



UNIVERSITY OF  
BIRMINGHAM

# We are listening to you

How the University of Birmingham is  
responding to your feedback

We listen  
**We activate**  
[birmingham.ac.uk](https://www.birmingham.ac.uk)



# You said, we did

You asked for  
greater access to  
advice and support  
on finance and  
living...

- We have enhanced UBHeard, our emotional support helpline, with a range of new features.
- If English isn't your first language, our counsellors use qualified interpreters to give advice and support in over 200 languages.
- Service now offers financial and money matters advice alongside wellbeing, lifestyle, and emotional support.



Find out more about the new features and how to access the services.



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# You said, we did

You were positive  
about our Pause  
wellbeing service  
and asked for  
extended access...

- We have extended the Pause drop-in service to be four days per week during term-time.
- You can find the service in the Wellbeing Lodge by the North Gate.
- It is no longer just for those aged 18-25. Everyone is welcome to drop in for advice and support.



Find out more about the  
service updates and how to  
access the services



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# You said, we did

## You asked us to continue to support student travel costs...

- The free four-week bus pass is back for another year.
- Starting university is an exciting new chapter, and we want your journey to be as smooth as possible. We understand that for some of our students, transport can be a significant expense.
- We offer a free four-week bus pass for new undergraduate and postgraduate students, covering the nBus network. If you are a returning student, you can use the University discounted bus scheme.



Find out more about the  
discounted bus travel available



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Guild of  
Students

# We are listening to you

Working together with the Guild of Students  
and your student representatives

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# You said, we did

You asked for past papers, and example questions and solutions, to help you revise...

- Schools will provide access to past papers or sample questions for assessment preparation and revision.
- Modules will have dedicated revision classes to support exam preparation.
- We are increasing the availability of example exam solutions and example feedback on past paper attempts.



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# You said, we did

You said that you would like the Summer Term programme to include even more support for academic success and professional development...

- Our unique Summer Term Programme is full of activities that will help you develop the skills and attributes that are highly prized by employers.
- We are expanding local academic transition events and support to help you prepare for success in the next academic year.
- We have launched even more employer events and mentoring, as well as training and volunteering opportunities.



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# You said, we did

You said you would like more opportunities to engage with employers through our Careers Network...

- We have introduced more accessible support options. Our Digital Hub via Careers Connect is available 24/7 to all students and graduates globally.
- We are increasing the number of employers engaging with students even further through our Summer Term events and professional skills activities.
- We have been ranked the top university for leading UK employers looking for graduates for the second year running (*High Fliers* report 2024 and 2025).



Find out more about the  
Careers Network opportunities



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