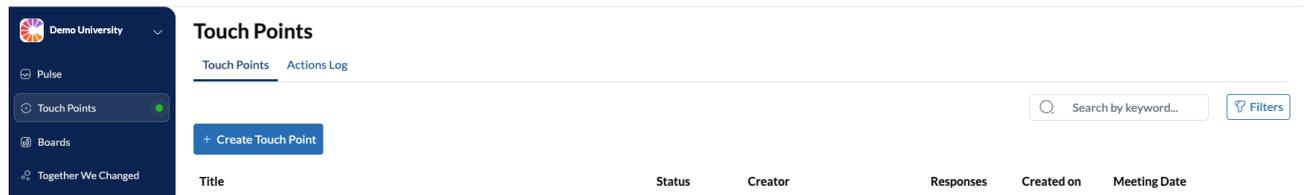


# **GUIDE TO SETTING UP AND MANAGING TOUCH POINT ON UNITU**

# 1. Setting Up Touchpoints

## Step 1: Create a Touch Point

1. Log into Unitu and click on **Touch Point** in the left-hand menu.
2. On the main page, click **Create a Touch Point** to begin setting up your next Student Voice Forum.



3. Start creating your Touch Point by adding your **Touch Point Name**.

## Create Touch Point

### Add Touch Point Name

Provide a descriptive name for the Touch Point

Touch Point Name

SSLC for DEMO

## Step 2: Configure the Meeting Details

1. Select the audience (programmes and years) for your Student Rep Forum by clicking on the arrow to move the programme to the box on the right.

### Choose Audience

Select the appropriate programmes and years for this meeting

Programmes

All Department of Business (2)
Foundations of Business Management (2)

1

2

>>

>

<

<<

Please select at least one programme

Programmes

>>
>
<
<<

Department of Business (0)

Foundations of Business Management (2)

2. Do the same process for selecting the year level.

Years

Year 1

>>
>
<
<<

Please select at least one year

### Step 3: Create the Feedback Form

1. **Add** the Form Name.
2. **Craft Specific Questions for Student Feedback** – The more precise the questions, the more useful and actionable the feedback will be.
3. **Set an Agenda Theme** – Establish a central theme to guide discussions and ensure a structured conversation.
4. **Choose the Appropriate Question Type** – Determine whether each question should be open-ended (text-based) or use a rating scale for quantitative insights.
  - a. Example:
    - i. **Agenda Theme:** Teaching on my course
    - ii. **Question:** How do you feel about the teaching methods and techniques employed in our course?
5. **Click on "Add Question"** if you have more than one question for this feedback form.

#### Create Feedback Form

*Feedback form will be shared among students*

Form name

SSLC Meeting Feedback Form 1

Questions (1)

*Link your agenda themes to the questions*

**Question 1** 🗑️

How do you feel about the teaching methods and techniques employed in our course? 2

Agenda theme

Teaching on my course 3

Question type

Text 4 ▼

21/50 characters

+ Add question 5

## Step 4: Set the Meeting Date and Configure Notifications

1. Enter the **Date** of the upcoming meeting.

### Meeting Date

Set the date of the upcoming meeting

### 2. Configure notifications:

By default, Unitu automatically notifies students, reps, and staff before the meeting. These reminders help students complete the feedback form and allow reps and staff to review responses in advance.

You can customise automated reminders as follows:

1. **Enable or Disable Notifications** – Toggle notifications on or off as needed.

#### Automated Email Reminders

Set email reminders for specific activities before and after the meeting

Students  Reps  Staff

Fill out feedback form 

Remind students to fill out form  days **before** the meeting

*This reminder for the meeting should be sent at least one day after the current date*

[Edit email template](#)

2. **Adjust Timing** – Set the number of days in advance for notifications to be sent.

- i. **For Students:** adjust the days the students will be reminded to fill out the form before the meeting.

Students  Reps  Staff

Fill out feedback form 

Remind students to fill out form  days **before** the meeting

*This reminder for the meeting should be sent at least one day after the current date*

[Edit email template](#)

- ii. **For Reps:** adjust the days the reps will be reminded to request feedback and finalise the feedback received before the meeting.

### Automated Email Reminders

Set email reminders for specific activities before and after the meeting

[Students](#) ⓘ [Reps](#) ⓘ [Staff](#)

---

**Request feedback** 🟢

Remind reps to request feedback  days before the meeting

This reminder for the meeting should be sent at least one day after the current date

[Edit email template](#)

**Finalise feedback for the meeting** 🟢

Remind reps to finalise feedback for the meeting  days before the meeting

[Edit email template](#)

- iii. **For Staff Members:** adjust the days the staff will be reminded to summarise the pending actions before the meeting and to announce and close the Touch Point after the meeting.

### Automated Email Reminders

Set email reminders for specific activities before and after the meeting

[Students](#) ⓘ [Reps](#) ⓘ [Staff](#)

---

**Send a summary of pending actions to the assigned staff** 🟢

Send summary of pending actions to assigned staff  days before the meeting

[Edit email template](#)

**Announce and close the Touch Point** 🟢

Remind staff to announce and close the Touch Point every  days after the meeting

[Edit email template](#)

## 3. Modify Content :

- a. Click Edit Email Template to customise the notification message for students, reps or staff.

[Students](#) ⓘ [Reps](#) ⓘ [Staff](#)

---

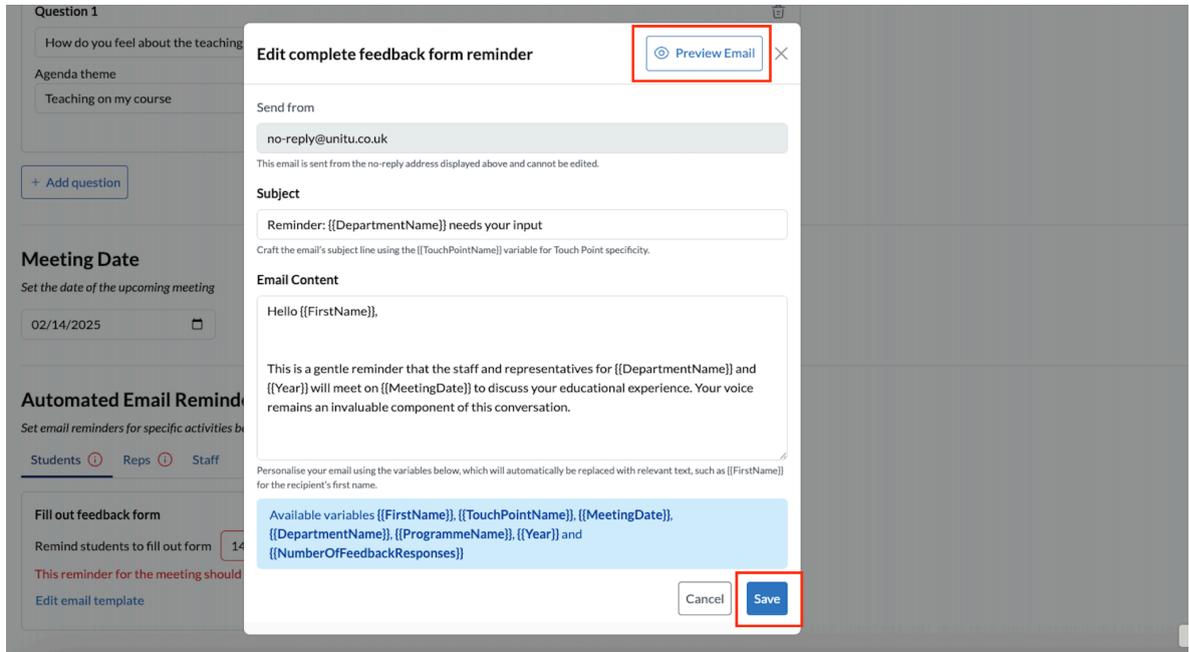
**Fill out feedback form** 🟢

Remind students to fill out form  days before the meeting

This reminder for the meeting should be sent at least one day after the current date

[Edit email template](#)

- b. Edit the Email Message** – Modify the contents of the email to match your communication needs.
- c. Click "Preview"** – Review how the email will appear before sending.
- d. Click "Save"** to save the changes and close the window.



## Step 5: Publish the Touchpoint

1. Click **Publish Touchpoint** to finalise the setup. (*Ensure all details are correct before publishing, as changes might require additional notifications to be sent.*)

### Automated Email Reminders

Set email reminders for specific activities before and after the meeting

[Students](#) ⓘ [Reps](#) ⓘ [Staff](#)

#### Fill out feedback form 🟢

Remind students to fill out form  days before the meeting

*This reminder for the meeting should be sent at least one day after the current date*

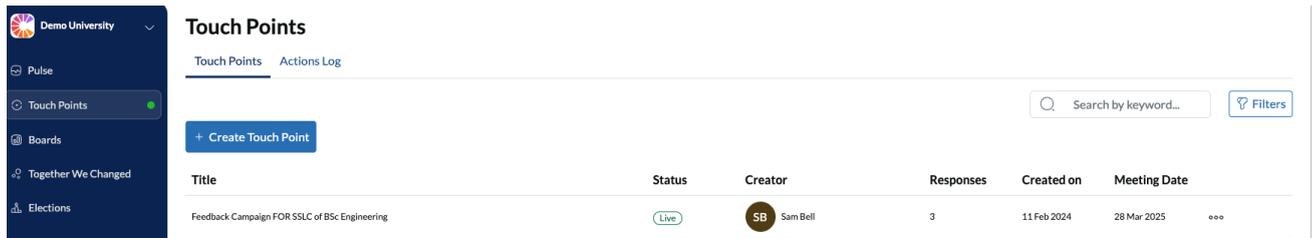
[Edit email template](#)

**Publish Touch Point**

## 2. Collecting Feedback

### Step 1: Monitor Responses in Real-Time

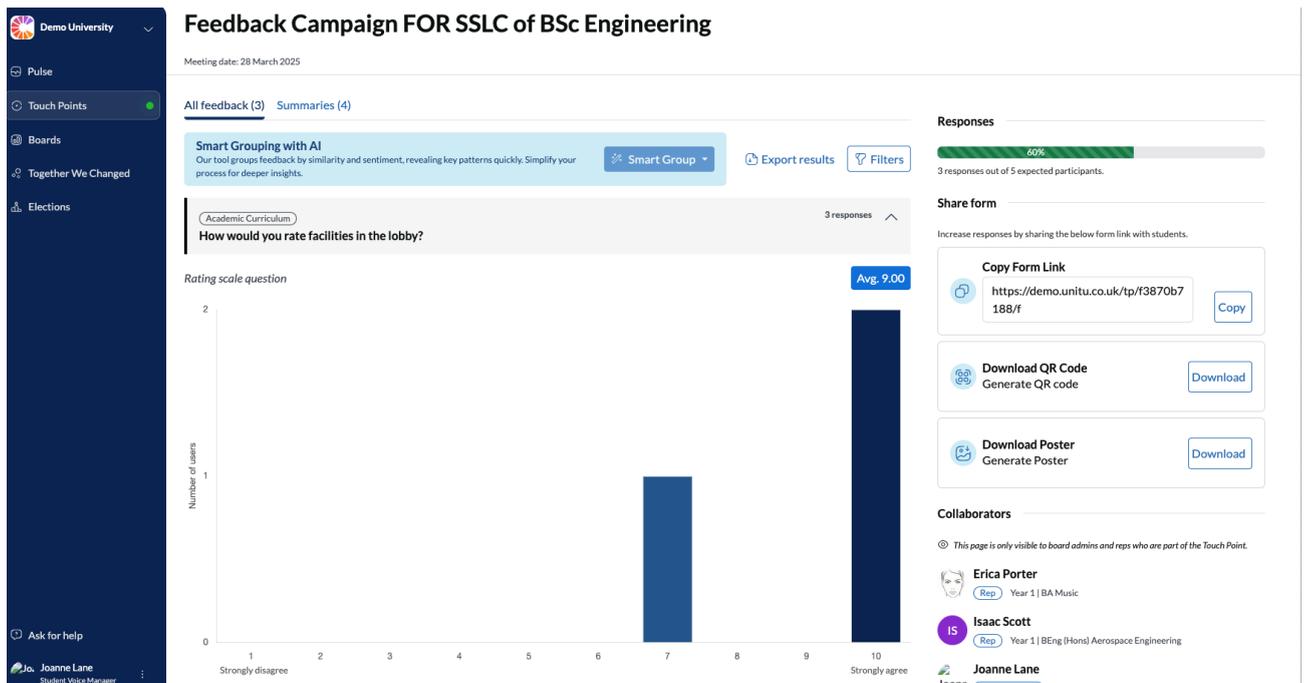
- Go to the **“Touch Point”** main page and open the relevant **Student Rep Forum**.



The screenshot shows the 'Touch Points' dashboard for Demo University. It features a sidebar with navigation options like Pulse, Touch Points, Boards, and Elections. The main area displays a table of touch points with columns for Title, Status, Creator, Responses, Created on, and Meeting Date.

Title	Status	Creator	Responses	Created on	Meeting Date
Feedback Campaign FOR SSLC of BSc Engineering	Live	SB Sam Bell	3	11 Feb 2024	28 Mar 2025

- Each question appears as a **tab**, with responses displayed underneath.



The screenshot shows the 'Feedback Campaign FOR SSLC of BSc Engineering' page. It displays a question: 'How would you rate facilities in the lobby?' with a rating scale from 1 to 10. The average rating is 9.00. The page also shows a bar chart of responses, a 'Smart Grouping with AI' feature, and options to export results, filters, and share the form (Copy Form Link, Download QR Code, Download Poster). Collaborators listed include Erica Porter, Isaac Scott, and Joanne Lane.

- Use the **real-time monitoring** feature to identify any trends or recurring issues.

### Step 2: Share Links and QR Codes

- On the right side of the Touchpoint page, access:
  - Feedback form link**
  - QR code**
  - Poster**
- Share the QR code or link with students during lectures to improve response rates.
- Consider embedding the QR code in course materials or email reminders.

**Demo University**

- Pulse
- Touch Points**
- Boards
- Together We Changed
- Elections

## Feedback Campaign FOR SSLC of BSc Engineering

Meeting date: 28 March 2025

All feedback (3) Summaries (4)

**Smart Grouping with AI**  
Our tool groups feedback by similarity and sentiment, revealing key patterns quickly. Simplify your process for deeper insights.

Smart Group ▾

Export results   Filters

Academic Curriculum   3 responses ▾

**How would you rate facilities in the lobby?**

**Responses**

60%

3 responses out of 5 expected participants.

**Share form**

Increase responses by sharing the below form link with students.

**Copy Form Link**

https://demo.unitu.co.uk/tp/f3870b7188/f

Copy

**Download QR Code**  
Generate QR code

Download

**Download Poster**  
Generate Poster

Download

## 3. Meeting Preparation

### Step 1: Summarise Responses

- Before the meeting, summarise student feedback:
  - Select responses manually or use **Select All**.
  - Apply filters by **programme** or **year**.
  - Click **“Summarise with AI”** (top right) to generate summaries.
  - Review AI-generated summaries before confirming.
- AI summaries provide a quick overview but should be reviewed for accuracy.

6 feedback items selected

Summarise with AI

- Pulse
- Touch Points**
- Boards
- Together We Changed
- Elections

Ask for help

Select all (6)

**Anonymous Responder** 16/10/2024

Year 1 | Rep Hub | BSc in Economic and Social Sciences

**Rating: 8**

ccccccc

**Anonymous Responder** 16/10/2024

Year 1 | Rep Hub | BSc in Economic and Social Sciences

**Rating: 8**

---

**Anonymous Responder** 09/09/2024

Year 1 | Rep Hub | BSc in Economic and Social Sciences

**Rating: 10**

sdadas

**Anonymous Responder** 15/07/2024

Year 1 | Rep Hub | BSc in Economic and Social Sciences

**Rating: 8**

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**Anonymous Responder** 15/07/2024

Year 1 | Rep Hub | BSc in Economic and Social Sciences

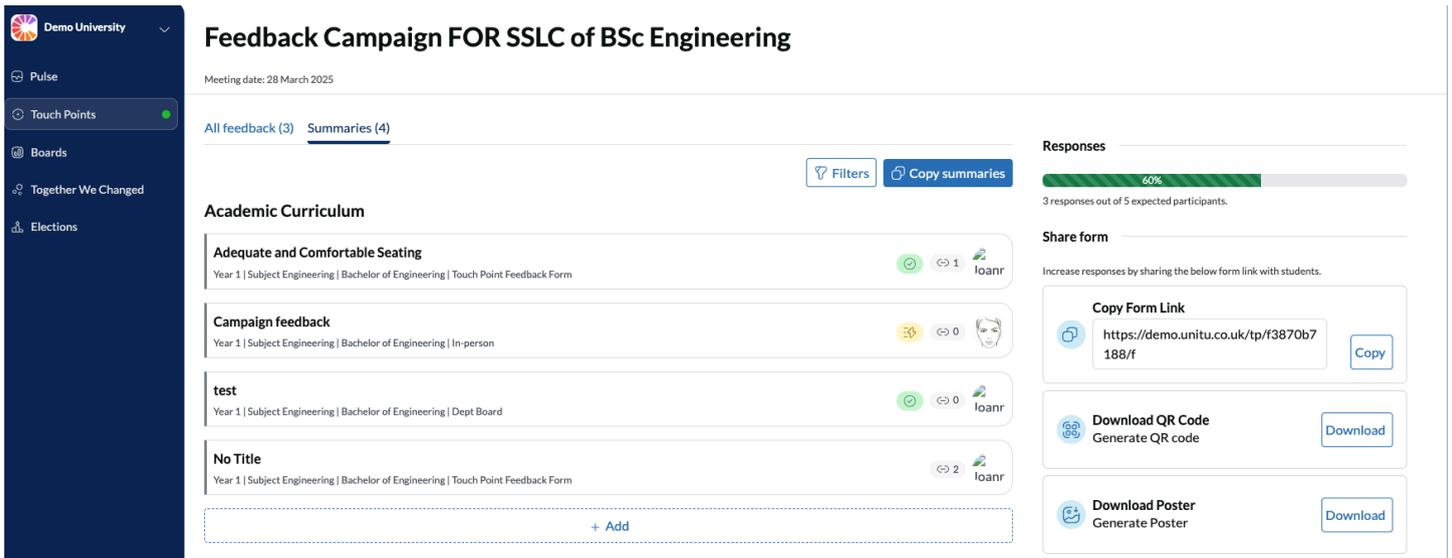
**Rating: 5**

Online learning has been challenging due to technical issues and a lack of engagement during lectures. More interactive elements would help improve the experience.

## 4. During and After the Meeting

### Step 1: Discuss Summaries in the Meeting

- Use the AI-generated summaries to facilitate discussions with student reps and staff.
- Encourage reps to share additional insights beyond the written responses.



**Feedback Campaign FOR SSLC of BSc Engineering**  
Meeting date: 28 March 2025

All feedback (3) **Summaries (4)**

**Academic Curriculum**

- Adequate and Comfortable Seating**  
Year 1 | Subject Engineering | Bachelor of Engineering | Touch Point Feedback Form
- Campaign feedback**  
Year 1 | Subject Engineering | Bachelor of Engineering | In-person
- test**  
Year 1 | Subject Engineering | Bachelor of Engineering | Dept Board
- No Title**  
Year 1 | Subject Engineering | Bachelor of Engineering | Touch Point Feedback Form

Filters Copy summaries

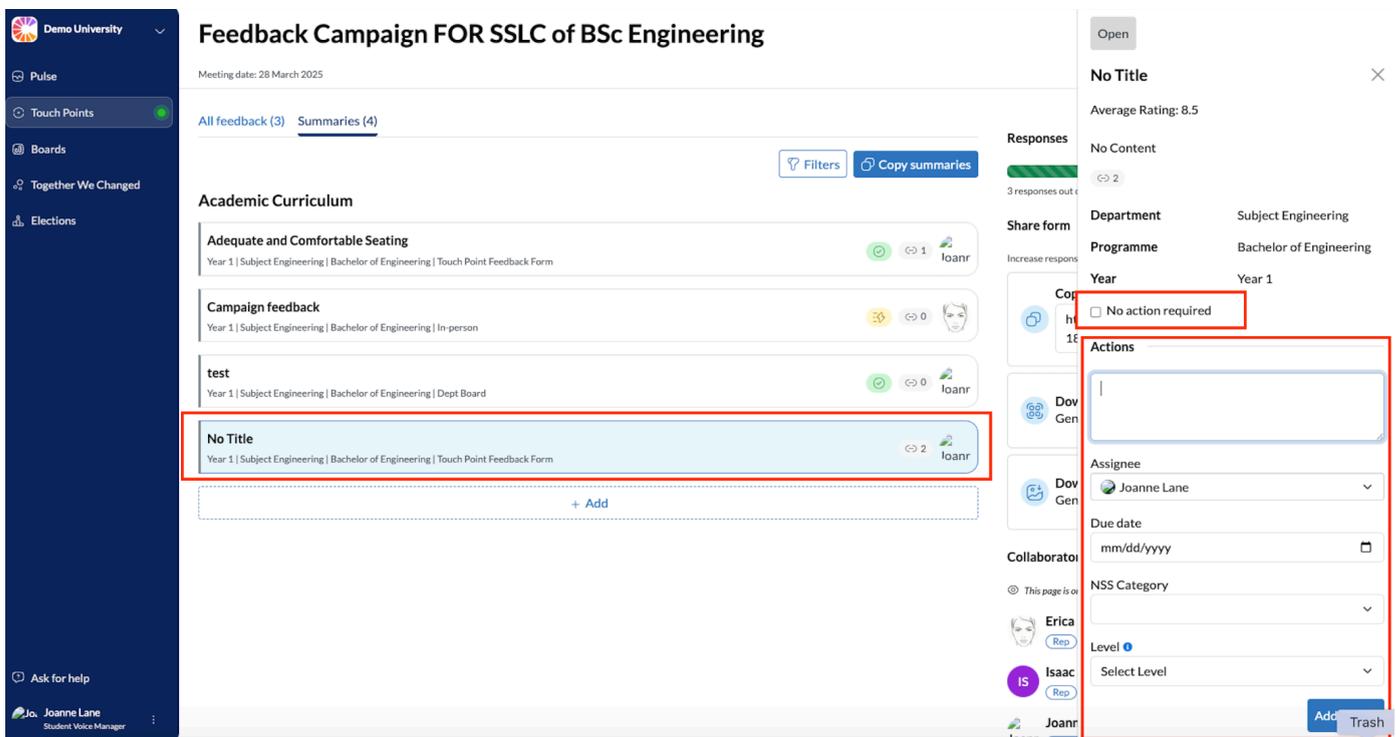
**Responses**  
60%  
3 responses out of 5 expected participants.

**Share form**  
Increase responses by sharing the below form link with students.

- Copy Form Link**  
https://demo.unitu.co.uk/tp/f3870b7188/f
- Download QR Code**  
Generate QR code
- Download Poster**  
Generate Poster

### Step 2: Assign Actions Post-Meeting

- Click on each **summary** to add an **action item**.
- If no action is needed, tick **No action is required**.
- Actions should be specific, measurable, and time-bound to ensure accountability.



**Feedback Campaign FOR SSLC of BSc Engineering**  
Meeting date: 28 March 2025

All feedback (3) **Summaries (4)**

**Academic Curriculum**

- Adequate and Comfortable Seating**  
Year 1 | Subject Engineering | Bachelor of Engineering | Touch Point Feedback Form
- Campaign feedback**  
Year 1 | Subject Engineering | Bachelor of Engineering | In-person
- test**  
Year 1 | Subject Engineering | Bachelor of Engineering | Dept Board
- No Title**  
Year 1 | Subject Engineering | Bachelor of Engineering | Touch Point Feedback Form

Filters Copy summaries

**Responses**  
Average Rating: 8.5  
No Content  
3 responses out of 5 expected participants.

**Share form**  
Increase responses by sharing the below form link with students.

**Actions**

No action required

Assignee: Joanne Lane

Due date: mm/dd/yyyy

NSS Category: Select Level

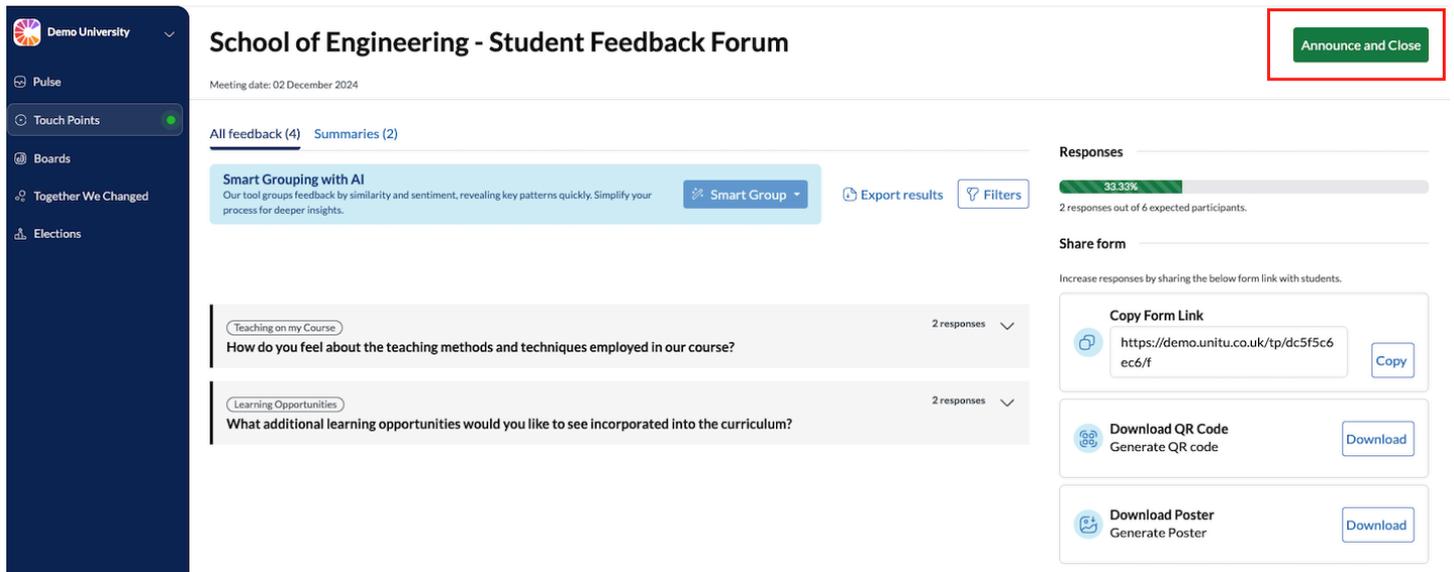
Level: Select Level

Add Trash

## 5. Announcing and Closing Touchpoints

### Step 1: Finalise Actions and Close the Feedback Loop

- After all actions have been added, click **Announce and Close** (top right).
- This notifies students about the outcomes of the meeting.
- Keeping students informed helps build trust and engagement with the feedback process.

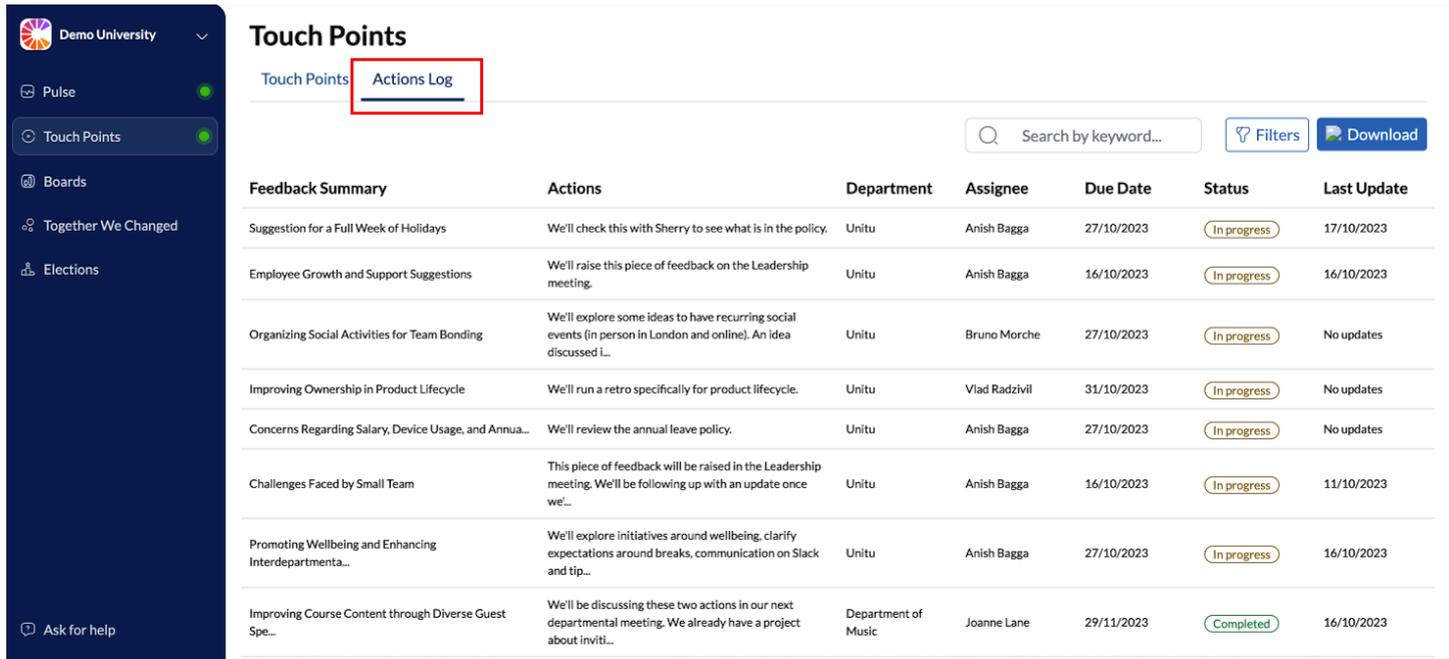


The screenshot shows the Onitu interface for a 'School of Engineering - Student Feedback Forum'. The top right corner features a red-bordered button labeled 'Announce and Close'. The main content area displays 'All feedback (4) Summaries (2)' with a 'Smart Grouping with AI' section. Below this, two feedback questions are listed: 'How do you feel about the teaching methods and techniques employed in our course?' and 'What additional learning opportunities would you like to see incorporated into the curriculum?'. The right sidebar shows 'Responses' (33.33%, 2 responses out of 6 expected participants) and 'Share form' options, including 'Copy Form Link', 'Download QR Code', and 'Download Poster'.



## 6. Updating Actions

Actions recorded during **Stage 4: During and After the Meeting** are automatically listed under the **Action Logs** tab within Touchpoints. This tab provides a table displaying all actions created for **Touchpoints** on Unitu.

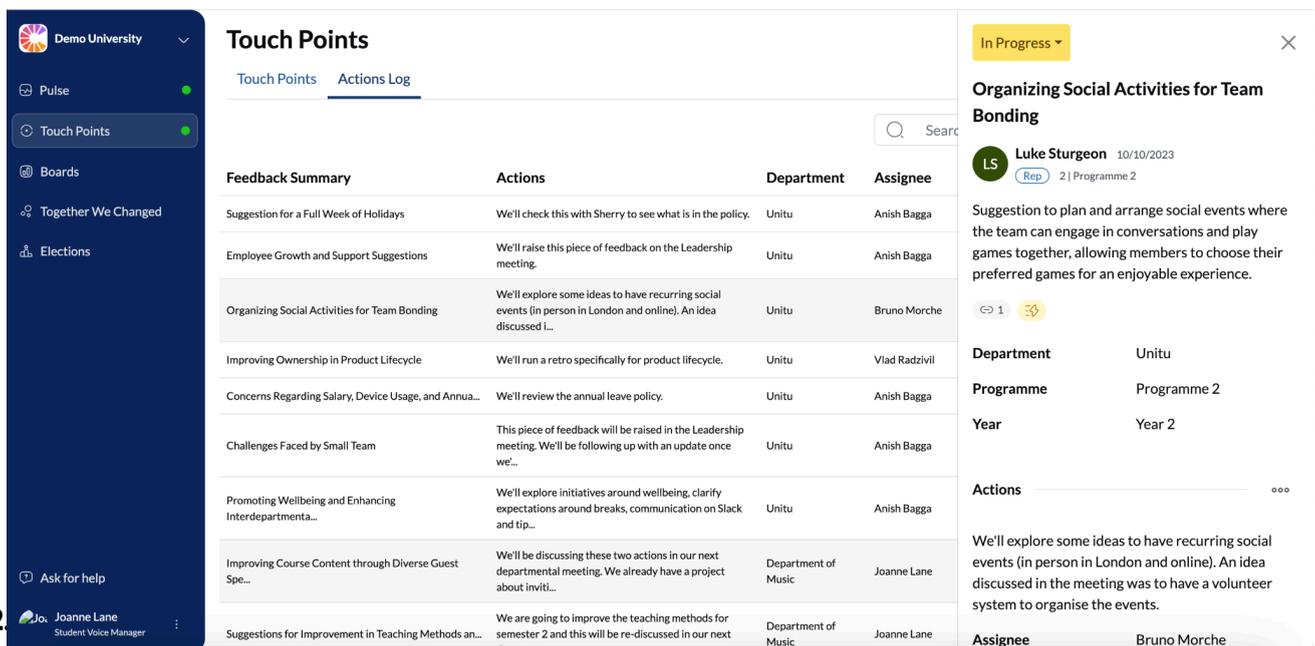


Feedback Summary	Actions	Department	Assignee	Due Date	Status	Last Update
Suggestion for a Full Week of Holidays	We'll check this with Sherry to see what is in the policy.	Unitu	Anish Bagga	27/10/2023	In progress	17/10/2023
Employee Growth and Support Suggestions	We'll raise this piece of feedback on the Leadership meeting.	Unitu	Anish Bagga	16/10/2023	In progress	16/10/2023
Organizing Social Activities for Team Bonding	We'll explore some ideas to have recurring social events (in person in London and online). An idea discussed i...	Unitu	Bruno Morche	27/10/2023	In progress	No updates
Improving Ownership in Product Lifecycle	We'll run a retro specifically for product lifecycle.	Unitu	Vlad Radzivil	31/10/2023	In progress	No updates
Concerns Regarding Salary, Device Usage, and Annua...	We'll review the annual leave policy.	Unitu	Anish Bagga	27/10/2023	In progress	No updates
Challenges Faced by Small Team	This piece of feedback will be raised in the Leadership meeting. We'll be following up with an update once we...	Unitu	Anish Bagga	16/10/2023	In progress	11/10/2023
Promoting Wellbeing and Enhancing Interdepartmenta...	We'll explore initiatives around wellbeing, clarify expectations around breaks, communication on Slack and tip...	Unitu	Anish Bagga	27/10/2023	In progress	16/10/2023
Improving Course Content through Diverse Guest Spe...	We'll be discussing these two actions in our next departmental meeting. We already have a project about invit...	Department of Music	Joanne Lane	29/11/2023	Completed	16/10/2023

### How to Update an Action:

#### 1. Select the Action

- Click on an action to view its details in the right-hand panel.



Feedback Summary	Actions	Department	Assignee
Suggestion for a Full Week of Holidays	We'll check this with Sherry to see what is in the policy.	Unitu	Anish Bagga
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Improving Course Content through Diverse Guest Spe...	We'll be discussing these two actions in our next departmental meeting. We already have a project about invit...	Department of Music	Joanne Lane
Suggestions for Improvement in Teaching Methods an...	We are going to improve the teaching methods for semester 2 and this will be re-discussed in our next departme...	Department of Music	Joanne Lane

**In Progress** ✕

**Organizing Social Activities for Team Bonding**

**Assignee:** LS **Luke Sturgeon** 10/10/2023  
Rep 2 | Programme 2

Suggestion to plan and arrange social events where the team can engage in conversations and play games together, allowing members to choose their preferred games for an enjoyable experience.

**Department:** Unitu  
**Programme:** Programme 2  
**Year:** Year 2

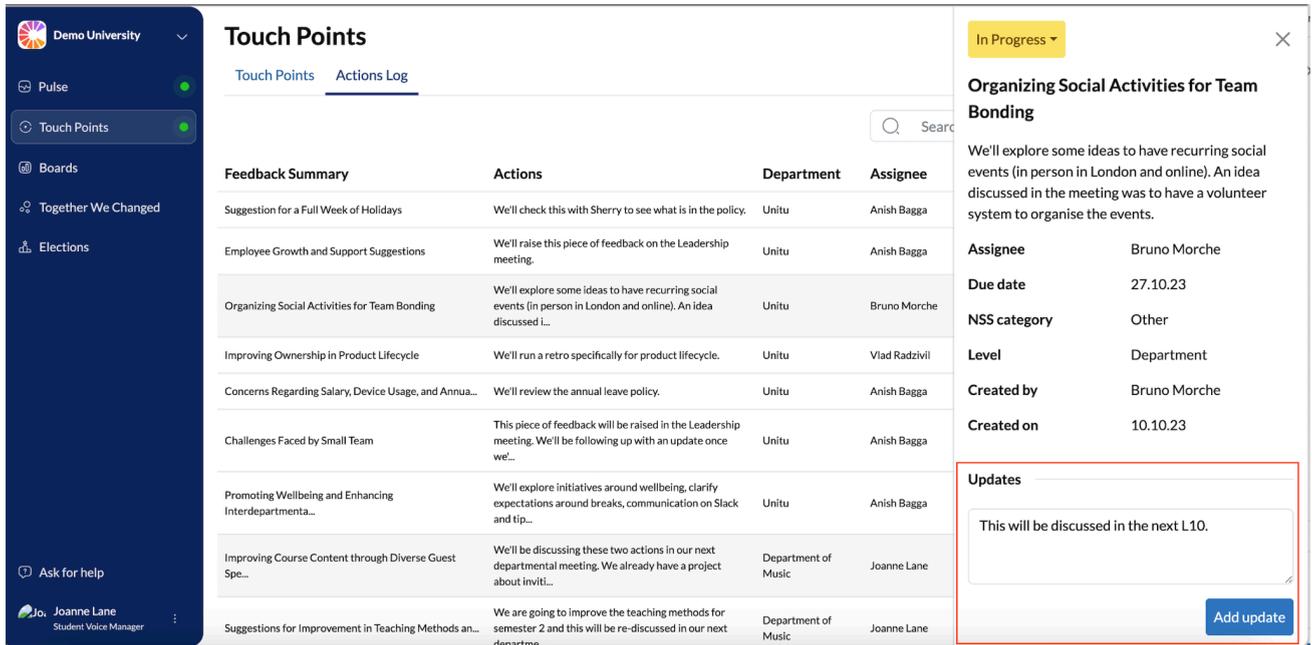
**Actions:** ⋮

We'll explore some ideas to have recurring social events (in person in London and online). An idea discussed in the meeting was to have a volunteer system to organise the events.

**Assignee:** Bruno Morche

- Scroll to the bottom of the action details panel.

- Enter relevant updates.
- Click "Add Update" to save changes.



**Touch Points**

Touch Points Actions Log

Feedback Summary	Actions	Department	Assignee
Suggestion for a Full Week of Holidays	We'll check this with Sherry to see what is in the policy.	Unitu	Anish Bagga
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Improving Course Content through Diverse Guest Spe...	We'll be discussing these two actions in our next departmental meeting. We already have a project about invit...	Department of Music	Joanne Lane
Suggestions for Improvement in Teaching Methods an...	We are going to improve the teaching methods for semester 2 and this will be re-discussed in our next departme...	Department of Music	Joanne Lane

**In Progress**

**Organizing Social Activities for Team Bonding**

We'll explore some ideas to have recurring social events (in person in London and online). An idea discussed in the meeting was to have a volunteer system to organise the events.

**Assignee** Bruno Morche

**Due date** 27.10.23

**NSS category** Other

**Level** Department

**Created by** Bruno Morche

**Created on** 10.10.23

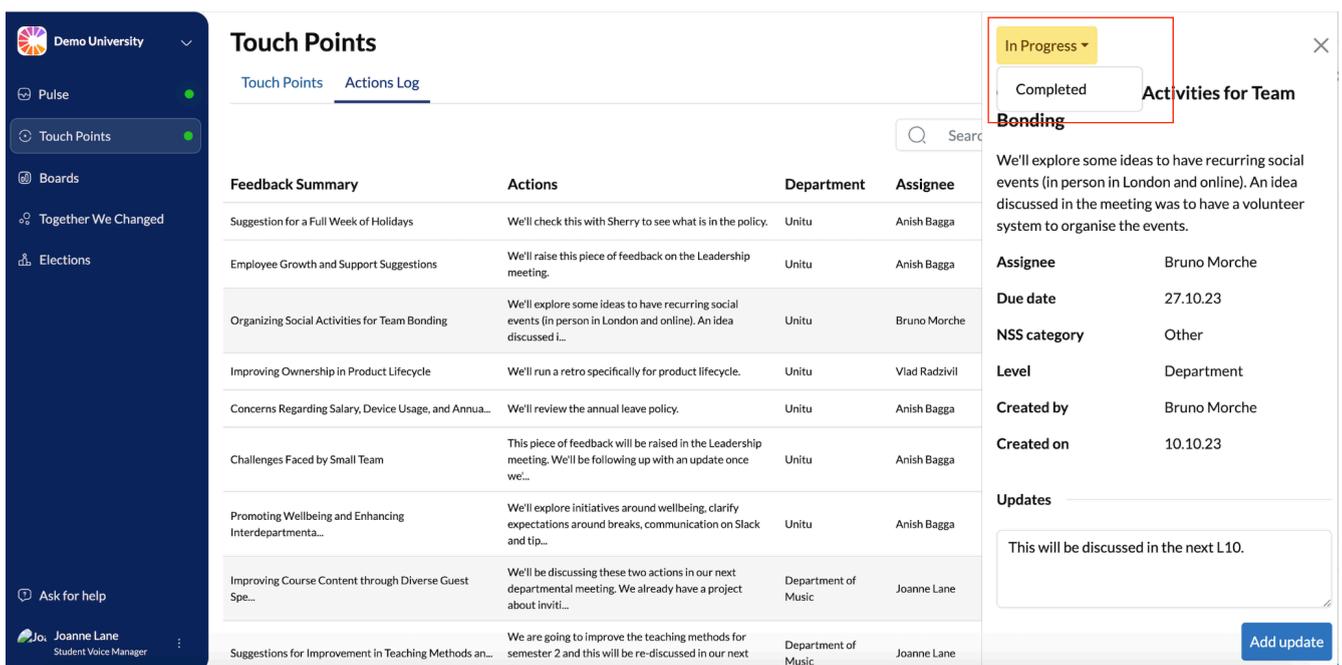
**Updates**

This will be discussed in the next L10.

**Add update**

### 3. Update the Status

- The status dropdown at the top of the panel defaults to **"In Progress"** for newly created actions.
- Once the action is complete, update the status by selecting one of the following:
  - **"Completed"** – Add a resolution.
  - **"Change Made"** – Provide details of the change.



**Touch Points**

Touch Points Actions Log

Feedback Summary	Actions	Department	Assignee
Suggestion for a Full Week of Holidays	We'll check this with Sherry to see what is in the policy.	Unitu	Anish Bagga
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Suggestions for Improvement in Teaching Methods an...	We are going to improve the teaching methods for semester 2 and this will be re-discussed in our next departme...	Department of Music	Joanne Lane

**In Progress**

**Completed**

**Activities for Team Bonding**

We'll explore some ideas to have recurring social events (in person in London and online). An idea discussed in the meeting was to have a volunteer system to organise the events.

**Assignee** Bruno Morche

**Due date** 27.10.23

**NSS category** Other

**Level** Department

**Created by** Bruno Morche

**Created on** 10.10.23

**Updates**

This will be discussed in the next L10.

**Add update**

All changes are automatically updated on the Unitu Together We Changed page, providing full visibility and transparency, alongside the changes made through the feedback boards.

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For further assistance, contact Unitu at [support@unitu.co.uk](mailto:support@unitu.co.uk).