



## Unitu

Unitu

Available to purchase until 31/12/2026

Unitu is an award-winning platform that helps universities and Student Unions collect, act and analyse student feedback all in real-time. Stay ahead of potential problems and continuously improve students experience, whilst closing the feedback loop.

## Key Facts

### Benefits

- Discounted pricing
- Fixed pricing for 1 or 3 years (depending on term you choose)
- Small scale pilot option
- Analytics of data as standard for all licence options
- Support and Student Rep training as standard for all licence options

### Important dates

**Agreement Start:** 1 January 2024

**Agreement End:** 31 December 2026

### Licence Type

Per User

### Commitment Period

1 or 3 Years

### Trial

Free trials are available. Please contact [support@unitu.co.uk](mailto:support@unitu.co.uk) for further information.

### Eligible Institutions

Higher and Further Education, Research Councils, Associated Sites, Charities in the United Kingdom and Third Level Institutions in Ireland

### Background Information

This Agreement has been negotiated by Chest in response to a need within the academic community.

## Product Information

## Supplier Details

**Licensor:** UNITU LTD, Registered office address 2 Viscount House, 8 Lakeside Drive, London, United Kingdom, NW10 7GS

## Product Description

- Originated from the experience of a student rep back in 2012
- Winner of the summer of student innovation in 2015 with Jisc
- One of the very first companies that both Emerge Education and Jisc invested in
- Winner of Times Higher Education - Technological Innovation of the Year 2019
- Over 200K students are using Unitu annually

### Products Available

Institutions are able to licence either a Basic, Standard or Advanced package with Unitu. Please see below for further information on what is included within each package and some further explanations of the products:

	Basic	Standard	Advanced
Staff Users	2 Staff users	5 Staff users	Unlimited Staff users
Campaigns	1 Campaign p/m	10 Campaigns p/m	Unlimited
Action Logs	✓ <input type="checkbox"/>	✓ <input type="checkbox"/>	✓ <input type="checkbox"/>
Boards	1 Board	3 Boards	Unlimited
Together We Changed	-	✓ <input type="checkbox"/>	✓ <input type="checkbox"/>
Export Data	✓ <input type="checkbox"/>	✓ <input type="checkbox"/>	✓ <input type="checkbox"/>
Analytics	Basic	Basic	Basic + Custom
Support			
Staff and Rep Online Training Course	✓ <input type="checkbox"/>	✓ <input type="checkbox"/>	✓ <input type="checkbox"/>
Check-in calls	Termly Check-in calls	Monthly Check-in calls	Bi-weekly check-in calls
Support	Email support - 48 hour reply	Email support - 24 hour reply	Email & app support - 12 hour reply
Dedicated Account Manager	-	✓ <input type="checkbox"/>	✓ <input type="checkbox"/>
Termly Executive Business Reviews	-	-	✓ <input type="checkbox"/>
Integrations			
Single Sign On	-	✓ <input type="checkbox"/>	✓ <input type="checkbox"/>
Student record System	-	-	✓ <input type="checkbox"/>
VLE [Blackboard, Canvas, Moodle]	-	-	✓ <input type="checkbox"/>
Email Integration	-	-	✓ <input type="checkbox"/>

## **Feedback Boards**

Enables broad, open, and representative feedback, promoting real-time student voice, and co-creation of solutions with students.

Recommended for institutions needing timely insights into student experiences and closing the feedback loop more effectively.

Learn more about Feedback Boards by [following the link](#) and by watching this [video](#).

## **Feedback Campaign**

Unitu's Feedback Campaigns Streamlines and automates student voice meetings, enhancing student and rep engagement and post-meeting transparency of minutes and action logs.

Ideal for institutions seeking to gain representative feedback, centralise their feedback process and enhance meeting effectiveness.

Learn more about Feedback Campaigns by [following the link](#).

## **Insights**

Unitu's Insights feature offers custom reporting, giving institutions the ability to gather feedback from student voice meetings, real-time feedback, and other sources. Additionally, management receives both a high-level and detailed perspective on patterns and trends within the institution and its departments. This includes insights on what is going well, what needs improvement, and crucially, the actions being implemented to enhance the student experience.

Learn more about Insights by [following the link](#).

## **Elections**

Unitu's Elections offers a complete, customisable and automated election system, simplifying the process and boosting student participation.

Suited for institutions looking for a centralised, democratic and streamlined elections process that saves staff time and increases the number of positions filled.

Learn more about Elections by [following the link](#) or by watching this [video](#).

## **Quotes from existing Unitu Customers**

*"It saves time in collating the information, especially with the AI tool, that was the biggest saving. I'd reviewed all the feedback and created the agenda - a job that would have taken me all day."* - **Sarita Robinson, Associate Dean, University of Central Lancashire**

*Over the last 18 months, we have introduced Unitu, the online student feedback platform, which has enabled us to respond to student feedback in real-time and allowed us to close the feedback loop. Unitu, along with working in close partnership with the University and the hard work of staff has been key to this year's result.* - **Head of Membership Services at Wrexham Glyndwr Students' Union**

*Our NSS scores on Student Voice were fantastic this year, I think Unitu has played a big part in that as the change was biggest in our college where we use it most actively.* - **Patricia Xavier, Engineering College Student Engagement Lead, University of Swansea.**

*"On a macro level across an institution, the whole university can see where issues have occurred."* - **Matt Rowley, Department Manager, LSE Department of Law**

*"Student feedback is vital to the University. We support our students and we want them to do well. We use Unitu to help students to provide feedback to ensure that we are delivering to our values. Whether the news is good or bad or we can do things better. It's really important we receive feedback from our students"* - **Dr. Philip Hallam, CEO, Arden University**

*'Unitu gives us the ability to see patterns of feedback that appear not only across departments and faculties, but across the institution as a whole. This insight could be used to inform broader policy and operational approaches, identify solutions that are of genuine relevance to students and focus on the enhancements that deliver the most impact to the student experience.'* **Chris Neil, UCL, Head of UCL Engineering's Digital Innovation Unit**

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## **Service and Support**

## Trials

To learn more about the free trials, please contact [bruno@unitu.co.uk](mailto:bruno@unitu.co.uk)

## Product Documentation

TBC

## Training and Training Materials

Webinars and in-person training are included in the onboarding process. Additional training is also available on an on-demand and ad-hoc basis.

## Technical Support

For technical support please review our technical [documentation](#) first. If your questions are not answered, we suggest getting in touch with [support@unitu.co.uk](mailto:support@unitu.co.uk) and we can put you in touch with with relevant technical support team member to address your queries.

## Supplier Web Address

[www.unitu.co.uk](http://www.unitu.co.uk)

## System releases, new versions and functionality

The Licensee is entitled to all updates and new versions that are made generally available to the Supplier's customers.

Unitu regularly updates its platform to incorporate new features and functionality that enhance user experience and engagement.

## Platforms

Web-based, responsive through mobile and native iOS and Android apps available on the apps stores.

## Method of delivery of product

Software as a Service, accessible online.

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## Useful resources

Unitu's monthly webinars, known as the "Engaging Student Voices" series, bring together higher education professionals to explore various aspects of student engagement and experience. These webinars cover themes such as capturing student feedback effectively, ensuring diverse representation, aligning staff with student engagement initiatives, closing the feedback loop to show students that their voices lead to concrete outcomes, and examining data and insights to make meaningful changes.

To explore Unitu's past and upcoming webinars, visit [Unitu's Webinar page](#).

## Case Studies

Click to read a case study from [Wrexham University](#)

Click to read a case study from [Swansea University](#)

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## Terms and Conditions

**Licensor:** UNITU LTD, Registered office address 2 Viscount House, 8 Lakeside Drive, London, United Kingdom, NW10 7GS

**The Chest Order, together with the Licence Terms and Conditions, and any exceptions listed below, create a legally binding contract between your institution, organisation or company and the Licensor. Therefore please read the terms and conditions**

carefully and only submit a Chest Order if its terms and conditions are acceptable to your institution, organisation or company and you have the authority to make the financial commitment shown.

## Licence Type

This licence is subject to the terms and conditions for the [Standard Chest Licence for Software \(October 2023\)](#)

## Payment Terms

Where Licensed Institutions have elected to pay the full three-year fee upfront, Jisc will invoice Licensed Institutions for the full fee on receipt of a completed order.

Where Licensed Institutions have elected to pay annually, Jisc will invoice for the initial fee on receipt of a completed order. Sites will then be invoiced annually three months in advance of the anniversary of their licence start date until the end of the licence.

You are advised that because of the requirement for Jisc to collect monies due before the anniversary date two charges may initially fall into one academic accounting year.

**Chest is an Enterprise of Jisc. All Purchase orders must be made out to Jisc Services Ltd, 4 Portwall Lane, Bristol, BS1 6NB to cover all charges plus VAT.**

All terms contained in a PO are expressly rejected and do not form part of the Licence or vary the Licence terms in any way.

Payments are due within thirty days of invoice date; recipients of late payments are entitled to interest in accordance with **UK statutory provisions**.

## Location and Use Permissions

Home use by students and staff is permitted

## Supplier GDPR

### [Privacy Notice - Unitu](#)

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Commercial in confidence

Operating address: Chest (a Jisc Enterprise), 4 Portwall Lane, Bristol. BS1 6NB email:help@chest.ac.uk tel:0300 121 0878

Jisc (Registered Office), 4 Portwall Lane , Bristol, BS1 6NB | Charity No. 1149740 | Company No. 5747339