

# “ You said We did

*Below is a selection of feedback that has been sent in to the StudentHome Help Centre and actioned by the Online Student Support Services team.*

“ You couldn't find the examination arrangements booklet.

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We created a link to the booklet on the page where feedback was being left and fixed all known links to the booklet.

“ You were confused about continuing DSA applications after registering on a module.

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We discovered the email sent to students after module registration was confusing. This email was rewritten with appropriate advice. This also helped to reduce duplicate form submissions to SSTs.

“ You couldn't find information on Substitution and didn't understand what it meant.

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We created a new article 'What is substitution?' and created direct links to the Assessment Handbook, which also explains substitution. Metadata to all related articles was also updated.

“ You were not sure what information to include on TMAs and EMAs.

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We updated 'Submitting a TMA' to instruct students to check their module materials for word count information and to include their name and PI on assignments.