



BISHOP
GROSSETESTE
UNIVERSITY

— IT —

WE'VE BEEN WORKING ON WAYS TO IMPROVE
YOUR EXPERIENCE AT BCU



HOW WE ENHANCED YOUR STUDENT EXPERIENCE



Hi! We have some feedback.

- The Wi-Fi on campus is a bit slow.
- We would like better equipment in the Library.
- Voting is important to us.

11:35 AM

Hello! We have focused Wi-Fi upgrades in our teaching spaces to increase speed and capacity where it's needed the most.

11:37 AM

We've refreshed Student collaboration rooms in the Library, and upgraded to the latest audio-visual (AV) technology.

11:39 AM

A new Student Voter registration service has been adopted to encourage student engagement in national and local elections.

11:41 AM





BISHOP
GROSSETESTE
UNIVERSITY

— IT —

WE'VE BEEN WORKING ON WAYS TO IMPROVE
YOUR EXPERIENCE AT BCU



HOW WE ENHANCED YOUR STUDENT EXPERIENCE



Hi! We have some feedback.

- Continued access to IT support is important to us.
- We would like to be able to communicate remotely.
- We want to attend hybrid teaching sessions.

11:35 AM

Hello! Our online helpdesk has been improved and is the place to go for all your IT help and support. We've dealt with 3500+ self-raised requests since lockdown and maintained a customer satisfaction of 97%+.

11:37 AM

In response to COVID Microsoft Teams was implemented to support remote working, collaboration, and delivery of blended learning. In the last 6 months, you have contributed to 300000 chat messages, 15900 video meetings, and 14200 1to1 calls, now that's some collaboration!

11:39 AM

High-quality microphones have been installed in all our teaching spaces to allow remote participants to attend hybrid teaching sessions, and media creation booths have been created for staff to play, digitally.

11:41 AM

