

UCLan Careers Feedback

UCLan Careers is committed to monitoring and evaluating the work that we do to ensure a high quality service, and in order to do this, we welcome all your compliments, complaints and suggestions. If you would like to get in touch with us with your feedback, or have a query about any of the responses below, please telephone Careers reception on 01772 895858 or email Careers@uclan.ac.uk

Evaluating and responding to your feedback is an important priority – please see the Table below which summarises the key areas in which we have responded to feedback in Semester 1 and 2, 2014/15

<i>You Said...</i>	<i>We Did...</i>
You asked for longer careers guidance appointments and to be able to book online for ease	As a direct result of your feedback, we have introduced longer careers guidance appointments – you can now book up to 45 minutes with a careers adviser. We have recently introduced an on-line booking system for careers guidance
You asked if mock job interviews could be arranged with a Careers Adviser you didn't know to make it more like the real thing!	We take this on board, and when possible will offer a mock interview with someone you have not seen, to take the role of the employer
You enjoyed a recent Careers Workshop on personality testing, but asked for access to personality assessments on-line to do in your own time	Good news! UCLan Careers has a free licence for students to access a highly regarded on-line personality assessment - check this out in our Careers Booklet on psychometric testing: www.uclan.ac.uk/careersbooklets (Page 5)
You asked us to keep to time so that you can get to your lectures	We have discussed this as a team and are striving to do so at all times. We also remind all students turn up in good time to ensure that we can fulfil this request.
You said that CV Checks should be done at other times, not just over lunch.	We now offer our CV checking service across the day (Mon - Fri) – no appointment needed!
You said that UCLan Careers provides an excellent service but could be better advertised to students	We are always keen to hear your suggestions to engage with students and graduates; see below for some of the initiatives we are currently involved in: <ol style="list-style-type: none"> 1. Working with the SU to increase our visibility across the university and in all Schools 2. Currently working with UCLan's marketing team to produce new branding across all our resources 3. Enhancing our social media presence - we now have two members of staff who collect Careers news regularly 4. We have a big presence at many UCLan student events, including "Our UCLan weeks" –come and see us there!
You said: you didn't want all our careers information to be on-line, as you still liked "take-away" leaflets in the Careers Centre	We ensure that our key Careers booklets are available for you to take away from the Careers Centre
You said: Very useful resources but very hard to find information on the website	We have completely re-designed the UCLan Careers Website to ensure that you can easily find out about our services and access our careers information resources quickly; we are currently making further improvements including short video clips of our services