**The Red Button:**

**how we’ve helped students**

The University of the Highlands and Islands is committed to enhancing your student experience. Use the Red Button to let us know how we can improve our service, or to tell us what you like about your university! Any student can use the red button by visiting our website and completing the [webform](https://www.uhi.ac.uk/en/students/support/red-button/).

This report highlights use of the service during the last quarter of the academic year.

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| Bar graph with upward trend with solid fill**56** | **Students used the service from November to January.**  | Sign language with solid fill | **We now offer the option to contact us using British Sign Language (BSL).** |
| Question mark with solid fill | **Why did students use the red button?** **Facilities Learning and Teaching****Exams and assessment Student Services****Support Online resources** |
| **You said, we did. A selection of actions this quarter:** |
| Students reported a number of issues with cleanliness of rooms, heating issues and repair issue with toilets. | **Estates teams investigated and resolved these issues providing a better learning environment.**  |
| Issues with content on a module were reported. | **A standardised approach to content and layout will be provided on the course.**  |
| A class reported issues with lecturer availability. | **Extra support was put in place to cover staff shortage and support students.**  |
| Some students were unable to reach the right member of staff with accommodation issues.  | **The accommodation team contacted the students and looked into their issues.**  |

**If you would like to use the red button, please contact us with our** [**online form**](https://www.uhi.ac.uk/en/students/support/red-button/)**.**