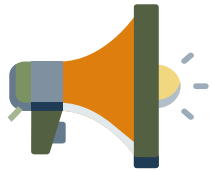


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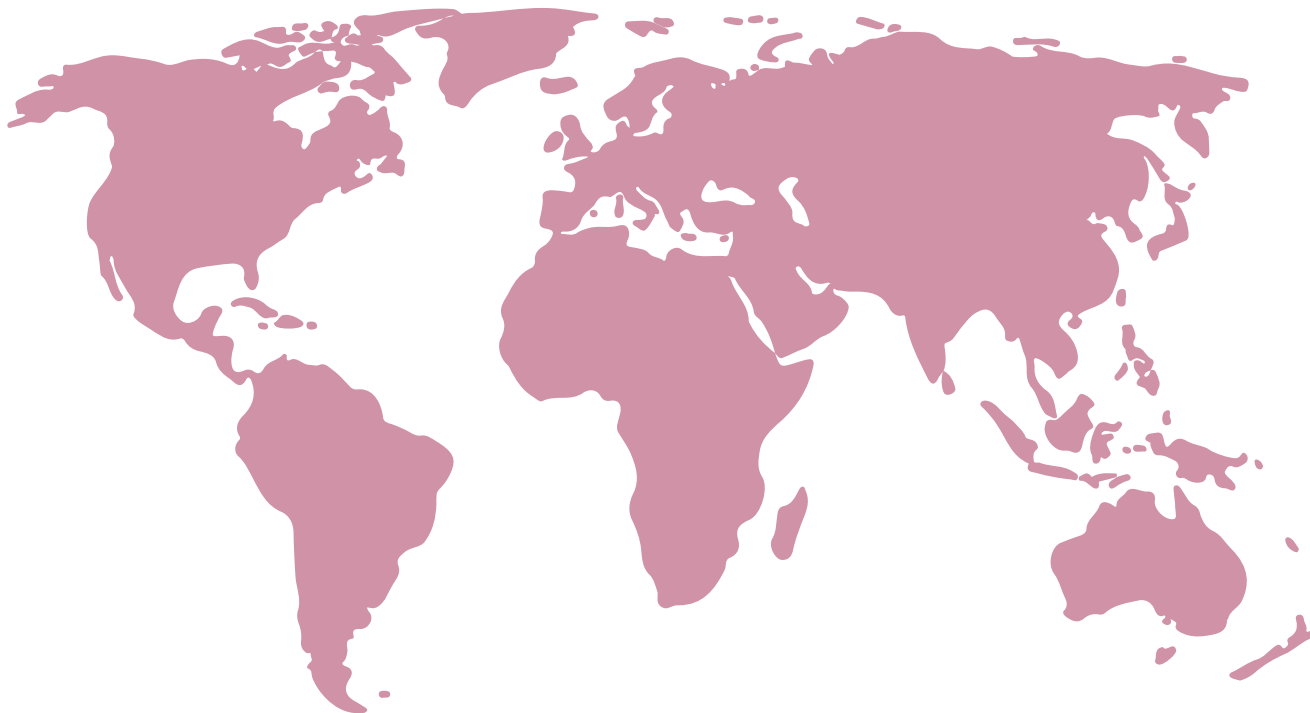
شنیده شدن صدای دانشجویان

بهبود امور دانشکده با کمک دانشجویان

حس مشارکت در پیشرفت دانشکده



اجرا شده در دانشگاه های معتبر جهان



Oxford Brookes University

STUDENT INVESTIGATION & RESOLUTION TEAM

[Academic appeals](#)

[Student conduct](#)

[Student complaints](#)

[Collaborative provision](#)

[Exceptional circumstances](#)

[Useful contacts](#)



You said, we did

Oxford Brookes University

Wi-Fi connection

Q You said

That you reported a lack of Wi-Fi internet connection in your accommodation and that you were dissatisfied with the unreliable customer service.

Q We did

We have now completed a thorough internal review and have improved our processes in contacting customers and ensuring that we have suitable contact details and channels to do that. We have also instigated a regular incident escalation process whereby outstanding incidents are more quickly escalated.

Credit transfer

Q You said

The information given to students going on Exchange regarding credit transfer needs to be clear.

Q We did

We have produced a credit transfer guide which is now available online.

University of Aberdeen

You said, we did

[University Home](#) / [Students](#) / [Feedback](#) / [You said, we did](#)

[< University Home](#)

[< Students](#)

[Feedback](#)

[Tell us what you think](#)

[Surveys](#)

[Ask Sessions](#)

[Your academic feedback](#)

[Focus Groups](#)

[You said, we did](#)

**YOU SAID
WE DID**



Student feedback is used to shape the improvements we make to our services. Below you can see the improvements we've already made as a result of student feedback.

University of Aberdeen

What you told us:

The PGR website was hard to navigate and confusing.

What we did:

We have completely restructured the website to make it easier to find information, and have rewritten a lot of content, making it easier to understand.

You told us:

You wanted more social events during the day in Welcome Week.

What we did:

We introduced a Picnic in the Cruickshank Gardens to help you meet fellow students during your first days at university.

Imperial College London

Department of Bioengineering

Imperial College
London



Coronavirus (COVID-19) updates: Safety information for academic year 2021-22

Latest information for current students, staff, offer holders and applicants

Imperial
ALERT

[Study](#) [Research & Innovation](#) [Be Inspired](#) [About](#)

[News](#) [What's on](#) [Give](#) [A-z](#) [Information for](#)

[Search](#)



Department of Bioengineering

[About us](#) [Study](#) [Research](#) [People](#) [Industry](#) [What's on?](#) [Student wellbeing](#) [Internal](#) [Contact us](#)

Internal

Current undergraduate students

[MEng Molecular Bioengineering](#)

[MEng Biomedical Engineering](#)

[Intercalated BSc Medical Sciences
with Biomedical Engineering](#)

[Programme administration](#)

[Options](#)

[Current taught postgraduate
students](#)

[Current research students](#)

[Home](#) / [Faculty of Engineering](#) / [Departments, institutes and centres](#) / [Department of Bioengineering](#) / [Internal](#) / [Current undergraduate students](#) /
You said we did

You said we did

In the Department of Bioengineering we care about the feedback you give us and continually strive to make improvements. This page details some of the changes that we have made in response to your feedback. We'll also email you from time to time explaining what actions have been taken to reduce your issues and suggestions.

Remember - you don't have to wait until a [Staff-Student Committee Meeting](#) to tell us what you think! You're always welcome to pop by the Student Office or talk to your Year Reps or the Dep Rep. Alternatively, you can speak to your Personal Tutor, Lecturers, the Academic Tutor, the Senior Tutor or the Postgraduate Tutor, if you think we could improve something in the Department.



Imperial College London

Department of Bioengineering

You said: We are confused by the teaching of both C and C++ at the same time.

We did: We simplified things and now use C++ only in the examples.

You said: Can we have a list of all deadlines provided at the start of each term?

We did: The Department provided an online coursework deadlines calendar for all students to view.

You said: Can we have a Google calendar or similar for coursework deadlines?

We did: We created iCal files for all the modules with coursework so students can add them to their own personal calendars on a mobile device, tablet or computer

University of York



[A-Z](#) | [Departments](#) | [Contacts](#) | [Map](#)

Current students

[Email](#) [Calendar](#) [Timetable](#) [Yorkshare VLE](#) [Library catalogue](#) [e.Vision](#) [Term dates](#)

» [Student home](#) » You said, we did

- Student home
- Student news
- Student events
- New students welcome
- Studying at York
- York Futures
- Health and wellbeing
- Support and advice
- York Graduate Research School
- Work, volunteering and career planning
- Accommodation
- Study and work abroad
- IT and online services
- Finance

Your feedback matters

Your views and opinions are important to us. Across the university, we work in partnership with students to improve our courses and services.

Find out what we have done in response to your feedback. Keep an eye out for messages across the university on screens, posters, websites and social media.



Make your voice heard

- National surveys, such as the National Student Survey, UK Experience Survey, Postgraduate Taught Experience Survey, Postgraduate Research Survey
- Local surveys run by the Library, IT, Colleges, Departments
- Student representation on University Committees
- Student First Initiative
- Departmental student/staff forums
- YUSU and GSA Course and Department reps

University of York



you said...

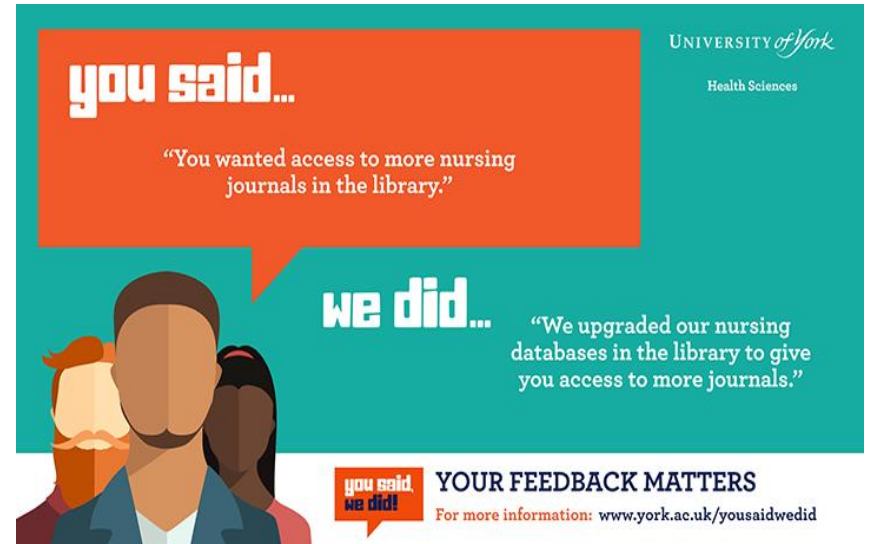
“Nursing and midwifery students want easier access to lecturers and supervisors.”

we did... “We have provided easier access and designated office hours for lecturers and supervisors.”

you said. we did! **YOUR FEEDBACK MATTERS**
For more information: www.york.ac.uk/yousaidwedid

UNIVERSITY of York
Health Sciences

The infographic features a teal background with a large orange speech bubble for the 'you said...' section and a smaller teal speech bubble for the 'we did...' section. Below the speech bubbles are stylized illustrations of three people's heads. At the bottom, there is a small orange speech bubble with the text 'you said. we did!' and a larger teal box containing the text 'YOUR FEEDBACK MATTERS' and the website URL.



you said...

“You wanted access to more nursing journals in the library.”

we did... “We upgraded our nursing databases in the library to give you access to more journals.”

you said. we did! **YOUR FEEDBACK MATTERS**
For more information: www.york.ac.uk/yousaidwedid

UNIVERSITY of York
Health Sciences

The infographic features a teal background with a large orange speech bubble for the 'you said...' section and a smaller teal speech bubble for the 'we did...' section. Below the speech bubbles are stylized illustrations of three people's heads. At the bottom, there is a small orange speech bubble with the text 'you said. we did!' and a larger teal box containing the text 'YOUR FEEDBACK MATTERS' and the website URL.

The University of Edinburgh



THE UNIVERSITY
of EDINBURGH

[Schools & departments](#) [MyEd](#)



STUDENT ADMINISTRATION

[Student Administration home](#)

[About](#)

[Official Documents](#)

[Graduations](#)

[Home](#) > [Student Administration](#) > [You Said ... We Did](#)

[Contact us](#)

You Said ... We Did

We value your feedback as it helps us to make improvements to our services.

Here are some examples of what we've done in response to your feedback.

The University of Edinburgh

You Said...

“ It was difficult to open a bank account without a student card. ”

“ International Students wanting to travel within the EU found that the standard matriculation document was not acceptable to the Consulates. ”

...We Did

“ We consulted and persuaded the banks to open an account without the need for a student card. ”

“ We now provide a specific letter to meet the Consulates' requirements. ”

University College London

INFORMATION SERVICES DIVISION



[Home](#) [Our Services](#) [How to Guides](#) [About ISD](#) [Help & Support](#) [News](#)

[UCL Home](#) » [Information Services Division](#) » [About ISD](#) » [You Said, We Did](#)

You Said, We Did

You Said, We Did 2019

In response to staff and student feedback, here are some of the improvements we've made recently, or that are coming soon. Please keep the feedback coming so we know where to focus our improvements.

University College London

You Said:

“ We want to know about all available IT services when we start at UCL.

We Did:

At start of session 19/20 we visited faculties and schools to give IT induction talks to approximately 6,000 students. Feedback on this was really positive.

You Said:

“ To be able to share the data that supports all research activity and publications on a platform that is open to the whole world.

We Did:

The UCL institutional Research Data Repository was launched in June 2019, enabling the publication, preservation, and curation of data underpinning published research or which is otherwise of value. It supports the principles of Open Science and enables data to be formally cited in publications. Over a hundred deposits have already been received, with approximately a thousand downloads so far.

مراحل اجرای طرح

01

نظرسنجی از معاونت ها
جهت تمایل به همکاری
در طرح

02

تهیه فرم نظرسنجی
از دانشجویان

03

اطلاع رسانی طرح و قراردادن
فرم نظرسنجی در سایت و
فضاهای مجازی دانشکده

04

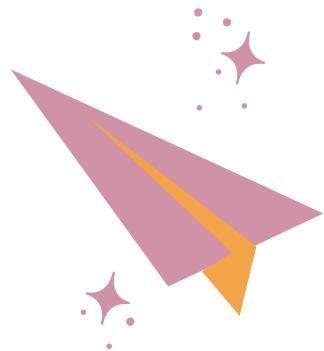
بررسی پیشنهادات ارسال
شده در فواصل زمانی
مشخص

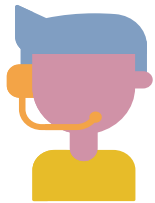
05

ارجاع به معاونت مربوطه

06

گزارش اقدامات انجام شده در
قالب پوستر در سایت و
فضاهای مجازی دانشکده





گزارش اقدام

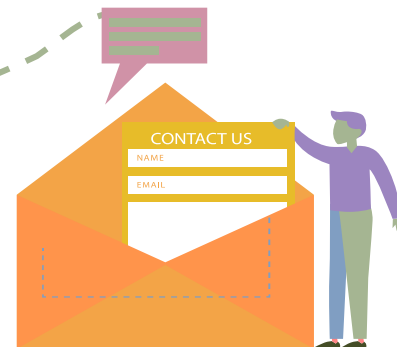
جمع آوری
پیشنهادات

شما گفتید،
ما اجرا کردیم

تغییر
و بهبود
شرایط

آنالیز
پیشنهادات

گزارش به
واحد مربوطه



جهت دسترسی به اطلاعات بیشتر با ما در تماس باشید:



<https://dentistry.tums.ac.ir/> EDO-گروه-تخصصی-توسعه-آموزش



Edo94.tums@gmail.com



t.me/ edodent_tums



edodent_tums



02142794204



با تشکر از توجه شما