Students I Students I Staff r Students t Staff/ALs	You couldn't find the Examinations arrangements booklet after following a link from StudentHome You couldn't find the Submitting examinable work booklet after following a link to it	Created a link from the homepage (where students were being redirected to) while we traced the problem back to StudentHome and fixed the link. Created a link from the homepage (where students were being redirected to) while we	004	lames	
Students I Staff r Students t Staff/ALs	You couldn't find the Submitting examinable work booklet after following a link to it	Created a link from the homepage (where students were being redirected to) while we	004		
Students	link to it	traced the source of the problem. This also highlighted a terminology issue with the		James	
Staff r Students t Staff/ALs	You needed to find a link to GoToAssist in the Help Centre as students	category and a change was made to make the category clearer to understand. Added 'tmas' after 'continuous assessment' and 'emas' after 'projects' Created a new article - http://www2.open.ac.uk/students/help/qotoassist where the link	004	James	
Students t Staff/ALs	are often guided to this link by staff when having trouble connecting remotely.	has been placed. Added metadata to make FAQ and new page more findable. Added Live remote assist link to the FAQ page under 'Related Help'.	005	James	
Staff/ALs a	After visiting /support-if-you-have-a-medical-condition, you told us you couldn't find the information you needed about what to do if you suffer a temporary illness or emergency.	Amended /support-if-you-have-a-medical-condition by adding a link and supporting text to /additional-arrangements-if-you-are-ill-or-injured.	006	James	
	It wasn't clear in the Help Centre information guide that alias access only applies to 'staff' and not ALs.	Amended /help/about/guide to clarify who can access alias in the Help Centre.	800	James	
Staff and Students	There was confusion over module start dates and tutor allocation	Updated http://www2.open.ac.uk/students/help/getting-ready-for-your-next-module with clear info about module start dates and included the tutor application dates. We also did some general updating. As we were tracking multiple routes to /arranging-your-support we were able to see that	012	James	
/	You we unsure if you had to resubmit the disability support form on /arranging-your-support if you had already done so on your previous module.	this feedback came from students who clicked on a link that was in an email sent to students after registering on a module. Students who came via other routes left more positive feedback. As a result we amended the text in the email to make it clear that students did not need to resubmit the disability support form if they had done so already.	013	James	
\	You said you didn't know what 'Adult Directions' means and were not inclined to click on it.	Renamed 'Adult Directions' to 'Identify careers' for your skills and interests.		James	
\	You were going round in a loop when using the contact options on http: //www.open.ac.uk/contact	We requested a change to be made so students are linked straight to our contact page from http://www.open.ac.uk/contact and not to the homepage of the Help Centre.		James	
ì	You were expecting to find information about your tutorial or day school on help/tutorials-and-day-schools, however this page contains information for disabled students.	Changed the article name to include Disability in the title to try and make it more indicative of the content.		James	
1	The title of help/making-a-dsa-claim did not accurately reflect the content				
	in the article. you could not browse the seasonal academic year	Page retitled to help/what-your-DSA-claim-can-cover. we moved the article to the new communications app in the Help Centre	020	James Nick	
		concentrated our focus into gathering as much targeted feedback on this area of the help			
	you were dissatisfied with the your contacts page of the help centre you could not find the link to an active forum on our careers site.	centre to make sure that you are being served the right information. improved our use of instructional design to accommodate mobile users	025 037		
Student t	the link to selectsimulator.com does not work.	removed this link altogether and replaced with alternate content due to inactivity of the external site link.	038		
Student f	You were unable to find a link to sign-up to to Google Apps for education from our help article. You were unable to find a contact number for the Student Distribution and	Placed a hyperlink to the sign-up page prominently on the article. We added relevant contact number in order to promote necessary contact all within a	041	Nick	
Student	Computing Helpdesk on the go-to-assist article page. You were unable to find pages relevant to Exams and Assessment when	single article and eliminating the need to navigate away from the page. We added terms like 'defer', 'deferral', 'postpone' and 'postponement' to the Information	043	Nick	
Staff (using common search terms in the quick find. We had the incorrect contact information with regards to 'part-time tuition	Architecture, to continually improve the reliability of the Help Centre Quick-find tool.	044	Nick	
Student f	fee loans' on the 'Contact Us ' page.	We quickly amended the link to the correct gov.uk site. Created a dialogue between various staff in order to factually verify the text on the article.	045	Nick	
	The information with regards to SST services on the OU Offices help article was incorrect.	By doing this we were able to correctly set the student's expectation of the types of service an OU regional centre can provide.	047	Nick	
	Staff in SSTs (Lynda Culley) were receiving duplicate disability support form submissions but were unsure why.	As a result of student feedback (above) we amended an email sent to students after registering on a module to explain that they did not need to resubmit the form if they had done so already.			
	I can't find the address of the examination department so I can return my 'examination special arrangement form' by post.	We added specific information to the 'Exam arrangements for disabled students' article so you can send your completed form to your SST.		Nick	E&A Changes
	I am looking to make additional exam arrangements but I cannot find the article.	We improved the visibility of this content by creating a new multipage article called 'Exam arrangements for disabled students. This article is also served in more than one category area so it is easier to find when searching and browsing the Help Centre.		Nick	E&A Changes
	I am being contacted unnecessarily by the University about additional examination arrangement requests.	We resolved this matter using your feedback via the 'exam arrangements' article to amend and improve a key communication that we send out to students on a regular basis.		Nick	E&A Changes
Staff I	I am unable to find information on how to change a student's exam.	We have written this information into the new 'exam arrangements' multipage article as well as adding buttons that easily take you to the right webform.		Nick	E&A Changes
	I want to be able to ensure a student that they can park near to the examvenue with a blue badge due to a mobility impairment.	We updated our 'Adjustments at the examination centre' article with new information that informs the student to contact the exam venue directly once this is known to them on their 'study record' page.		Nick	E&A Changes
	The student wants to talk to someone about an unexpected illness and not have to go through 'lots of pages' online.	We have added a link to contact SST (your-contacts) at the top of the page and disambiguation text that directs student to the two postponing articles and the 'Ill or injured' article.		Nick	E&A Changes
	I am looking for information about mitigation and disability affecting tutorial attendance.	We added the Tutorials and days schools article as a 'Related article' link with 'Exam arrangements if you are disabled'.		Nick	E&A Changes
ı	I would like to take my exam at home due to illness. I would also like a contact number to be able to arrange this.	We have created an article dedicated to this issue with a clear and discoverable title.			E&A Changes
ı	I am looking for a form that allows student to use their computer at home	We created a new section called 'Exams at home' which includes two clear boxes/links			
Staff f Student	for their exam (A230)	that links students to the checklist/form they need.		Nick	E&A Changes
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