



94%

Fantastic Brilliant!

"Flexible when booking"

94%

"I've learned so much" Knowledgeable

Agreed or strongly agreed that they were confident they will be able to apply what they have learned to their work

Beneficial
"Really beneficial"
"Of benefit (immensely)"

"It put my mind at ease to know what I'm doing right and what I need to work on"

Reassuring

"Made me feel more at ease"
"Really useful to gain understanding and reassurance of Level 7 writing"

Friendly Supportive
"Provided some much-needed reassurance"
"[tutor] was lovely and very friendly which made it an easier experience overall"

Approachable
"Warm, friendly and helpful"
"Tutors have been amazing at creating an open and supportive environment!"

Positive Understanding Kind Calming
"Staff are knowledgeable but also so approachable"
"Very understanding and kind which I thought was important because I was stressing about my issue"
"So accommodating"

Confidence building Responsive
"Patient (wonderfully)"
"Gave me the confidence to push myself in my academic writing"
"has made me feel much more confident about writing my dissertation"

Encouraging Accessible
"Hugely grateful"
"Thank you so much"
"Really engaging"
"I feel I was listened to and advised accordingly"
"Nice to hear I was on the right lines"
"Very happy that all my issues were carefully looked at and were professionally and thoroughly resolved"

Useful Helpful

What students are saying about their Academic Skills appointments*

Amazing/ Great/ Very good/ Super/ Really/ Very/ Extremely Service
"Very happy with the service"

Non-judgmental
"The tutor did not judge me at all but offered very helpful feedback and helped me create a plan"

Appreciated
"I would highly recommend this service to others"

Amazing Great

"Easy to book"

97%

Recommended

"I would definitely recommend this service to fellow students"

"I would highly recommend this service to others"

"Will use again and recommend to others"

Clear

Agreed or strongly agreed they had an increased understanding of the query or issues they came with

Informative

"Additionaly provided useful resources"

Practical

"Brilliant at giving practical support"

Awareness

"I never used this service until now and wish I had found it sooner"

Timings

"I should have been made aware of this sooner in my university experience"
"I wish appointments were longer than half an hour"
"I'd like to speak to the same person next time"

Tailored

"Every session is tailored to what I need"
"Based around my needs"

Understandable

"Helped explain feedback" "Helped me move forward"
"Easy to understand advice"

Beneficial

"Beneficial to discuss your assignment with someone who understands and can help with my essay whilst also letting me develop my own ideas, which was very beneficial!"

Useful

"Gave some really helpful tips of what areas I needed to improve on"

Point

"Useful and to the point"

Brilliant

"Brilliant, but I feel the sessions are not long enough, as I felt there was still much more to discuss ... perhaps a 45-minute slot would be beneficial"

* Feedback received Nov 2020-Jun 2021; respondents n = 191; qualitative comments n = 82; N.B. there were 0 negative comments about the service