

Team: **Student Services, Executive Office**

Protected characteristic(s): **age, disability, gender, pregnancy/maternity, race, religion/belief, sex, sexual orientation also Young Carers, Care Leavers, SIMD20**

Advancing equality of opportunity/Fostering good relations

Key area/example of where progress has been made with regard to equality and diversity:

Red Button student feedback system

Action we have taken to progress this key area:

The University of the Highlands and Islands is committed to enhancing the student experience for all our students. The Red Button is an informal problem-resolution and feedback mechanism. It may be used to provide compliments, suggestions or raise concerns. We actively promote the use of the red button to all our students. We are aware that protected characteristic groups may especially benefit from its availability.

All protected characteristics groups are able to raise issues in general, or that may be specifically related to their protected characteristic. Some of these issues may be sensitive, or students may not feel comfortable discussing them with staff in person. In such circumstances, the red button provides a discrete and informal way of providing support and feedback. Students may raise any issue through the red button, which provides a useful forum for issues that may not have an obvious alternative outlet.

Measures we are using to monitor our progress:

Annual use of the red button is monitored in an annual report which details level of use, and use by theme, academic partner and subject network. This report is sent to QAEC and individual stakeholders.

Evidence of progress that has been made:

Annual and quarterly reports detail issues raised and resolutions that have taken place as a result.

Further action we intend to take:

During the current academic year we have started to monitor red button use by the protected characteristics of age, gender and disability. This may then inform a future equality impact assessment of the red button.