

**YOU
SAID**

**WE
DID**

CASE Circle of Excellence 2019 entry

**ST GEORGE'S
STUDENT EXPERIENCE**



Summary

In 2017 St George's produced a student experience initiative, which tied together how St George's had improved the student experience thus far and how students could help the University make further progress. Students were invited to provide feedback on areas in which they would like to see further improvements.

In response to this feedback, St George's acted upon many areas of improvement and updates in 2018.

"You Said / We Did" is a results campaign which promotes to our stakeholders that the University takes the views of its students seriously. It highlights the impact of the feedback and showcases the many areas in which the University has made improvements based on this direct feedback.

The "You Said/We Did" project serves as a strong visual presence on campus and online to demonstrate the University's on-going commitment to improvement and listening to student concerns.

PULL UP BANNERS

YOU SAID **WE DID**

We're improving STUDENT FACILITIES

“ The Students' Union Bar is dated. ”
 Revamped the bar for socialising, study and events

“ There aren't enough study spaces. ”
 Created social study space in the SU Bar with power points for laptops

“ Some teaching spaces need refurbishing. ”
 Refurbished Lecture Theatres A, B, C and G

“ We want more places to eat and meet. ”
 Created 10 modern teaching rooms on Jenner Level 1

“ There aren't enough study spaces. ”
 24-hour study space available across nine teaching rooms, 2nd floor Pret, Library and 1st floor computer rooms.

“ We want more places to eat and meet. ”
 Opened two Pret A Manger cafés on campus

ST GEORGE'S STUDENT EXPERIENCE

YOU SAID **WE DID**

We're improving OUR LIBRARY

“ We want more text books. ”
 Bought 60% more ebooks, giving you access to 3,193 titles online

“ The library isn't open enough at weekends. ”
 We're now open 24/7

“ The library is too noisy! ”
 Moved the main library entrance to keep noise out

“ Library laptops are slow and dated, and there aren't enough of them. ”
 Bought more laptops & updated existing ones

“ The library is too noisy! ”
 Employed staff to protect your silent study environment

“ Library laptops are slow and dated, and there aren't enough of them. ”
 Now 75 laptops with latest operating system

“ The library is too noisy! ”
 Blocked up the noisy entrance to the silent study space

ST GEORGE'S STUDENT EXPERIENCE

LIBRARY SCREEN SAVERS



LIBRARY SCREEN SAVERS

YOU SAID

“ Library laptops are slow & dated, and there aren't enough of them.

WE DID

Bought more laptops and updated existing ones — now have 75 laptops with latest operating system



St George's
We're improving OUR LIBRARY
ST GEORGE'S STUDENT EXPERIENCE


YOU SAID

“ The library is too noisy!

WE DID

Moved main library entrance and blocked up entrance to silent study space to keep noise out

THUD
BLAH
CLATTER
CLANG
BLAH
BUZZ




St George's
We're improving OUR LIBRARY
ST GEORGE'S STUDENT EXPERIENCE

YOU SAID

“ We want more textbooks.

WE DID

Bought 60% more ebooks, giving you access to 3,193 titles online



St George's
We're improving OUR LIBRARY
ST GEORGE'S STUDENT EXPERIENCE

YOU SAID

“ The library is too noisy!

WE DID

Employed staff to protect your silent study environment

Shhh Shhh Shhh

St George's
We're improving OUR LIBRARY
ST GEORGE'S STUDENT EXPERIENCE

DIGITAL SCREENS

We're improving OUR LIBRARY

YOU SAID
WE DID

“The library isn't open enough at weekends.”

We're now open 24/7



“We want more textbooks.”

Bought 60% more ebooks, giving you access to 3,193 titles online



“The library is too noisy!”

Shhh

Moved the main library entrance to keep noise out

Employed staff to protect your silent study environment

Blocked up the noisy entrance to the silent study space

“Library laptops are slow and dated, and there aren't enough of them.”

Bought more laptops and updated existing ones

Now 75 laptops with latest operating system

ST GEORGE'S
STUDENT EXPERIENCE



SERIES OF LARGE HALLWAY POSTERS with singular key messages

YOU SAID

“The Students’ Union Bar is dated.”

WE DID

Revamped the bar for socialising, study and events

We’re Improving STUDENT EXPERIENCE
ST GEORGE’S STUDENT EXPERIENCE

YOU SAID

“We want more places to eat and meet.”

WE DID

Opened two Pret A Manger cafés on campus

We’re Improving STUDENT EXPERIENCE
ST GEORGE’S STUDENT EXPERIENCE

YOU SAID

“We want more text books.”

WE DID

Bought 60% more ebooks, giving you access to 3,193 titles online

We’re Improving OUR LIBRARY
ST GEORGE’S STUDENT EXPERIENCE

TABLE TENTS for use in the St George's dining areas as well as study tables in the library

We're improving STUDENT FACILITIES

YOU SAID
WE DID

“The Students' Union Bar is dated.”
Revamped the bar for socialising, study and events

“There aren't enough study spaces.”
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“Some teaching spaces need refurbishing.”
Refurbished Lecture Theatres A, B, C and G

Created 10 modern teaching rooms on Jenner Level 1

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“We want more places to eat and meet.”
Opened two Pret A Manger cafés on campus

ST GEORGE'S STUDENT EXPERIENCE

St George's University of London

DRINK COASTERS for use in the St George's on campus student union bar



DRINK COASTERS for use in the St George's on campus student union bar



SOCIAL MEDIA GRAPHICS

YOU SAID “The library isn’t open enough at weekends.”

WE DID Now open 24/7




YOU SAID “Library laptops are slow and dated.”

WE DID We bought 15 new laptops




YOU SAID “Moodle is slow & not responsive on mobile.”

WE DID Replaced it with Canvas




YOU SAID “We want more textbooks.”

WE DID We bought more ebooks



YOU SAID “We want to re-watch lectures online.”

WE DID We got Panopto so you can.



YOU SAID “Self-Directed Learning rooms aren’t open enough.”

WE DID Now open 8am–10pm, 7 days a week.



YOU SAID “We want more places to eat & meet.”

WE DID Opened two Pret cafés on campus.




YOU SAID “The SU Bar is dated.”

WE DID Revamped bar for socialising, study and events



YOU SAID “Wifi signal is erratic in lecture theatres.”

WE DID Upgraded wifi for fast, reliable network.



WEBPAGE header graphic

