

## Lessons learned - You Said We Did 2023-24

We have listened to your suggestions and ideas that have arisen through our complaints process, and we have worked hard to provide new and better services. Find examples below of what we have done as a result of your input during academic session 2023/24.

### You Said

- You complained about the availability of PC equipment.
- You complained about consistency of support for Abertay Online learners.
- You complained about potential dangers of harmful equipment in public spaces.
- You complained about problems encountered in accessing Canvas.
- You complained about processing issues in requesting extensions.

### We Did

- ✓ We have reviewed allocation of equipment in PC labs to ensure sufficient availability.
- ✓ We have reviewed processes to ensure support for online students is consistent and equal to the support for on-campus learners.
- ✓ We have adapted risk assessments and installed signage to help prevent risk.
- ✓ We have reviewed the service to ensure that improvements are implemented so students receive the service level expected.
- ✓ We have worked to make the submit button more prominent to students when requesting extensions.