

## **Thinking about your wider University experience this academic year, what is working well for you?**

### **Hospitality**

12 comments were submitted through the check-in survey, the majority of which were around the provision of free meals during self-isolation periods. The Hospitality team deliver three meals per day to students in self-isolation.

*“The provision of fresh food, a care box and even a Sunday roast was truly something unexpected and a pleasant surprise. It definitely made my time during self-isolation more bearable and something to look forward to”*

*“I am extremely grateful for the hard work of the hospitality team in supporting students in quarantine. Their responsiveness has been seriously impressive”*

### **Accommodation**

16 comments were submitted through the check-in survey which consisted of positive feedback on accommodation allocations and the support provided by accommodation teams (accommodation operations, student accommodation, student living). Our Student Living Team (including Student Ambassadors) have made over 5000 check-in calls to self-isolating students.

*“Accommodation is good and the wellbeing check-ins are really appreciated when in isolation”*

*“Good accommodation service. The staff are always helpful and responsible”*

### **Security**

4 comments were submitted through the check-in survey. Security staff were praised for being friendly and supportive. The support with transportation for students to attend Covid test appointments was also highlighted – the University owned Covid secure ambulance, which is managed and maintained by security, transported approximately 500 students either to Covid testing stations or to seek medical advice for other reasons.

*“Security staff have been great in helping us to adapt to new working conditions and supporting us through the changes”*

*“Transport to the Covid test centre, really appreciated – thank you!”*

### **Retail**

4 comments were submitted through the check-in survey. The feedback informed that students were thankful that Fresh remained open throughout and that they had access to fresh groceries. Feel Good Friday boxes were prepared by the team in Fresh and distributed to students in Self Isolation every Friday.

*“The provision of fresh food, a care box. It definitely made my time during self-isolation more bearable and something to look forward to”*

*“Having access to Fresh on campus is also really nice”*

## **The Hub**

25 comments were submitted through the check-in survey. The majority of these complimented the support provided by The Hub for students in self isolation. The Hub was set up as a central point for all self-isolating / Quarantine students and facilitated by Accommodation Ops, Sales & Events, Student Accommodation and a daily Duty Manager from ahs management.

*“Quarantine team were very helpful”*

*“I was really impressed with the support provided by the Hub when I was in self-isolation”*

**Thinking about your wider University experience this academic year, do you have any suggestions on how we could improve?**

## **Hospitality**

28 comments relating to Hospitality were submitted through the check-in survey.

21 of the 28 comments highlighted the reduced number of Hospitality outlets open on campus and reduction of indoor spaces to eat on campus - due to reduced numbers on campus, the Hospitality outlet provision was reviewed and reduced to reflect demand.

Heated marquees were installed and set up as an alternative option due to the closure of a number of Hospitality outlets and these have proven very popular. Due to tiers and lockdown restrictions, our Hospitality outlets are not currently able to operate as a sit-in option, however, this is under continuous review and will be addressed as restrictions change. We have plans in place to offer bookable tables in a number of outlets when we are able and will continually adapt as govt advice changes. In response to feedback around isolation food deliveries we introduced Sunday Lunch, and pizza and pasta deliveries to add greater variation. Other comments:

- In response to challenges around finding information on hospitality opening times, our webpages were reviewed and information, verified. These opening times are published here [Food outlet monthly opening times \(bath.ac.uk\)](https://www.bath.ac.uk/food-outlet-monthly-opening-times)
- To support students through the most recent lockdown period we introduced £1 lunch options and £2 dinner options.

## **Accommodation**

14 comments were submitted through the check-in survey relating to student accommodation and accommodation operations. 2 comments were requesting increased cleaning services – accommodation operations investigated bespoke cleaning services as part of the Shared Living Agreement, cleaning manuals are available to students and accommodation operations carry out routine checks of kitchens and communal areas. Other comments include:

- Accommodation moves – Student Accommodation were in communication with students who were required to relocate and the reasoning behind this was explained.
- In response to the requests for additional washing machine/tumble dryers we will be reviewing the site to ascertain whether there is space to install more. We have a new launderette in Westwood that is managed by the University currently dedicated to providing a free laundry service to students are self isolating , once this service ceases it will open to all students

## **Security**

15 comments were submitted through the check-in survey. 3 comments raised additional security – security patrol on and off campus 24/7 and have a dedicated Student Accommodation Security Team, with additional staff recently being recruited as part of this team as well as to the generic security team. Other comments include:

In response to feedback citing a need for additional patrols/measures, specifically to monitor Covid breaches, we are able to reassure students that security are patrolling accommodation and dealing with such incidents on a daily basis. We are also able to confirm that there is rigid enforcement of those that are found in breach of these regulations

Noise in accommodation late at night – There are particular rules about noise in accommodation, particularly late at night. Security patrol accommodation were made aware of this and increased their checks of social spaces at night. Breaches will be dealt with by way of initial engagement.

## **Retail**

10 comments were submitted through the check-in survey. 7 out of the 10 comments were related to the reduced opening times in Fresh. While our hours were reduced based on the demand experienced, these are constantly under review and have extended w/c 11<sup>th</sup> Jan  
We were pleased to launch the new Fresh Online service recently and are working with feedback to constantly review and improve our product lines available.

## **The Hub**

2 comments were submitted through the check-in survey on parcel deliveries to self-isolating students (communication and delivery timescales) and support for self-isolating students outside of University managed accommodation. As parcel deliveries increased, we were able to review our staffing to ensure that we had sufficient cover to ensure that parcels were delivered to self-isolating students within reasonable timeframes.

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