Customer Feedback

2019-20

You said | We did

Please could we have the student portal made available in an improved app form?

We overhauled the student portal, rebranded as MyHud and made it available as an app in September 2020.

Moving to working from home was a huge transition.

So the Library developed resources to support everyone studying at home, including COVID and ebook supporting materials. These are all available on Summon, or by going to **hud.libguides.com/studyingonline**

I can't return the books I've got out on loan now that the Library is closed due to the lockdown.

We suspended reservations so that all books that were out on loan would automatically renew until the Library re-opened.

I'm a final year student who won't be returning to campus due to the lockdown, what do I do with my books?

We set up a free postal returns service with the Royal Mail for all our final year students.

How do I access books whilst the Library is closed?

We purchased additional electronic books and made them available, as well as working with lecturers to source digital alternatives to print resources.

Please could we have all the key online tools available in one place (Brightspace, emails, timetable, Summon and attendance monitoring)?

Working with our colleagues in Student Services we launched MyHud in September 2020, a new student portal that brought together all the above and more.

How do we find out how to use IT and library services when we're new to the University and not coming to the campus very often due to the pandemic?

Our Librarians collaborated with academics and learning support staff across the University to create and deliver online induction sessions.

Help, how do I find out how to reference my assignments when I'm stuck at home?

We transferred all our teaching sessions on information literacy and referencing online, along with providing drop-in sessions and enquiry services via email and online meetings.