"شما گفتید، ما اجرا کردیم"

"You said, we did"

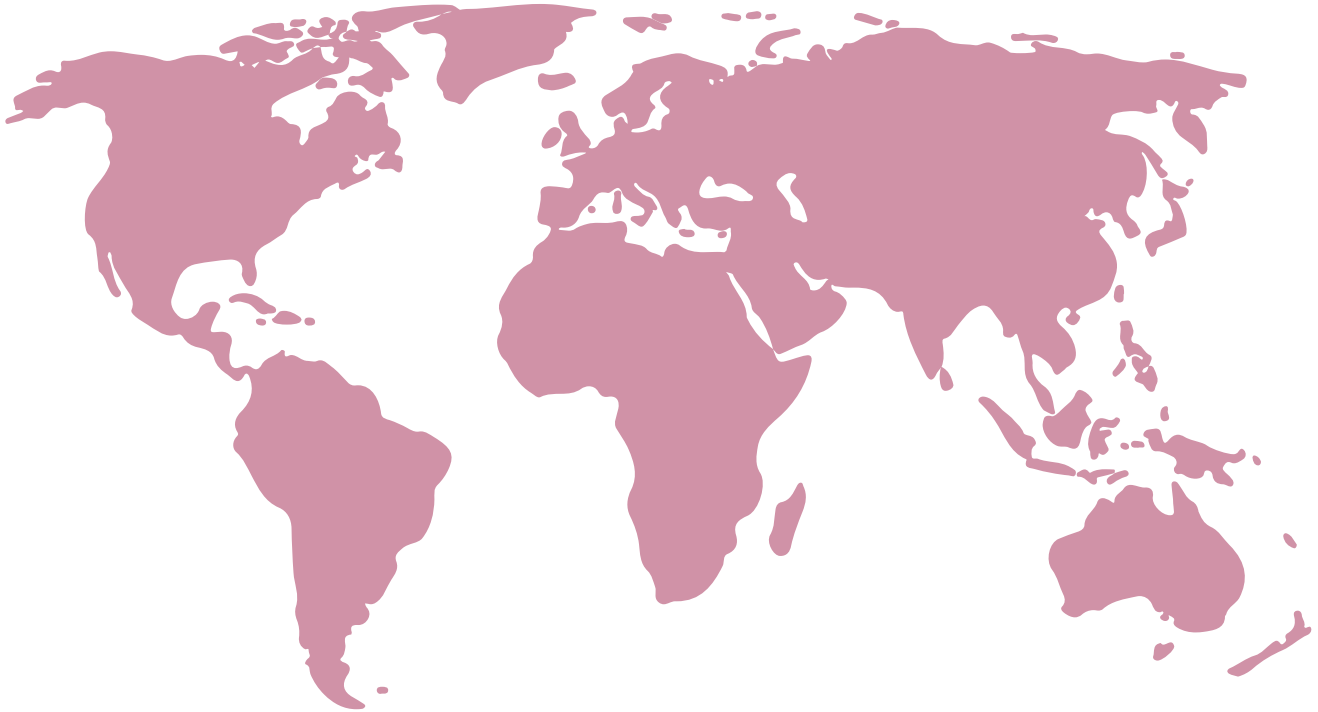
طرحی برای:

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

OXFORD BROOKES UNIVERSITY

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Home / Students / SIRT / You said we did

STUDENT INVESTIGATION & RESOLUTION TEAM

- Academic appeals
- Student conduct
- Student complaints
- Collaborative provision
- Exceptional circumstances
- Useful contacts

Oxford Brookes University

Wi-Fi connection

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.

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

You said

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

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

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:

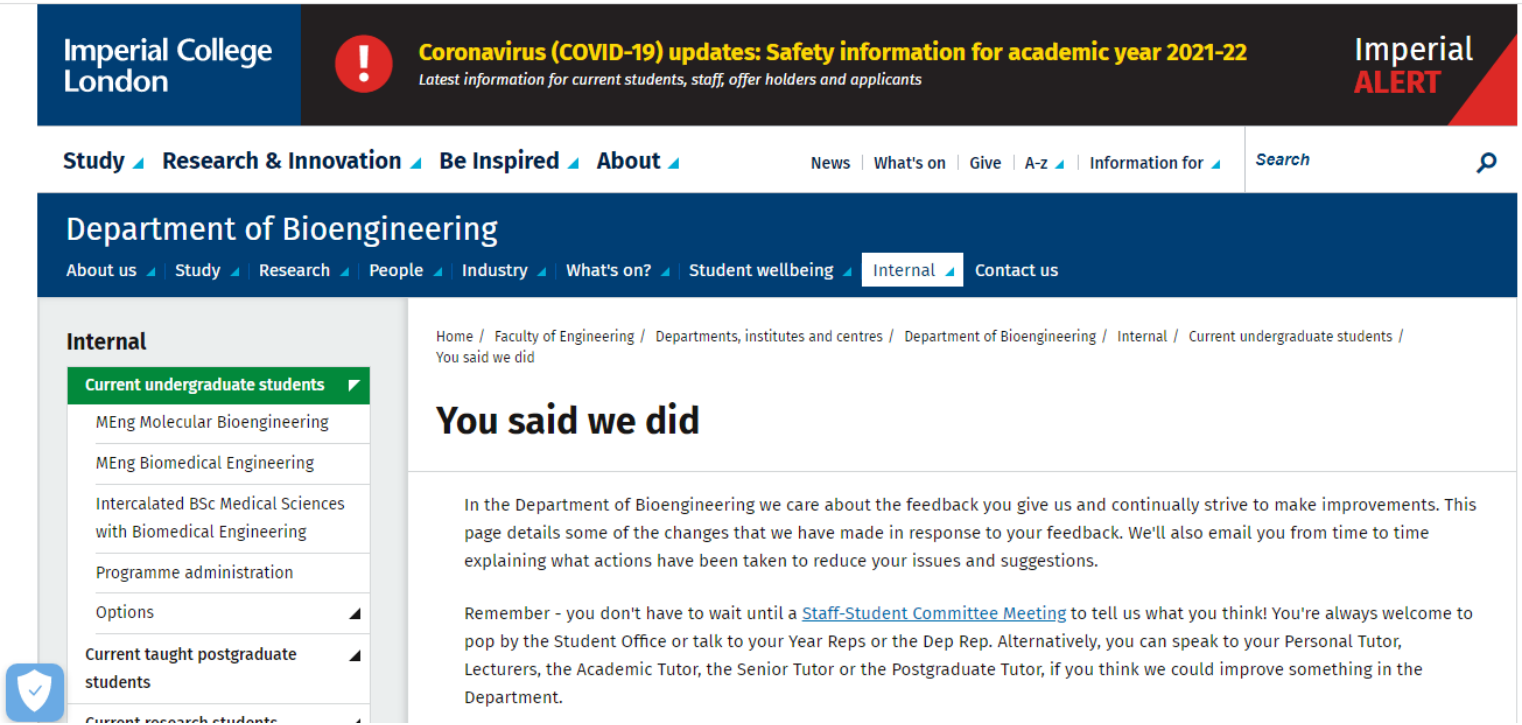
You wanted more social events during the day in Welcome Week.

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

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

UNIVERSITY of York

Search

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

you said, we did!

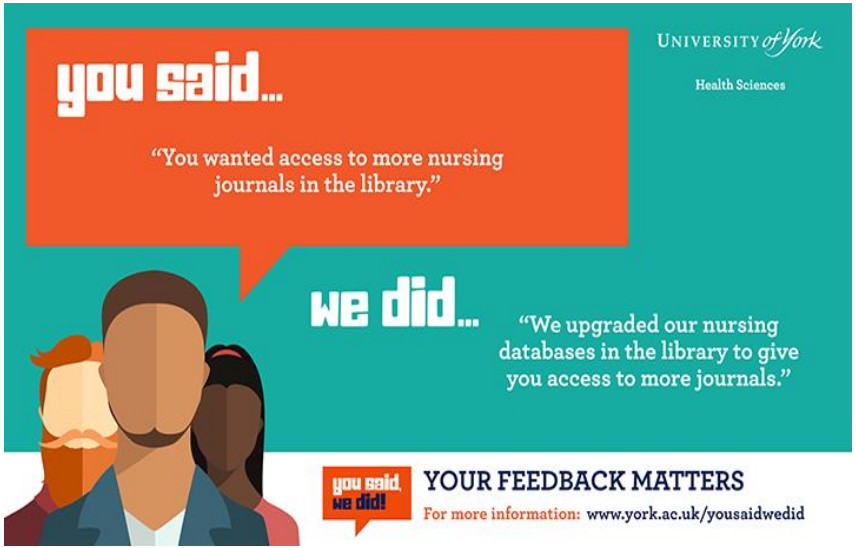
Your views and opinions are important to us. Across the university, we work in partnership with students to improve our courses and services.

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.

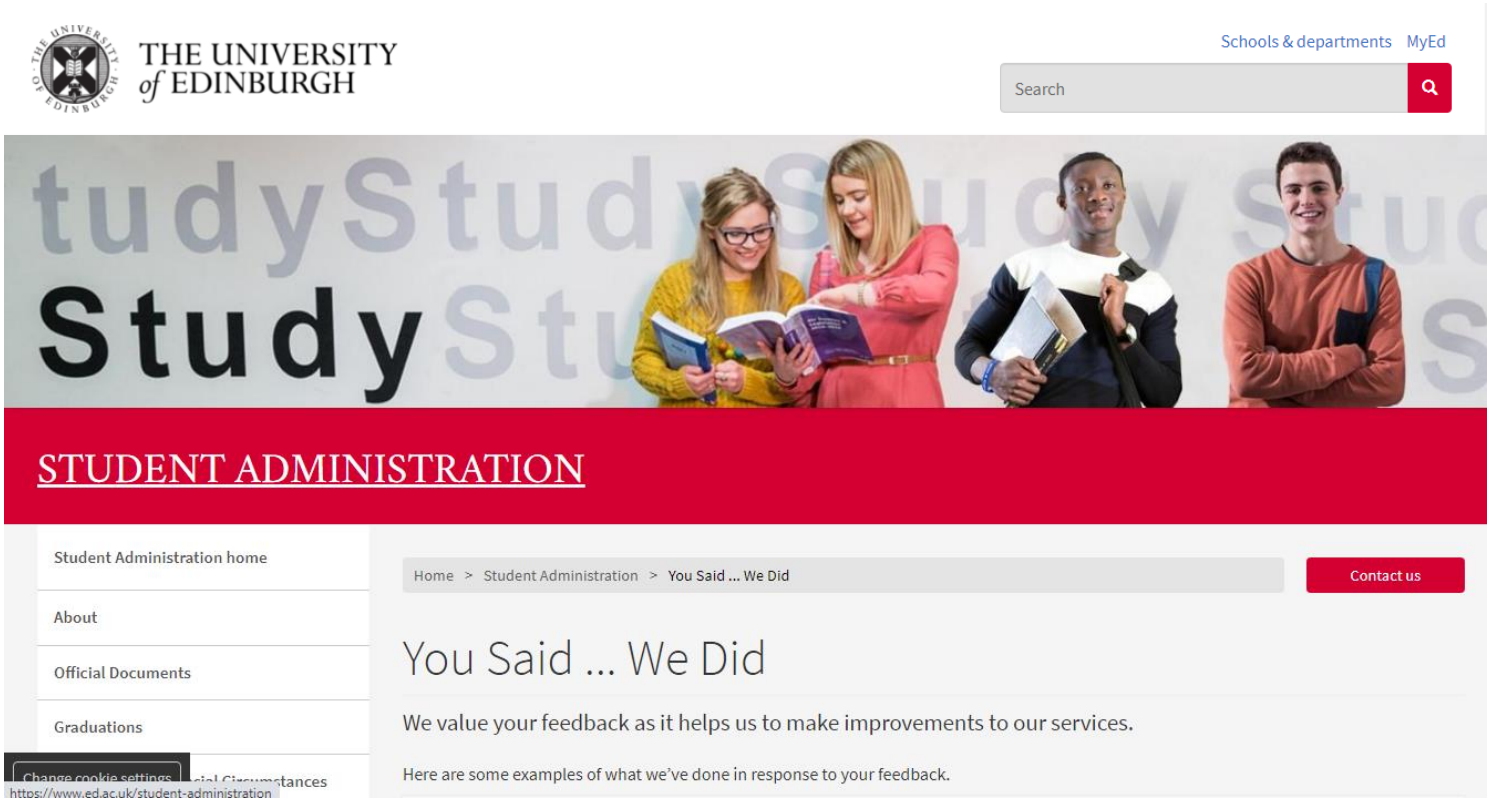
Make your voice heard

- 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



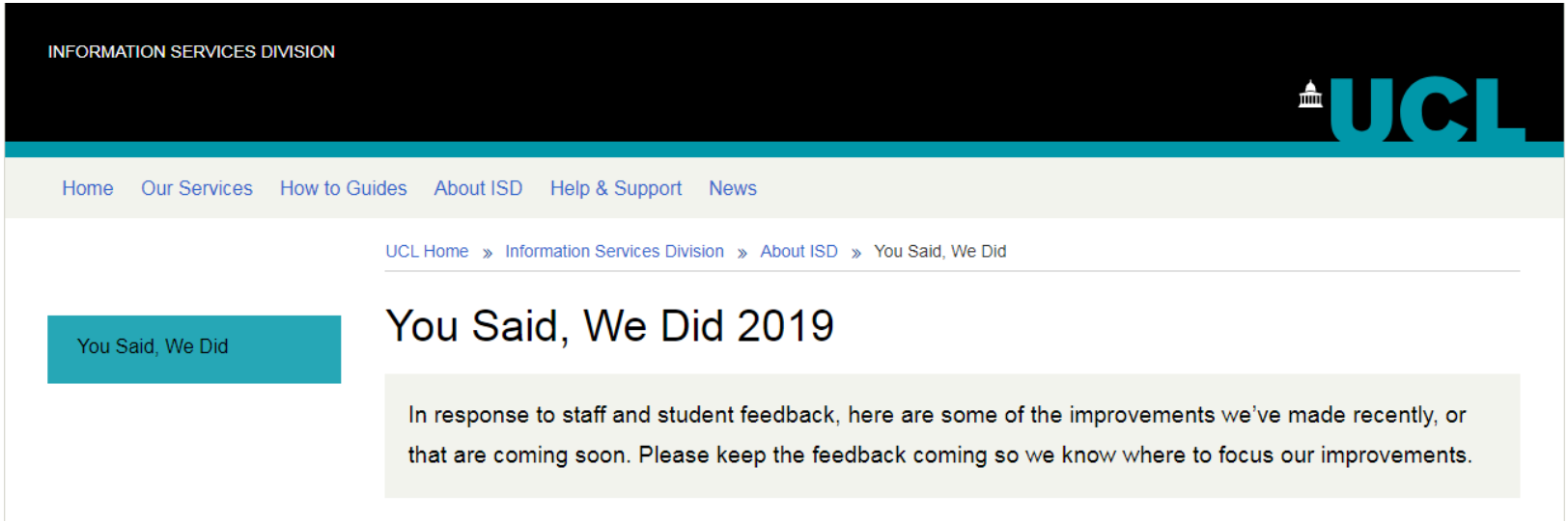
The University of Edinburgh



The University of Edinburgh

You Said...	...We Did
“ It was difficult to open a bank account without a student card. ”	*“ We consulted and persuaded the banks to open an account without the need for a student card. ”*
“ International Students wanting to travel within the EU found that the standard matriculation document was not acceptable to the Consulates. ”	*“ We now provide a specific letter to meet the Consulates' requirements. ”*

University College London



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

جهت دسترسی به اطلاعات بیشتر با ما در تماس باشید:

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

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با تشکر از توجه شما