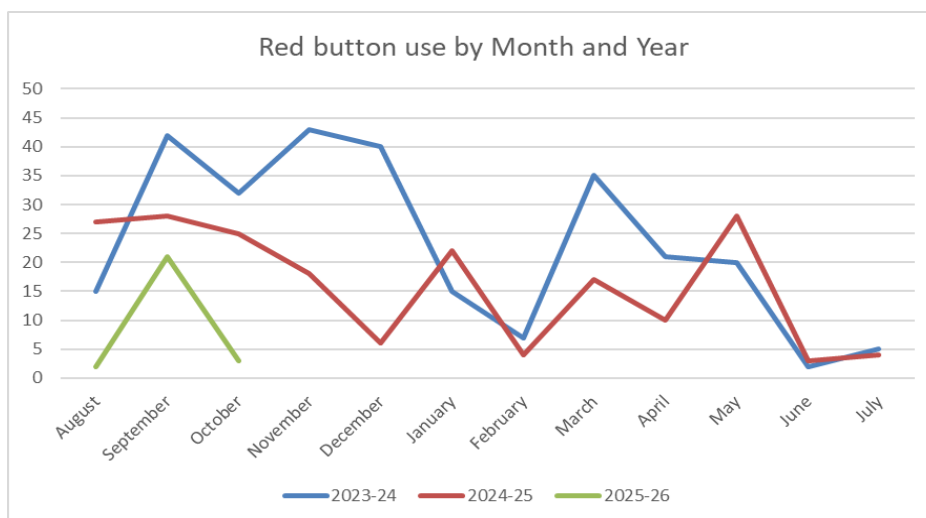


Red Button quarter 1 report, August to October 2025-26

1.0 Introduction

- 1.1 This report outlines the use of the Red Button student feedback system during the first quarter of academic year 2025 – 2026 (August to October).
- 1.2 The Red Button is an informal feedback and problem resolution mechanism. Students are encouraged to submit questions, suggestions, issues of concern and positive feedback. Students are advised that they should raise any concerns with staff directly at their HAP in the first instance.
- 1.3 The number of Red Buttons relating to a particular Academic Partner or Subject Network should not necessarily be viewed as an indicator of poor quality: increasingly, students are using the Red Button to express satisfaction, and a higher number of contacts can also reflect effective promotion of the service to students. Providing an early opportunity for student feedback and problem resolution through the Red Button is an important way to improve the student experience, and can affect measures of satisfaction, such as the NSS.
- 1.4 A total of 26 enquiries were made to the Red Button during this quarter, and this report highlights the overall themes. In quarter one of 2024-2025, 80 enquiries were received.
- 1.5 User satisfaction with the service continues to be extremely high, as evidenced by regular user feedback.
- 1.6 The chart below shows use of the service by month and year:



2.0 Use by Cognate Subject Area

- 2.1 Data is provided below on the use of the Red Button by cognate subject area.

Cognate Subject Groups	Number	%
Business, Leisure and the Creative Economy	8	31%
Education	1	4%
Engineering, Computing and the Built Environment	2	8%
Further Education	4	15%
Health, Social Care and Life Sciences	4	15%
Humanities, Applied Social Studies and Gaelic	6	23%
Land and Marine Sciences	1	4%
Not specified	0	0%
	26	100%

3.0 Red Button Use by Academic Partner

3.1 The chart below shows use of the Red Button by academic partner. All users were FE and HE students.

Place of Study	Number	%
UHI Argyll	1	4%
Executive Office	1	4%
HTC	1	4%
UHI Inverness	9	35%
UHI Moray	6	23%
UHI North, West and Hebrides	6	23%
UHI Orkney	0	0%
UHI Perth	2	8%
SMO	0	0%
SAMS	0	0%
UHI Shetland	0	0%
Non student/unknown	0	0%
	26	100%

4.0 Use by Category

4.1 Almost every Red Button enquiry is different from the next: very individualised and personal to the students. However, it is important that we try to identify generic themes and issues which might point more systemic issues that might need to be addressed. The following chart categorises enquiries by theme.

Subject Category	Number	%
Accommodation	1	4%
Administrative issues	2	8%
Course administration and advice	7	27%
Exams and assessment	0	0%
Facilities	5	19%
Industrial Action	0	0%
Information Technology	3	12%
Lecturing staff	2	8%
Libraries	0	0%
Other	0	0%
Positive Feedback	3	12%
Student services	3	12%
Unknown / blank	0	0%
	26	100%

Kevin Sinclair
October 2025

Appendix 1 – Summary of Red Button Enquiries and Resolutions

Sorted A-Z by academic partner. Where lines are repeated, each line refers to a separate red button enquiry which may be the same as the previous but has been submitted by a separate student.

Academic Partner	Cognate Subject Area	Category	Issue	Resolution
Executive Office	Health, Social Care and Life Sciences	Administrative Issues	Student reported their account has been blocked and they could not access anything, including their email.	Student was provided with a new password and the account was unblocked.
Highland Theological College	Humanities, Applied Social Sciences and Gaelic	Positive feedback	Student praised the Student Support Officer for 'absolutely exceptional support'. The student stated they were caring, prompt, helpful, understanding and professional, and had been a source of huge encouragement with their studies.	The student was thanked for their feedback, which was passed to relevant staff.
UHI Argyll	Humanities, Applied Social Sciences and Gaelic	Student services	Student requested to change their PAT	The student's request was actioned and they were happy with the outcome
UHI Inverness	Business, Leisure and the Creative Economy	Course administration and advice	Student contacted Servicedesk as they were struggling to access their timetable, having missed orientation day for personal reasons. However, when they open their timetable it is blank. This causing them significant stress and anxiety as they do not know where their classes are being held or even who their lecturer is.	The student was contacted by their PDA, who provided them with the information they needed and also offered additional in-person support.
UHI Inverness	Humanities, Applied Social Sciences and Gaelic	Course administration and advice	Student has found the induction frustrating and inaccessible. They feel the course is being treated as 'an afterthought', potentially because it was only approved over the Summer. A lack of transparency on the day left the class with little information about the course, students weren't enrolled, nor did they have their PLSPs updated. The student stated they felt 'lumped in' with the HNC Social Science students, which left them listening to information they'd already had the previous year. The stress has made the class feel deflated before lectures even begin, and affected their trust in UHI.	The Programme Leader has arranged to meet with the student to discuss their concerns.
UHI Inverness	Business, Leisure and the	Course administration and advice	Student was promised in 24/25 that they would be tutored in painting and drawing by a specific tutor, as they had issues with the suitability of another lecturer and also this tutor's timetable was a better fit for	The Depute Curriculum Lead contacted the student to request a meeting, but the student was reluctant. Whilst the student wanted to change from one group to another as they did not like

Academic Partner	Cognate Subject Area	Category	Issue	Resolution
	Creative Economy		them. In addition they have issues with the way modules have been loaded for them. The student is 'bitterly disappointed' by the way they've been treated and feels they have no option but to leave the course.	one of the lecturers, the DCL advised it was not possible to do so as it would require a significant amount of work and in addition, the group the student wishes to join does not run every year. Furthermore, the DCL does not wish to set a precedent where if a student does not like one lecturer, they can just swap to another.
UHI Inverness	Land and Marine Sciences	Facilities	Student reports the Stagecoach buses are consistently cancelled in the mornings, resulting in cramped interiors when they do arrive and students who live in the affected areas being constantly late for classes	The challenges were acknowledged; however, it was noted UHI has no control over external services but lecturers should be sympathetic to the difficulties being faced by students.
UHI Inverness	Health, Social Care and Life Sciences	Accommodation	Student states the accommodation at Inverness Campus is 'abysmal' and that the room was left in a 'disgusting state' when they moved in, leading them to spend hours cleaning it before they could unpack. The student has to be awake early for clinics and studies late into the night, and the noise in the block is 'atrocious'.	The Accommodation Team reached out to the student to arrange to speak to them about the issues raised but did not receive a reply.
UHI Inverness	Health, Social Care and Life Sciences	Course administration and advice	Student received confirmation their enrolment tasks were complete, however, they have discovered they are still listed as provisional in UHI Records and have no second year modules showing. This has also affected their SAAS funding, and left them unable to access MyDay or Brightspace on their UHI-issued laptop. They were abroad for personal challenges and missed communications asking them to return the laptop and had planned to continue using it this year. The situation is causing them stress and disrupting their studies.	Local staff contacted the student to resolve the issue with their enrolment, and the issues with the laptop loan were also resolved.
UHI Inverness	Humanities, Applied Social Sciences and Gaelic	Facilities	Student is struggling to arrive on campus in time for their lectures due to the local bus service. Buses regularly do not arrive on time, and sometimes they don't arrive at all. This often leads to overcrowding on the buses which do turn up.	The challenges were acknowledged, however, it was noted UHI has no control over external services but lecturers should be sympathetic to the difficulties being faced by students.
UHI Inverness	Health, Social Care and Life Sciences	Student services	Student has suffered delays with their request for DSA which has left them without the technology and equipment they require for their studies. They are concerned that the course begins on 1st September but their appointment to apply for DSA is not until 29th September.	The college apologised for the unavoidable delay and confirmed that some support is already in place, including a PLSP, in the interim.

Academic Partner	Cognate Subject Area	Category	Issue	Resolution
UHI Inverness	Education	Information technology	Student reported they cannot download and install the office apps on their PC.	Student was advised that all technical issues should be logged with Servicedesk and provided with their contact details and links to the online web form.
UHI Moray	Humanities, Applied Social Sciences and Gaelic	Facilities	Student is an SVR and reported on behalf of the entire class that the rooms used for lectures are too small, with not enough available chairs and desks, leaving some to stand in the middle of the room or sit on the floor.	It was confirmed that the Director of Information, Planning and Student Support and the Estates Manager are aware of the issue and looking at how they can ensure an optimal learning environment, with a view to having the solution in place for the next class.
UHI Moray	Further Education	Lecturing staff	Student feels that the lecturer 'consistently shows they don't care' and does not provide any help during classes. They also state the lecturer ignores requests for assistance and is rude when they do engage.	The student subsequently asked to withdraw their complaint as the lecturer 'was helpful and actually seemed like they cared about the job' during recent classes.
UHI Moray	Business, Leisure and the Creative Economy	Positive feedback	Student noted it worked well this year having lecturer's assign studio spaces rather than a first come-first served basis, and they hope it will continue.	The student was thanked for their feedback, which was passed to relevant staff.
UHI Moray	Business, Leisure and the Creative Economy	Positive feedback	Student wished to thank the tutors for the help and attention they have given following a time of change in their personal circumstances. This has allowed them to continue with their studies, and remain actively connected to college, providing 'focus and normality'.	The student was thanked for their feedback, which was passed to relevant staff.
UHI Moray	Business, Leisure and the Creative Economy	Information technology	Student has been prevented from completing their modules due to on-going problems with the college web server, which is causing them significant stress and makes them feel 'left behind'.	The lecturer has arranged a meeting with the IT Technicians to discuss the issue as it is network wide and impacting all Computing students and staff.
UHI Moray	Business, Leisure and the Creative Economy	Information technology	Student is stressed as the college web server is down and this is preventing them from moving forward with their work, as it impacts assignments, deadlines, and important resources. The uncertainty of not knowing when it will be resolved is making them anxious and they are worried about falling behind.	The lecturer has arranged a meeting with the IT Technicians to discuss the issue as it is network wide and impacting all Computing students and staff.
UHI North, West and Hebrides	Engineering, Computing and the Built Environment	Facilities	Student reports that the female toilet is not in working order, with one toilet out of use due to a broken seat and another with a broken toilet roll dispenser. The hand dryer also doesn't work.	It was confirmed that the Estates Team have resolved all the issues reported.

Academic Partner	Cognate Subject Area	Category	Issue	Resolution
UHI North, West and Hebrides	Further Education	Facilities	Student advises the female toilet is 'disgusting' with no hand towels or dryers, a toilet out of order, and it is rarely cleaned. There is also a lack of sanitary products and the bins are always full.	It was confirmed that the Estates Team have resolved all the issues reported.
UHI North, West and Hebrides	Further Education	Student services	Student states they are being denied taxi services, which is impacting their ability to get to campus for lectures. They are a carer and find the bus service to be too lengthy, adding 4hrs to their 6-7hr college day. They are considering leaving the course as it is not feasible as things currently stand.	It was confirmed that the evidence the student provided has been accepted and the taxi service has been arranged, with the student aware of this.
UHI North, West and Hebrides	Humanities, Applied Social Sciences and Gaelic	Lecturing staff	Student emailed their PAT but had it returned undelivered. They enquired if the staff member has left and, if so, who their new PAT is.	The query was passed to the Head of Faculty, who contacted the student directly.
UHI North, West and Hebrides	Business, Leisure and the Creative Economy	Course administration and advice	Student had emailed their PAT requesting a meeting before their fourth year began, as they were unsure about continuing their studies and were waiting for resit results. They did not receive a response. They are still waiting for their resit results and overall module results, are unable to access module selection for this year, and have had no contact from any staff. Despite this they have been able to enrol, apply for funding, and were invited to an induction meeting. They are extremely confused about their status and whether they should be withdrawing.	The Programme Team acknowledged that the student's emails had been missed, and an apology was given. It was confirmed the student has not passed a number of units and are therefore unable to progress to year four. Their PAT will speak to the student directly to discuss their options.
UHI North, West and Hebrides	Further Education	Course administration and advice	Student has a PLSP which states all their lectures must be recorded to support their additional needs and long term success. However, this is not happening and when challenged, the lecturer has stated it is due to a GDPR complaint from another class member. The student is worried as some assessment dates have now been set and they have no way of reviewing lectures they have missed.	The Curriculum Manager advised that the Programme Team have met to discuss this issue and reassured the student that moving forward all classes will be recorded in line with their PLSP requirements. They declined to comment on any GDPR concerns another student may have raised, due to confidentiality.
UHI Perth	Engineering, Computing and the Built Environment	Administrative Issues	Student has been impacted by Air Service Training (AST) going into administration, which is preventing them from obtaining the official training hour certification and transcript breakdown for each licenced module. They have a confirmed offer from another university but must submit these records to enrol. There are additional errors in their attendance records, which means they have been told they will not	The student's complaint was investigated locally and partially upheld.

Academic Partner	Cognate Subject Area	Category	Issue	Resolution
			be signed off for 5 of the modules. The situation is affecting their ability to progress academically and professionally and causing them significant stress.	
UHI Perth	Business, Leisure and the Creative Economy	Course administration and advice	Student has asked to switch courses to align with their future career prospects but, to their 'dismay', they have been refused on the grounds of lack of knowledge and experience. This has upset them and they feel staff showed an unreasonable expectation and they were unfairly denied.	The student was advised that after the first few weeks of term it is not really possible to change courses because the content is so different. Their options at this stage were outlined.