

YOU SAID, WE DID

FEEDBACK FROM THE UNIVERSITY FEEDBACK FORUM

CAFE

Can the café be open until 5pm?

At present no, The café provision is always being reviewed and revised, the University recently trialled later opening hours over a 2 month period, but due to the lack of attendance it was not business viable to keep it open past 3pm. This will be reviewed again in the next academic year.

More food varieties in the café and vending machines would be good, and more halal options as they tend to go quite quickly

The Café is always reviewing and refreshing its menu/ food options, and are open to suggestions, It would be great if examples were provided to the café to look into purchasing.

More seats in the Café required, especially as the campus grows, seating is limited already on busy days

There are no plans for more café seating however ARU will monitor this as the campus and student numbers grow.

Selection of hot food minimal

The café have been given a kitchen area in the phase 3 building, which will allow them to cook hot meals such as soups and chillis from September.

Café prices can be expensive and are going to be going up

We do offer £1 meal deals and free fruit and soup to help students.

Can there be more £1 meal deals on Mon and Thurs when there is a higher footfall on campus

JJ to pick this up with the café team, and to check through the numbers of students on campus on those days.

The vending machines do not always work

JJ has raised this issue with the vending company about card issues and what's sold in them

FACILITY

Can we have more bins on campus

The number of bins on campus is always being reviewed, currently there is enough bins in circulation. As a campus we need to recycle more.

There are not enough lockers on campus, especially for those studying in the skills lab

The plan is to re-allocate lockers this summer JJ and Paul Berry are looking into and reviewing who takes priority, new lockers will not be purchased. We currently have 5 broken lockers which are due to be fixed, and added in to circulation

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FACILITY

Outdoor seating is not comfortable

There is no immediate plans to change the outdoor seating outside of University House, however JJ will look at a longer-term plan for them. There will be better seating planned to go outside of the Phase 3 building, which will include a water garden and Ampitheater style seating area, which will be comfier and more welcoming.

Phase 2 building is too cold

The heating levels will be a balancing act over the next few weeks as we learn how the air handling pump works for us to try and find the right balance in this new area. We will also have the same issue in Phase 3 when that is handed over. Its because they are new buildings.

Downstairs toilets are dirty

They are cleaned 3 times a day, on a daily basis by our cleaners who work hard to make them better, please can we ask that you leave the toilet as you find it.

Plug sockets not working downstairs

Any sockets that aren't working downstairs please report it to the SU who will contact IT. Sometimes the issue is that it has been unplugged under the table.

We need a sports facility

There are no plans for a sports facility on campus, Team ARU are working with local community groups and sports centres to find adequate facilities off campus and at the right price for our students.

OTHER

Can we have Inter university events, sports and competitions

RH has spoken to the Core Executive Team who have said they are unable to offer this due to costs, they are running inter faculty competitions instead. RH also spoke to Team ARU no longer host such tournaments as it had a negative effect on the student experience and set a divide among each campus.

For Academic inter university events please liaise with your course leads to see if this is possible.

Student Behaviour around campus

If students are being distracting outside classrooms or being too noisy in quiet areas of the campus, please either go to campus Security or the SU, as a first point of contact who will then go and speak to those individuals causing an issue.

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The Car Park App doesn't always work

JJ has picked this up with the company, they have said when it is not working it is usually only out for 1-2 hours.

Unfortunately, as it is an external company there is little ARU can do.

The SU recommendation would be to park in the Regional car park which is £1 for 3 hours, then once the APP is working again you can then use the code for the rest of the day.

OTHER

Why are we not CPD Accredited

ARU CPD program is not running in Peterborough and is not part of the academic offering, this decision was made after a student consultation which had low to no participation. The consultation was organised to find out what elements Students wanted, even though it is not accredited you can still receive the learning. LJ to pick this up with CG.

Academic provision – LJ to organise a meeting with Course Reps from International Business.
