

12.12.25 - Student Support, Resources and Costs



Chair: Erin Gerard [EG] - VP Education

Student Attendees: 3 x School Rep, 1 x Academic Inclusivity Rep, 8 x HITS Reps, 9 x SAC Reps

Introduction and Welcome

Introduction to Lunch and Listen and its purpose, as well as overview of the topic.

Purpose of the session is to explore the feedback course reps have been collecting, as well as their own ideas and opinions, to get a representative perspective of the student body and their academic experiences. Introduction to VP Education and school reps.

Update from VP Education:

- AI Chatbot will be launched in second semester
- Doing some research with the library team about new library equipment, social zones and layout [promising discussion about hours]
- Hosting an event on 22nd of January for academic development - its like a fair
- Working with academic success for promotion of the winter assessment period
- Societies will be able to book library spaces

Summary of Mentimetre and Minutes

Perceived Support from LJMU

Overall, students feel reasonably well supported by LJMU, rating their sense of support at an average of 3.9 out of 5. In wider discussion, while many students described the support as generally good, experiences vary between faculties and services. Inconsistencies in response times, assessment feedback, and support from personal tutors were highlighted as issues that can negatively affect academic confidence and fairness, particularly for neurodivergent students. However, flexibility around extensions and the availability of disability coordinators were viewed positively.



Lunch & Listen

Use of University Services

Students engage with a wide range of university services, most commonly the library, Student Advice and Wellbeing (SAW), disability services, counselling, and personal tutors. Other services such as Canvas, money advice, IT support, careers, and JMSU advice were also mentioned. Despite this, in wider discussion, awareness and understanding of many services remains limited. Several students reported not knowing what certain services offer or how to access them, often learning about support through peers rather than official communication. Students felt that clearer signposting, better staff awareness, and more visible promotion within lectures and Canvas would improve uptake.

Financial Priorities for Students

When asked what matters most financially, students ranked hobbies and personal interests as their top priority, followed by food and socialising. Rent and housing costs were also significant concerns, and course costs and travel were seen as lower priorities but still contributed to overall financial pressure. This is reflected in the wider discussion as course costs affect certain schools/demographics in particular, so while most students spoke about cost of living affecting their wider student experience, commuting and art-based students spoke about their struggles with affording travel and materials, respectively.