



We have listened to your suggestions, ideas and complaints and we work hard to provide new and better services. Find examples below of what we've done as a result of your input.

*You asked for emails not to be sent to students using Abertay email addresses when withdrawal from a programme is under way.*

*You asked for noise in certain examinations to be abated.*

*You stated that insufficient notice of work done to University Halls of Residence was being provided.*

*Your feedback suggested that there was a lack of clear information on accessing support services.*

*You asked for more information and advice on the financial effects of withdrawal from studies.*

*You said that more information about fees for overseas students was needed.*

*You asked for clearer re-assessment information.*

*We changed our procedures to use an alternate email address.*

*We changed the training provided to invigilators.*

*We reminded all members of the Residences team to give notice and of procedures for entering student flats.*

*We introduced the Support Enquiry Zone in the Library to provide a student-friendly one-stop-shop for all non-academic enquiries.*

*We are reviewing what advice is given and when to students who are withdrawing.*

*We are reviewing the information provided on our web pages.*

*We are reviewing how information about changes is made available to students.*