

# Welcome to Course Rep Training

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**Arts**  
**Students'**  
**Union**

# Plan for this session

- Learning Outcomes
- Our Team
- Course Reps: What is a Course Rep?
- Feedback: How to work with student feedback?
- Break (15 mins)
- Scenarios: How would you respond to these challenges?
- Signposting: Other useful student services
- Next Steps: Things to look out for

# Learning Outcomes

**By the end of this session, you will:**

- Understand how Course Reps fit into the UAL and Arts SU student and staff structures.
- Be able to constructively gather feedback from students and raise it with staff.
- Have knowledge of relevant meetings and understand their objectives.
- Know how to establish clear boundaries and signpost students to other services.

# Our Team

## Representation & Democracy

**Rep and Dem Manager** - Helena Schofield (She/Her)

## Education Quality Coordinators

- Emily (She/Her) & Lee (He/Him) > CSM & LCF
- Laura (She/Her) & Rachel (She/Her) > CCW & LCC

**Campaigns & Student Voice Coordinator** - Shane Simpkin (They/Them)

Introduce yourself...

- Your name
- Pronouns
- Course
- New or returning Rep?

# Course Reps:

*What is a Course Rep?*

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# What is a Course Rep?

- You are **volunteers** who advocate for **students' academic needs**.
- You **speak to students on your course**, find out about their experience and **share this with staff and School Reps**.
- You raise feedback at **key meetings** throughout the year and **via informal channels** with individuals (e.g. course leaders).
- You undertake **1-2 of hours of activity per week**, often concentrated around key dates.

# Who do Course Reps work with?



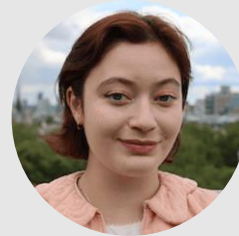
Sophia Nasif  
LCC



Lexa Barbulescu  
CCW



Katwamba Mutale  
LCF



Minna Ellis  
CSM



Alyshia Jack  
Community Officer



Daniela Commey  
Union Affairs

Represent students at their college and meet with senior UAL staff to make positive change for students. Course Reps can find out who their Elected Officer is on the [Arts SU website](#).

Elected  
Officers

School  
Reps

Course Reps

Students

Elected student volunteers who represent students across **all courses within their school**. There are two School Reps per school and 24 in total. Course Reps can share feedback with School Reps when it needs escalating and join them in some key meetings.

**You! There are over 1000 Reps across UAL...**

You will be speak to lots of students **on your own course** to gather feedback on their academic experience.

# How do they work with School Reps?

- School Reps do the same thing you do – except, they represent students on **ALL** course across their school.
- When you gather feedback from students, you can **share it with your School Rep** to better understand the challenges.
- You will be **joined in meetings by School Reps** who are in regular contact with senior UAL staff – they support you in speaking up.
- School Reps will **ask you for help to gather student feedback** on key issues they're working on – support them.



# Who in UAL do I speak to?

## Course Leaders

Course Leaders are your **first point of contact**. They're responsible for organising your course. If you want to raise student feedback about Teaching and Learning, Learning Resources and/or Assessments - contact your Course Leader first.

## School Deans

School Deans are your **second point of contact**. They manage all courses in your school. If you have already raised student feedback with Course Leaders but the issue(s) have not been resolved in time – contact your School Dean second.

# QUIZ

**What other students support you in your role as a Course Rep?**

**Answer: School Reps and College Officers.**

**How many hours per-week does a Course Rep volunteer?**

**Answer: 1-2 hours per week.**

**Who is the first point of contact when raising feedback with UAL staff?**

**Answer: Course Leaders.**

**Questions?**

# Feedback:

*How to work with student  
feedback.*

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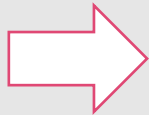
# What do I collect feedback on?

You collect feedback on students' **Academic Experience!**



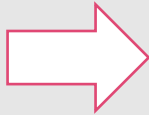
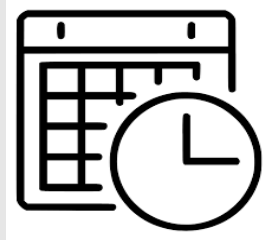
## Teaching

What do you think of the teaching quality on your course?  
Are learning outcomes for assessments clearly communicated?  
Do expectation and course-content match up?



## Learning Resources

Do you have access to the learning resources you need?  
What is your experience using Blackboard and Moodle?  
Are additional course costs clearly signposted in advance?



## Course Organisation

Have you had any problems with your timetable?  
Is there good communication from staff when changes are made?  
Does your school/programme respond to student feedback?



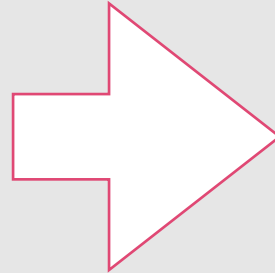
## Assignments and Feedback

Do tutors provide you with timely feedback on your work?  
Do you find this feedback useful?

# The Feedback Loop

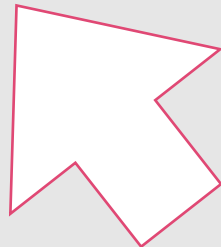
## Gather Feedback from Students

Speak to students on your course and gather feedback on their academic experience.



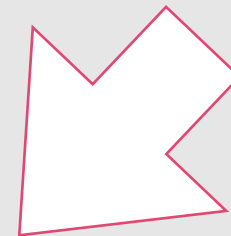
## Raise Feedback with Staff

Share feedback with staff and/or School Reps; communicate what is working well, what the issues are and identify solutions.



## Resolve Feedback with Students

Update students on how their feedback has been taken forward with staff.



# Gathering feedback

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

## Approach

## Pros

## Cons

**In person conversation before or after classes**

**Use timetable to your advantage  
Students get to know you better  
Faculty can intro you.**

**Less time for students to reflect  
Harder to record feedback  
Big commitment**

**Create online survey and circulate via email.**

**Curate and quantify feedback  
Saves time  
Feedback is anonymised**

**Students get lots of emails  
Emails get ignored/archived  
You'll need to log email addresses**

**Start a WhatsApp group.**

**Familiar platform  
Instant responses  
Wider reach**

**Very reactive  
Admin heavy  
Feedback not private**

# Raising Feedback at Key Meetings

There are 4 key meetings where you will be expected to raise student feedback.

- **Student and Dean Forums**
- **Course Committees**
- School Rep meet-ups
- All Members' Meeting



# Key Meetings

## Course Committees

- Once per-term, organized by Course Leaders and Programme Administrators.
- Space to raise topics, discuss developments and advocate for change on your course.
- You propose new ideas for your course and share student feedback.
- You can obtain agenda in advance by contacting your Programme Administrator.

## Student and Dean Forums

- Once per term – organized by the Arts SU (us!).
- Space for raising feedback that couldn't be resolved elsewhere.
- Also attended by your College Officer, School Reps and Arts SU team.
- Agenda circulated 1 week prior to give you time to collect feedback
- You can submit agenda items in advance or raise feedback on the day.

# Raising Feedback via Informal Channels

Helpful strategies when raising feedback with staff...

You don't have to wait until the next meeting to raise feedback. Contact relevant staff whenever you feel it's appropriate

Staff want to hear from you because you're plugged into the Student Experience. Your voice is important.

Try contacting course staff first, before contacting more senior members of staff or School Reps – sometimes this is more effective!

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

Course Support Service is great for issues such as timetabling or communication concerns

School Reps are regularly in contact with us and the School Dean. They will come to you to ask for student feedback!

**Questions?**

# Register To Be A Course Rep!

We are so glad that you have put yourself forward to champion the voices of students on your course!

Please take five minutes to fill out the details below to officially register with Arts' Students Union as a Course Rep; this will ensure we can communicate with you, and get you trained and ready to get involved in the rep community!

We collect this information to create a database of all course reps to communicate with you and keep you up to date throughout the year. **If in the future you want to change or update any of the information you share with us, you can do that by emailing [course reps@su.arts.ac.uk](mailto:course reps@su.arts.ac.uk).** You can also email to request your information be deleted, however please be aware that doing so will mean you are no longer a course rep.

\* Required

## Section 1 - About You

1. Your first name \*

Please share the name you would like us at the SU to use. No worries if this is different to the one on your official UAL records!

2. Your last name \*

Recognise this? If not, you might not have filled in our Course Rep Registration.

Fill it in using the QR code below

# Register To Be A Course Rep!



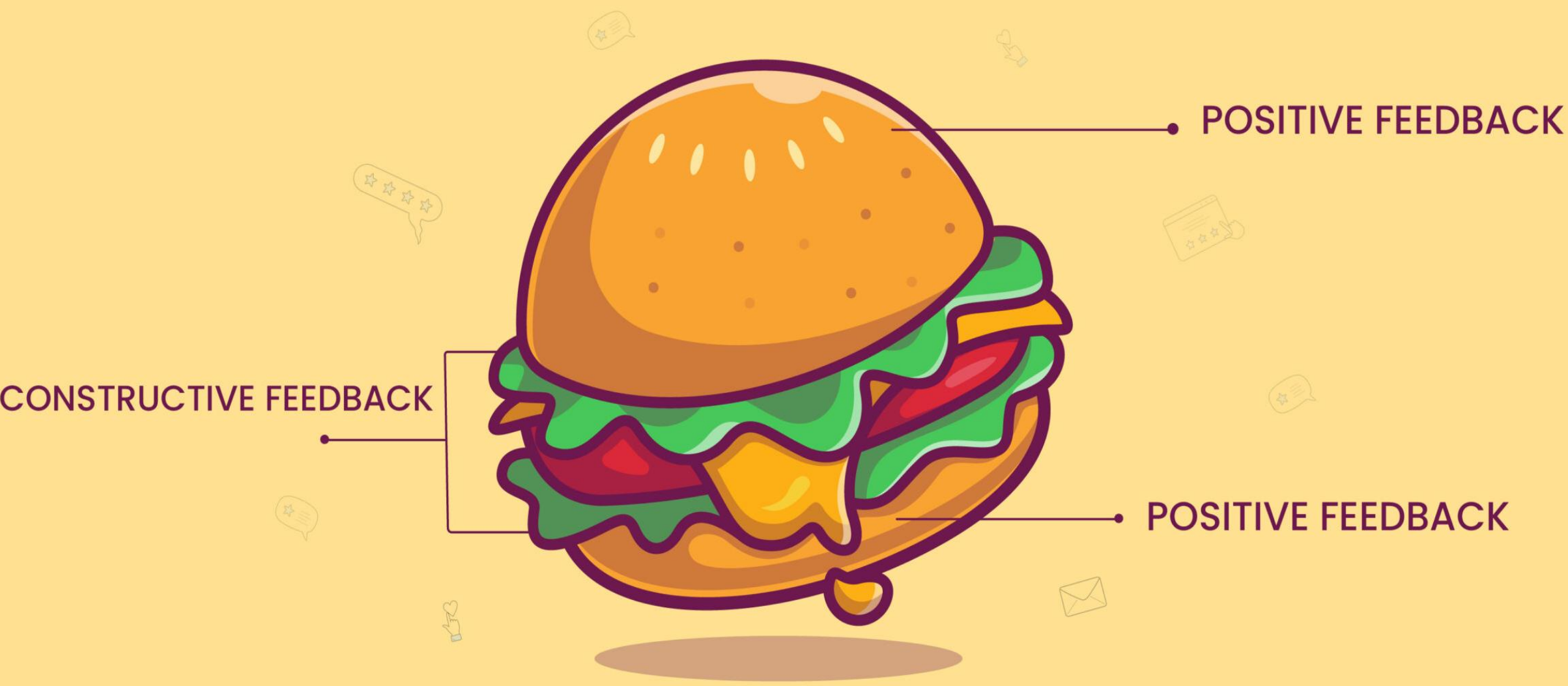
<https://forms.office.com/e/vepPGJT1QL>

**15 minute break!**

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# Feedback Sandwich



# Let's make a feedback sandwich!

## The feedback

- It's not fair that work placements can be different lengths
- Upset that students' work placements aren't taken seriously by some providers
- Students on longer, high-quality placements loved the experience. One even has a job offer from theirs.

# Let's make a feedback sandwich!

## Without the sandwich

“Most students didn't like their work placements and the placement providers weren't good. Some did, because they got better quality placements, which isn't fair. You need to change the work placement process so it's not so unjust.”

## With the sandwich

“Feedback from students showed that they really cared about their work placements, with some having particularly good experiences and even getting career opportunities from them. Unfortunately, some students had shorter placements with providers who didn't put as such effort to make sure the placement went well. Students have suggested creating a standard length for all placements and sharing guidance with providers to make sure all students get as much out of the opportunity as possible.”



# Tips on Resolving Feedback

- It's not on you to solve every problem
- Some proposed changes are longer term actions
- Some proposed changes might get dropped due to changing priorities
- A quick email to students' telling them you've raised their feedback with staff counts for a lot!

# QUIZ

**What are the THREE layers of The Feedback Sandwich?**

**Answer: Positive Feedback, Constructive Feedback, Possible Solution.**

**What FOUR areas of academic feedback do Course Reps focus on?**

**Answer: Teaching, Learning Resources, Course Organisation, Assignments and Feedback.**

**What is the FINAL STEP of The Feedback Loop?**

**Getting in touch with students to update them on how their feedback was taken forward.**

**Questions?**

# Scenarios:

*How would you respond to these  
challenges?*

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# Scenarios

- Scenario: A friend on your course has come to you and said the facilities/workshop times are inconvenient.
  1. How would you gather additional feedback?
  2. How would you raise this feedback with relevant staff?
  3. How would you resolve this feedback?

# Scenario (cont'd)

Scenario: A friend on your course has come to you and said the facilities/workshop times are inconvenient.

- Speak to students on your course via email and/or in-person conversations to find out about their experience of facilities/workshop times.
- Raise feedback at Course Committees / Student Dean Forums using the feedback sandwich.
- You could also contact Course Leaders via email.
- Keep notes on progress at meetings / email replies.
- Resolve feedback by relaying progress via email or in person updates to students.

# Signposting:

*Other useful student  
services*

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# Signposting

## When might I signpost to another UAL/SU service?

- If a student raises a concern unrelated to academic representation, such as health, mental health and wellbeing, **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	<ul style="list-style-type: none"> <li>• Mental and physical health support</li> <li>• Chaplaincy</li> <li>• Counselling</li> <li>• Wellbeing resources</li> </ul>	<ul style="list-style-type: none"> <li>• General staff: +44 (0)20 7514 6251 or <a href="mailto:counselling@arts.ac.uk">counselling@arts.ac.uk</a></li> <li>• Direct mental health support: +44 (0)20 7514 6426 or <a href="mailto:studenthealth@arts.ac.uk">studenthealth@arts.ac.uk</a></li> </ul>
Disability Service	<ul style="list-style-type: none"> <li>• Advisors</li> <li>• Funding</li> <li>• Non-medical help providers</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="mailto:disability@arts.ac.uk">disability@arts.ac.uk</a></li> <li>• <a href="https://www.arts.ac.uk/students/student-services/disability-and-dyslexia">https://www.arts.ac.uk/students/student-services/disability-and-dyslexia</a></li> </ul>
Library Services	<ul style="list-style-type: none"> <li>• General academic support</li> <li>• English language development</li> <li>• Research &amp; library skills</li> <li>• Borrowing, space booking, printing</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="mailto:academicsupport@arts.ac.uk">academicsupport@arts.ac.uk</a></li> <li>• <a href="https://www.arts.ac.uk/students/library-services/academic-support">https://www.arts.ac.uk/students/library-services/academic-support</a></li> <li>• FAQs and ask a question: <a href="https://arts.ac.libanswers.com/">https://arts.ac.libanswers.com/</a></li> </ul>
SU Advice Service	<ul style="list-style-type: none"> <li>• University issues .e.g. extenuating circumstances and appeals</li> <li>• Housing issues</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.arts-su.com/advice/">https://www.arts-su.com/advice/</a></li> </ul>
Careers	<ul style="list-style-type: none"> <li>• 1:1s</li> <li>• CV support</li> <li>• Employability workshops</li> <li>• Job opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.arts.ac.uk/students/student-careers">https://www.arts.ac.uk/students/student-careers</a></li> </ul>

**Questions?**

# Next Steps:

*Things to look out for*

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# Look out for...

- SU Rep Newsletters
- Rep of the Month
- Emails from School Reps

# Dates for your diary

**Annual Members' Meeting (AMM) - Wed 22nd Nov | 5 – 6:30 PM | Location TBC**

**LCC Student & Dean Forums: Media: 15/11 12:00 – 1:00 PM | Screen: 15/11 2:00 – 3:00 PM | Design: 29/11 1:45 – 2:45 PM**

**CSM SDFs: Art and Performance: 23/11 4 – 5 PM | GCD, Culture, Enterprise and Spatial Practices: 29/11 3:30 – 4:30 PM | Fashion, Jewellery & Textiles, and PCID: TBC**

**CCW SDFs: Performance & Foundation: 15/11 4 – 5 PM | Design: 22/11 1–2 PM | Fine Art: 23/11 1-2 PM | CCI 29/11 4 – 5pm**

**LCF SDFs: Media and Comms: 23/11 3 – 4 PM | Design & Tech: 29/11 10 – 11 AM | Fashion Business School: 30/11 3 - 4 PM**

**Thank you**

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