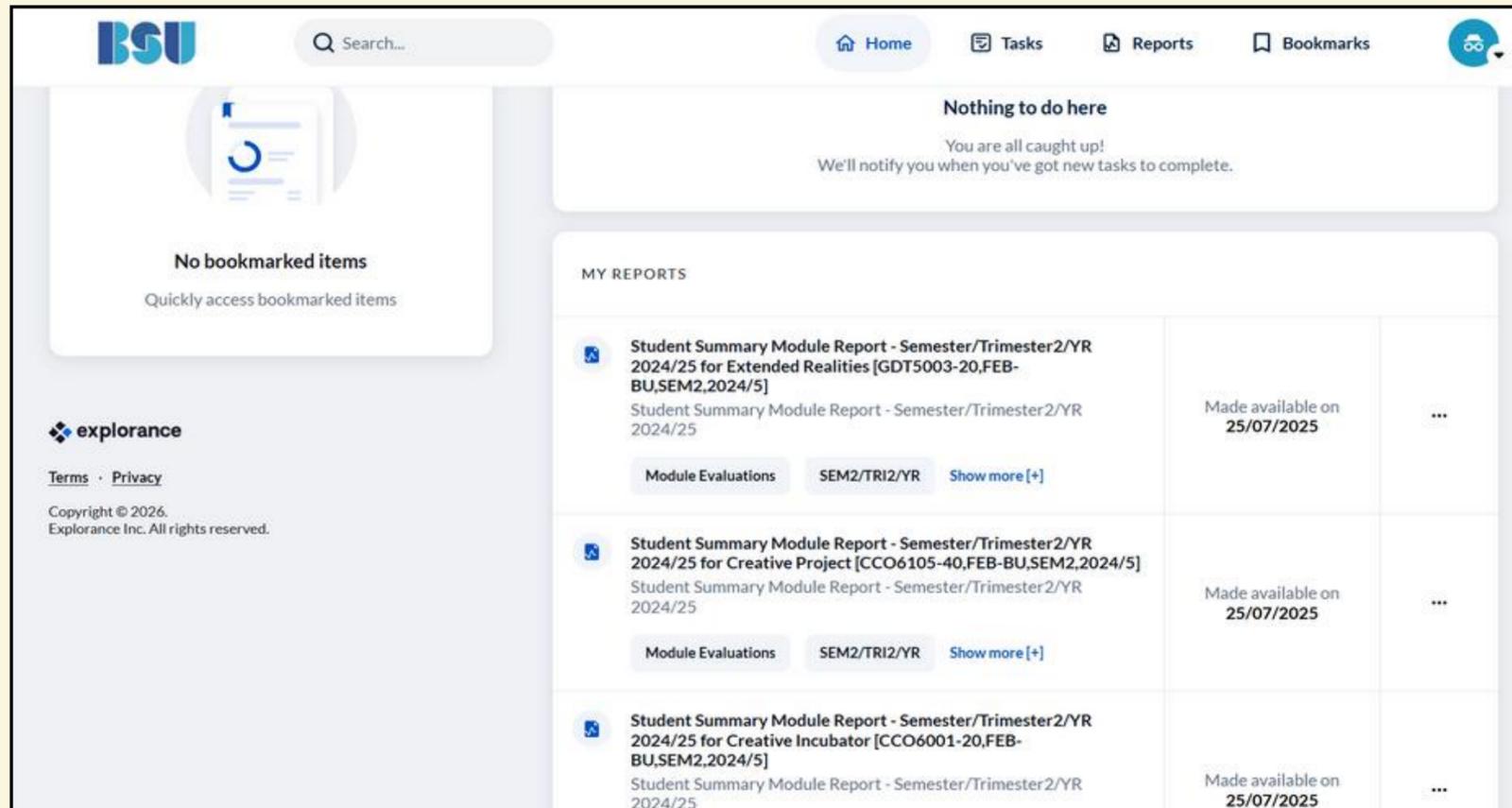


- Module/ Survey Reports are created & published using Blue 9
- These reports are accessible to staff and students directly within their Blue Dashboard

Closing the Loop with all students, emphasising transparency and impact so students can see how their voice has lead to change.

VOICE IT  
SHAPE IT  
LIVE IT

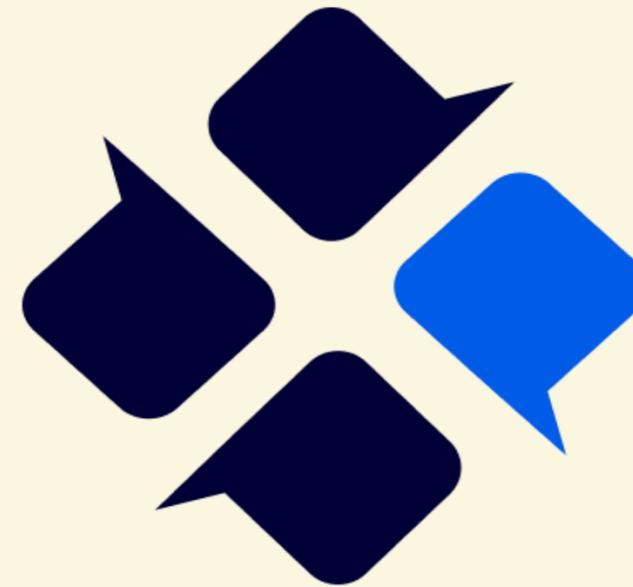
SEE IT



The screenshot shows a student dashboard with the following elements:

- Header:** BSU logo, search bar, and navigation links for Home, Tasks, Reports, and Bookmarks.
- Message:** "Nothing to do here. You are all caught up! We'll notify you when you've got new tasks to complete."
- Left Sidebar:** "No bookmarked items" section and "explorance" logo with "Terms" and "Privacy" links.
- MY REPORTS Table:**

| Report Title  | Availability                 | Actions |
|---|------------------------------|---------|
| Student Summary Module Report - Semester/Trimester2/YR 2024/25 for Extended Realities [GDT5003-20,FEB-BU,SEM2,2024/5] | Made available on 25/07/2025 | ...     |
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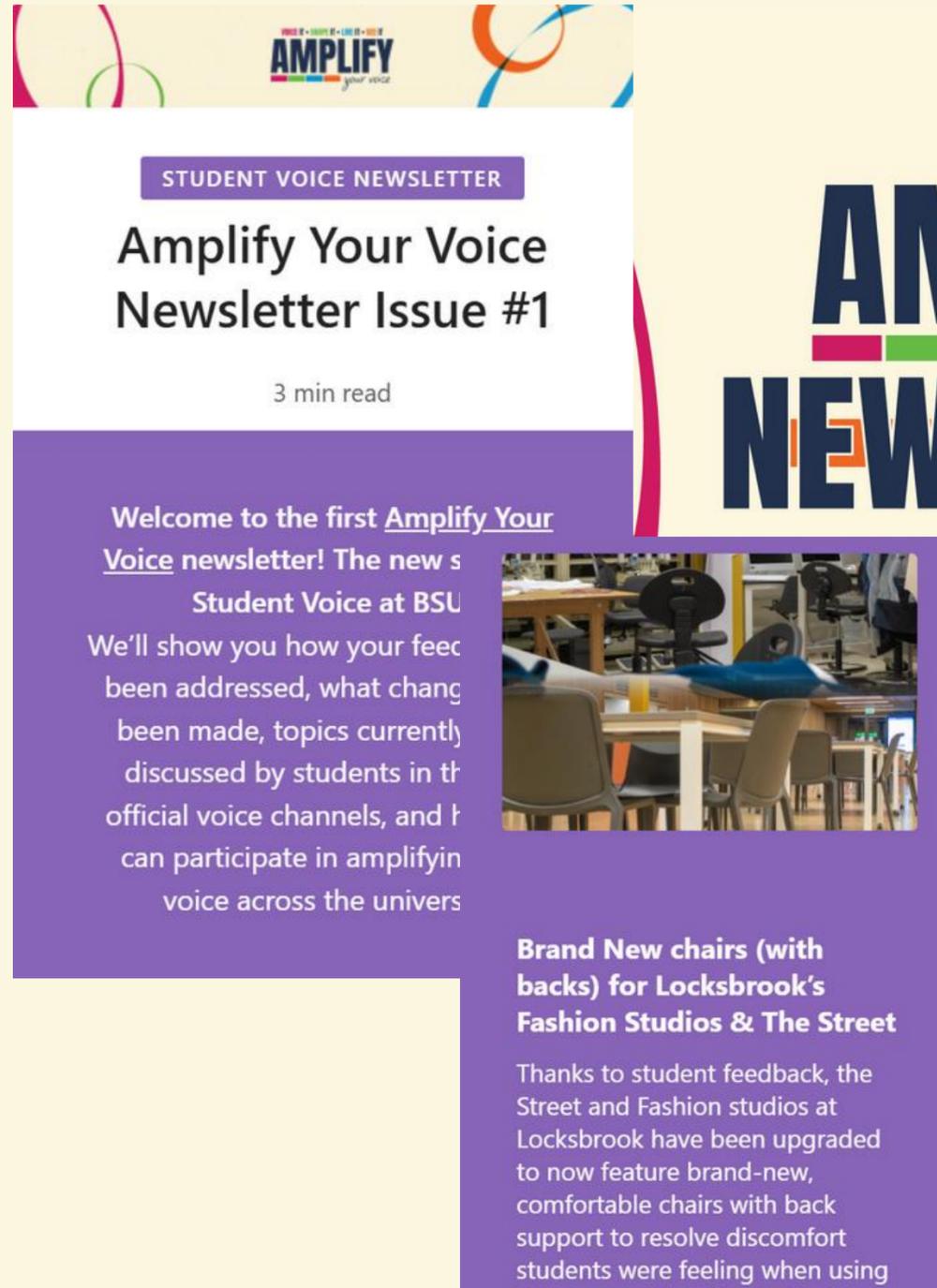


- Module/ Survey Reports are created & published using Blue 9
- These reports are accessible to staff and students directly within their Blue Dashboard
- Reports also sent out via email to give full transparency of the data we have gained and what has been said about the module.

**VOICE IT**  
**SHAPE IT**  
**LIVE IT**

**SEE IT**

Closing the Loop with all students, emphasising transparency and impact so students can see how their voice has lead to change.



**AMPLIFY**  
your voice  
**NEWSLETTER**

- A student voice-specific newsletter was created to highlight changes across the university (*Together We Changed*).
- Upcoming student voice opportunities across departments are promoted to students to show them new ways to **Amplify** their voices.
- Current themes of conversation, topics, and issues across the university that students are talking about are highlighted to ensure students know their voices are being heard.
- This newsletter aims to be a source of closing the loop with students and fully showcasing **how their voice has lead to change**.
- Currently 2 issues are out, with a version for our London-based campus in the works.

**VOICE IT  
SHAPE IT  
LIVE IT**

**SEE IT**

# Closing the Loop with all students, emphasising transparency and impact so students can see how their voice has lead to change.

**WELCOME SURVEY RESULTS**  
2,815 responses 2025/26

**AMPLIFY** your voice  
Students' Union Bath Spa BSU

### WHAT'S WORKING WELL

- 13% more students responded this year than last. Thank you for taking the time to give us feedback!
- 80% of you were satisfied with the new and improved bus services.
- 93% of you were satisfied with your course welcome.
- The MyBathSpa app and Ultra were your preferred source of information. We'll prioritise these channels in the future.
- The feedback you gave us about the Welcome Boxes in communal kitchens in halls was really positive!
- 91% of you found the events and fairs held by the SU useful.
- A large majority of you felt welcomed and supported during your first few weeks!
- You felt most confident about the Catering, Accommodation, Library, and IT services.

### AREAS OF FOCUS AND ACTIONS

- Some of you were uncertain about specialist equipment and software for your course. **We will introduce further support and training to strengthen your understanding and look to include more information in next year's pre-arrival communication.**
- Some of you found it difficult to understand your academic timetable and course structure. **We will reconsider how we communicate this information when preparing for the next academic year, as well as enhanced signposting for how best to access it.**
- Some of you didn't feel prepared for the style of teaching and learning on your course. **We will look into how we can enhance our pre-arrival resources so that future students can feel comfortable and prepared for the style of teaching.**
- Some of you felt that you couldn't find spaces or groups that reflect your identity or background. **We will work hard to expand the spaces and events we hold to ensure that we are providing a more inclusive and supportive environment for everyone.**

You can give feedback all year round by emailing [studentvoice@](mailto:studentvoice@) or heading to Unitu

Welcome Survey results were shared across:

- Social media (Instagram)
- Our student news page (Your Uni News)
- Our staff news page (Bath Spa Intranet)
- Digital screens across all of our Bath-based campuses.
- Together We Changed templates were made and used for lecturers to create their own presentations/ posters to use in-class to highlight changes made thanks to student input.

**AMPLIFY** your voice  
Students' Union Bath Spa BSU

VOICE IT  
SHAPE IT  
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We love hearing your ideas and suggestions for change, below is a summary of what we have achieved together:

### TOGETHER WE CHANGED...

Some of you let us know that you were finding the lights in the Library study spaces too bright, and that you would value being able to adapt light levels in different spaces to your needs.

The Library and Estates teams have worked together and over the summer have replaced all of the fluorescent lights in the Newton Park Library building with LEDs which are:

- Less harsh
- Sensitive to daylight levels so they stay off if there is sufficient ambient light
- On movement sensors so if spaces are not in use the lights dim down making it feel calmer

Some of the study rooms now have programmed switches so you can dim or brighten the lights, or choose a combination of which lights in the room you want on and off. We hope this helps with your studying!

Remember, you can share your ideas, feedback, or ask questions year-round through Unitu, our 24/7 online student feedback platform.

SCAN HERE

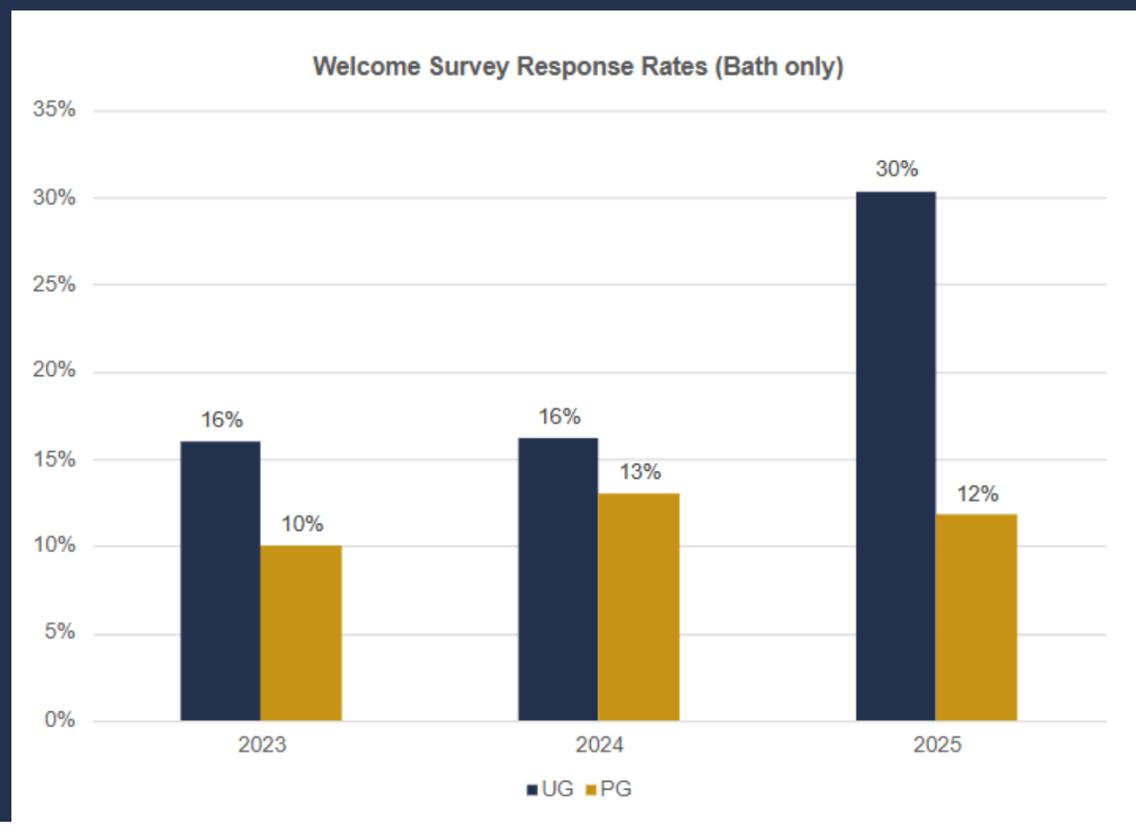
Students' Union Bath Spa BSU

# AMPLIFY SO FAR

**Increased response rates**  
**Students ‘learning’**  
**Staff like it more than students**

## Student Quote:

*“I think the Amplify Your Voice Campaign is fulfilling the much-needed function of closing the feedback loop for students. I’ve been a course rep at various points during my time at BSU, and often issues or suggestions would be raised but we never heard if a solution was implemented (or, if it wasn’t, why suggested solutions or improvements weren’t feasible). The campaign is very straightforward and the Uni News updates about different items at different stages is easy to understand.”*



## Staff:

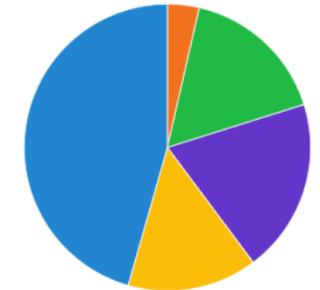
- Feel more confident to place the piece they’re trying to do
- Get support with branding (“Very glad to skip that step”)
- Works with our London campuses really well
- Give staff structure when planning.

# AMPLIFY SO FAR

Increased response rates  
Students 'learning'  
Staff like it more than students

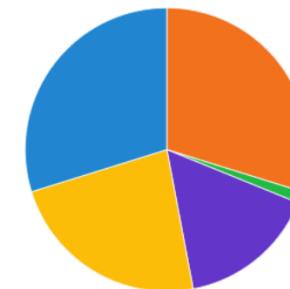
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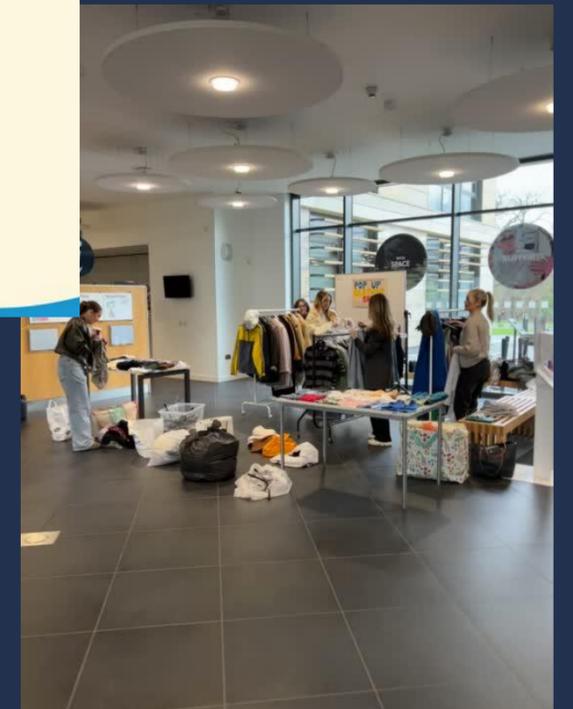
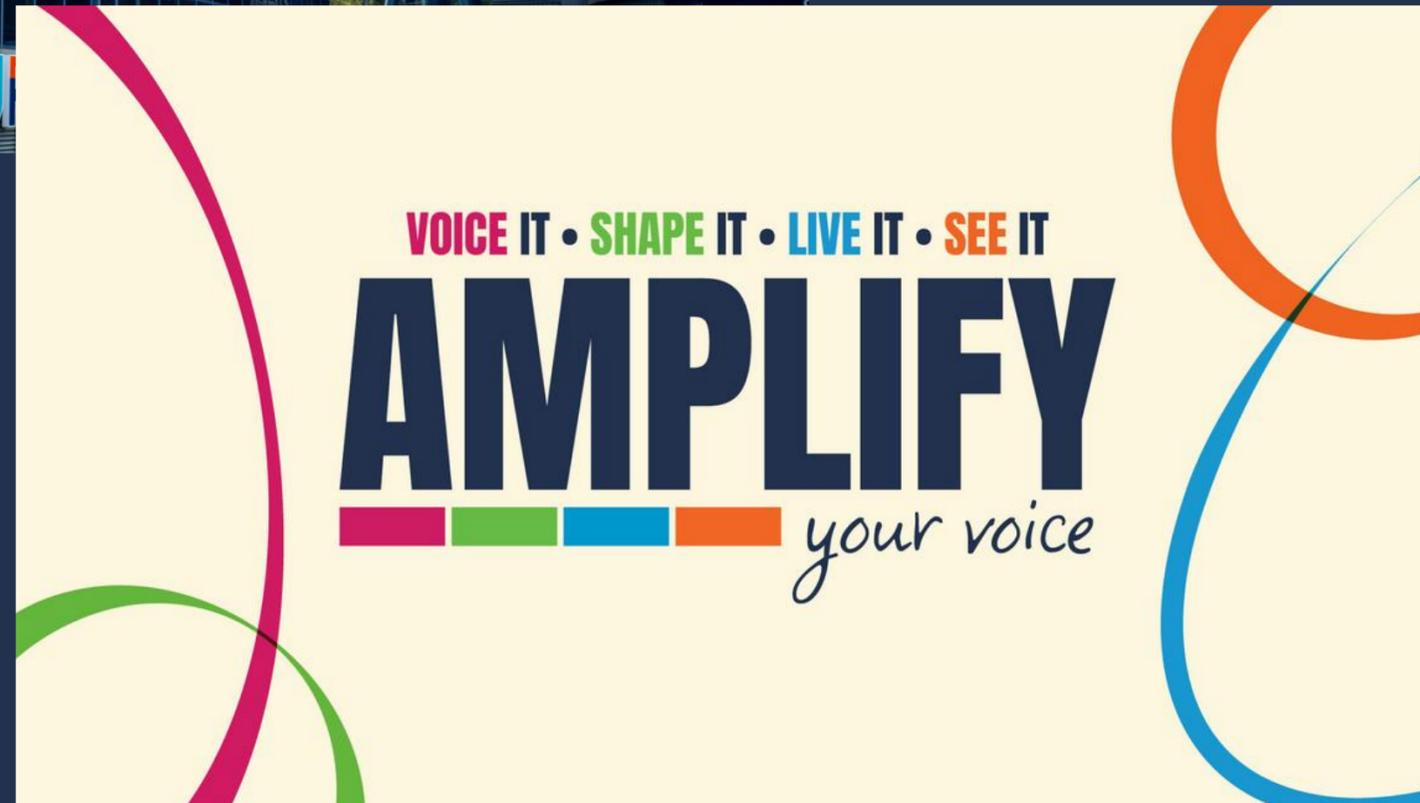
- Not sure it's for me 13/362 (4%)
- Love it 60/362 (17%)
- Looks great 71/362 (20%)



Amplify is our new student voice campaign—Voice It, Shape It, Live It, See It. Now you can share your views, shape decisions, and see real change. What's your first impression?

- Looks great 45/151 (30%)
- Not sure it's for me 2/151 (1%)
- Still figuring it out 24/151 (16%)
- Haven't seen it yet 35/151 (23%)
- Love it 45/151 (30%)





**Thank you to Explorance for the opportunity to share and thank you for listening!**

**Any Questions?**