**General Feedback Themes**

Data collected 20/3/2020- Action updated on 26/03/2020

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| **Clarity around assessment methods**- Students are now less anxious after communication on the 19th March stating guidance on this is coming soon.   * + Students have major concerns around making sure they create meaningful work that will ensure development but still have major concerns around lack of access to equipment, software and materials and how fair assessment will ensure that the different levels of access can be taken into account. (e.g. how will someone with full access to equipment be marked compared to someone who does not have any access to equipment)   + Lots of concerns around group assessments and being able to communicate   + Concern that circumstances have affected momentum in projects/ stunted by lack of asses to equipment/software/materials. Is this going to be taken into account.   + What support is being provided for those who do not have simple access to internet/laptops? | After feeding this back to the universities they included this in their communications to help provide more clarity:  *“Course Teams are looking at the original assessment plans and are permitted to adjust these, as necessary so that you can still demonstrate that you have met the learning outcomes.*  *What this means in practice will vary from assessment to assessment. It might mean the following:*   * *A change to the brief to make it more achievable* * *A different form of assessment (e.g. photos or recordings of work)* * *It might mean a conversation with your course team about your processes in preparing for assessment* * *An extended deadline* * *Or it could be a combination of things.”*   I have set up a national network with presidents who represent other creative universities and courses to find out how are coping with this situation. I am hoping this will enable me to use and push for best practices across the nation to get the best results for you in time.  All students now have access to Microsoft Teams which is an amazing tool in facilitating online team work. There is lots of guidance online to help support you in this.  As mentioned before assessment have been amended to take this into account  Regarding support for those who do not have access to internet/laptops, Falmouth are advising that you speak with your course tutors as soon as possible so they can work out provision for you. |
| **Access to facilities and software**   * + How will those students who cannot access the facilities access fair marking compared to those students who can access facilities/equipment.   + Many reporting anxieties as they have no access to facilities/equipment/materials and are concerned about not being able to produce work | As mentioned before, assessments are being amended to take this into account  The campus is now closed as of 24/3/2020 so access to campus facilities is no longer an option. |
| **More EC Guidance-** many students are not aware they could be entitled to an EC.   * + Students are asking for university wide extensions (many saying 1 week to make up for the week loss of teaching with no guidance)   + Also asking for lower grade boundaries   + Would applying for EC affect our ability to graduate?   + One question about needing grades in time for applying for masters courses how would students with EC be able to do this | After giving this feedback to the uni they clarified EC support with this statement:  *“The requirements for the University’s extenuating circumstances process have been reduced so we can provide additional support where needed. We still want to understand how the Covid-19 has affected your studies, but we will not be asking for any additional evidence where your EC relates to the pandemic.*    *If you have ECs approved for work due in this study block you can submit up to five days late after the original deadline and have your work marked in time to be considered at the assessment board. If you submit after that point your work will be considered later, without penalty, but this may delay your results.”*  Through the conversations I have had, deadlines being pushed back by the university is trying to be prevented through the modification of assessments which should be taking into account mitigating circumstances with the view that students who feel they need extra time can apply for an EC.  As previously stated, assignments are being amended to take into account mitigating circumstances. This will not take the form of lower grade boundaries.  The answer to this is supposed to be on FAQ’s of the student portal but I can’t find it!  I am yet to have found an answer on this for those applying for masters courses. My guidance for now would be to discuss with your course teams, and the course you are applying for to understand your options. |
| **Concerns of mental health**- lots of reports of anxiety and stress   * + Calls for more support by the university to be provided.   + Students left feeling very lost and alone with the abrupt end to their physical presence on campus with friends all moving away without saying goodbye etc.   + Concerns around managing workload from home and these effects on their mental health of being isolated, having a good work/life balance.   + Those who are staying on campus concerns about loneliness | Welfare of the students is a top priority for both the University and the Union, and the wellbeing services are being monitored over this time in case action is needed to be taken.  The University has been regularly signposting to welfare services in their emails.  The Union is working on an Instagram campaign to share fun activities, tips, etc to try to help you feel less isolated  As mentioned before workloads are being amended to take this into account.  Allie Guy has set up a [facebook group](https://www.facebook.com/groups/1081954988823683/?notif_id=1585152343753308&notif_t=group_r2j_approved) for those to join. The Union is working on an Instagram campaign to share fun activities, tips, etc to try to help you feel less isolated |
| **Complaints about Falmouth’s Communications**   * + Post about an announcement and then there not being a timely announcement. Students have stated this created a huge amount of anxiety.   + Being told to continue working on assessments that clearly cannot be assessed under current circumstances has been really confusing, causes more anxiety as they don’t want their time wasted.   + Comparisons being drawn against Exeter’s daily email updates- students feel Exeter have far more comprehensive advice and guidance from their university.   + Many students commenting that they feel Falmouth were not prepared enough for this situation- comparing their announcement email against Exeter’s previous communications to benchmark this assumption.   + Communication email on the 19/3/20 had positive feedback around clarity of the situation. | I have shared this feedback with Falmouth on student views.  Students should now have received guidance from staff teams on what they should be working on.  Shared this feedback with Falmouth.  Shared this feedback with Falmouth.  Shared this feedback with Falmouth. |
| **Final Year Student Anxieties**   * + Graduation- Exeter have announced they are postponing- what is happening with Falmouth’s.   + Huge concerns around final projects/pieces. Many of these projects support students in getting a job/creating their portfolio, major concerns around distance learning affecting quality and then job prospects- how can this be mitigated: “All very well saying we can be creative and use our phones etc. but that means that the work we produce won’t be at a professional level and therefore relevant or helpful in our progression into the professional industry. This puts us at a major disadvantage for employment and that transition as we don’t have a strong final project to show for our 3 years of hard work”   + Lots of comments about a ‘wasted three years’ | I have set up a national network with presidents who represent other creative universities and courses to find out how they are coping with this situation. I am hoping this will enable me to use and push for best practices across the nation to get the best results for you in time.  I am still working on solutions for this. |
| Many students asking about refunds   * + Both for their course and for accommodation | Falmouth and Exeter have both now announced that students will receive refunds for third term rent for university owned student accommodation.  Union’s current stance on refunds for courses:  For the time being, probably the short answer is, 'We don't know, but probably you'll be charged at least some of it and possibly all'.  The Students' Union is conscious that, for most undergraduate students, the third (and last) fees instalment is due for payment on the first day of summer term. Also, for most students, that will be paid by way of a tuition fees loan.  Even if all that money is paid out, if it's coming from a loan, it won't cause the student immediate hardship.  The position is different for self-funding students, particularly those who rely on income from employment and that income is now reduced. Students who fall into this group should get advice from the Students’ Union’s Advice Service (advice@thesu.org.uk).  Your University is working hard to deliver the curriculum and, where possible, assessment online. Probably we need to give the University a chance to do that. If it turns out that it’s not been as effective as it should have been, the Students’ Union will raise the issue with the University and, where appropriate, seek tuition fees refunds. However, right now it’s too early to be going down that route. |

**Department Specific Feedback**

(this was shared with department on the 20/3/2020 for them to take action as they saw fit)

**FSA**

* Have had conflicting feedback from staff about the situation when compared to institutional emails. Being told no access to studios but institutional emails stating there will be.
* Could posting artwork and sketchbooks be an option for hand in for students who went home?
* Hand in- will it be digital or physical. Students need to know asap in order to decide if they can leave or not.
* Big concerns around not having a degree show: If we can still make the end of year show happen and the graduation. Is there any way to postpone them instead of having them cancelled?
* Perhaps uni could fund students to organise their own degree shows instead?
* Some comments that this year hasn’t been great for FSA already.
* Drawing very concerned about a digital submission and strongly want to be able to hand in physical work.

**IOP**

* Access to equipment & studios is the top concern.
* There are students whose practice was based off of fine art with installations planned. Concerns that they cannot translate this into an online submission for a PDF or PowerPoint - described this as unfulfilling.

**Games Academy**

* Big concerns around the ‘expo’ - not sure how their assessments will run as lots of assessments were based around thi, however Reps were understanding that course team needs time to create a solution
* No expo means missing out on the industry connections they may have been able to make - questions asked if an alternative could be arranged where they could meet/create industry links.
* One comment from a student saying (paraphrase): if the expo is cancelled it should be fully cancelled as some teams designed their games to look good at the expo.

**AMATA**

* Major concerns & ‘massive panic’ from Acting if they will even be able to finish their course due to their assessment methods.

**FTI**

* Big concerns around access to facilities - many students worrying about being able to produce professional standard pieces, some may not even own a sewing machine. Wanting guidance on how they should continue without access to this equipment.
* Fashion marketing yr2 concerns around group working
* 3rd years especially concerned about their final major projects
* Concern for not being prepared to handle a change of assessment: ‘if we lose out on physical outputs are we suddenly expected to have a lot more digital content (research, development, planning, reports) that we didn’t plan for.

**SOC**

* Concerns around working as a group and lack of assess to facilities.
* Graphics student concerned that they have a lot of physical research that would need scanning and not having access to this equipment. Aware that research counts a lot towards their marks.

**SOWJ**

* 3rd year journalism concern about NCTJ exams can they still sit them, will they get access to retakes next year if they cannot.
* Concerns about not being able to access software in the newsroom

**SADI**

* No feedback

**SOE**

* Launchpad concerns for June cohort graduating in May

**SOFT**

* Gave positive feedback about how animation are communicating amazingly
* Concerns around group work and access to equipment and facilities
* There was concerns from Reps about lectures being held on 17/03/2020 from 16.00 - 18.00. Many of the cohort were getting in touch with the Rep asking whether they should attend or not.