# Course Rep Training

# Plan for the Day

- Welcome & Introduction

- Structures: Who's who and where do you fit in?

- Meetings: Student & Dean Forums & Course Committees

- The Feedback Loop

- Gathering, Raising and Resolving Feedback

- Scenario Exercise

- Signposting: Other UAL Services

- Upcoming Dates and Events

- Summary

# Just so you know...

- There will be a 15-minute break midway through this session.

- We have allocated specific times for your questions; if you have a question, write it down on the slido we'll make sure it gets answered.

- We will send you these slides!

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**#4049 174**

# Training Objectives

By the end of this session, you will have learned...

- **Representation and Staff Structures**: The student representation and staff structure at Arts SU and UAL, and where you fit into this.

- **Meetings**: What Student & Dean Forums & Course Committees are, and how you contribute to them.

- **Feedback:** How to gather, raise and resolve student feedback in your role.

- **Signposting and Boundaries:** What to do if a student approaches you with something outside of your responsibilities

# Introductions

Representation & Democracy Team
- Education Quality Coordinators
  - Emily & Lee = CSM & LCF
  - Laura & Rachel = CCW & LCC
- Rep & Dem Manager
  - Helena
- Campaigns & Student Voice Coordinator
  - Shane

Now introduce yourself!
- Your name
- Your course
- Have you been a course rep before? Why did you volunteer?

# Structures:
*Who is who and how do we work together?*

# The Staff Structure

There are a lot of people...

**Court of Governors** — Highest level of sign off – in charge of UAL as a charitable body

**Executive Board** — Most senior staff – James Purnell (President), Heads of Colleges etc
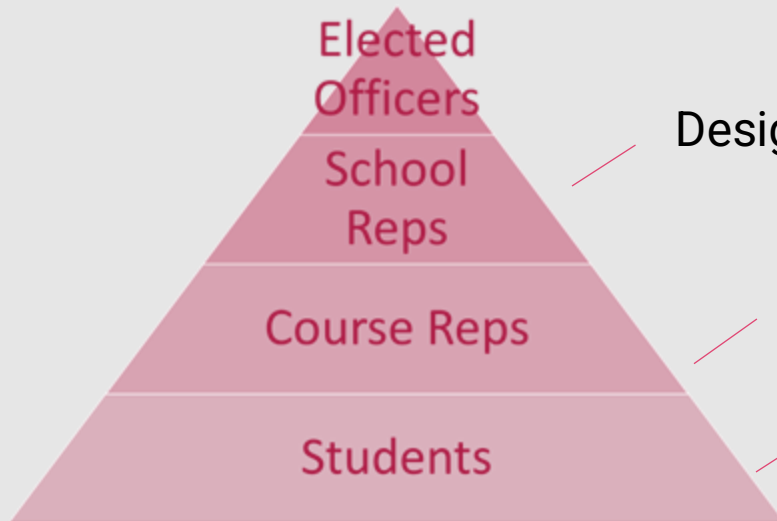
**School Deans** — School reps' focus – Each school's most senior academic staff

**Programme Directors** — Your focus! – They manage course- level changes

**Course Leaders**

# The Student Rep System



Elected Officers

School Reps

Design School: Karen Maley, Lynn Marji

Course Reps

You!

Students

C. 18,000

# What is a course rep

This is probably pretty familiar!

- Day to day you are a friendly face and connector of students on your course - there to speak to them ahead of meetings, collect their feedback, and share that with staff members.

- It is a volunteer role, designed to effect change and improve the student experience on your course.
  - If your issues can't be sorted at a course level, that is when they should be escalated to school reps and then college officers

- Should only be a couple of hours of work per week, often concentrated around key dates

Meetings:

*Student & Dean Forums and Course Committees*

# Course Committees

## How do I use a Course Committee meeting?

- Involves: **Course Committees are meetings with course leaders** and other course staff that will enable you to raise topics, discuss developments and advocate for  change on your course.

- They take place once per term, organized by your Course Leaders and Program Administrators – look out for invitations from them for this one!

- Your role is to actively contribute to discussions, communicate student feedback and shape the development of your course

- You can contact your course's Program Administrator in advance to obtain access to minutes from previous committees if you want to, and bring up any discussion points on the day

# Student & Dean Forums

## How do I use a Student and Dean Forum?

- Involves: **Course Reps, School Reps, College Officers, School Deans, the SU**
- Takes place after the Term's Course Committees, so useful for raising things that weren't resolved there, and to check progress of things that were raised
- You can submit agenda items to us beforehand, or just raise anything you'd like to discuss on the day!
- A great opportunity to get to know and collaborate with School Reps and College Officers, as well as other Course Reps from your school!
- These are really valued by Deans – they're always keen to hear from you, so don't be hesitant - you're the experts on Student Experience on your course!
- You will receive invitations to your Student Dean Forums from the SU

# Feedback:

*How to work with student feedback.*

Arts Students' Union

# What kind of things do I collect feedback on?

## Teaching and Learning

- What do you think of the teaching quality on your course?

- Are learning outcomes for assessments clear and understood?

- How do expectations and course-content match up?

## Learning Resources

- Do you have access to learning resources that you need?

- Experience of using Blackboard and/or Moodle?

- Are additional course costs clearly shared in advance and explained?

## Course Organization

- Have you had any problems with your timetable?

- Is there clear communication between staff and students when changes are made?

- Does your school/programme share information on how they respond to student feedback?

## Assignments and Feedback

- Do tutors provide you with timely feedback on your work?

- Do you find this feedback useful?

# The Feedback Loop
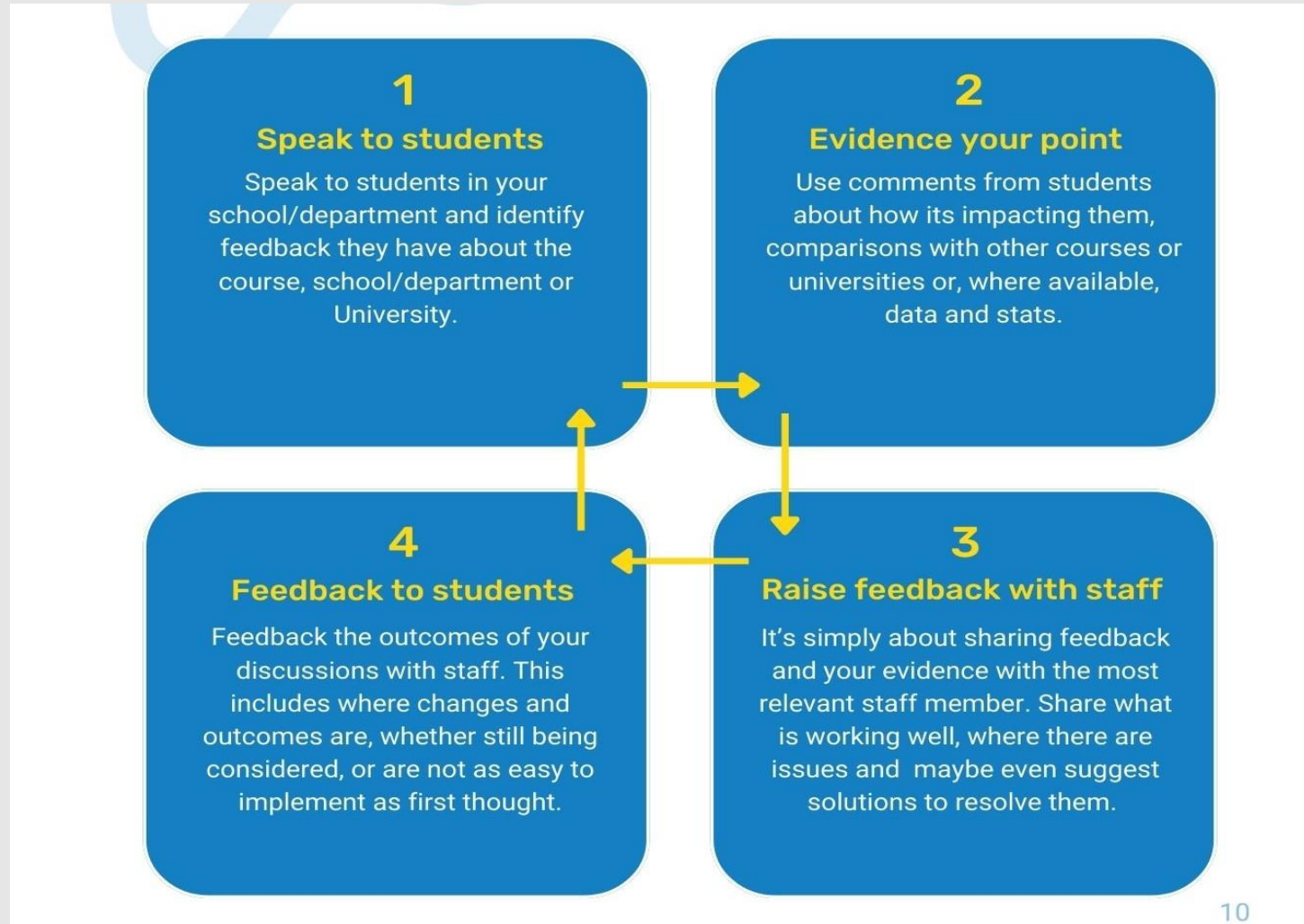
# Gathering feedback from students

Try a combination of approaches to find a way that works for you. This might include...

| APPROACH | PROS | CONS |
|---|---|---|
| *In-person conversations before or after class.* | • Use timetable to your advantage<br>• Students get to know you better<br>• Faculty can intro you | • Less time for students to reflect<br>• Big commitment<br>• Brain drain / lower engagement<br>• Harder to record feedback |
| *Create online survey & send via email* | • Curate & quantify feedback<br>• Saves time<br>• Responses are anonymised | • Students get lots of emails<br>• Emails can be ignored/archived<br>• You'll have to maintain a database of email address |
| *Start a Whatsapp group* | • Familiar platform<br>• Instant responses<br>• Wider reach | • Highly reactive<br>• Admin heavy<br>• Feedback not private |

# Raising Feedback

So, once you have insight from your fellow students, how do you begin moving towards resolution?

**There are a few main options available to you:**

- Student and Dean Forums

- Course Committees

- SU Ideas page

- All Members' Meeting – 30th November 2022

- Contacting College/Course staff

# Raising Feedback

**When might I contact College/Course Staff?**

- Sometimes for less systemic troubleshooting the best contacts can be College or Course staff e.g., course leaders or technicians, who can sort out certain things very efficiently

- Administrative staff e.g., Course Support Service are a great port of call for issues such as timetabling or communication concerns

# Raising Feedback

## Some helpful strategies to think about when raising feedback...

You don't always have to wait until the next scheduled meeting to raise feedback – feel free to reach out to relevant contacts sooner if you feel it's appropriate

Try contacting Staff in entry level positions first, before escalating to more senior members of staff – sometimes this is more effective!

Consider presenting a problem along with some more positive comments if you're unsure – a 'feedback sandwich'!

Staff really are keen to hear from you, so be confident in representing the views of your peers – you're the experts on Student Experience, don't be afraid to speak up!

Try to focus discussions on coming up with a solution to problems

# Resolving Feedback

- Keep track of feedback

- Communicate back to students

- Not everything will be resolved

# Resolving Feedback

**Keep track of feedback:**

- Take notes at meetings

- Work collaboratively with staff to identify timelines

- Follow up on action items with staff at future meetings

- Create a running list of feedback you've raised and the outcome

# Resolving Feedback

**Communicating back with students:**

- Close feedback loop: Contact peers with updates on action items and timelines

  - Even if the feedback hasn't been actioned yet

- Point them to location of publicly available notes

# Resolving Feedback

**Not everything will be resolved:**

- Some action items will be long term changes

- Some things may be dropped due to changing priorities

- Get in touch with Rep & Dem Team if you feel your feedback hasn't been received well or you're hitting major roadblocks

# Resolving Feedback

**Example Feedback Loop**

- **Feedback:** Students were frustrated with the early closing times of their studio spaces

- **Potential solution:** Stagger the closing time with another location, so that if one building closes they have the option of going to another space

- **Suggested timeline:** find out if it's possible this year, implement the following academic year

- **Communicate**: share action plan with students

- **Follow up:** via email or at following meeting

# Scenarios!

- Scenario #1: A student has told you they're concerned about an upcoming UAL staff union strike and how it might disrupt teaching and grading of assignments. Where would you raise this feedback?

- Scenario #2: Access to facilities/workshop times is affecting your course-mates. How can you get additional feedback and keep student informed about any progress on this issue?

# Scenarios!

Scenario #1: A student has told you they're concerned about an upcoming UAL staff union strike and how it might disrupt teaching and grading of assignments. Where would you raise this feedback?

- Discuss with course leaders

- Show support for students in conversations + meetings

- Sharing information with students, making sure UAL is sharing information with Course Leaders

- Speak to your school rep, who might bring it to college officer

- If it persists, you could go to the Dean
  - Send message directly
  - Student & Dean Forum

# Scenarios!

Scenario #2: Access to facilities/workshop times is affecting your course-mates. How can you get additional feedback and keep students informed about any progress?

• Raise topic with other Course Reps and/or School Reps

• Bring to Course Committee/Student Dean Forum Agendas

• Clarifying questions with Course Support Team

• Keep notes on progress

• Email/in person updates to students

# Signposting:
*Other useful student services*

# Signposting

- **When might I signpost to another UAL/SU service?**
- If a student raises a concern unrelated to academic representation, particularly if it is health, mental health and wellbeing related, **you are not expected to try to address this yourself in any way**
- The best response in this scenario is to explain where the Student can get expert help and support, e.g. the UAL Advice & Wellbeing Service
- We want to make sure you always care for yourselves in this role, and you are not expected to take on responsibility for these issues yourself

# UAL Services

| WHAT | WHY | HOW |
|---|---|---|
| UAL Counselling & Wellbeing | • Mental and physical health support<br>• Chaplaincy<br>• Counselling<br>• Wellbeing resources | • General staff: +44 (0)20 7514 6251 or counselling@arts.ac.uk<br>• Direct mental health support: +44 (0)20 7514 6426 or studenthealth@arts.ac.uk |
| Disability Service | • Advisors<br>• Funding<br>• Non-medical help providers | • disability@arts.ac.uk<br>• https://www.arts.ac.uk/students/student-services/disability-and-dyslexia |
| Library Services | • General academic support<br>• English language development<br>• Research & library skills<br>• Borrowing, space booking, printing | • academicsupport@arts.ac.uk<br>• https://www.arts.ac.uk/students/library-services/academic-support<br>• FAQs and ask a question: https://arts.ac.libanswers.com/ |
| SU Advice Service | • University issues .e.g. extenuating circumstances and appeals<br>• Housing issues | • https://www.arts-su.com/advice/ |
| Careers | • 1:1s<br>• CV support<br>• Employability workshops<br>• Job opportunities | • https://www.arts.ac.uk/students/student-careers |

Questions? Ask them on slido.com using #4049174

# Next Steps:
*Things to look out for*

# Coming up...

- **Annual Members' Meeting (AMM):**

  - November 30

- **Rep Social:**

  - December, date TBD

- **Cost of living survey**

# Coming up...

- **Look out in your inbox for:**

    - Invites to Course Committees from your Course

    - Invites to Student & Dean Forums from SU

    - SU Rep Newsletters

    - Emails from School Reps

    - We will send you: handbook, slides, course lists, school rep, college officers

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# Thank you