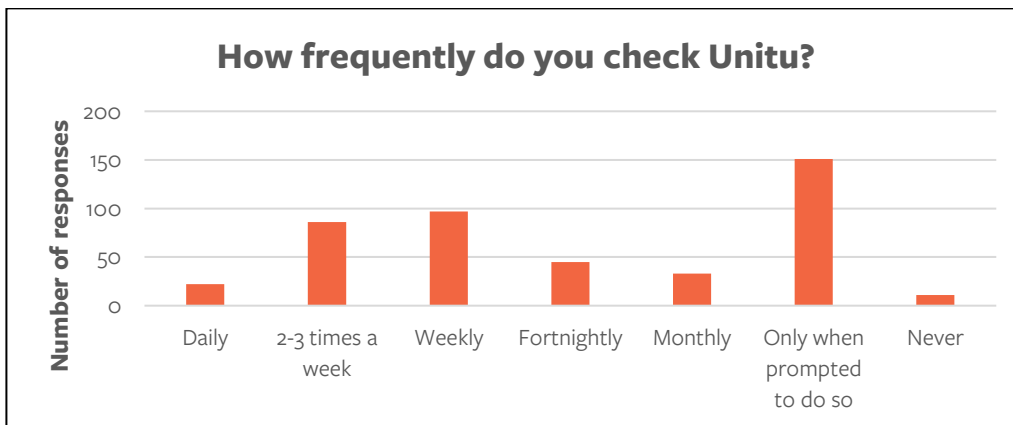


Briefing: Unitu Student Evaluation Survey Results

February 2021

Use of Unitu

- » 93% of respondents reported having activated their account on Unitu (the survey was advertised to Unitu users). Amongst those who had not activated their account, over half reported never having heard of the platform, and others reported not seeing the platform's use/benefits or a lack of time.
- » 94% of respondents who had activated their account stated that they know the purpose of Unitu.
- » 61% of respondents who have activated their Unitu account know where to find the Unitu community guidelines, and 49% have read the guidelines. Almost all (92%) who reported reading the guidelines knew where to find them, and 73% of students who knew where to find then guidelines had read them.
- » Just over 1 in 3 respondents who had activated their Unitu account only checked Unitu when prompted to do so. Around half of students checked Unitu somewhere between 2-3 times a week and every fortnight, with only 2% of students never checking Unitu.

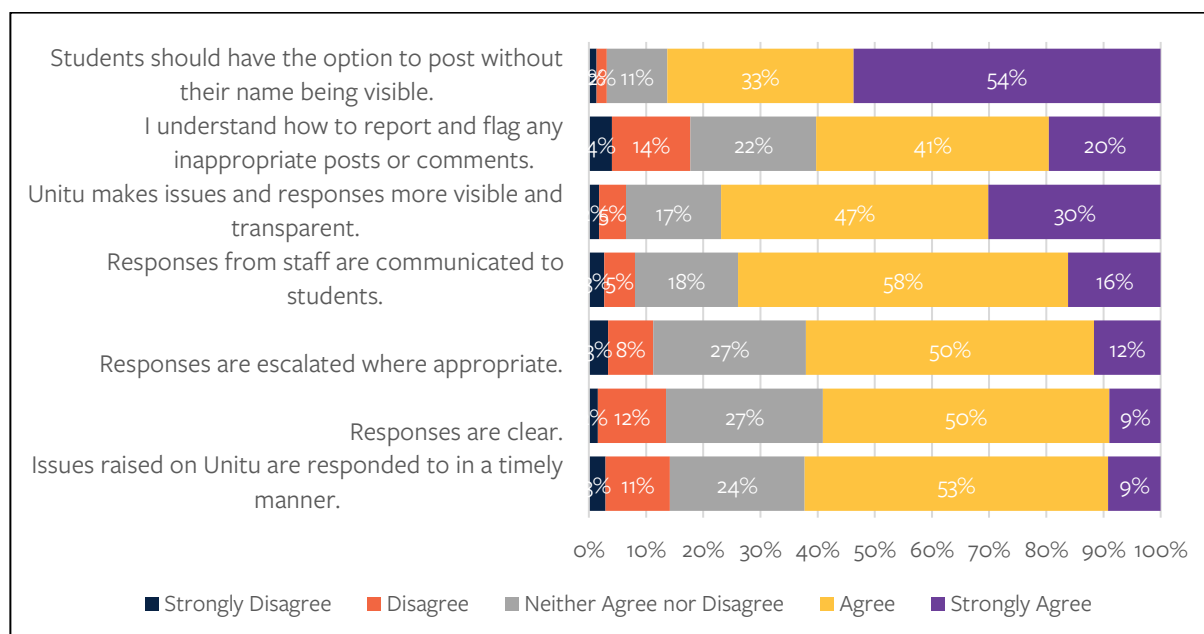


Feelings on Unitu

- » When asked to describe Unitu in 3 words, the most common responses amongst users who had activated their Unitu account were 'infrequent' (28 mentions), 'passive' (21), 'anonymous' (15) and 'engaging' (15).
- » When presented with a list of options regarding the best thing about Unitu, respondents highlighted three qualities: the 'ability to raise an issue' (72%), the 'ability to view what other students are saying' (68%) and the 'ability to vote on topics and issues' (58%).
- » On the question of what could be improved about Unitu the answers amongst respondents were more varied. The most common factor cited was the 'clarity and quality of responses' (47%).

What could be improved about Unitu?	Number of responses	% of respondents
Clarity and quality of responses.	211	47%
Low levels of engagement from staff.	200	45%
Low levels of engagement from students.	197	44%
Response times.	187	42%
User experience of Unitu.	145	33%
Irrelevant topics.	144	32%
Time-consuming to engage with.	110	25%

- » Respondents who had activated their account on Unitu were most impressed with the visibility and transparency of Unitu, with 77% agreeing that the platform makes issues and responses ‘more visible and transparent’. A similar number of respondents (74%) felt that responses from staff are communicated to students, however this number drops when considering whether responses are escalated where appropriate (62%), whether responses are received in a timely manner (62%) and whether responses are clear (59%).
- » A significant majority of respondents (86%) felt that students should have the option to post without their name being visible).



Academic Reps

- » 50 respondents (just over 10% of the total respondents) to the survey were academic reps. Of these respondents, 62% agreed that Unitu has been helpful to them in their role as a rep, with only 14% disagreeing.
- » However, these figures are slightly lower on the issue of whether reps found the Unitu training and support helpful; 48% agreed that they had, with 26% disagreeing.
- » When asked what further training or support could be provided for reps with regards to Unitu, by far the most common response from reps was regarding advice on how to increase student engagement with the platform, or that no further training and support was required as the main issue with the platform was simply a lack of student engagement. Other less-frequent suggestions raised issues of how to deal with aggressive posts, how to escalate issues, and more scenario-based activities.