

Student Pulse survey – Careers Service action plan

From the week 4 Student Pulse survey, we had a total of 30 responses in the free text questions which mentioned Careers.

The vast majority of these were positive, as entries into the questions about 'one thing that has gone well'. The main themes were that the Careers Service was highly available, that the support was helpful and valuable, the communications from us (e.g. about events) were good and the webinars and meetings being useful and well organised.

One student commented about the regular emails they had from their Faculty Careers Adviser: '*XX's emails on the labour market are really useful*', and another shared that they had found the sessions useful in ensuring they remained proactive about the future in a challenging period.

There were some negative responses, mainly around the demand for CV/applications being too high meaning not enough appointments were available. This is an issue we are aware of and have sought to remedy by introducing on-demand CV webinars and regular live Q&A sessions where students can ask individual questions.

Another comment in the 'what could be better' answers was a request for updates on graduate scheme closing dates. We have acted on this feedback by posting an FAQ on our careers platform MyFuture explaining that we are unable to provide a comprehensive service like this but providing links to some websites which do give lists of closing deadlines for students to use.

We look forward to the responses from the Week 8 survey and a further opportunity to improve our service to students.