



STUDENT REPS 2019/20



ESSENTIAL REP GUIDE



**STUDENTS'
UNION**
BOURNEMOUTH UNIVERSITY

STUDENT REPS

NEED TO KNOW INFORMATION

WHAT IS THE ROLE OF A STUDENT REP?

A Student Rep is democratically elected by their cohort to speak up on their behalf on areas of collective feedback and provide representative student views to the university. They then work with BU and SUBU to make the student experience better for all students. Central to the Rep role is 'collect it, represent it, share it!', in this guide we'll take you through these actions to make sure that you are getting the most out of your role.

WHAT IS SUBU?

A Students' Union is a charity that is there to represent its students. Here at the Students' Union at Bournemouth University (SUBU) our aims are to give students a voice, both within BU and externally on local and national matters. We also help you develop new skills and provide extracurricular opportunities for you to get involved in.

Student Reps are a partnership between BU and SUBU. As such, we operate independently from the university, although we have a great relationship with them. Your Faculty facilitates your election and SUBU runs your training. We are impartial so we are able to train you on how to collect feedback about your whole experience at BU.

FULL TIME OFFICERS

SUBU is run by five Full-Time Officers who are elected by the student body. They each have a main area of responsibility and work to represent you across the university. As they represent you, you hold the Officers to account.



(left to right)

Ade Balogun, SUBU President,
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Abidemi Abiodun, SU VP Community,
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WHY IS SUBU TRAINING US TO BE REPS?

Student representation is essential to any university; it takes place on a variety of different levels including the Full-Time Officers and Student Reps. Student Reps, like you, play a major part in developing a better university experience for all students, and ensure that the university takes students views into account when making decisions. We know that your university experience is not limited to your studies, which is why Student Reps collect feedback about the entire student experience. If there is something that works well, shout about it, and if there any things that aren't working so well, chances are others may think so too. This is your chance to have a real impact on your university!

WHAT IS EXPECTED OF YOU AS A STUDENT REP?

- Attend Essential Rep Training
- Collect feedback from students and record it on SimOn
- Summarise and represent collective feedback at relevant faculty meetings and staff
- Liaise with Department Reps and SUBU regarding wider issues
- Report back to students what has happened with their feedback and any developments that may have been made
- Encourage students to give feedback through the 'You're Brilliant!' Awards
- Get involved in extra activities throughout the year



WHAT ARE THE BENEFITS OF BEING A STUDENT REP?



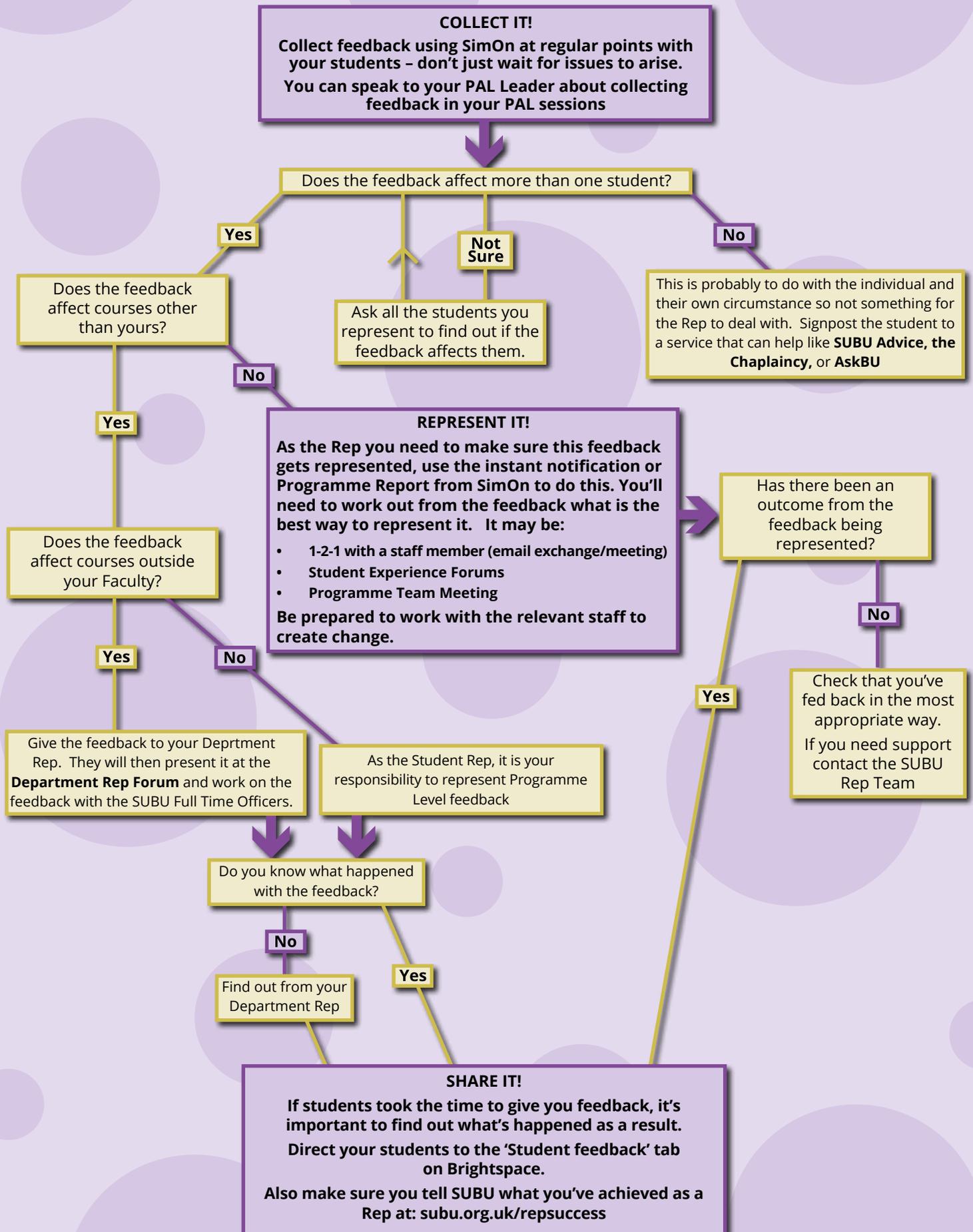
- You'll be able to help students and have a real impact on your course.
- You'll be put in a leadership position within your cohort and be able to work with staff members in your faculty to create positive change.
- You'll be able to learn and develop your transferable skills including; communication, leadership, organisation and time management. So no matter which career you are going into will look great on your CV!

NOT ON CAMPUS?

We know that at BU one size does not fit all, particularly if you're a distance learner, or spend extended periods of time on practice placements. Here are a few tips to ensure that you make the most out of your role under these circumstances:

1. Make sure you introduce yourself to your cohort, so that they know who you are and what your role is. You could ask your Programme Leader to send your cohort an email letting everyone know that you're their student Rep or set up a social media group.
2. Let them know what SimOn is. Ask them to put any feedback they have straight into SimOn and let them know where it goes.
3. Make sure you have a standardised method to communicate with your cohort. This could be via email, facebook, whatsapp or whatever works best for your cohort.
4. Emails, Emails, Emails - make sure you're regularly checking your BU email address. You will still be invited to attend Faculty meetings, and you should attend these where possible.
5. Still have questions- get in touch with the Rep Team

THE REPRESENTATION CYCLE...IN A NUTSHELL



COLLECT IT

Your first step of being a Student Rep is collecting feedback from the students that you have been elected to represent. To do this you will need to make sure that your cohort knows who you are and what you do as a Student Rep. You'll need to make yourself available to your cohort throughout the year so make sure you publicise your role year round.

There are lots of different ways that you can collect feedback but the best way to do it is by talking to students!

We want you to build relationships them, which is why we have designed SimOn, the simple online tool for you to collect feedback. SimOn isn't a survey and instead is a conversation facilitator; it is open 24/7 and allows you to collect feedback about any topic.

SimOn asks 3 questions:

1. **Is there anything that works well for you at BU?**
2. **Is there anything that doesn't work well for you at BU?**
3. **Do you have any new ideas that would make your BU experience the best it can be?**

The ideal way to use SimOn is to have it open on your phone/laptop, whilst you ask your students the SimOn questions, allowing them to give feedback on any topic, and then input their feedback as they are giving it to you. It is important that submissions on SimOn are of a high quality so here are the principles of using SimOn:

- Be detailed. Mention locations and remember to be specific about the issue
- Give suggestions for improvements
- One topic at a time, you're given multiple opportunities to enter feedback so make sure that your feedback is correctly categorised, otherwise it may not reach to correct department
- Be professional, don't use staff names in a derogatory way or use profane language

It's best to use SimOn on your students' behalf but if you can't, send them the link to complete in their own time and remind them of the principles. After SimOn is used an automatically generated email gets sent to their Rep.

You'll be asked to categorise the feedback into one of the categories below. This helps us understand which areas are working and which ones aren't.

Here are the categories that you can collect feedback on:

- Teaching on my course
- Assessment and feedback
- Academic support on my course
- The organisation of my course*
- My timetable*
- Course specific resources
- Library resources*
- Campus facilities (inc. transport and I.T.)*
- BU Student Services (inc. welfare and security)*
- My accommodation*
- The Students' Union*
- SportBU*

For a full list click on the 'SimOn categories' and subcategories' button in the Rep unit.

IMPORTANT: Make sure to press 'submit' at the end, otherwise your feedback won't be recorded.

SimOn is great because it ensures that your feedback is heard by more than just the people in the room. Any category that is marked with an * gets sent directly to the relevant BU department who deals with the topic and it doesn't just end there, look at the graphic on page 4 to see where else your SimOn feedback goes! SimOn gives a real time view of student satisfaction in all areas across the university, it's really important that you regularly use SimOn.



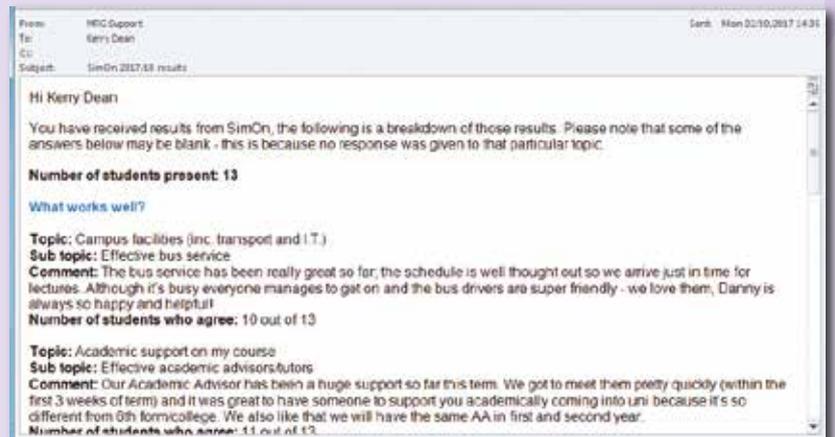
REPRESENT IT

Once you've collected feedback via SimOn you'll then need to represent your cohorts' views. You'll need to be prepared to work with relevant staff to create change. You can do this in a variety of ways, including:

- 1-2-1's with relevant staff members (email exchange/meeting)
- Programme Team Meetings for academic feedback specific to your programme
- Student Experience Forums for student experience feedback

To be an effective representative you need to ensure that you are aware of all feedback across your programme and then represent this to the university:

- Refer to the instant notification/s you received after you or your students use SimOn. This notification will be in your BU mailbox and will be from 'MRG support'.
- Request a Programme Report by emailing Reps@bournemouth.ac.uk. This will contain all the feedback across your programme.
- Download a Summary sheet from the Rep unit on Brightspace and complete it using the Programme Report to highlight the feedback. Once completed send to the meeting secretary.



MAKING THE MOST OF YOUR MEETINGS

- Be Representative: as a Student Rep your role is to represent the breadth of views across your programme and not just your own. Be sure to have collected feedback from your cohort and then represent this during the meeting, providing suggestions for improvements.
- Be Prepared: make sure that you are ready for your meetings, request a Programme Report from SUBU and then fill in and send your Summary to the meeting secretary so they know what feedback will be discussed. Make sure you've looked over the agenda and any documents that are sent out prior to the meeting
- Be Professional: send your apologies if you can't make it and be courteous of others opinions. Make sure your feedback is depersonalised and constructive.
- Be Proactive: take note of any actions and make sure to feedback to the students and SUBU of any developments or outcomes from the meetings.



SHARE IT!

The Rep cycle is not complete without sharing what has happened as a response to student feedback, also known as 'closing the feedback loop'.

To enhance the student experience, it is really important that students feel that their opinions are valued and listened to. As a Student Rep you'll be expected to communicate any developments that may happen as a response to student feedback, no matter how big or small.

We know that change isn't always quick and easy, and sometimes it may seem insignificant but it is equally important that you keep your cohort in the loop of any and all developments, which will in-turn encourage them to continue to engage with you throughout the year.

A few ways you could do this are:

- Email minutes and actions of meetings
- Lecture shout outs
- Posters in Social Areas
- Social Media

REP SUCCESS

In addition to sharing your feedback with your cohort it's important that you share your feedback with SUBU via 'RepSuccess'. This is the way that we keep track of Rep developments. We really want to shout about your amazing achievements and the only way we can do this is if you tell us.

Here are some examples of what Reps achieved in 18/19

- Ensuring that more exams support was provided
- Reorganising Brightspace units
- Getting more pre-placement support
- Moving the dates of lectures
- Receiving more informal discretionary feedback throughout the year
- More copies of core textbooks in the library



The screenshot shows a web browser window with the URL mgurveys.bournemouth.ac.uk. The page features the SUBU logo (Students' Union at Bournemouth University) and the 'REP SUCCESS' logo. A navigation bar includes the text 'Collect it Represent it Share it!'. The main content explains the role of a Student Rep, broken down into three parts: Collect it, Represent it, and Share it. It encourages students to share their achievements and provides a short form to complete. At the bottom, there are 'Reset' and 'Next' buttons.

In addition to this there is a 'Student Feedback' tab on Brightspace, where there is a FAQ function covering areas of common student feedback.



REWARD AND RECOGNITION

We really appreciate the time that you put in to being a volunteer. Because of this we want to recognise and reward the work that you do! There are several ways that we do this:

REP OF THE MONTH

Every Month during term time we celebrate the Student Reps who have been recognised for their commitment to their role. In order to be considered for the RotM you'll need to have completed a cycle of Collect it, Represent it, Share it. If a staff member in your Faculty believes you have gone above and beyond they can even enter your name into the running! Then winner will be decided by the Rep Team and will be awarded with a Rep of the Month mug.



REP OF THE YEAR

At the end of the year SUBU says thank you for all the hard work that Rep have put into the year and recognises the Student Reps who have gone above and beyond in their role to represent the student voice across their programme, faculty and beyond.

CONFIRMATION LETTER

We know that you want to leave university with more than just a degree. As a student Rep you will have developed lots of new skills throughout the role which you'll want to shout about in your future career.

In order for you to receive your Rep confirmation letter you must have done at least five of the following actions

- Used SimOn
- Attended a Programme Team Meeting
- Attended a Student Experience Forum
- Used RepSuccess
- Volunteered at Speak Week
- Volunteered as a part of the 'You're Brilliant!' Awards Team



GETTING INVOLVED

Throughout the year there are loads of extra opportunities for you to get involved in:

COFFEE MORNINGS



These are your chance to get to know other Student Reps across BU and ask any questions that you may have about the role. They take place every other week during term time and we'll be providing hot drinks and nibbles so be sure to come along. Times and dates can be found at subu.org.uk/coffeemornings.

SPEAK WEEK



This is a week long campaign dedicated to collecting student feedback. Speak Week takes place across both campuses and is led by Student Reps who collect feedback on a range of different topics. Last year we collected over 5000 pieces of feedback which was then used to lobby the university.

REPFEST



Repfest is our annual Rep conference. It takes place at the beginning of the second semester and is your opportunity to develop your personal skills by attending skills based workshops

YOU'RE BRILLIANT AWARD



The 'You're Brilliant!' Awards are a way to recognise staff members who have gone above and beyond in their role to make the student experience the best it can be. Every year we receive over 400 submissions and every staff member who is recognised receives an award.

As a Student Rep you'll be involved by recognising staff members who you receive positive feedback about. You can go one step further and really make peoples day by being a part of the YBA Delivery Team. If you want to be involved get in touch at reps@bournemouth.ac.uk

SUPPORT POLICY

The role of the Student Rep runs from the time they are elected and trained by SUBU, to the end of their studies for that academic year. **Reps will not be recognised as such if they have not completed training.**



Student Reps are expected to attend all relevant meetings within their Programme and Faculty and represent the collective views of their cohort. If they are not able to attend then appropriate apologies need to be given ahead of the meeting.

THERE IS AN EXPECTATION FOR REPS TO:

- **Attend Essential Rep Training**
- **Obtain feedback from fellow students and record it on SimOn, the Simple Online tool**
- **Liaise with their Department Rep regarding wider issues**
- **Summarise and represent feedback for relevant Faculty meetings**
- **Report to students on what happened with their feedback and any changes that may have occurred.**
- **Encourage students to give positive feedback, through the 'You're Brilliant!' Awards**

INACTIVE STUDENT REPS

VOLUNTARY STEP DOWN

If a Rep is not able to fulfil these expectations, due to time constraints or personal issues for example, then they may wish to step down from their role as a Student Rep.

If so, they may wish to speak to someone in the Rep Team at SUBU where help can be offered, and stepping down may be avoided.

If they still wish to step down, they should advise their Programme Coordinator (or equivalent), who should arrange for the election of a new Student Rep for the cohort. SUBU should then be informed of the change so the details of the Rep for that course can be adjusted accordingly.

INEFFECTIVE REPS

Reps who do not voluntarily step down, but fail to adequately represent the students they've been elected to, can be asked to step down from their role by Programme staff. Their ineffectiveness may be shown through:

- **Persistent lack of communication**
- **Regular absence at relevant meetings**
- **Continued expression of views that are not representative**

In this case, the same process of re-electing a new Rep and informing SUBU should be followed accordingly.



STUDENT REPS 2019/20

KEY CONTACTS

As student representation is a partnership between the University and SUBU, there are staff from both areas to support you.

THE SUBU REP TEAM

You can find the Rep team on the First Floor of the Student Centre, Talbot Campus. Alternatively you can contact them on reps@bournemouth.ac.uk.

SIGNPOSTING

Your role as a Student Rep is to speak up on issues of a collective nature and provide the representative voice on behalf of your cohort. You may find that a student comes to you with an individual issue, if this does happen refer the student to the relevant service:

SUBU Advice; Academic; AskBU

YOUR FACULTY CONTACTS

Each Faculty has an Associate Dean Student Experience who helps to ensure that an excellent student experience is maintained and enhanced. Working with Student Reps is a big part of that.

In addition to this each Department has a Head of Department (HoD) that also support Student Reps.

FACULTY OF HEALTH & SOCIAL SCIENCE

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Ashley Woodfall,
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FACULTY OF MANAGEMENT

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Alan Kirkpatrick,
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Elvira Bolat,
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Debbie Sadd,
People & Organisations HoD,
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Carly Stewart,
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FACULTY OF SCIENCE & TECHNOLOGY

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Christos Gatzidis, Creative Technology HoD,
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Philip Sewell, Design & Engineering HoD,
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Rick Stafford, Life & Environmental Sciences HoD,
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Peter Arabaci Hills, Psychology HoD,
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HoD = Head of Department

TOP TIPS FOR BEING A STUDENT REP

- Introduce yourself to your cohort... Your role depends on your students knowing who you are, so make sure they know how to contact you and what areas they can provide feedback on.
- Find a method of communication that works well for you and your cohort. Remember you can communicate in a variety of different ways. This could be talking to your cohort before or after lectures, gathering feedback online, getting your cohort together for an informal conversation, or utilising some time in PAL. Find what works for you and be sure to put this feedback into SIMON.
- Stay focused... you may find that students may not come to you directly with feedback but you'll be aware of topical feedback areas, so make sure that you're staying alert throughout the year.
- Get familiar with your BU email address. This will be an essential part of your role. Your BU email is the first port of call for all things Reps. When a student in your cohort uses SimOn an automatic email will be sent to you, so make sure you are regularly checking for any updates, you'll also be invited to meetings in your faculty via your email.
- Find an appropriate time to raise the issue with the Faculty and don't just wait until your next Faculty meetings. If there is an issue that needs solving, work with SUBU and your Faculty to solve it!
- Work with others, you are not alone in your role, you can and should work with other Student Reps, your Department Rep, the Rep Team and staff within your Faculty.
- Track your feedback, if you've given suggestions for improvements make sure that you are kept in the loop of any developments and be sure to share these with your cohort.
- Still feeling unsure? Utilise the Rep Resources Brightspace module for more information or get in touch with the Rep Team and one of us will be able to give you some advice.
- Get involved in some of the extra opportunities, this could be: the 'You're Brilliant!' Award Team, or being a Speak Week volunteer.

