



# STUDENT VOICE

**GUIDANCE DOCUMENT**

VERSION 1.1

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# 1

## INTRODUCTION

**Through academic representation, and valuing the student voice, staff and students can become partners in improving the educational experience for all current and prospective students.**

This guidance seeks to provide an overview of the mechanisms for capturing the student voice, and the culture and ethos which must be fostered to ensure staff and students feel able to collaborate to improve the Ulster University experience for everyone.

This guidance intends to provide staff and students with a clear framework on which to build a practical, useful and active student representation system, allowing students and staff to work together to improve their institution.

Overall responsibility for ensuring Ulster University adheres to the spirit and values of student representation within this document sits with the Pro-Vice Chancellor (Education) and UUSU President. They will be supported by the Students' Union, with the Academic Representation Coordinator leading support for reps within any student voice role. Each Associate Dean (Education) will lead institutional support within their Faculty for the student voice through academic representation.



# 2

## PRINCIPLES OF EFFECTIVE REPRESENTATION AND PARTNERSHIP

The term 'partnership' has been embedded in the lexicon of higher education for the past decade. Intertwined with the term 'student engagement' it has become a common approach underpinning successful staff-student collaborations in quality assurance and enhancement processes within universities.

Through the QAA Section B5 of the quality code a national expectation and definition of partnership within this context was provided in 2013:

**'.....partnership working is based on the values of:** openness; trust and honesty; agreed shared goals and values; and regular communication between the partners. It is not based on the legal conception of equal responsibility and liability; rather partnership working recognises that all members in the partnership have legitimate, but different, perceptions and experiences. By working together to a common agreed purpose, steps can be taken that lead to enhancements for all concerned. The terms reflect a mature relationship based on mutual respect between students and staff.'

By following this Student Voice Guidance and its values, Faculties, Schools, Departments, Courses and Programmes will ensure that Student Representatives can add to academic enhancement and the student experience with appropriate staff support. To achieve this, Faculties should monitor student representation and engagement within their area.





## WORKING TOGETHER

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### AUTHENTICITY

Students and staff will work together in a non-tokenistic way to build a culture of trust and respect in which everyone's views are valued.

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### EXCELLENCE

There will be willingness to change and an intent to strive for excellence within the learning and teaching environment at Ulster.

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### SUPPORT

The University and UUSU will create and nurture opportunities for staff and students to have creative and meaningful discussions about their education experience. Staff will work to ensure students feel able to join in constructive discussion in a safe and non-critical space.

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### TRUST

Everyone will work openly, accepting that the outcomes will not be pre-determined but that issues can be explored and alternative ideas put forward and discussed.

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### TRANSFORMATION

Working in partnership will be a transformative experience for all.

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## PRINCIPLES OF EFFECTIVE REPRESENTATION

**The partnership values underpin how staff and students should work together and the attitudes/behaviours required. The principles for representation provide an overview of the practical elements which should always be employed:**

All students should have equal opportunity each year to self-nominate for the course rep role and, with the required experience, for both School/Department and Faculty positions.

Schools/Departments should aim to have a minimum of two reps in place per year of each course/subject group (including placement).

Where demand is higher, a higher ratio is welcomed.

For courses with a large or particularly diverse student body more representatives may be identified to ensure representation across the cohort, for example can be mature student or international student representatives.

Course Representatives will be appointed through an election process. The Students' Union will provide the opportunity for online elections.

As volunteers student reps should be fully supported by staff and the Institution in the role to attend training, meetings or other related activities.

Reps should be reassured that they will convey student opinion without fear of personal negative bias.

### **Representation is seen, recognised and valued as impactful by all.**

To increase the quality of feedback and level of engagement students should feel that their views are valued and have a real impact on the future delivery of teaching and the learning experience. As well as encouraging dialogue, effective academic representation should also involve:

- Being open and responsive to feedback
- Completing the feedback loop
- Celebrating the success of the course/programme community

# 3

## REPRESENTATION STRUCTURE

Level:	Represented by:	Where:	UU lead student advocate: (supported by Faculty Student Partnership Officer)	UUSU lead student advocate: (supported by Academic Representation Coordinator)
Module	Individual Student Feedback	Module evaluations/surveys	Module Coordinator	Course Reps
Course	Course Rep	<ul style="list-style-type: none"> <li>• Informal Staff / Student Meetings</li> <li>• Staff Student Consultative Committee (SSCC)</li> </ul> <p><b>When Possible</b></p> <ul style="list-style-type: none"> <li>• *Course/module review processes</li> <li>• *Induction evaluation (*not consistent at present)</li> </ul>	Course/Subject Director	School/ Department Reps
School/ Department	School/ Department Rep	<ul style="list-style-type: none"> <li>• Informal Staff / Student Meetings</li> <li>• Head of School and School Rep should meet at least once per semester.</li> </ul>	Head of School/ Department	Faculty Reps
Faculty	Faculty Rep	<ul style="list-style-type: none"> <li>• Informal Staff / Student Meetings</li> <li>• Informal staff meetings</li> <li>• Faculty Board Meetings</li> <li>• Revalidation panels</li> </ul>	Associate Dean (Education)	Full time Officers
University	Full time Officers	<ul style="list-style-type: none"> <li>• Informal Meetings</li> <li>• Institutional committees</li> <li>• Joint UU/UUSU Forum</li> <li>• Faculty Board Meetings</li> <li>• Consultation working groups</li> <li>• Student surveys and focus groups</li> </ul>	PVC Education Meeting Chairs	UUSU President
UUSU	All Student Reps	<ul style="list-style-type: none"> <li>• Informal Meetings</li> <li>• Student Voice Forum</li> <li>• Student Voice Conference</li> <li>• Representation survey</li> <li>• EDGE Handover documents</li> </ul>	Student Led meetings - no UU staff responsibility	Academic Representation Coordinator

## SCOPE OF MEETINGS

**There are a number of key meetings within the University and Students' Union for academic representatives:**

### STAFF STUDENT CONSULTATIVE COMMITTEE (SSCC)

this course level meeting will be based around all areas of the student learning experience. Here Course Representatives can raise good practice as well as issues that students have experienced on their academic areas. Course Representatives should also be briefed on learning and teaching developments and proposed changes at Ulster University.

### FACULTY BOARD

working alongside a full time UUSU officer, membership of this committee should allow Faculty Reps to engage with discussions based around all areas of the student learning experience at this higher level. They should also have the opportunity to escalate feedback from course and school level.

### UUSU STUDENT VOICE FORUM

this student led campus meeting brings together all academic reps to network and discuss current developments around learning and teaching at Ulster University each semester. The Student Voice fora is led by the campus VP and School/Department Reps. Issues raised will then be actioned by the relevant representative with University staff.

University staff will be invited to attend and contribute to relevant meetings.

### UNIVERSITY & STUDENTS' UNION FORUM

this is a joint meeting between Senior University staff and UUSU Student Officers. Whilst this is not exclusively an academic forum, it will discuss and consider the student experience and is a key opportunity for issues and enhancements to be discussed.

### INFORMAL MEETINGS

in addition to these formal meetings, staff and students are encouraged to meet informally for updates and to enhance communication. This will be especially important at School/Department and Faculty level where the more formal meetings may not allow for discussion or networking.

# 4

## COMMUNICATION, RESPONSIBILITIES AND EXPECTATIONS

**There are a range of stakeholders involved in the delivery of effective academic representation, including:**

### ACADEMIC REPRESENTATIVES

The term Academic Representative is used as an umbrella term for all levels of representation. Representation exists at every level of the University, as explained within each below.

### COURSE REPRESENTATIVE

Any student engaged in representation at course or programme level e.g. Class or Programme Representatives. By actively seeking student opinion Course Reps volunteer their time to act as the official, elected voice of their course colleagues. Collaborating with Course/Subject directors and their Students' Union, Course Reps enable and improve communication with the student body, feed into quality assurance processes, and are pro-active in helping to resolve issues relating to the student learning experience. Course Reps should also attend their SSCC (Staff Student Consultative Committee) meetings. Course Representatives will also be expected to liaise with their school's academic societies to encourage collaboration.

### SCHOOL/DEPARTMENT REPRESENTATIVES

One or two experienced students (depending on campus split) are elected to provide a broader view of the student experience at Ulster and to support and mentor course reps from within their School/Department. The School/Department Rep will meet with their Head of School/Department at least once per semester. They will also liaise with Faculty staff and their Students' Union to progress issues past course level and pro-actively find resolutions and improvements to the student learning experience. A group of School/Department Reps are also expected to lead on the UUSU Learning & Teaching Awards.

### FACULTY REPRESENTATIVES

One experienced student is elected to convene representation across the Faculty, supporting School/Department Representatives and Course Representatives, and to represent the student voice at Faculty-level committees with their full time UUSU Officer. This group of engaged students will also be involved in quality assurance mechanisms such as revalidation to ensure student opinion is relevant and accurate in this process.

# ULSTER UNIVERSITY STUDENTS' UNION

## ACADEMIC REPRESENTATION COORDINATOR

Will lead on academic representation for the Students' Union. This will include responsibility for coordinating elections, delivering training and provision of developmental opportunities with day to day support to Academic Representatives.

## STUDENTS' UNION OFFICERS

Each VP Academic and Student Affairs is responsible for ensuring accurate, autonomous academic advice and support is provided across the representation structure and for representing the Student Voice at higher institutional committees.

# ULSTER UNIVERSITY

## COURSE/SUBJECT DIRECTOR

Will lead on facilitating academic representation and support for Course reps within their programme. This includes assisting UUSU with elections and coordinating regular Staff Student Consultative Meetings.

## FACULTY ASSOCIATE DEAN OF EDUCATION

This member of staff will be the key person for the Faculty Representatives. They will provide support for the representative, and also be the key contact for raising issues or suggestions that arise across the faculty.

## STUDENT ADVOCATE

Member of staff within each School/Department nominated by the Head of School/Department. The Student Advocate will act as the key School/Department contact for matters relating to the Academic Representation system, working closely with the UUSU Academic Representation Coordinator and the Associate Dean for Education within each Faculty. They will be an additional point of contact and support for Academic Representatives.

## SCHOOL/DEPARTMENT SUPPORT STAFF

Responsible for providing administrative support for the functioning of SSCC's and the Academic Representatives scheme within their School/Department.

## WIDER STUDENT AND STAFF BODY

Responsible for engaging with the representation system and upholding its values. All stakeholders are responsible for developing a positive culture committed to receiving, responding and recognising the value of students' views, and to discussing current learning, teaching and research issues with students. Communication and information sharing is critical with students and staff engaging in evidence-based discussions based on the mutual sharing of information.

# 5

## STAFF STUDENT CONSULTATIVE COMMITTEE (SSCC)

**SSCC meetings are the most important meeting for reps and staff on each course. A record of the discussion should be captured through an action list (template available) – full minutes are not required internally, however some professional bodies may request these.**

Feedback shows that it can be difficult to engage reps with SSCC meetings, and attendance can sometimes be an issue. To ensure this doesn't happen, staff should try to create and maintain an informal environment for these. It is important to consider the timing of meetings to ensure they are accessible, and the balance between staff and students is appropriate. It is advisable that staff are kept to a minimum to allow students to feel comfortable sharing their views.

Schools and Departments should ensure Course/Subject Directors will have access to a small discretionary budget to facilitate the SSCC function and Support Academic Representation generally within the School. Underpinned by the values for staff student partnership, meetings should be as informal and as student focused as possible to encourage pro-active engagement and feedback from reps.

### SUPPORTING STUDENT ENGAGEMENT WITH SSCCS

Course Reps will receive training from UUSU on how to most effectively communicate with their peers and ensure they are representative and known amongst their peers.

There are a number of ways in which the School/Department can assist with this, for example:

- Providing an email list for Course Reps to contact their class;
- Assigning class time for reps to talk to

- students, without staff being there
- Creating a noticeboard within the School office with photographs of the reps and contact details;
- Replicating this noticeboard online in Course Support Areas;
- Posting outcomes of meetings within the Course Support Areas.

This support will encourage reps to be proactive and increase the awareness of the representation system as an effective way to improve the student experience.

### RESPONDING TO ISSUES

As noted, a key feature of effective academic representation is ensuring that issues raised are responded to, even when the response is a clear rationale as to why further action is not possible. Where an issue has been reported by SSCCs, higher level committees will ensure the SSCC receive a response.

Course Representatives are responsible for feeding information back down to the student body. On a wider scale, and to demonstrate the value of Academic Representation, successful examples of representation resulting in positive improvements for Ulster University will be shared across the University as part of a joint Ulster University/Students' Union 'You Said, We Did' campaign. Staff and Course Representatives should jointly disseminate and recognise the enhancements made to the student educational experience, and the efforts of students in achieving these successes.

Additionally, the Students' Union will share successes that have occurred due to Academic Representation, when made aware, to the wider student membership via news articles, blogs or newsletters as well as to the wider Course Representative network.

# 6

## ELECTION OF ACADEMIC REPRESENTATIVES

The Students' Union will provide recruitment and promotional material on how to become an Academic Representative to Schools/Departments with best practice guidelines. To make the representative process as fair as possible, Course Reps will be elected centrally and online through the Students' Union.

### TIMELINE FOR ELECTIONS

Course Representatives for returning students will be recruited in weeks 8/9 of semester two, for the following academic year. Elections will be held over weeks 0-2 for September arrivals such as Foundation year, First years, Postgraduate and those students returning from placement year. School/Department Reps will be elected around weeks 8/9 of semester two, online through the same process.

There will be an online nomination and voting period where all students will be able to elect their Academic Representatives, which will be set in line with the dates of the semester.

Only representatives elected through this system will be recognised by UUSU and Ulster University as certified representatives. Promotion of elections are the responsibility of both Ulster University Students' Union and Ulster University, both centrally and within Faculties, schools and departments.

# 7

## RECOGNITION FOR ACADEMIC REPRESENTATIVES

**Course Representatives and School/Department Reps are volunteer positions which provide a valuable contribution to the University as well as to an individual's personal development. Academic Representatives will be trained and receive ongoing support and development opportunities and can feed their experience into the Ulster University Edge Award.**

*\*EDGE accreditation is not automatic in any representation role.*

### STUDENTS & STAFF RECOGNISING REPS

In addition, the Students' Union will acknowledge the value of academic representation as a category within the UUSU Learning & Teaching Awards. This category will be open to students and staff to nominate any student representative who complies with the criteria.



**Pictured:** Kevin McStravock, Student Union President, UUSU presenting the 'Excellence in Student Representation Award' Taylor McCombe, School of Biomedical Sciences at UUSU Learning and Teaching Awards 2018.

# 8

## TRAINING AND SUPPORT FOR STUDENTS AND STAFF

**The Students' Union will provide training and ongoing support for Course Representatives, School/Department Representatives and Faculty Representatives. The Students' Union will provide face to face and online events for all levels of representative throughout the Academic Year.**

Academic Staff who have significant responsibility for Academic Representatives will also be offered ongoing support and advice from the Students' Union, and through University learning and teaching events.



# 9

## MONITORING & EVALUATION

**The effectiveness of the student voice at all levels will be evaluated annually.**



# APPENDIX 1

## STAFF STUDENT CONSULTATIVE MEETING TERMS OF REFERENCE

**This document sets out the purpose and scope of the SSCC meeting. It should be agreed at the beginning of each academic year at the first meeting, ensuring staff and students understand their role and remit.**

### ROLE OF THE COMMITTEE

#### **SSCC meetings should:**

- Provide a clear channel of communication for students to raise issues for discussion with staff at course/subject level, via their Course Representatives.
- Without bias, offer an opportunity for Course Representatives to give feedback, both positive and negative, regarding their learning experiences and suggest solutions to these.
- Discuss matters around areas agreed to be part of the student learning experience.
- Include discussions around course enhancements to include use of formal documents such
- as the outcomes from the National Student Survey, as well as, when appropriate, putting on record a summary of informal discussions which may have occurred via other fora (e.g. module discussion boards and email).
- Enable External Examiners' reports to be shared with students.
- Development of close and constructive student/staff relationships.

### MEMBERSHIP OF SSCCS

Effective representation is supported where the meeting membership is predominantly students, or there is at least an equal balance between staff and students on the committee – staff members should not outweigh students.

# APPENDIX 1

## ULSTER UNIVERSITY STAFF STUDENT PARTNERSHIP VALUES

The following values underpin all staff-student partnerships at Ulster:

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### AUTHENTICITY

Students and staff will work together in a non-tokenistic way to build a culture of trust and respect in which everyone's views are valued.

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### EXCELLENCE

There will be willingness to change and an intent to strive for excellence within the learning and teaching environment at Ulster.

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### SUPPORT

The University and UUSU will create and nurture opportunities for staff and students to have creative and meaningful discussions about their education experience. Staff will work to ensure students feel able to join in constructive discussion in a safe and non-critical space.

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### TRUST

Everyone will work openly, accepting that the outcomes will not be pre-determined but that issues can be explored and alternative ideas put forward and discussed.

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### TRANSFORMATION

Working in partnership will be a transformative experience for all.

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## APPENDIX 2

# STAFF STUDENT CONSULTATIVE MEETING MODEL AGENDA

This should be used as a guide, and each course team should adapt to fit their needs. However, some items should always be included, and these are marked with **\*\*!** Comments in **purple** are advisory only

1. Welcome, apologies and Introductions
2. Minutes of previous meeting and matters arising from this\*\*
3. Discussion on student feedback
  - a. From University/national surveys  
Staff should make available any course specific survey data and results for discussion. The committee can interrogate the outcomes, check if this reflects the current experience and also share any current action plans and involve students in the further development and implementation of improvements.
  - b. From Course Representatives  
Course reps should feel comfortable raising issues they have gathered from their peers and should feel involved in discussions to resolve these.
4. External Examiners Reports/Health, safety & wellbeing – depending on the timing of meeting
5. Improving the Student Learning Experience  
UUSU training for Course Reps focuses on 7 areas of the student learning experience and encourages students to ask questions within these parameters. Including them on the agenda will further cement these as areas of note and discussions should be enhancement focused:
  - a. Learning & Teaching
  - b. Learning Resources
  - c. Academic Support
  - d. Assessment & Feedback
  - e. Organisation & Management
  - f. Personal Development
  - g. Engagement, partnership & change
6. Date of Next Meeting

# APPENDIX 3

## SSCC ACTION LIST

Course:

### Minutes of the Staff/Student Consultative Committee

Date:

Attendance: Staff:

Students:

Apologies:

Agenda Item	Action Point	By Whom	By When	Date of Completion
Welcome and apologies				
Minutes of previous meeting				
Matters arising				
Student Feedback University/National Surveys Student Feedback Course Reps				
External Examiner Reports				
Further points to note:				

# APPENDIX 4

## COURSE REP ROLE DESCRIPTION

## OVERVIEW

### Why be a Course Rep

Central to the ongoing development and success of our academic representation structure we have around 800+ students stepping into the Course Rep role each year. As the largest group of student volunteers here at Ulster they ensure the student voice is heard and valued on each course and programme. By actively seeking student opinion Course Reps act as the official, elected voice of their course colleagues. Collaborating with Course/Subject directors and their Students' Union, Course Reps enable and improve communication with the student body, feed into quality assurance processes, and are pro-active in helping to resolve issues relating to the student learning experience.

### Supporting you in the role

Responsibility for the management, support and development of our rep structure lies with your Students' Union. Your Course/Subject Director will lead on academic representation within their programme and will be your staff point of contact. They will also coordinate regular Staff Student Consultative Committees, your official rep and staff meeting. UUSU work in partnership with your course director and their team to ensure you are prepared and valued in the role. As an additional level of support we now have School/Department Reps in place within each Faculty. Using their previous experience as course reps they have taken on the extra responsibility to represent the collective student voice for all the courses within their School/Department. These students will be an extra source of support and guidance for you.

### Time Commitment

Some periods in the semester will be busier than others, depending on whether you have meetings or training to attend. Taking this into consideration you should probably expect to volunteer an average of one hour per week to the role (around 30 hours over the two semesters).

### What it involves

- Represent the views of all students within your course informally to your Course/Programme Director and formally through your Staff Student Consultative Committee meeting.
- Pro-actively find resolutions and improvements to the student learning experience.
- Promote and communicate your role within UUSU and the University to all students within your course.

### Benefits for You

- Personally you will get a lot from knowing you have made a real difference and have had a positive impact on the learning experience of your course colleagues;
- Professionally there are a number of transferable skills which our Course Reps report that they have developed, not least:
  - o Communication
  - o Leadership
  - o Negotiation
  - o Time management
- Improve your understanding of the University and Students' Union systems and influencing their direction;
- Develop stronger links with staff on your course;
- Meet new people on your course, and making your time more enjoyable;
- Gain accreditation for your time in the role, it's an EDGE accredited activity!

# YOUR KEY TASKS

- Identify yourself to the group of students you represent, preferably through regular shout outs in class, through your course support area or via social media;
- Attend Students' Union training - as the first point of contact for students on your course with queries and questions, it is really important that you come along to the training and keep in touch throughout the year
- Actively seek feedback from your student group. Canvass their opinion on course related matters and identify their needs, issues and suggested enhancements. Record any student feedback to enable you to accurately communicate this information to the appropriate source(s);
- Keep in regular contact with your Course/ Subject Director to deal with any day to day collective concerns when they arise;
- Attend appropriate UUSU and Ulster University meetings, specifically:
  - Your Course Staff-Student Consultative Committee (SSCC) which takes place at least once per semester
  - UUSU Student Voice Forums each semester
  - Annual Student Voice Conference (cross-campus)
  - Any other meetings called by your School/Department Reps or UUSU

*\*attendance at these meetings is optional and determined by your availability*
- Accurately record the outcomes of meetings and report back to your students and UUSU
- Work in partnership with other representatives on issues of joint concern, and in particular liaise regularly with your School/ Department Rep(s);
- Refer non-academic or personal issues to UUSU.
- Actively promote the roles of Course, School/ Department and Faculty Reps to all students, including how to use the Student Voice framework at Ulster to best address academic problems and to create positive change.

## How many Course Reps do we need:

**Our standard recommendation is that a minimum of two reps are recruited and elected for each year of study for every programme delivered at UU.** This will be flexible of course, taking into account the number of students registered, and the diversity of the course or programme etc.

For more information on what's involved contact

**Mandy Mulholland**

Academic Representation Coordinator

[m.mulholland@uusuu.org](mailto:m.mulholland@uusuu.org)

028 9036 8611

# APPENDIX 4

## FACULTY REP

## OVERVIEW

### Why be a Faculty Rep

Our 800 course reps and 30 school/department reps volunteer to represent the student voice at Ulster. Faculty Reps provide the next platform of student representation, elected to convene the student voice at a higher level across their faculty. Having already gained experience as course rep or school/department rep, faculty reps represent the student voice at senior level committees with their full time UUSU Officer. This group of engaged students will also be involved in quality assurance mechanisms such as revalidation to ensure student opinion is relevant and accurate in this process.

### Supporting you in the role

Responsibility for the management, support and development of our rep structure and ensuring the student voice is heard, lies with your Students' Union. Your Associate Dean for Education will be your academic point of contact, working with you to ensure the best student experience possible within the Faculty.

**As the expected level of commitment in this role will be greater than our other volunteer rep positions we will provide a bursary of £300 per academic year.**

Time Commitment	30 Hours Per Semester	Hrs
Revalidation Units x 1 each semester	Enhancing the student academic experience by ensuring student opinion is relevant and accurate in this process	10
Faculty level informal feedback/ meetings	Facilitating and communicating student opinion and feedback to each Faculty team	6
UUSU informal feedback/meetings	Facilitating communicating student opinion and feedback to student body through the student voice framework	4
Research time including: • meetings with Reps and staff • Reports on each of the above key priorities	Issue tracking and feedback	10

### What it involves

- Gather the wider views of the student population through liaising with your School/Department Reps;
- Provide leadership and support for School/Department Reps within your Faculty;
- Represent the student voice within your Faculty at the appropriate level;
- Enhancing the student academic experience by ensuring student opinion is relevant and accurate in quality assurance processes;
- Research and suggest improvements the student learning experience with your faculty;
- Promote and communicate your role within UUSU and the University to all students within your School/Department;

### Benefits for You

- You will have the opportunity to communicate and network with a large, diverse range of students and with senior level staff across the University and UUSU;
- You will gain and refine skills such as improved communication, assertiveness, negotiation and delegation, which as well as looking good on your CV will also enhance your future employability;
- We will provide an annual bursary of £300.

# YOUR KEY TASKS

- Attend UUSU Faculty Rep Training
- Support, inform and represent issues raised at school or departmental level, and gather opinion through regular meetings, emails or other forms of communication with reps.
- Regularly liaise and report back each semester to the Students' Union Academic Representation Coordinator and Students' Union Staff on issues raised or suggested enhancements for your faculty or the wider student body
- Attend Ulster University/UUSU meetings relative to the role, for example
  - Faculty Board meetings
  - Senior Committee meetings
  - UU/UUSU joint forum meetings
  - UUSU Student Voice campus meetings*\*attendance at these meetings is optional and determined by your availability*
- Represent student opinion as panel member for a minimum of two revalidation units each year (one per semester)
- Work with UUSU team on delivering your Student Voice Conference each year
- Network and communicate regularly with your Faculty Associate Dean (Education)
- Research and collate faculty feedback for the UUSU Annual Student Voice report
- Actively promote the roles of Course, School/ Department and Faculty Reps to all students, including how to use the Student Voice framework at Ulster to best address academic problems and to create positive change.

## How many Faculty Reps do we need:

**We need one rep for each faculty;** Arts, Humanities & Social Sciences; Computing, Engineering and the Built Environment; Life & Health Sciences and Ulster University Business School

For more information on what's involved contact

**Mandy Mulholland**

**Academic Representation Coordinator**

m.mulholland@uusuu.org

028 9036 8611

# APPENDIX 4

## SCHOOL OR DEPARTMENT REP ROLE DESCRIPTION

### OVERVIEW

#### Why be a School/Department Rep

With over 800 course reps spanning campuses, faculties and online learners, this next level of student representation leads the student voice at a School or Department level.

Having already gained experience as course rep, School/Department reps provide a broader view of the student experience at Ulster. They meet with staff and their Students' Union to progress issues past course level and pro-actively find resolutions and improvements to the student learning experience.

#### Supporting you in the role

Responsibility for the management, support and development of our rep structure and ensuring the student voice is heard, lies with your Students' Union. Your School or Department assigned student advocate will be your staff point of contact. As an additional level of support we now have Faculty Reps in place. Using their previous experience as reps they have taken on the extra responsibility to represent the collective student voice for all students within their Faculty. These students will be an extra source of support and guidance for you. UUSU will work in partnership with your Head of School or Department and their team to ensure you are prepared and valued in the role.

#### Time Commitment

The time required for this role will vary depending on the size of your School/Department and the meetings which you are required to attend. You should still expect to give at least a minimum of one hour per week (approx. 30 hours per academic year) to the role allowing time for communication with reps, updating UUSU and liaising with the relevant staff in the University.

#### What it involves

- Provide leadership and support for course representatives within your School Department;
- Represent the student voice within your School/Department at the appropriate level;
- Promote and communicate your role within UUSU and the University to all students within your School/Department;
- School/Department Reps are also central to the delivery of our student led Learning & Teaching Awards each year and form the final judging panel;
- Collaborate with University Departments to enhance student employability opportunities.

#### Benefits for You

- Build on and develop the skills gained as Course Rep – you will have the opportunity to communicate and network with a large, diverse range of students and staff across the University and UUSU;
- Acquire further managerial skills such as improved communication, assertiveness, negotiation and delegation, which as well as looking good on your CV will also enhance you future employability;
- School/Department Reps are offered the opportunity to complete an accredited activity towards the EDGE

# YOUR KEY TASKS

- Attend UUSU School/Department Rep Training
- Communicate regularly with Course Reps within your School/Department, keeping up-to-date with current student issues. This includes setting up and managing social media and Blackboard Learn discussions;

### Through this communication you will:

- Identify reps who may require additional support (either with the role or a particular issue) or would benefit from further training or preparation for the role
- Research and gather information on the wider student experience within your School/Department
- Feed into the annual UUSU student voice report.
- Network and communicate regularly with senior staff responsible for the delivery of courses within your School/Department and your UUSU Faculty Rep
- Work with UUSU team on delivering your campus Course Rep Training sessions
- Work with UUSU team on delivering your Student Voice Forum each semester
- Attend other UUSU or Ulster University meetings relative to the role if required, for example
  - o School Board Meetings
  - o Faculty Board Meetings
  - o Relevant Sub-Committees*\*attendance at these meetings is optional and determined by your availability*
- Actively promote the roles of Course, School/Department and Faculty Reps to all students, including how to use the Student Voice framework at Ulster to best address academic problems and to create positive change.

### How many School/Department Reps do we need:

We are recruiting **one or two Rep(s) for each School or Department** depending if there is a campus split.

For more information on what's involved contact

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**Academic Representation Coordinator**

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