

# Positive feedback

This feedback has been gathered post the launch of the design uplift in the Help Centre on 11/02/2020 - JN



19 hours ago • Student • Priority unknown • Not started • Unassigned

What did you want to find out from this website?

Just having a look at the new lay out. Looks better than the old layout. Things easier to locate. Looking for information on computer use,

Was the information you found easy to understand?

Yes

Did you find the information quickly?

Yes

Do you need to contact us directly because your query was not answered on the website?

No

Please tell us what you did and didn't like about the site, including any features you used.

I am already studying with the Open University

Used the home page list of headings to look around the new lay out. Easier to find what I was looking for.

[Less details](#) ▲



**defer-withdraw/thanks** •

21 hours ago • Student • Priority unknown • Not started • Unassigned

The support that you offer is fantastic, it has been an honour to learn with the open university.

A piece of feedback from a student that was left in a forum moderated by a tutor (tutor posted into the AL community forum):

“Also, I've got to say, I'm really liking the new Help Centre so far! I'm finding it so much easier to use. It's much cleaner and less clustered which is exactly what they said they were going for. It's giving me high hopes for any future changes they may do to improve other parts of the website 😊”

“I like it too! So much clearer and with really useful resources. “

“Congratulations from me too, much more user friendly.”

**Feedback left on 13 February 2020**



[contact/sst/9/message/thanks](#) •

16 hours ago • [I](#) • [Student](#) • [Priority unknown](#) • [Not started](#) • [Unassigned](#)

Good structure and description of each item on your Help Centre site. It was easy to identify the right subsection.

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[how-to-enrol-and-pay-for-modules-q1](#) •

17 hours ago • [I](#) • [Student](#) • [Priority unknown](#) • [Not started](#) • [Unassigned](#)

Easy to view

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[defer-withdraw/thanks](#) •

18 hours ago • [I](#) • [Student](#) • [Priority unknown](#) • [Not started](#) • [Unassigned](#)

A very user friendly format!

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#### Feedback left on 14 February 2020

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[contact/fallback/message/thanks/careers/other](#) •

1 hour ago • [I](#) • [Student](#) • [Priority unknown](#) • [Not started](#) • [Unassigned](#)

This site is fantastic, I wish I could do better my self

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#### 3rd March 2020

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[contact/changing/changing-qual](#) •

7 hours ago • [I](#) • [Student](#) • [Priority unknown](#) • [Not started](#) • [Unassigned](#)

A few clicks and I had what I was looking for

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**contact/sst/6/message/thanks** •

9 hours ago • Student • Priority unknown • Not started • Unassigned

wanted to contact student services regarding a specific matter, clicked on 'contact us', then clicked on the area, and followed the directions. Very clear. Very simple

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