

UCLan Careers Feedback

UCLan 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 of 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 from the academic year 2017/18

You said....	We did...
It would be nice to see the same person for each appointment	Depending upon availability, you can always choose to see the same Careers Adviser for each appointment. You can also select which Careers Adviser you see when booking online.
Ask for notes pre-meeting so Careers Advisers know what is to be discussed beforehand	When booking an appointment we ask for a summary of what you would like to discuss so that the Careers Adviser is fully prepared for your appointment.
More punctual appointments	We have discussed this as a team and are striving to do so at all times. We also remind all students to turn up in good time to ensure that we can fulfil this request.
Set a date to meet again automatically	In cases where a follow-up meeting is required, students/graduates are now encouraged to arrange this with reception before leaving.
I would like emails about current graduate jobs and placements.	Our specialised system, CareerEDGE allows you to set your preference in regards to the opportunities you are searching for. When your preferences are set, you will receive notification of new job postings.
I would like help in finding opportunities abroad.	All our Advisers are able to specifically discuss opportunities abroad, just choose this as the topic when you are booking online, or let our reception team know.
Our specialist disability appointments are too short.	As a direct result of your feedback, we have introduced longer specialised appointments – you can now book up to 45 minutes with a Careers Advisor.