
The Future of Scarborough

Prepared for: Craig Gaskell & Senior Management Group

Prepared by: Tom Swainson

Date: Thursday 9th January 2014



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1.1 Summary of Recommendations

The recommendations of this report are based on primary research from current students at Scarborough. We have engaged with over 60 students on a qualitative basis through focus groups and then put key themes found into a survey for the wider group.

We appreciate that some of these recommendations are a “big ask”, and will take some time to implement, but some are very simple things that are cost effective, yet have a big impact on the experience on our members. We have broken the solutions down into long-term developments, short term developments and quick fixes. These are ordered in priority order.

Long Term Developments

One

Investigate the possibility of new full time courses to replace Music and Theatre, to keep student numbers in Scarborough healthy.

Re-evaluate moving courses to Hull based on the significant negative impact it is having on the campus atmosphere, facilities, services and members.

Two

Investigate the possibility of opening a social space away from the library, to socialise, eat and heat up food from home. The space can also be used for casual group work, to remove excess noise and overcrowding in the library, which was raised quite a lot in the research.

Three

With the future of sports provision in Scarborough uncertain, investigating the possibility of improved sports facilities, not just for students at Scarborough Campus, but as a community hub as well.

Four

Investigate a budget for events in Calvino's and/or to work in partnership with the Students' Union on shared events to improve the entertainments aspect of the student experience, which has been highlighted as a major area for Improvement.

Short Term Solutions

One

To trial a 24-hour opening time at the Keith Donaldson Library during exam periods, to allow students to study in peace and at times to suit our diverse range of students.

Two

Investigate the timetabling problems through the Course Representative system and implement any improvements as soon as possible.

Three

Improve the communication and publicity of the Student Wellbeing service by improving the section of the University of Hull website. To raise awareness of the team as well as the service and advertise the site using social media and marketing around campus.

Four

Communicate the booking of C number (C#) rooms with clear instructions on how to do it. Furthermore, investigate the possibility of communicating an up to date timetable for these rooms online for availability.

Quick Fixes

One

Review the opening hours of Calvino's both for breakfast service and night time/weekend entertainment.

Two

Union action point - Raise the awareness of the student support services team through better communication with the student body beyond the health and wellbeing fair. Investigate the possibility of lecture visits to raise the profile of the services.

Three

For the catering department to work with students and Hull University Union in semester two to provide a more flexible menu in Waves, and to provide the opportunity for students to feedback on the service regularly to help improve the service.

Four

Review the food offered at Calvino's and investigate the possibility of returning some hot food options to the café bar.

Five

Communicate to students more effectively the resources available in the library and the new initiatives that will be launched in semester two.

2.1 Campaign Objectives

The aim of the "Future of Scarborough?" campaign is to get a concrete answer from the University about Scarborough Campus's future. As we see degree programmes move from Scarborough to Hull, we see student numbers fall and the academic footprint on campus change. We worry about the effect this is having on our members and will have on future members, and the potential to have a negative impact on their University experience.

This campaign was set up to consult with members about Scarborough's future and, to understand what they want to see from their educational institute. Over the past few weeks, Hull University Union have been holding a number of focus groups to gain an in-depth insight into members' views and produced a survey to ensure that the key themes found in the qualitative data were representative of the population of Scarborough Campus. Over 100 students were engaged with and several running themes have presented themselves to us. The purpose of this report is to communicate these issues to senior staff to provoke change before the next academic year (2014/15).

The main three themes covered by the campaign were: education, services, and facilities, asking students to focus on both positives and negatives. Our campaign engaged with 40-50 students through focus groups, 18 students through Course Rep forums and our survey received 87 responses. What we found were a number of common themes occurring in all research, as well as genuine worry for the future of the campus. These key themes are what we will make our priority to fight for, some of them simple and easy to fix, but having a significant positive impact on the students of Scarborough Campus.

We have done our best to represent as many different students on campus as possible, from the 18-21 undergraduates, to the part-time, mature and postgraduate students found on campus.

We hope to convey the message that we need change in Scarborough. Nothing is more important to us than the happiness of our members whilst they are in education at the University of Hull.

Thomas Swainson
Vice President Scarborough

3.0 Ten Key Themes

From the in-depth focus group research and survey, we have analysed all results and picked out the key themes of importance for our members. There are 10 in total; these themes will form the basis of our next steps and actions we will take on behalf of our members.

We asked students “what would be the one thing that you would change about the campus to improve your student experience at Scarborough”. As you can see below, the key themes raised for improvement were: the Library, Facilities, Food Resources, Social Space, Caley Halls, Waves, Calvino’s and Student Activities.

This research was taken from our survey, but these key themes were immediately apparent as the priorities for improvement from the in-depth focus groups. With this collaborative research the specific areas we need to improve become very clear.

Fig. One – Word cloud response to “what would be the one thing that you would change about the campus to improve your student experience at Scarborough”



3.1 Facility/Service Opening Hours

Our research shows that Facility and Service opening hours is a common issue felt by a lot of our students, and something that is held as a high priority for those in catered accommodation.

Calvino's recently had its opening hours changed without any students feeling they were involved in the decision. Since the change in opening hours, the Union has received numerous complaints about the time changes.

“Calvino's is the very heart, the very core of this small campus. Whether you're a lecturer after a hard day's work, or a student celebrating a great day of study, it's what defines the leisure possibilities of the campus. By castrating the opening times and restricting the food options of Calvino's, the university does nothing but destroy the fantastic times experienced in the bar. Rather than attempting to strengthen the advertisement of the bar, the University wants to seemingly suppress what is such a wonderful facility.”

– 3rd year, full-time, English Student.

Students enjoy Calvino's' atmosphere and that can be seen through the rating of the service. In last year's Rate Your Union survey, 73% of students rated Calvino's on a scale of 1 to 5 as a 4 or higher, whereas only 48% of students rated Waves at the same level. It seems illogical to force breakfast activity to a lower-rated service (see appendix).

Changes in the hours also have a detrimental effect on the quality of the service in how highly it is rated by students. During our survey as part of this campaign, Calvino's only received a 4 or higher rating from 40% of respondents, with most of the comments surrounding entertainments, food choices, and the opening hours.

The Union has also received a high number of concerns around the evening and weekend opening hours of the service. These complaints were mainly brought to us from our first year Cayley Hall students who have no alternative venues for recreational use without heading into the town centre.

“On a Saturday a University Bar should be open until later than other days. Instead it's not open at all.”

– 1st year, full-time, CEMS.

Cayley Hall students have no alternative spaces to socialise in large groups other than their kitchens, bedrooms and in some cases have to use their corridors. This also links into 3.2 *the creation of non-service social space on campus*.

Our returning students who are not reliant on the service, but wish to use it, have also complained about the opening hours of Calvino's.

“The service its self in Calvino's is brilliant! [The] staff are always polite and helpful. However, the recent closing times this year are not great, I can no longer get a coffee before a 9 o'clock lecture for instance.”

– 3rd year, full-time, CEMS.

HUU worries that unless some of the changes are reverted, students are going to see the service become less appealing, leading to them looking for alternatives away from the campus.

Recommendation: Review the food offered at Calvino's and investigate the possibility of returning some hot food options to the café bar.

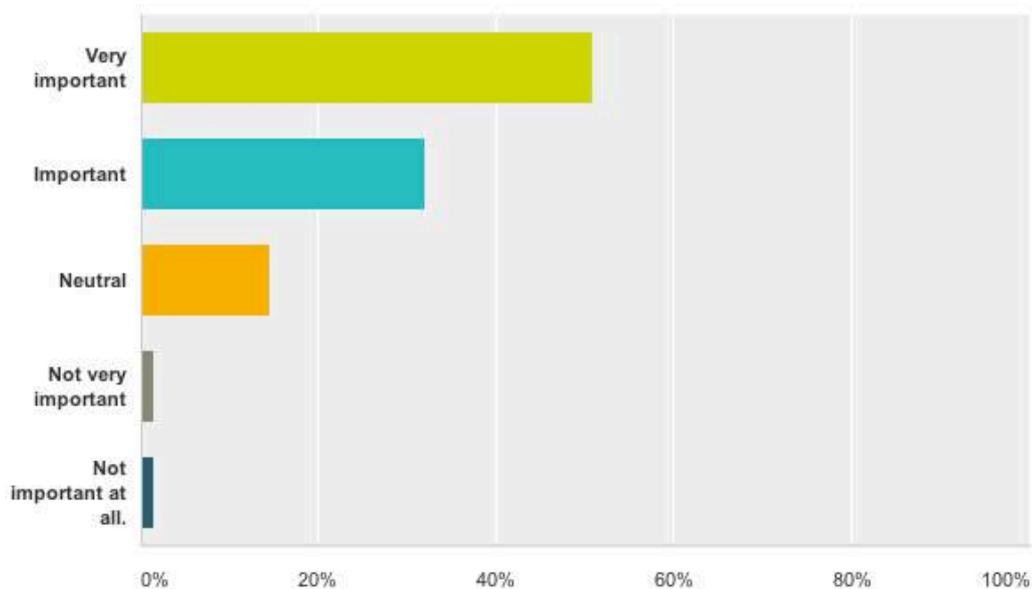
3.2 Social Space

With no common room space on campus, the library has become a hive of activity. Unfortunately, this has led to students not having a large study area which is both well resourced and quiet. Within our survey we asked students how much they would value a non-service social space after the issue was raised through the initial student forums.

82% of the respondents found such space either important or very important, with many of the comments mentioning the noise in the library, which should be a quiet study space.

How important is social space, away from the library and purchase areas (i.e. Calvino's and Waves) to socialise, study and eat food from elsewhere.

Answered: 69 Skipped: 18



“Campus Connect is more social space than library. This should change.”

- postgraduate, par- time, SANM.

“Although we've never been asked not to eat food purchased from elsewhere, it would be good to have a 'common room' type place.”

- 3rd year, full-time, education student.

There is currently nowhere on Campus for students to heat up, or eat food brought in from home. As we all know students have tight budgets, so having the option of not having to buy food everyday is important to them. Students have asked for access to a microwave and kettle on campus, a common room would be the ideal space for facilitating these appliances.

“It is difficult in this economic climate for students to afford to pay for food and drink at Uni prices. Opening the spaces for all would bring both the busy "vibe" and also opportunist purchases”

- 1st year – full-time, mature student

“If we had this the library might be quieter”

- 1st year – full-time, mature student

Recommendation: Investigate the possibility of opening a social space away from the library, to socialise, eat and heat up food from home. The space can also be used for casual group work, to remove excess noise and overcrowding in the library, which was raised quite a lot in the research.

3.3 Entertainments

Many of our members highlighted the lack of entertainment on campus and also in the town itself, with a lot of students explaining why they don't travel to campus to use Calvino's on an evening.

“Bar - more accessible to student living off campus, a lot of the events require a long walk or spending money on a bus/taxi fare, so maybe sorting a mini bus for people off campus would increase student numbers at these types of events.”

- Unknown

The Union has worked with the bar manager on a number of events during Welcome Week, with the Union funding all events at a loss. As much as HUU would like to run events throughout the year, it is not sustainable and money has to be taken from elsewhere in the budget which could leave our vulnerable students without funding on campaigns and support they need.

Without ownership of the bar, these capital costs on events can only be recuperated through ticket sales, as we don't make any money from wet sales, meaning ticket prices have to be set slightly higher than we would like and the students are willing to pay. The bar manager has always been eager to provide events for students but struggles without a budget from the university.

Recommendation: For the University to investigate a budget for events in Calvino's and/or to work in partnership with the Students' Union on shared events.

Students have also shown interest in the Union acquiring a venue either on campus or in town, or to work with an existing venue to provide more events for students. Our students' university experience is a high priority for HUU and we shall be investigating each possibility in the near future to try and provide the entertainments our members are demanding.

3.4 Library Resources and Teaching Space

Most students feel that the library is under resourced for the number of students using the service, with most of the emphasis on computers and books. This year the library has been a hive of activity with students using it for multiple purposes including personal study, socialising and group work. Unfortunately this has developed several issues such as noise, limited space and lack of machines.

“Library could do with more quiet space. Faster sign in to PCs and more workstations. I’m sick of trying to work in there in noise. [The] staff need to tell people to be quiet sometimes and group learning space needs to be far away from quiet spaces – it’s open plan and sound travels.”

- 1st year, full- time, mature student.

“The library and teaching facilities are good although the library can get very loud, especially in the area close to the Silent Area, which isn't fab.”

- 3rd year, full-time, CEMS

The use of the library as a social space has caused a lot of problems for those seeking a quiet study spaces. This includes those wishing to rehearse group presentations or group assessments. With the KDL rooms in such high demand, the open plan area seems to be the only place available for students to rehearse in causing a distraction to those in the silent study space.

After raising this issue through the Course Rep system, a solution was reached which would allow students to work on group work elsewhere, however, this needs communicating more extensively to our members.

Recommendation: Communicate the booking of C# rooms with clear instructions on how to do it. Furthermore, investigate the possibility of showing an up to date timetable for these rooms online for availability.

The new laptop system will help with the issue of the lack of machines in the library. The trialing of the new system that allows you to take loaned laptops anywhere on campus will help aid the noise/

overcrowding issues in the KDL alongside the availability of the C# rooms.

Returning to the point of the library being under resourced in terms of books, students feel that core texts are not being stocked in high enough quantities.

“Library needs to be more extensive with more copies of books.”

- 3rd year, full-time student.

The Union has raised the issue of books previously; the response given was that that per head our library spends more than other institutes. New initiatives are being created in semester two which will give students more access to core texts, online resources and the summon service, which has been proved extremely effective.

Recommendation: Communicate to students more effectively the resources available in the library and the new initiatives that are being launched in semester two.

Teaching space has also been mentioned with reports of overcrowding and poorly utilised space.

“Teaching space is not co-ordinated and utilised as well as it could be. For instance 30+ students booked into a room meant for 20 max when there are larger areas left empty.”

- 1st year, full-time, mature, CEMS.

There have also been mentions of students being taught in spaces that aren't practical for their programme of study. This issue was raised through the course rep system and spans across several courses. HUU understands the huge undertaking and hard effort put into timetabling, but worries that if a classroom is over capacity, not only does it affect our members' education, it is also a health and safety issue and will disproportionately affect disable students.

Recommendation: Investigate the timetabling problems raised through the course rep system and implement any changes as soon as possible.

A common theme found throughout the research was that Students want more access hours to the Library, particularly during exam periods for revision. This is a recurring request and can already be found as a recommendation in the Student Written Submission, which was presented to the University by Vice President Education earlier this year, following the Union's education survey. This was raised several times in the focus groups and was also a common theme throughout the survey.

“Library open longer at peak times”

“Open on weekend”

“Library 24/7”

Recommendation: To trial 24 hour opening times at the KDL during exam periods to allow students to study in peace.

3.5 More Societies, Better Trips

This area received a lot of criticism and is to be heavily investigated by the Union on campus. The provision of trips has been low in recent years and students are expecting more, especially with the rise of tuition fees.

Union provisions

As a Students' Union, we have struggled in the past to help provide a substantial a number of trips and societies on this campus, especially in comparison to the Hull campus. It has been difficult communicating the societies system to students and with low staff numbers the support hasn't been there.

"I have given up on uni providing this for me. I'm in my third year and have been unable to be part of a successful sports club, due to the fact that I don't like netball and that's pretty much all that is on offer."

- 3rd year, full-time, CEMS.

We are reviewing how we communicate with students and investigating more inventive ways to market events, clubs and societies to our members. Our aim is to work with departments to try and provide more course based societies to help students progress through their studies by following best practice from successful existing societies such as Shrubs (CEMS departmental society) and making sure they have more support.

Union action point: Liaise with departments to try and find common interests of students within departments.

The Union has also been in talks with the newly appointed SEO who works closely with students in the Business School. As they have a lot of contact time with the business school students, it would be beneficial to liaise with them more often to build a strong partnership and find out any needs they have discovered through their engagement with business students and aim to provide them with new opportunities.

HUU have also hired a new student activities co-ordinator in Hull who is looking at innovative projects across both campuses and is keen to be involved with helping Scarborough based societies. In the New Year we will hopefully be able to bring in new activities including the re-launch of our Give it a Go (GIAG) trips that will allow students to visit

new places around the area.

Union action point: Provide more non-academic trips through our GIAG trips.

Educational trips

Some students complained about the lack of academic trips organised by departments. With so many practical courses on campus, these would be highly beneficial to students.

“I haven't been on any trips organised by my course at all. The music courses are neglected when it comes to trips. There are so many places we could visit even if it was a local recording studio or live music venue. With a smaller group of students it wouldn't be too hard to organise more trips.”

- 3rd year, full-time, SANM.

The union will try to bring this to the attention of departments through the course rep system. Departmental societies would also be beneficial as bringing in guest speakers and organising such trips would have great benefits for themselves and their classmates.

Union action point: To liaise with departments to discuss the possibility of academic trips.

3.6 Better Sports Facilities and Club Variety

A lot of our students commented on sports provision at the Scarborough campus, focusing mainly on sports facilities and the variety of clubs on offer. In 2013, the University agreed to build a MUGA and changing rooms after reducing the initial investment to build a sports centre on campus. With the local sports centre due to close in the 2015/16 academic year, many of the sporting activities and clubs on campus will have lost an important facility with many of them having no convenient alternative venues.

“The sports facilities are terrible. Students aren't allowed to use the full size football pitch as it is reserved for the football team. Also, the recently built sports cage is only a 9-a-side pitch however football teams are made up of 11 players. There isn't even a rugby pitch”.

- 3rd year, full-time, CMT.

Many students compare the campus facilities to the colleges they studied at before university, with many stating that their college was better equipped. When asked “What would be the one thing that you would change about the campus to improve your experience at Scarborough?” sport was mentioned several times.

“A more active students union with more sports and societies.”

- 3rd year, full-time, CEMS.

At HUU, we would love to provide more sports and societies but facility restrictions make it extremely difficult. The MUGA was promised as a phase one stage of a development plan, but with no phase two in sight and the closure of the sports centre, HUU are going to struggle to provide the sports we have currently, let alone trying to expand our activity and sports on offer.

“Have an on-site gym facility.”

- 3rd year, full-time, education student.

Alongside providing for our sports teams, the investment in a sports centre would also provide for students who were keen on staying fit. An on campus gym would provide a great resource for students who are not interested in competitive sports. With the closure of the Scarborough sports centre, HUU's partnership will end seeing students paying much more for gym membership, taking much needed money from students' pockets.

Union action point: Review how we communicate activity and investigate increasing the number of sports teams on offer.

Recommendation: With the future of sports provision in Scarborough uncertain, investigating the possibility of improved sports facilities not just for students at Scarborough Campus, but as a community hub as well.

3.7 Support services

Students seemed extremely uninformed about what support services there are to help them through their university life with the main consensus being that they are poorly communicated to students (both University and Union services).

“More advertisement from the student support services. I am not even too sure what they do and I am a third year. More advertising is needed to make people aware of their presence.”

- 3rd year, full-time, CMT.

“Personally I don't know how to get hold of anyone in support services. So I think this needs to be more apparent.”

- 3rd year, full-time student.

It is vital that students are aware that there is help for them if they are struggling, whether it is financially, academically or health wise. The Student Wellbeing corridor is difficult to find for students who have not used the service before and the Advice Centre has only limited access due to staffing.

We asked students how they would like to see the services adapt to the change in the academic footprint on campus.

“A student day focused with these services and getting to know the people that work there.”

- 3rd year, full-time student.

“Should be available over the internet so that students do not need to travel to make use of these services”

- 3rd year, full-time, education student .

Most of the suggestions were around improving awareness, how to contact the team and internet presence. The webpage outlining the student wellbeing department covers a broad range of issues but is quite difficult to navigate to. It also doesn't mention any names of the team and just uses a generic email address so students don't know the people behind the service. It might be helpful raising the profile of the staff as well as the service itself to make the staff more recognisable and approachable.

Recommendation/Union action point: Raise the awareness of the student support services team through better communication with the student body beyond the health and wellbeing fair. Investigate the possibility of lecture visits to raise the profile of the services.

Recommendation: Improve the Student Wellbeing section of the University of Hull website to raise awareness of the team as well as the service and advertise the site using social media and marketing around campus.

3.8 Stop moving courses to Hull

With the movement of full time courses to Hull, we have seen the number of conventional full time student intake fall. This has led to campus accommodation being greatly under capacity and left the campus with large periods of quietness. The movement of the Theatre and Music courses will also have a knock-on effect on campus events as music and theatre performance provided most of the on campus entertainment.

“I would have not moved certain courses like music and theater to the main campus as it has made campus this year very quiet.”

- 2nd year, full-time student.

The moves were made without consultation with students, and left them feeling like they didn't have a chance to challenge the decision. No statement was released to explain the decision and why the changes were happening.

When asked would you recommend Scarborough to other students one student commented.

I would have recommended it more last year due to there being more variety in courses and the courses that have been moved were very good and enjoyed by most of the students

- 2nd year full-time student.

Many Students do not fully understand the issues from a business point of view that the lower student numbers are bringing for the campus facilities and services. They just see their facilities closing, a quieter campus, very few activities and sports teams because these require people, particularly full time students. It is becoming an ongoing downhill spiral, affecting so many areas that make a student experience what it is. We are concerned about what the situation will become if any more courses are moved from Scarborough to Hull.

There is a very evident link between the number of students on campus and the student experience. It's not so much the campus being smaller than others that is the issue, people like it being small and are aware of this when they come here. It's the lack of people around on a day to day basis that is negatively affecting the student experience.

“Although I have made great friends, I don't feel like I've had the best student experience I could have had. Ultimately I think you need more students to create this, and therefore at the end of the day I can't see Scarborough campus working in the long run.”

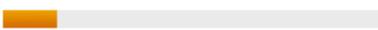
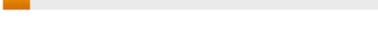
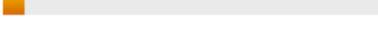
- 3rd year, full-time student.

Recommendation: Investigate the possibility of new full time courses to replace Music and Theatre and communicate the findings to the student body and release an overdue open statement to students explaining the decision to move the courses in the first place.

3.9 More food choices

Hull University Union has received many complaints about catering this year with one of the primary complaints being about the selection of food on offer to our members. This is primarily from our Cayley Hall students and the meals they are provided with as part of their accommodation package, but returning students have also raised issues regarding food selection.

The text analysis shows that when asked “What would be the one thing that you would change about Scarborough” in the survey, Food, Calvinos and Waves were in the top ten 10 words mentioned. This shows how important getting a decent meal while studying is.

Campus		15.94%	11
Library		14.49%	10
Students		13.04%	9
Food		8.70%	6
Hull		8.70%	6
Facilities		7.25%	5
Waves		7.25%	5
Calvinos		5.80%	4
Space		5.80%	4
Societies		4.35%	3

Waves

One of the first points raised by the focus groups is the lack of originality in vegetarian options and the repetitiveness of certain meals. Cayley Hall students felt they weren't receiving a value for money service when a lot of the meals were left half eaten or not even ordered because they couldn't eat the food because of dietary restrictions. HUU notes that catering for over 100 students with 100 different likes/dislikes is a challenge, but the number of complaints and students that are eating food without enjoying it “just because it's there and it's already paid for” is concerning.

We asked the question “What students would like to see on the menu?” and instantly received recommendation after recommendation. We feel like this is the way to go, to create a system of feedback and recommendation, particularly as the people in catered halls are eating this food at every meal! We understand that it's challenging to create a variety to everybody's tastes, but the

service is for students, and should allow them to have an input. We have had several good and cost effective suggestions already brought to our attention during our research and will happily work with the University on the feedback/ recommendation scheme.

Recommendation: For the catering department to work with students and HUU in semester two to provide a more flexible menu and to provide the opportunity for students to feedback on the service regularly to help improve the service.

Calvino's

This year saw the removal of most hot food from Calvino's, leaving only a very small selection of hot food on the menu. Returning students have noticed this due to experiencing the service last year and have started requesting that it is returned back to Calvino's.

“Calvino's should definitely be open on Saturdays and potentially do more hot evening food options like the nachos that they did last year. For a better price and with better advertising, I think that they would sell well.”

- 3rd Year, full-time,

CEMS.

Recommendation: Review the food offered at Calvino's and investigate the possibility of returning some hot food options to the café bar.

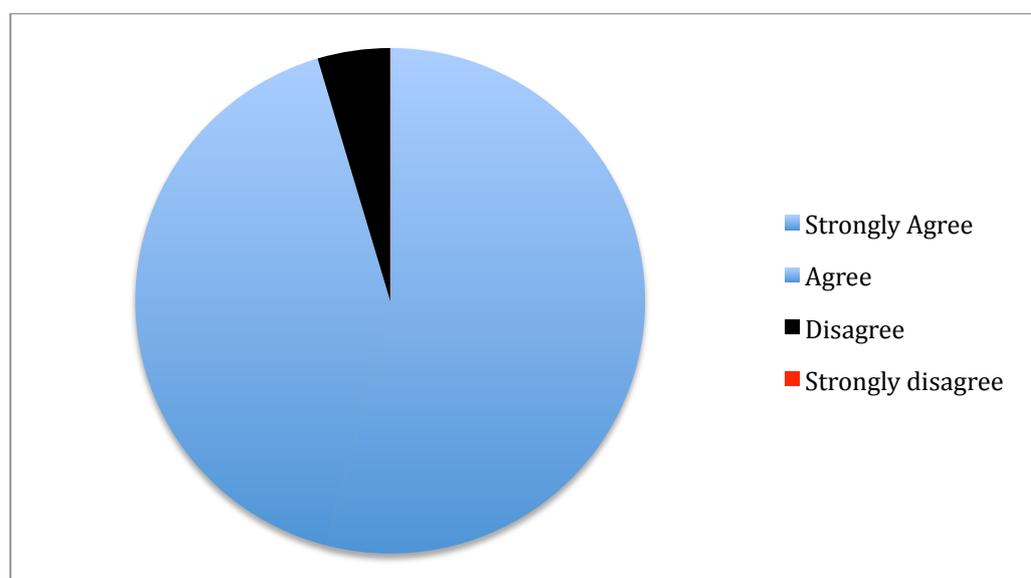
3.10 Students love their small campus

Students are worried about the future of the campus they have grown to love! When asked about the "Future of Scarborough", students said that it felt as though the campus is slowly being closed down. With courses moving, student numbers dropping, services being reduced and lower investment than was promised, our members feel that the University of Hull is slowly removing itself from the campus when students studying here are proud to be University of Hull students and even more proud to call themselves Scarborough Campus students.

We asked students how much they agree with the following statement

"Scarborough being a fairly small campus allows closer relationships between students and staff, and a real sense of student community"

95.4% of Scarborough students either strongly or agreed with this statement. People are proud of Scarborough, and it could be a great place for the students that come here, if we make the changes to help sustain and improve what we have at our campus.



By having a small campus, it does create an unpretentious environment where relationships can be formed, but the lack of facilities can at times hinder this.

- full-time 3rd year student

With it being a small campus it allows more time for you to get to know your tutors and other members of staff, we see Scarborough campus as more of an extended family as we all know each other and are linked in some way.

- 2nd year, full-time student.

Students highlighted both positives and negatives in response to the question "Having experienced The University of Hull Scarborough Campus, would you recommend this University to potential students thinking of coming here?"

"Its by the sea - with sea views. The staff are very helpful and willing to help, showing understanding of our circumstances and that it may have been a while since we were educated. Additionally, they help us move into this new stage of our lives very well. It's a small campus and it's easy to find a bunch of friends quickly. Small lecture groups make it easier be involved and feel important in group discussions."

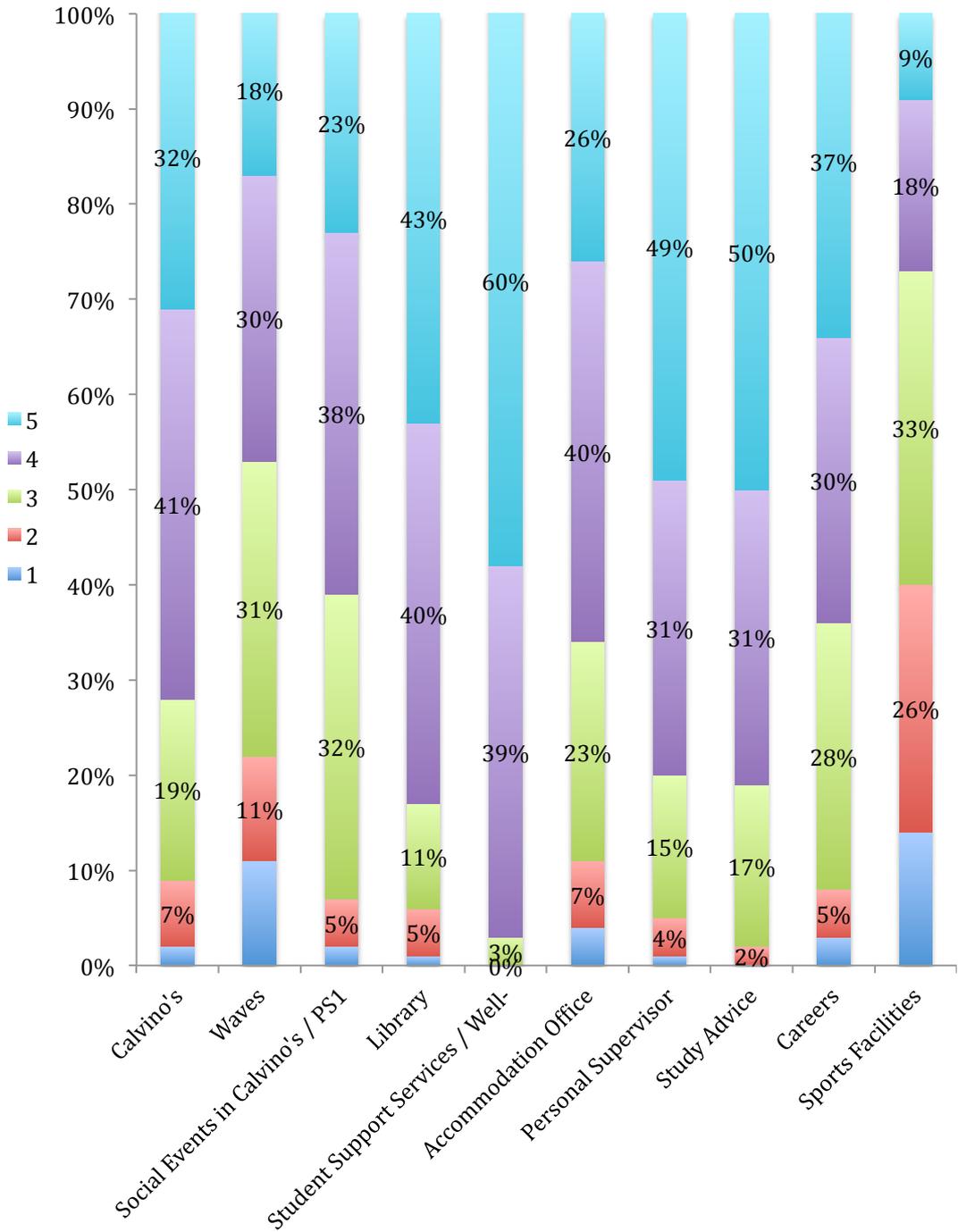
- 1st year, full-time, education student.

I would but it's not a yes or no question. It's right for some people but not for others - if you're a party animal or the 'get involved' type there's nothing here for you. If you want to work and chill out its great

- 1st year, full-time, education student.

This campus is a big part of our students' lives and with courses moving, student numbers dropping and services changing, our students are concerned with the future of the campus. With no definite answer over the campus's future, HUU would like to address the state of limbo that we feel our students are in. As fulltime courses move to the Hull campus with no replacements on the horizon and student numbers dropping, HUU wishes to receive a concrete answer from the Senior Management Team over the future of the campus so this can be communicated with our members.

Appendix



Rate your union 2013 results rating services on campus.