



Student Rep Handbook

Your guide to representing the students on your programme.

SUBU Student Reps

Welcome to the Team

Congratulations on being elected as a Student Rep. You are now part of the Rep community!

Your role

- You are elected by your peers to represent students on your course.
- You will gather and share feedback to improve the student experience and highlight existing good practice.
- You will work collaboratively with staff and other Reps to create positive change.



What's in it for you?

A stylized, dark blue plant graphic with several rounded, leaf-like shapes, positioned in the upper right corner of the dark blue header area.

Rep hoodie - Stand out as the advocate for change on your course.

End of year certificate - Digital and physical proof of your hard work and commitment.

Weekly socials - A variety of events to build the Rep community and give you a fun break from your studies.

Celebration socials - Whether it's a quiz night, day trip or beach celebration, we reward you for your hard work.

References - The Student Voice team can provide a reference for job or placement applications.

Personal growth - Being a Rep builds confidence, communication and leadership skills that benefit you beyond university.

“

Being a Student Rep is one of the most powerful ways to shape life at our university. Your insights help us understand what's working well and where we can do better – not just in your course, but across the whole student experience.

You also play a key part in helping us share the changes we're making in response to student feedback. And there are benefits to you and your future career too.

It's a chance to build your confidence, leadership, and communication skills – and to make a real difference for your peers. I look forward to working with you all!

”

Dr. Shelley Thompson, Dean for Education & Student Experience,
Bournemouth University

Why is Feedback Important?

- **'Works Well' feedback** - This lets staff know what is working well and what students want to see more of.
- **'Works Less Well' feedback** - This helps inform staff of the issues your peers are facing so you can work together to find a useful solution.
- **'New ideas'** - This lets BU know what new things students want to see on their course or campus e.g more gluten free food.

Collect • Represent • Share



Types of Feedback

Feedback can be about any aspect of the student experience.

Feedback should be specific enough for BU and SUBU to act on.



Course Content and Delivery



Course Resources



Exams, Assessment and Feedback



Library Resources



Teaching Staff



Campus Facilities



My Timetable



IT Services



My Accommodation

SUBU

The Students' Union



Academic Support on my Course



BU Student Services



Communication about the Running of my Course

SportBU

Sport BU

Introducing Yourself to Students

Building connections with your peers and improving your visibility as a Rep is key. Let students know who you are, what your role is, and how you share their views with BU and SUBU. This builds trust and helps them understand how the Rep role works.

Lectures

Lectures are the most time you will spend with your cohort, so it is a great opportunity to introduce yourself and improve students' awareness of Reps.

Group Chats

Group chats can be useful for improving Rep-student links, for quick questions and collecting informal feedback, especially from those who might be quieter in person.

Casual Chats

Casual chats can be great for building relationships. Mentioning your Rep role or feedback you've heard can allow students to bring up their points in a less daunting way.

Ways to Collect Feedback

The most crucial stages of your Rep role are collecting feedback from your peers and communicating the outcomes back to them.

Getting these stages right ensures the feedback cycle flows effectively.



Start/end of
Lecture

Take a few minutes after class to discuss potential feedback while the content is still fresh in everyone's minds.



QR on screen

Make a QR that takes students to a quick questionnaire or poll.



Use **SHOUT
OUT**

**Direct students to
Shout Out**

SHOUT OUT



One voice

SUBU's one, single feedback platform is used by Student Reps (and all students). This means all student feedback is shared to the right places and every voice is heard.



Anonymity

As a Rep, your name will show on any feedback you submit. However, **we anonymise all other student feedback**. SUBU's system anonymises student's feedback when they submit via Shout Out so when the university review reports, it does not show student's names.

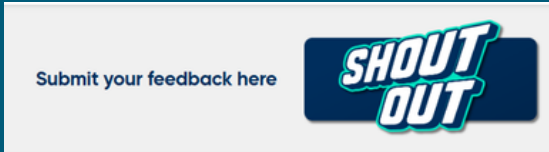
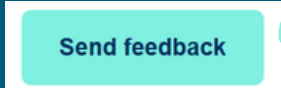
If a piece of feedback breaks BU's conduct policy, SUBU can review who submitted it and refer the case to BU's conduct team.



Trends and wider issues

We (SUBU) have access to the full feedback reports for all Shout Out submissions. It's vital for us as an organisation to have as much feedback as possible so we can show BU trends and work with them to improve services that impact your Student Experience.

How to use **SHOUT OUT**

- 1 Scan the QR 
- 2 
Click here
- 3 Login
- 4 Select the area your feedback is about
- 5 Select whether your feedback is 'Works Well', 'Works Less Well' or 'New ideas'
- 6 Type your feedback or feedback you collected, explaining clearly
- 7 Add the relevant topics
- 8 
Click here

Representing Feedback

Once feedback has been submitted, it needs to be represented to University staff.

How does this process work?

You request a Shout Out report by emailing reps@bournemouth.ac.uk - it shows all the feedback from your cohort in an easy format.

You use the report to prepare to talk about the issues and things that work well at your Student Staff Forum.

You attend a Student Staff Forum and discuss the feedback objectively.

You work together with staff to co-create meaningful outcomes and then share this with students.





Student Staff Forums

These are meetings where Student Reps and staff from your programme discuss submitted feedback and work together to address the topics. The focus is on open conversations and collaboration.

Remember that you are **working together** to improve the student experience.

1

Be Clear - Being clear in describing the issues is important. Having a clear example of student experience can keep your meeting on track and reinforce the point.

2

Represent - Remain neutral and unbiased. You can add your insight as a student if asked, but remember you are representing the collective students and their feedback.

3

Interact - Be prepared for questions or for your feedback to be challenged. Ensure you are ready to explain or support your feedback with evidence.



Sharing Feedback Outcomes



Telling students what happens with their feedback is crucial! Share outcomes with your peers after your Student Staff Forums.

Tips for sharing outcomes



Social groups - Use your class group chats to share a short overview of outcomes. What are you doing/have done with their feedback?



Student Voice Logs - Direct students to the Student Voice Logs to highlight what has been resolved/what is being worked on.



Lectures/seminars - Ask your lecturer for time at the end of a class to update students on what you have been working on.



Be proactive - Check in with your programme team for updates and relay this to your peers. Don't wait till your next SSF for an update.

How to Access Student Voice Logs

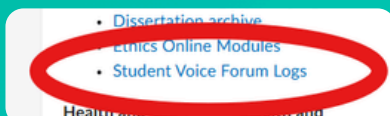
Student Voice Logs are spreadsheets linked on **Brightspace** - programme teams update these with outcomes from the Student Staff Forums.

1



Login to
Brightspace

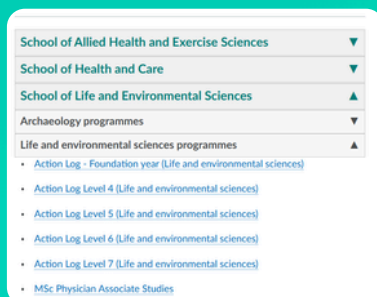
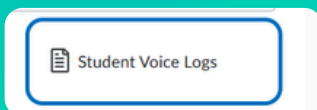
2



3



4



Expectations

Your role is to collect feedback on the academic and student experience of your peers.

Your role is **NOT** to provide them with advice or assist their wellbeing. If you are told of any issues unrelated to your role, signpost them elsewhere or to us.

If you hear any feedback which is concerning or you don't know what to do with, **INFORM US IMMEDIATELY**. This is **NOT** on you to deal with.

Do

Collect feedback from your cohort

Submit feedback to Shout Out

Attend your Student Staff Forums (SSFs)

Share outcomes with your cohort

Attend SUBU Summit

Log volunteer hours

Have fun!

Don't

Take on too much

Deal with students' personal problems

Include staff names in feedback



Signposting to Support Services

SUBU Advice

Free and confidential advice independent from Bournemouth University. Provides academic, housing, personal and money advice and support.

The Hub

BU's place for general enquiries and information.

University Front Room

Provides a confidential, safe and welcoming space where you can speak to support workers, volunteers and peer specialists.

Medical Centre

Open to all BU students, offering a full range of medical services and health advice.

Careers BU

Helps you develop your skills, connect to employers, and plan for your future.

Student Assistance Programme

A free 24-hour confidential helpline and digital resource to support BU students with personal or student-related problems.

Disability & Additional Learning Support (ALS)

Providing information, advice and guidance to support BU students with disabilities.

Academic Skills Hub

One-to-one appointments, in person or online, with tutors or librarians who will share their skills and expertise to help you enhance the skills you'll need throughout your time at BU.



**BU Support
Services**



SUBU Advice



We're here when things don't quite go to plan. We understand that university life can sometimes be a bit daunting, so whatever's on your mind, we're here to listen and support you. You don't have to navigate it all on your own.

We offer non-judgemental, free and confidential advice and support on a range of issues.

We're here to help with:

 Academic

 Personal

 Housing

 Food Support

 Money

 + and more

Reaching out is simple

 subu.org.uk/Advice

 subuadvice@bournemouth.ac.uk



Volunteering Hours

1. Register your volunteer profile on the SUBU website
2. Log your Rep hours (you can back date any hours to the start of the academic year)
3. Work your way through the tiers
4. Receive a digital certificate

Scan Here



Platinum

100 hours of volunteering



Diamond

60 hours of volunteering



Gold

30 hours of volunteering



Silver

20 hours of volunteering



Bronze

10 hours of volunteering



Rep Socials

Trips away



Reps Trip to Oxford

We run larger events around major milestones in the academic year such as end of terms and end of year to thank you for your hard work and celebrate your accomplishments.



End of Year Celebration

Smaller Socials

We run regular smaller socials to build a Rep community, reward you for your hard work and offer a break from your studies.



Coffee Mornings



SUBU Events

Speak Week

SUBU runs **Speak Week** **twice a year**, where we dedicate this whole week to collecting feedback from students on important topics.

We ask Reps to volunteer to encourage students to fill out the Speak Week survey.



SUBU Awards

Near the end of the academic year, SUBU hosts our **SUBU Awards**. This is our yearly awards celebration to wrap up the year with Reps having their own award category for each faculty.



Summit

The **SUBU Summit** is made up of elected representatives from across the Union who discuss and debate student ideas, such as whether the campus should have a pub garden!



Join the Rep Community

As you step forward as a Student Rep, remember that you are not just joining a team, but becoming an integral part of a community here to represent BU students and their voices.

Our commitment to creating an open and welcoming space is fundamental in ensuring that as Reps, you all find your place among our shared passions, unique talents, and diverse perspectives.

Join the
WhatsApp
chat



Follow
us on
Instagram







Key contacts

Email: reps@bournemouth.ac.uk

Web: subu.org.uk/Reps

Insta: [subustudentvoice](https://www.instagram.com/subustudentvoice)