

### Student Experience Survey 2021/22 Action Plans

Accountable department	Category	Action plans
Careers Service N-1	n-1-1-1: Student Engagement	<p>32% of students have had a meeting with a member of staff from the College Careers Service, an increase on the previous year's result of 24%. We are exploring ways to increase this however this number has remained consistent over the previous three SES.</p> <ul style="list-style-type: none"> <li>We have employed a student to work on our social media presence to utilise an engaging and a student voice and tone in our social media. This has paid dividends and traffic on our main media channels has increased significantly, and we will continue to use income generated from employer events to maintain this post.</li> <li>We constantly review our offer to students and will carry out a user survey on our one-year remote service anniversary. We will also reach out to non-users to establish ways that we can adapt our service to make it more accessible and available for them. This will take place in March 2022.</li> </ul> <p><b><i>It should be noted that students can make full and valued use of The Careers Service without ever actually meeting a member of the team – we have a well-used website with all relevant information that students require as well a full suite of employer events and forums that students can self-serve, which means they can explore a range of options, talk to employers and attend events without ever speaking directly to the team.</i></b></p>
Careers Service N-1	n-1-1-2.: Careers Service Events	<p>Over 75% of students have attended a Careers Service Even, an increase from 50% on the previous year's survey. We continue to evolve and expand our programme to meet the needs of our students and developing a hybrid service has enhanced our reach. We will seek student input into our provision via our one-year remote survey as well as our annual survey. We will evolve our events and consult with student sabbatical officers and liberation officers to ensure our events are representative of our student community and meet their needs as far as we possibly can.</p> <ul style="list-style-type: none"> <li>We will continue a remote and in person suite of events as we emerge from the pandemic. This enabled greater access to our events in 21/22.</li> <li>We will continue to work with our employer partners to offer best in class events that meet the needs of the both employers and students and facilitate the most appropriate ways for these interactions to take place – on campus or online.</li> </ul> <p><b><i>2021-2022 saw us move all our events online for the first time. This proved successful with over 18,500 students and graduates booked to attend our programme of careers and employer focused events, workshops and seminars.</i></b></p>
Careers Service N-1	n-2-2-1: Overall satisfaction	<p>82% of students definitely agree/mostly agree that they are satisfied with Careers Service support an increase from 78% on the previous years survey. We continue to monitor our provision via termly surveys and an annual survey.</p> <ul style="list-style-type: none"> <li>We will continue to offer both an on-campus service as well as an online offer. This will enhance our overall offer and give a full wrap around service for students, considering individual preferences</li> </ul>
Careers Service N-1	n-1-3-1: Events satisfaction	<p>81% of students definitely agree/mostly agree that they are satisfied with our events a slight decrease from the 84% in the previous survey. We continue to evolve our programme of events and will survey student opinion. A student shaper has been bid for to assist us to ensure our service is student centred.</p> <ul style="list-style-type: none"> <li>We will continue to offer both an on-campus programme of events as well as an online offer. This will enhance our overall offer and give a full wrap around service for students, considering individual preferences</li> </ul>

Careers Service N-1	n-1-4-1: Web based resources	<p>58% of students definitely agree/mostly agree that they are satisfied with our web-based resources (only 4% disagreed/definitely disagreed). During summer 2021 we carried out a full review of our website.</p> <ul style="list-style-type: none"> <li>We will seek student views on our online offer via our annual student survey and our one-year remote survey.</li> <li>We will continue to pay for licenses for online resources for exclusive use by our student body. This included Going Global and ShortListMe an online video interview practice platform</li> </ul>

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Graduate School	<p>College Welcome Season Induction (PG)</p> <p>First year PGR</p>	<p><b>Number of responses to these questions: between 245 to 303 respondents.</b></p> <p>1. Overall, I was satisfied with the Graduate School's professional development online induction - it clarified the programmes and courses available to me via the Graduate School.</p> <p>77% of respondents 'definitely &amp; mostly agreed' with this statement, while 10% of respondents (25) 'definitely and mostly disagreed'</p> <p>These numbers are a touch lower than the last SES run for PGRs, however the context of induction completely changed since then due to Covid. Comparing these results with last year's SES (PGTs) who also responded in relation to online induction, these results are more positive. We will offer a combination of in-person events and online induction moving forward.</p> <p>2. Overall, I understand the benefits of pursuing professional development opportunities, such as those offered by the Graduate School</p> <p>79% of respondents 'definitely &amp; mostly agreed' with this statement, while 6% of respondents 'definitely and mostly disagreed'</p> <p>This question was not included in 2019/20. The scores are very positive, and we there are no negative textual comments on this.</p> <p>3. Overall, the Graduate School's website is easy to navigate</p> <p>79% of respondents 'definitely &amp; mostly agreed' with this statement, while 10% of respondents 'definitely and mostly disagreed'</p>

		<p>A similar question was included in last year's SES (PGTs). Compared to last year's scores, these results are much better with a 10% increase in satisfaction. However, compared to the responses by PGRs in 2019/20, in which a very similar question obtained 78% of agreement, this result does not represent a significant improvement.</p> <p>4. Overall, the Graduate School provides a wide range of professional development workshops.</p> <p>75% of respondents 'definitely &amp; mostly agreed' with this statement, while 4% of respondents 'definitely and mostly disagreed'</p> <p>This is the first time PGRs are asked this question. The scores are very good on their own, and are 10% higher (in agreement) than the PGT SES results last year.</p> <p>There is one interesting comment by a PhD student: <i>"...I do not feel like I know what courses would best suit me or even what's available. There are too many courses online and it tends to get a little overwhelming to navigate through them all."</i></p> <p>This comment relates to various aspects: not only to the number/variety of courses we offer but also the difficulty students have in understanding what is offered to them, which may also relate to the increased number of students dissatisfied with the website.</p> <p>5. Overall, I am satisfied with the development opportunities offered by the Graduate School are designed and catered for a diverse audience</p> <p>74% of respondents 'definitely &amp; mostly agreed' with this statement, while 5% of respondents 'definitely and mostly disagreed'.</p> <p>This is the first time we have asked this question to PG students. This result is really positive, and we are pleased to see this level of satisfaction.</p> <p>6. Overall, I am satisfied with the newsletters and bulletins through which I receive all Graduate School information and news.</p> <p>66% of respondents 'definitely &amp; mostly agreed' with this statement, while 7% of respondents 'definitely and mostly disagreed'.</p> <p>This is the first time we asked this question to PG students. These scores are positive however we think we definitively need to improve our communication channels with students.</p>
Graduate School		<p>7. Which of the following Graduate School activities have you engaged with?</p> <p>Only 129 PGRs responded this question.</p>

		<table border="1"> <tr> <td>4Cs Science Communication Event</td><td>1</td><td>1%</td></tr> <tr> <td>Online PGR Welcome Event</td><td>89</td><td>69%</td></tr> <tr> <td>Personalised Support (1-21 coaching)</td><td>27</td><td>21%</td></tr> <tr> <td>PhD summer showcase</td><td>6</td><td>5%</td></tr> <tr> <td>Postgraduate Community Fund</td><td>6</td><td>5%</td></tr> </table> <p>These responses show that engagement with the events organised by the Graduate School is limited. There are however two caveats: the respondents of this survey were first year doctoral students, which means they have not yet been able to engage with the summer events (4Cs and Showcase).</p> <p>Among the very few comments received, there were 2 indicating they were not aware of these events, which challenges us to consider and implement more effective communication channels with PGRs – this also aligns with the scores to question 6 above.</p>	4Cs Science Communication Event	1	1%	Online PGR Welcome Event	89	69%	Personalised Support (1-21 coaching)	27	21%	PhD summer showcase	6	5%	Postgraduate Community Fund	6	5%
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Graduate School		<p>To address the above results, we will:</p> <ul style="list-style-type: none"> <li>- Establish a new PGR Community and Visibility Working Group. The Working Group will develop a new communication strategy for the Graduate School, and which will, in particular, explore ways to improve the effectiveness of our social posts, bulletins and newsletters. As part of this work, we will collect feedback from student partners to find more effective ways/channels to communicate with PGR students. This group is also being established to take forward actions developed in response to student feedback received through the PRES 2021 survey.</li> <li>- Review the Graduate School's Website structure and content. We aim to improve the effectiveness of the GS website homepage, making it a space to find information about current and upcoming events and courses and reducing the number of clicks users need to do to find information relevant to them. For this we'll also gather the views of our student partners.</li> <li>- Build and publish a suggested pathway of courses that may be relevant to students at different stages of their PhD journey. This could also provide PGRs with a guidance on topics to prioritise at different stages.</li> </ul>															

Accountable department	Category	Action plans
ICT	HPC	<p>Research Computing Services has published a new strategy as part of the ICT strategy [<a href="#">PowerPoint Presentation (imperial.ac.uk)</a>] to deliver change in service and support across RCS.</p> <p>A strengthened academic leadership team [<a href="#">Meet the team   Administration and support services   Imperial College London</a>] has been created in September 2021 to oversee RCS operations.</p>

		As part of day to day operations RCS would also encourage all users to report any issues in a timely manner via the Imperial ASK helpdesk to ensure all issues can be identified and resolved.
ICT	PC Renewals	<p>There is an ongoing Office for Students (formerly HEFCE) funded initiative where we follow a rolling plan of renewals for machines that are 5 Years old and also have an initiative to bring all College owned machines up to Windows 10. The College would benefit from a continuous replacement programme on anything over 5 Years old. Bringing all machine, not just Office for Students funded equipment, up to specification.</p> <p>At the moment Departments are responsible for any machine renewals that are not Office for Students funded rather than ICT.</p>
ICT	Service Management	<p>ICT have published a new strategy [ <a href="#">PowerPoint Presentation (imperial.ac.uk)</a> ] which encompasses a wide ranging Service Improvement Plan to deliver change in service and support across College.</p> <p>As part of the new services pillar mentioned in the strategy document we have implemented a customer satisfaction survey that is sent to all customers of ICT when they contact ICT for support. This survey will allow us to collect direct feedback and will be transparently discussed at our regular monthly customer forums</p>
ICT	Software	<p>ICT support a wide range of Education software, many accessible either via Cluster machines or via the Software Hub, (almost 300 software solutions are available on the hub)</p> <p><a href="#">Software Hub   Administration and support services   Imperial College London</a></p> <p>The list of available software is checked and queried with departments annually to provide opportunity to request additions to software requirements.</p> <p>Where software is not available, students are welcome to put in a request via Service Desk to see if we can add the software or alternatively procure via Academic Department with a cost code is a possibility...</p> <p>There were also some comments on lack of usability of Software Hub for iOS users, this is unfortunately a known limitation with a workaround of using Windows Virtual Desktop; there was also mention of some software not working which we would encourage students to raise with Service Desk for investigation</p>
ICT	AV	The College is working with ICT, Estates, Registry and Teaching and Learning to review investment priorities for the improvement of AV Facilities. Strategic long-term investment is needed to modernise our teaching spaces and ensure that they meet the ambition for future educational delivery. The pandemic delayed some planned investment activities and ICT is working with procurement and suppliers to explore tactical opportunities to ensure teaching spaces are as resilient as possible and that potential issues can either be prevented, mitigated or resolved faster if they do occur.

ICT	Digital Education Platforms	<p>A Digital Education Platform review is being undertaken during the 2022 calendar year. This will feedback into the Teaching and Learning Product Line Governance Board.</p> <p>ICT is working closely with suppliers to ensure that usability issues and required functionality form part of plans for future releases. EdTech suppliers are constantly making improvements and releases to their software and ICT works with other institutions and the sector to lobby for shared interests. We will coordinate with College stakeholders to match expectations wherever possible.</p>
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Accountable department	Category	Actions
Campus Services	Accommodation	<p><b>The survey highlighted a demand for more social events and opportunities to meet people</b> We recognise that the restrictions under which halls events have often had to operate have been difficult. We will encourage and support wardens to plan more events, including in collaboration with the students' union, maximising the opportunity to meet other students and build connections.</p> <p><b>The survey highlighted some of the day-to-day challenges of living in halls, including cleanliness and noise</b> Living in halls is a rite of passage for many students who are living independently for the first time. We will work with students and wardens to provide guidance on living together amicably, including advice on keeping communal spaces clean and being mindful of noise.</p> <p><b>Some residents in Eastside and Southside said that they would like to have more fridge space</b> As we continue to refurbish kitchens in Eastside and Southside, we will review fridge space with a view to increase it if possible.</p> <p><b>There is still strong demand for a range of private housing support</b> We will continue to raise the profile of the newly independent Student Accommodation Office and will work to do more for non-first year students at all levels of study. The Student Accommodation Office will continue to deliver support of the highest quality at every stage of a student's journey, from searching for housemates to signing contracts. This year we will also be re-introducing a private housing exhibition, for students to meet and connect with local estate agents and private halls providers in-person for the first time in three years.</p> <p>We will also work in partnership with Imperial College Union's Advice Centre to make sure that housing support is available to the widest possible number of students.</p> <p><b>The survey suggested that students were dissatisfied with the time taken to resolve maintenance issues</b></p>

		<p>We are committed to working closely with Estates Facilities to resolve issues. We will work to overcome teething issues with the new maintenance contract and will work with our partners to shape the service as it evolves, with a view to improving response times.</p> <p><b>The survey highlighted price and location as the two most important factors for students living in halls</b>  We are committed to ensuring that our halls portfolio is fit for purpose, so that we can continue to meet the demands of students well into the future.  We are conscious that this year's ranking of priorities is a historical outlier - transport links are typically ranked more important than fifth out of eight factors, for example. We will bear this in mind in our planning.</p> <p>We are proud of the success of the North Acton village, on which we intend to build. We will explore the feasibility of catered halls and will continue to offer an appropriate number of affordable rooms.</p>
Campus Services	Catering	<p><b>The survey highlighted demand for halal options</b>  We will create more signposting to clearly identify our halal options, both on retail and on fresh food where relevant.</p> <p><b>The survey showed some demand for vegetarian, vegan, and lactose-free options</b>  In May 2022, we will trial a dairy-free month across all sites and outlets. This ambition also underlines our commitment to the College's sustainability strategy, in which catering plays an important role. We continue to reduce meat consumption - we already use 40% less meat than we did in 2018.</p> <p><b>Outlets being in a convenient location was the most frequently cited factor in choosing where to eat</b>  We will enhance the student experience by offering a diverse and ambitious range of outlets in key locations on our campuses. We will:</p> <ul style="list-style-type: none"> <li>• Reduce queueing and bottlenecking by opening new outlets</li> <li>• Refresh what some outlets offer to meet the demands of students</li> <li>• Expand our Asian food offer, with healthy, calorie counted options</li> <li>• Offer a service supported and served by students</li> </ul> <p><b>The survey suggested that awareness of some of our outlets could be improved</b>  We will engage proactively with the student body to highlight the range of options to eat and socialise on campus.</p> <p>Eastside bar will be refurbished, re-energised, and rebranded to become a sports bar, with interactive games to hire, creating a fantastic venue for the community.</p>

		<p>We will use a state-of-the-art, fully electric, mobile food cart to deliver samples of our varied concepts directly to students - from halls of residence to Dangoor Plaza. This innovative, modern option is highly adaptable and will highlight the range of cuisines available on campus.</p> <p><b>The survey highlighted the importance of value for money</b> We have committed to minimising the impact of inflation for students. While food costs have risen 12-17% over the past year, we have worked hard to avoid passing this cost on to our community. We endeavour to mitigate the impact of cost increases wherever possible.</p> <p><b>The survey suggested some demand for breakfast options</b> Where it is possible to offer breakfast, we will enhance the options available for students.</p>
Campus Services	Move Imperial	<p><b>The survey highlighted a general demand for more provision at non-South Kensington campuses</b> We will commit to providing more classes, such as yoga and fitness, at sites outside of South Kensington</p> <p><b>The survey highlighted a specific demand for more provision at White City</b> We will extend the offer of discounted Westway Sports and Fitness Centre memberships to all students at White City, since the number of students and departments operating there has increased.</p> <p><b>The survey suggested that there was a lack of clarity around the costs and benefits of Imperial Athletes</b> We recognise the importance of value for money for students and we are committed to offering the best possible experience. We will work to better communicate the costs and benefits of Imperial Athletes, and of our provision as a whole. We will also publish a summary report on this topic at the end of the academic year. We note that our student gym membership is £150 per year cheaper than our nearest London university competitor.</p> <p><b>Some respondents said that facilities at Ethos were difficult to book because the facilities were rarely available</b> We will aim to extend the ad hoc bookable space in Ethos from the start of the next academic year.</p> <p><b>Some respondents said that they would like more women-only provision</b> We will deliver more "Women on Weights" classes.</p>
Campus Services	Security	<p><b>The survey suggested that an increased majority of students felt safe on campus – day &amp; night - but that slightly fewer students were satisfied with (or more were ambivalent about) the SafeZone app than in 2021</b></p> <p>The SafeZone app is a key component of security operations on campus, allowing fast, effective communication with Security on all of our campuses. We will continue to communicate the benefits, and therefore increase the uptake of, the SafeZone App through clear and consistent messaging and engagement across the College and Student Union e.g. at Welcome Week.</p> <p><b>In addition to this, we will endeavour to:</b></p>



		<ul style="list-style-type: none"> <li>➤ work closely with the Student Support teams, Senior Tutors and Residences teams to offer ongoing support and engagement to keep our student community safe.</li> <li>➤ advocate for an upgrade of CCTV systems to a digital format and one that provides evidential quality footage to best support the College community at times of need.</li> <li>➤ offer a single point of contact for students relating to all crime matters and will adhere to the published Victim Charter to support, guide, and inform the student community.</li> <li>➤ use the Safe and Secure brand to deliver safety talks with in-depth crime prevention advice to reduce instances of students becoming victims of crime.</li> <li>➤ offer discounted bike D locks and free crime prevention tools to reduce crime and keep the student community safer.</li> </ul>
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Accountable department	Category	Action plans
Centre for Academic English	Student use of CfAE	<p><b>Context of CfAE response/action plans:</b></p> <p>We are pleased to see that PGRs were included in this year's survey and that student responses to the survey have increased by 16%. Overall, students are either satisfied or very satisfied with CfAE provision. We have developed our asynchronous provision to reach more students and be more inclusive and accessible. We have also increased the number of partnerships we have with departments to support both undergraduate and taught postgraduate students with their degree assignments and assessments.</p> <p>Please note that for h-6-3-x: <i>How many of the following courses, workshops or sessions have you attended?</i>, we would like to see the inclusion of 'assessment' in this list. In relation to assessment, we will ensure that communications with students are much clearer so that they understand that the assessments conducted by the CfAE are delivered either as part of the College's Doctoral Academic Communication Requirement or as part of specific undergraduate degree programmes. In other words, the assessments provided by and through the CfAE are done so as requested by the College or by individual departments.</p> <p><b><u>Development of online resources</u></b></p> <p>We converted all our provision to online delivery in 2020 and are very pleased to see how students have benefitted from our range of provision. This is now even more inclusive and students from other campuses can more easily access the resources they need. One example is our new online Effective Communication Hub, which we set up at the beginning of the pandemic. We started off with about 600 members in its first year and this number increased to 1,558 members in its second year. A new and effective addition to our provision this year has been the online drop-in. Students can book a 15-minute online drop-in with a CfAE teacher to discuss how to improve their academic STEM communication.</p> <p><b><u>Curriculum review</u></b></p> <p>We are now ploughing forward with our curriculum review, which had to be put on hold during the initial phase of the pandemic. Our goals are to ensure that both our core and non-core provision align with the goals of the College's Academic Strategy in terms of providing a holistic student experience and supporting the drive towards lifelong learning. We plan to provide students with more flexible options so that they can make use of our provision both at their point of need and at a pace that suits them. We also</p>

		<p>plan to target that provision more specifically towards building students' competencies for effective communication in a range of academic tasks and activities.</p> <p><b><u>Outreach and communication</u></b></p> <p>As we push forward with our curriculum review, we are also investigating ways in which we can improve our outreach in College and specifically our communication with students. This is important to help students understand that our services are of benefit not only to those seeking to develop their language proficiency but also of benefit to all students to improve their communicative competence more broadly. We are aware that some students may be missing out on the continued support they can benefit from throughout their time at Imperial and that they are only finding out about our provision at the very end of their degree, at which point it often proves too late. At the same time however, there has been and continues to be growing demand for our services from across the whole College. We are continually improving our provision to offer support to as many students as possible but are finding it increasingly challenging to meet the demand.</p>
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Accountable department	Category	Issues noted	HoT Assigned	Response/Action
Library Services	COVID-19 Safety and protocols	Face covering procedures not adhered to/ignored.	NL/RP	Library Services has continued to enforce COVID restrictions including wearing face coverings when this has been a legal requirement and/or College requirement. This included focusing additional staff resources on monitoring COVID compliance.
		Difficult to find study spaces due to study space restrictions.	NL/RP	The library capacity and COVID restrictions that have been in place were in line with College and Government guidance and/or regulations. From March 2022, in line with College guidance we will be increasing capacity where possible. From April 2022 we hope to return to 100% capacity across all our libraries dependent on Government and College safety guidance.
		PPE availability.	NL/RP	During the COVID pandemic Library Services has provided hand sanitiser, desk cleaning products and face coverings across all our libraries for all library users. We will continue to make these available for the foreseeable future.

		Enforce face coverings and negative test results in order to access library spaces	NL/RP	Library Services has continued to enforce COVID restrictions including wearing face coverings when this has been a legal requirement and/or College requirement. As Government and College guidance changes, the guidance for library users will also change in line with College policy.
		Covid related rules not enforced by Library Services – spaces are not monitored adequately.	NL/RP	Library Services has continued to enforce COVID restrictions when this has been a legal requirement and/or College requirement. This included focusing additional staff resources on monitoring COVID compliance across study spaces.
		Areas that allow for social distancing within the Library for those that would like it, but not throughout.	RP/NL	From 1 <sup>st</sup> March 2022 we will have removed social distancing from all areas of the Central Library apart from Level 5, which will retain its socially distanced layout to give students who still wish to study in this environment the option to do so. This will remain in place until 1 <sup>st</sup> April when we hope to return to 100% capacity across all our libraries.
		Open windows to aid ventilation.	NL/RP	During the COVID pandemic, where it has been possible to have windows open to aid ventilation we have arranged this. However, in some of our libraries it is not possible to open the windows due to the impact this will have on the ventilation systems that are providing fresh air.
		Don't understand why still have reduced capacity/Covid restrictions are too severe.	NL/RP	The library capacity and COVID restrictions that have been in place were in line with College and Government guidance and/or regulations. From March 2022, in line with College guidance we will be increasing capacity where possible. From April 2022 we hope to return to 100% capacity across all our libraries dependent on Government and College safety guidance.
Library Services	Space – Library buildings, facilities and opening hours	Would like prayer spaces at libraries.	RP	A number of rooms for use as prayer and faith-related facilities are available on the South Kensington Campus:

				<a href="https://www.imperial.ac.uk/chaplaincy/visiting-the-chaplaincy/prayer--faith-related-facilities-policy/">https://www.imperial.ac.uk/chaplaincy/visiting-the-chaplaincy/prayer--faith-related-facilities-policy/</a> Prayer rooms are available on all hospital sites at the medical campuses, and the Comms Room on the 1 <sup>st</sup> floor of the Reynolds building at Charing Cross can also be used for prayer. We continually review our space provision to meet the needs of library users.
		Library users leaving their belongings in study spaces, meaning the space is unavailable to other users.	RP/NL	We are dedicated to providing fair access to everyone who wishes to use our study spaces. To help equitable access to desk space, our library attendants clear unattended items to storage areas on each floor of Central Library.
		Provide monitors for users to connect their laptops.	RP/NL	Wall mounted monitors for laptops are already available in group study spaces across our Libraries. We are continually looking at ways to update increase our IT provision to meet the needs of library users.
		Install CCTV for increased security and to check library regulation compliance.	NL/RP	CCTV installation in Central Library has previously been discussed with Security. This can be reviewed again with College Security
		Kitchen area adjacent to Central Library.	RP	A kitchen providing hot water and microwaves is available in the GoStudy space. The Central Library Café offers an extensive range of hot and cold food and drink, including overnight vending.
		Central Library café seating area should remain open even when the Library is closed.	RP/NL	The Central Library Café seating and vending machines area has the same opening hours as the library building: 24 hours all week except on Fridays. The Friday overnight closure is to allow for PC upgrades and thorough cleaning throughout, including the Library Cafe.
		Central Library is difficult to navigate – more signage is needed.	RP	The signage in Central Library has been altered and updated over the last year in response to COVID safety requirements. This has included changing study zones on each floor and introducing a one-way system. We removed the one-way system at the

				start of the 2021 Autumn term, and as we reopen the spaces and return the floors to their normal study zones we will review wayfinding signage and the library should become easier to navigate.
		Central Library too hot/too cold.	NL	Environmental conditions in Central Library have significantly improved following the extensive work to the ventilation systems across the library. We will continue to monitor temperatures and work with Estates when temperatures are reported as being too hot or too cold.
		Plastics cups provision for water dispensers.	RP	We do not provide single-use plastic cups in our libraries as they are not environmentally sustainable.
		No library at White City campus.	CB/RP	We are working with the College to make the case for the planning and development of appropriate Library facilities on the White City campus.
		Inkjet printers as cheaper to print.	RP/NL	Printer type for each location is currently decided by ICT. This feedback will be passed on to ICT
Library Services	Space – Medical Libraries	24h library in CX required.	SH	We are pleased that we launched a new pilot of 24 hour opening at Charing Cross campus in October 2021.
		CW – space for attending online teaching where can discuss confidential cases in private.	SH	We will shortly be reopening training room 1 at C&W which is well suited to online meetings and teaching. With the limited space available in our library, further private space is difficult to find.
		Difficult to find space and plug sockets at CW.	SH	The quiet study area in C&W Library has 24 desks all equipped with tabletop power. We will be trialling 24 hour opening of this space as it currently closes at 9pm.
		Hammersmith hospital library is not large enough and is very busy	SH	We have been working with restricted access to study space due to social distancing measures. The ground floor at Hammersmith has poor ventilation so we have been quite limited in terms of total study spaces. As restrictions are eased, we should be able to increase the capacity at Hammersmith Library

Library Services	Space – Study space	“St Marys library is lovely, shame to get rid of it”.	SH	We agree, St Mary’s is a beautiful library and we will be very sad to lose it. We are working with the Faculty of Medicine and Estates to maintain a library service at St Mary’s in the future.
		Room booking difficult at CX due to demand.	SH	Charing Cross has three bookable rooms, two of which are owned by the Faculty of Medicine who frequently use it for teaching. We are limited by the lay out of the library but hope that with COVID restrictions easing, we will be able to allow group study in the main library space again, allowing more space for group work outside of the bookable rooms.
		GoStudy “an excellent addition”.	RP	We have been very happy to open the GoStudy space and it is great to see how popular well used it is by students.
		More private study rooms where library users can talk without disturbing others/space to undertake online meetings.	RP/NL	A variety of study spaces including bookable group study rooms are available across our libraries. We keep the balance of different study spaces under review but with limited space it can be difficult to satisfy all needs.
		More group study space.	RP/NL	We recently fully reopened the group study space on level 1 of Central Library. The newly opened GoStudy spaces include 4 large group study rooms and 2 large collaborative-working style breakout rooms. A variety of study spaces including bookable group study rooms are available across our medical campus libraries.
		More standing desks.	RP/NL	We continually review our study furniture provision to suit user needs and appreciate the feedback we receive from students.
		More study space required.	CB/RP/NL	Due to COVID-19 safety measures, library spaces have been open at a much-reduced capacity. From 1 <sup>st</sup> March 2022 we will have fully opened most floors in Central Library and hope to return to 100% capacity across all our libraries from 1 <sup>st</sup> April 2022. The newly opened <a href="#">GoStudy</a> spaces on levels 4 and 5

				in the Chemistry Building on the South Kensington campus also offer a further 350 spaces in a variety of study environments including Silent Study, Group Study and Breakout Spaces. Meanwhile, in recognition of the shortfall in study spaces across all campuses (Imperial has 15 students per available study space as against a national average of 10), we continue to make the case for increase to the Estates Strategy Group. A feasibility study has been undertaken on the Central Library basement and a project to convert that to a ~200 seat study space is on the capital plan but currently unfunded.
Library Services	User Services including web and library PCs	More PCs with Linux installed.	RP	PCs with the Linux operating system installed are available within the relevant College departments. We continually review our IT provision to meet the needs of library users and will pass this feedback on to ICT.
		Library catalogue is difficult to navigate and there aren't instructions on how to use it.	KR/RP	We have a library staff group dedicated to improving the functionality and user experience of Library Search, and we welcome feedback (sent to <a href="mailto:library@imperial.ac.uk">library@imperial.ac.uk</a> ) on any aspect of the library catalogue. Each <a href="#">Subject Librarian</a> is an expert on using Library Search to find relevant material, and most inductions cover a basic introduction to using Library Search. If students need any support with using Library Search, our Information Hub team and Subject Librarians are happy to answer questions or provide 121 training.
Library Services	Resources (general)	Limited non-STEM material.	CL/SH	As a STEM focused institution our collections reflect the teaching and research areas prevalent across College. In recent years we have invested heavily in resources for the Arts, Humanities and Social Sciences, this includes access to JSTOR e-journals packages and Overdrive ebook collections. There are however occasions when you may need to make use of our free and unlimited document delivery

				service to access resources from outside our collections.
Library Services	Resources (print)	"I'm unsure how to access books as a disabled student being largely housebound".	CL/SH/RP	It may be possible for us to provide material in electronic formats if required. This is done in cooperation with individual publishers and subject to copyright law. Your Librarian will be happy advise on specific resources and discuss particular needs. Please see further information on this and other bespoke support and services we can provide in the <a href="#">Library Disability Guide</a> .
		Books in required subject area are not available in the Library.	CL/SH	Please do speak to your subject librarian if the books you require are not available. They can help you search for items and locate alternatives. If there is a book that you require that is not held in our collection, we can request items on your behalf from other libraries via our document delivery service or you can suggest that a book is added to our collections via the online request form in Library Search.
		Fiction section needs expanding/updating	CL	We have recently provided access to over 400 audiobooks and e-books via the Libby app by Overdrive, including best sellers and prize-winning fiction titles. You can "Recommend to library" to suggest a title that we do not already hold as part of this collection.  We are very happy to receive print book recommendations. If there is a title that you think would make a good addition to our fiction collection you can make a suggestion via Library Search – see our <a href="#">Suggesting a book for purchase FAQs</a> for further details.
Library Services	Resources (ebooks and etextbooks)	More access to ebooks as not on campus as much.	CL/KR	We have invested increasingly in our ebook and etextbooks collections, particularly since the pandemic has made it more difficult for our users to be on site. We currently have c.226,000 ebooks and



				e-textbooks in our collection. We endeavour to get ebooks whenever possible, particularly for titles that are on reading lists and actively work with departments to ensure material is available in the appropriate format. We welcome ebook suggestions which can be made via the online request form in Library Search, although some titles may not be available to purchase as e-books.
		More books, particularly related to epidemiology/statistics should be available online.	SH	We always welcome book suggestions which can be made via the online request form in Library Search. Wherever possible we purchase ebooks but some titles are not available to libraries as ebooks.
Library Services	Resources (subscriptions)	"The journal access has changed making it impossible to access journal articles pre 2005".	KR	We have access to many journals online prior to 2005. Our access to each online journal depends on how long we've been subscribing and to what the publisher will allow us to access, so there is no universal cut-off point for pre-2005 access. Some journals won't allow access back as far as 2005, but many do. We also hold large archive collections for many journals, which allow access to older journal content online.
		"There are a ton of library resources and Imperial subscriptions that I keep on bumping into once in a while. Maybe a list with all subscription services would be great".	CL/SH/KR	Library Services spend around £7m a year on resources, 98% of which is spent on digital material. For a collection of this size a single list is simply not practical but the subject pages for each discipline will give you a good overview of the resources related to your subject and Library Search should provide easy access to our whole collection of online resources

Accountable department	Category	Action plans
Student Services	C2 & C4	Over the last three years the Covid pandemic has necessitated a number of significant changes to the delivery of central Welcome Season activities, including the introduction of a new "Welcome to Imperial" app and a hybrid mode of delivery. The majority of these changes have been positively received by students, providing them with greater flexibility and choice to attend more events.

		<p>With overall satisfaction sitting at just over 70% there are successes to be acknowledged but we also recognise that there could be a more seamless transition from offer holder to enrolled status and improved co-ordination between the central Welcome Season offering and induction at departmental level. As a result Student Services has initiated a review of Welcome Season, with a view to incremental changes over the next two years that will result in an improved and joined up experience for all new students and a re-introduction for those returning to the next year of study. This work will be co-created with students and colleagues in faculties and departments to ensure an overarching Welcome that delivers a high quality introduction to university life at Imperial.</p>
Disability Advisory Service	H1	<p>DAS continued to be impacted by the pandemic restrictions in 2020-21 and have faced challenges with providing a consistent service for students needing diagnostic assessments in-person. Virtual assessments were offered as an interim measure, which ensured students were able to have exam arrangements put in place. In-person SpLD and autism assessments restarted in September 2021.</p> <p>Demand for all areas of service continued to increase. Appointment waiting times vary according to demand, but at peak times students can wait up to four weeks for an advisor appointment.</p> <p>DAS has seen a significant rise in mental health issues and a spike in demand for AD(H)D screening. This rise in AD(H)D screenings has put additional pressure on service resource.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• From September 2021, in-person diagnostic assessments for SpLD and autism have been prioritised but at times reverted back to virtual assessments due to pandemic restrictions or assessor availability. Offering both modes of delivery ensured students were not put at further disadvantage and could continue to be assessed and have their needs met.</li> <li>• In October 2021 weekly drop-in sessions were piloted. The sessions were heavily subscribed in November and December, as students realised that drop-in sessions were an expedient way to meet an advisor and to arrange temporary additional examination arrangements.</li> <li>• DAS will work with the Imperial College Health Centre (IHC) to manage student expectations around support for focus, attention and concentration issues. Alternative support models will be offered to students presenting with indicators of AD(H)D.</li> </ul>
Student Counselling & Mental Health Advice Service	H3	<p>Despite demand for counselling continuing to rise, 70% of students still reported being seen within 14 days. The service continues to monitor waiting times, manage the waiting list and ensure that the triage system is appropriate for managing clinical risk. There are two significant developments currently underway: one is the reshaping of the counselling team structure and the other is the appointment of new roles in the Mental Health Advice Team. The former will contribute to greater capacity for group sessions which will increase the number of students the service can reach. The latter will enable delivery of 'drop-in' style sessions to facilitate faster initial contact with the service.</p>