



**BIRKBECK
SU
YOUR
VOICE**



Academic Representatives Training



**Before we get stuck in,
let's get to know each
other a bit.**

**First, let's go around the
room and introduce
ourselves to each other.**



**How well do you know your
University?**

**What Year
was the
University
Founded?**

**1823 (as the
London
Mechanics'
Institute).**

**What does the
Birkbeck motto
“In nocte
consilium” mean?**

**“Advice comes at
night.”**

**WHAT IS A
ACADEMIC
REP?**



WHAT IS A ACADEMIC REP?

The Role of the Rep is to collect the views of students on matters relating to their academic experience, to help identify solutions to issues and to help provide feedback to staff and students!

Four Main Responsibilities

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?

?

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Gather students' views about their experience. These views should be both positive and negative!



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Gather students' views about their experience on the course. These views should be both positive and negative!

Represent the views of students by providing feedback at Student Voice Meetings.



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Work alongside staff and other reps on any issues raised and help to implement solutions!



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Work alongside staff and other reps on any issues raised and help to implement solutions!

Feed information back to students on how their feedback is being heard and acted upon!



**Lets start at the
beginning**



**What qualities
make a good
Student
Representative?**

Honesty

Good

Communicator

Vocal

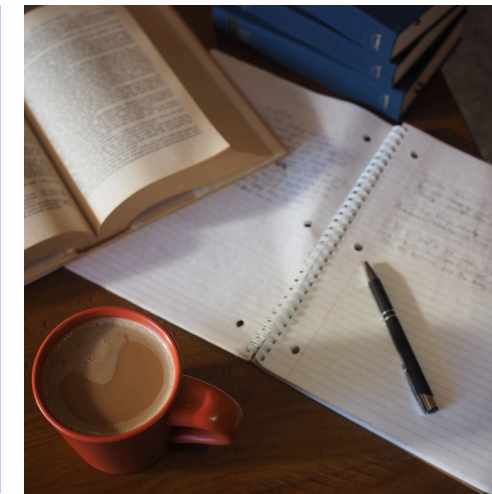
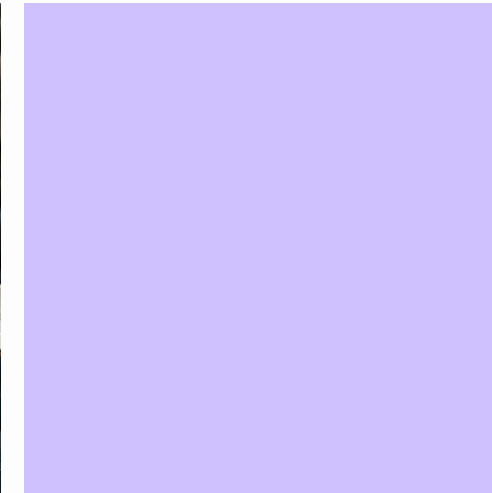
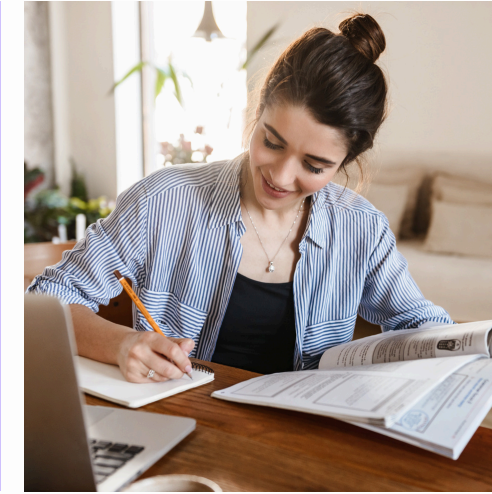
Understanding

Team Work

Willingness to learn new things

WHAT IS EXPECTED OF YOU

- Be a visible team member, introducing yourself to students and attending meetings
- Provide student and staff feedback at meetings then communicate that with your cohort
- Speak to people outside of meetings
- Actively problem solve



LIFE OF AN ACADEMIC REP

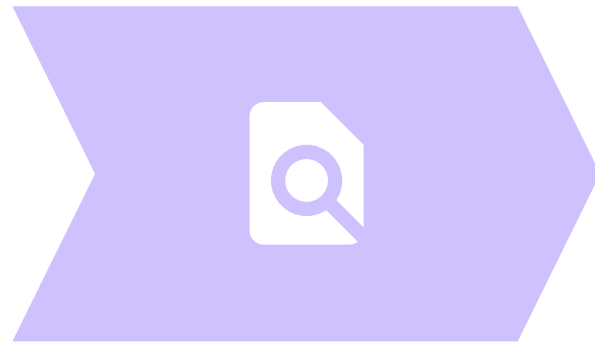
Each Term

Gather Feedback



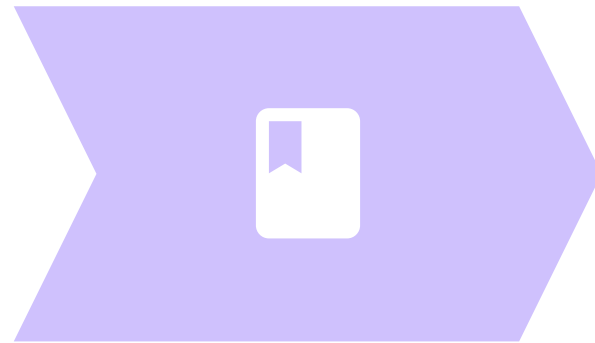
Gather feedback from students

Student Voice Meetings



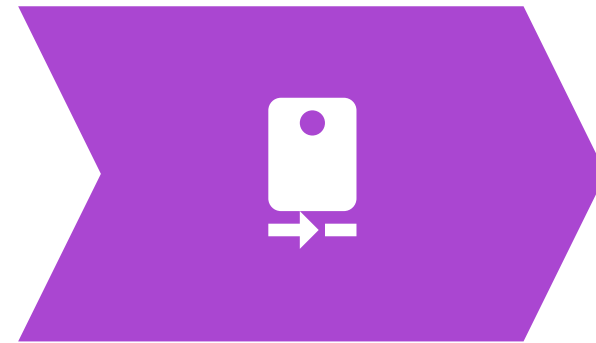
Week 5 every term, you will have a student voice meeting with your staff team to give the feedback to them.

Actions



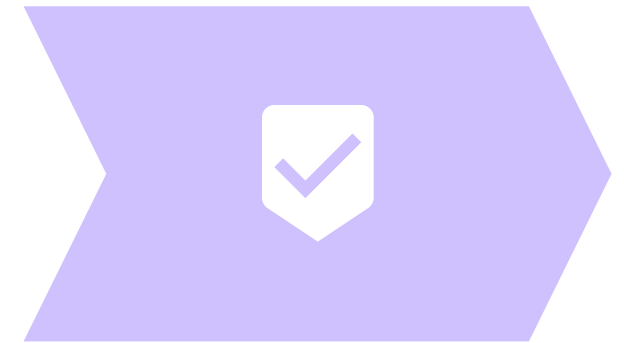
Actions in the meeting will be created for staff to take forward.

Update



In week 10, staff will email you an update on where they are with those actions.

Close the loop



Feedback to students on what has happened with their feedback.

Gathering Feedback



By making yourself known as the rep students will come to you when feedback needs to be given.

But you can also do the following to actively get feedback for your course:

- Survey
- Facebook Page
- WhatsApp Group
- Speak up in classes
- Speaking to students
- Ask lectures to email cohort to make them aware of how to contact you.

Don't forget to tell them how to contact you!

Do not collect any information regarding:

- Visa Questions
- Finance and Housing Questions
- Personal Issues

6 *Magic*

QUESTIONS TO ASK

YOURSELF WHEN

GATHERING FEEDBACK

1

WHAT'S THE PROBLEM?

2

**WHO IS IT EFFECTING AND
HOW?**

3

IS IT WIDELY OR DEEPLY FELT?

4

DO YOU NEED EVIDENCE?

5

WHAT'S THE IDEAL SOLUTION?

6

**WHO DO YOU SHARE THE
INFORMATION WITH?**

WHAT'S THE PROBLEM?

Magic



WHO IS IT EFFECTING AND HOW?

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DO YOU NEED EVIDENCE?

WHATS THE IDEAL SOLUTION?

WHO DO YOU SHARE THE INFORMATION

WITH?

Magic 6

TASK

Whats a good survey question



**How helpful is the
feedback you receive
for assignments
and/or exams?**

**How bad was your
assessment
feedback?**

**How have you found
access to core
resources?**

Task

Scenario, You are a brand new Academic Rep you are not aware of any issues on your course. Come up with 5 questions you would ask students in a survey to find out how there time is at university and how you would promote the survey

GDPR



GDPR (General Data Protection Regulation) is **extremely** important to bear in mind when collecting information.

Rules for data collection:

- Obtain informed consent from the participants before collecting any data (data strip)
- Please delete the form/data collected after you are not using it anymore (before 18 months)
- Do not use the data in any other way than in your department meetings
- Do not pass the data on to anyone
- Do not use the data in any emails or any other server/online system
- Ensure the data collection methods are valid, reliable and ethical
- Keep everyone anonymous when giving feedback to the department

Data Strip



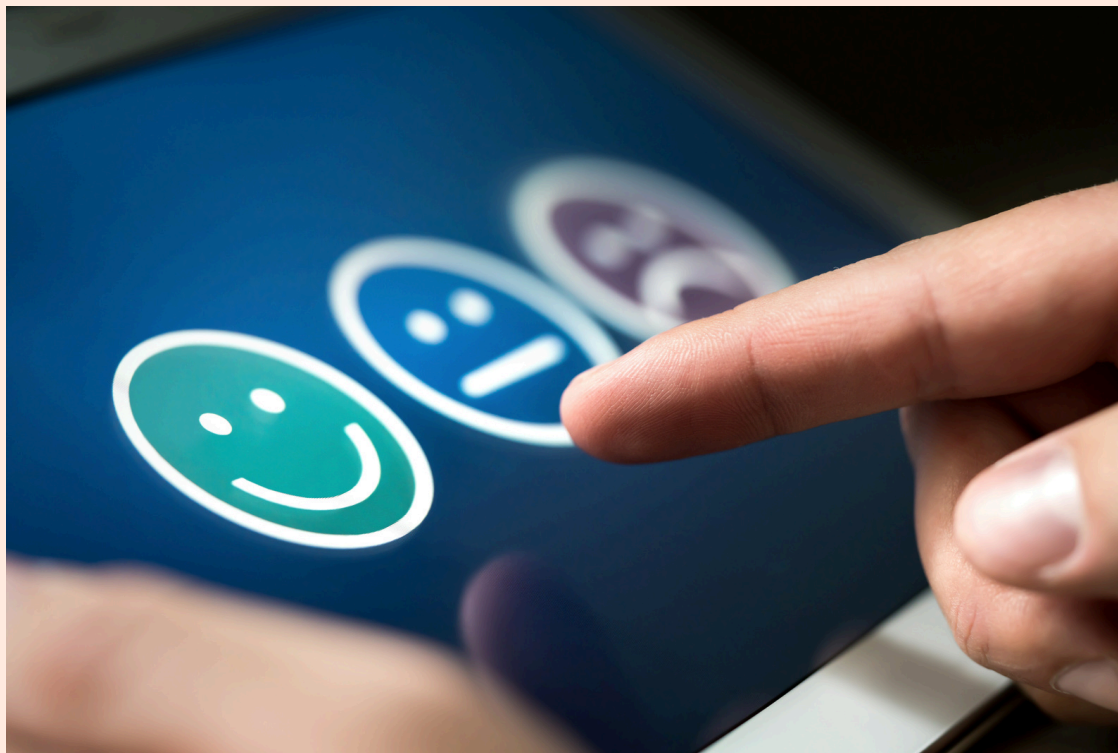
Everything you use to collect information **must** include the below 'data strip'.

*“Any information collected in this **NAME SURVEY** will be used to provide insight to your course representative so they can take this to department/faculty meetings. So this information will be shared with your Student Representative, SU and University. After 18 months the information/data collected will be deleted as stated by GDPR Regulations. To find out more please go to <https://www.birkbeckunion.org/your-union/privacy/>”*

Directly after the data strip, there should be an option for the student to confirm they have read and understood the statement. This should be a compulsory answer.

Failure to complete this step may result in the university, the SU or student reps being in GDPR violation.

Collecting Sensitive Data

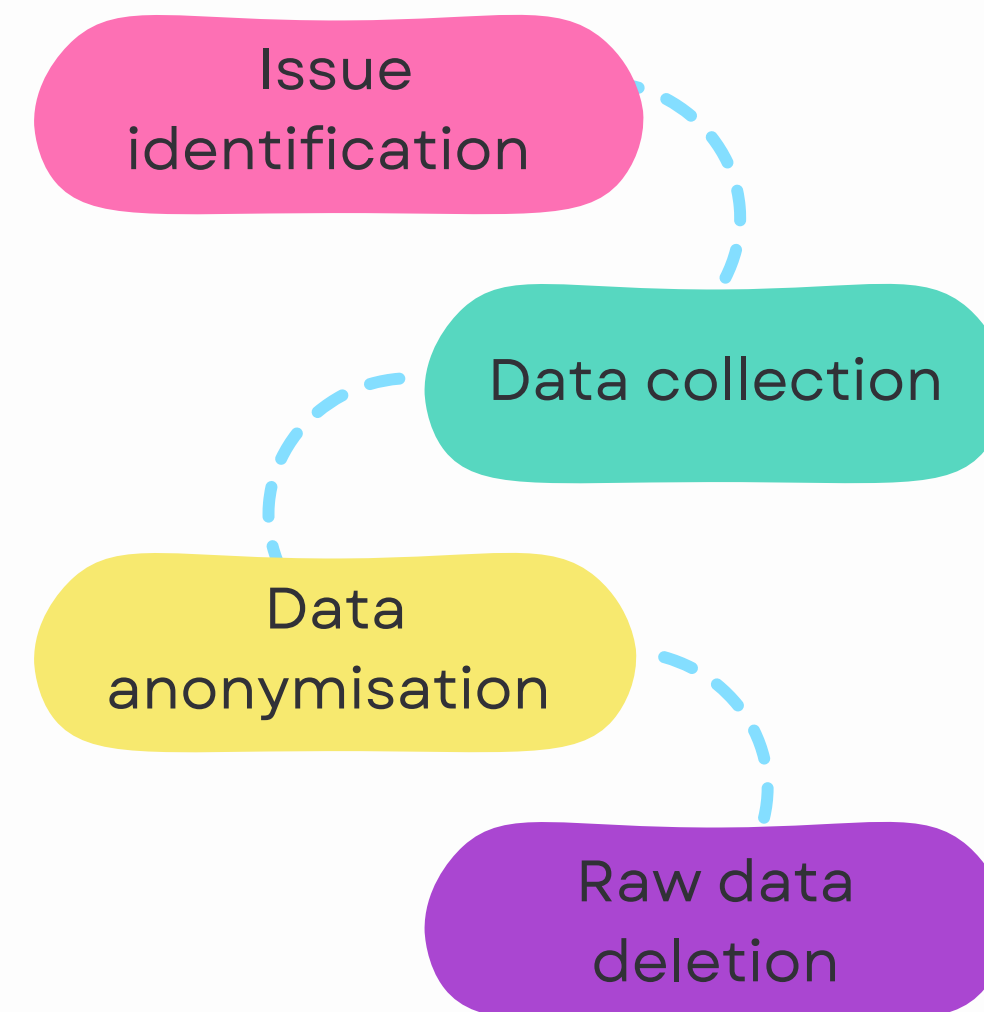


It's important to be mindful of when and why you should collect sensitive data.

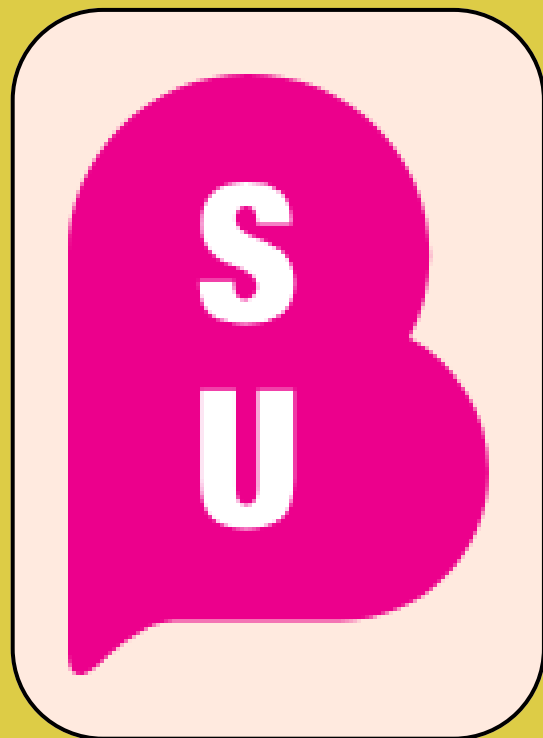
By sensitive data, we mean anything that can identify students (student numbers, names, email addresses etc.)

Unless there is a specific reason to collect personal information from coursemates, we recommend not asking for anything that could risk the anonymity of feedback.

If you *do* decide to collect personal data (i.e. as a means of verification) the below process should be followed:



Student Union Support



SU Voice Team- Emily (SU manager) and Michael (SU assistant) are always available to help point you in the right direction.

Education Sabbatical Officer- Ellie will always be happy to help with any issues that student reps may be facing.

Academic Support: The SU academic support team are able to help students with:

- Appeals
- Assessment Support
- Complaints
- Office of the Independent Adjudicator (OIA) complaints
- Mitigating circumstances

Wellbeing Support:

- Cost of living resources
- External support resources
- Wellbeing & social events
- Loneliness Support

Clubs, Societies & Liberation

- Information on our clubs, societies and liberation groups can be found on our website.
- There are a number of competitive and casual sports clubs
- Liberation groups are focused on creating positive change in the university.

Presenting Feedback



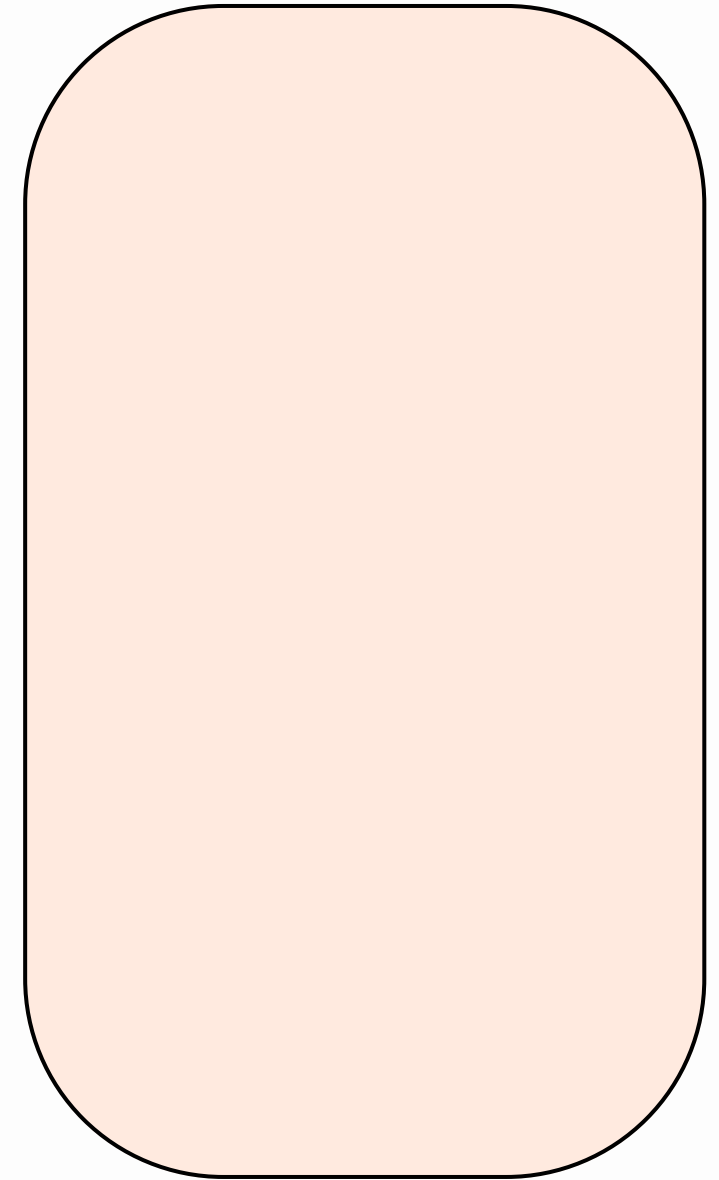
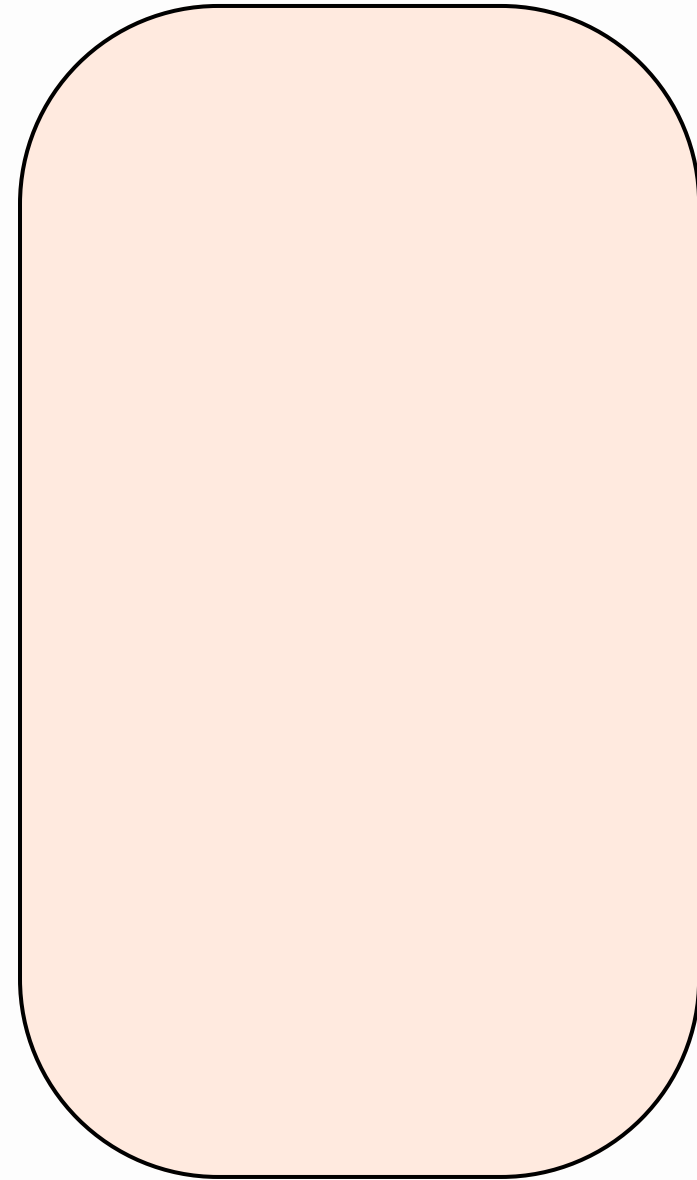
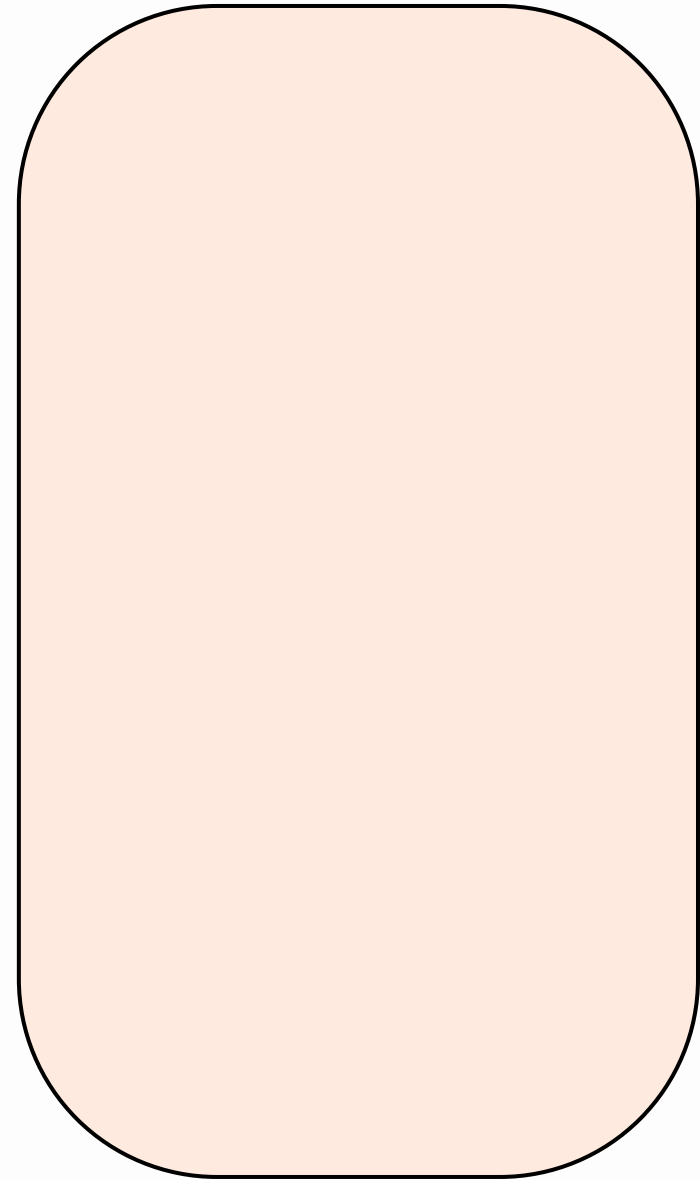
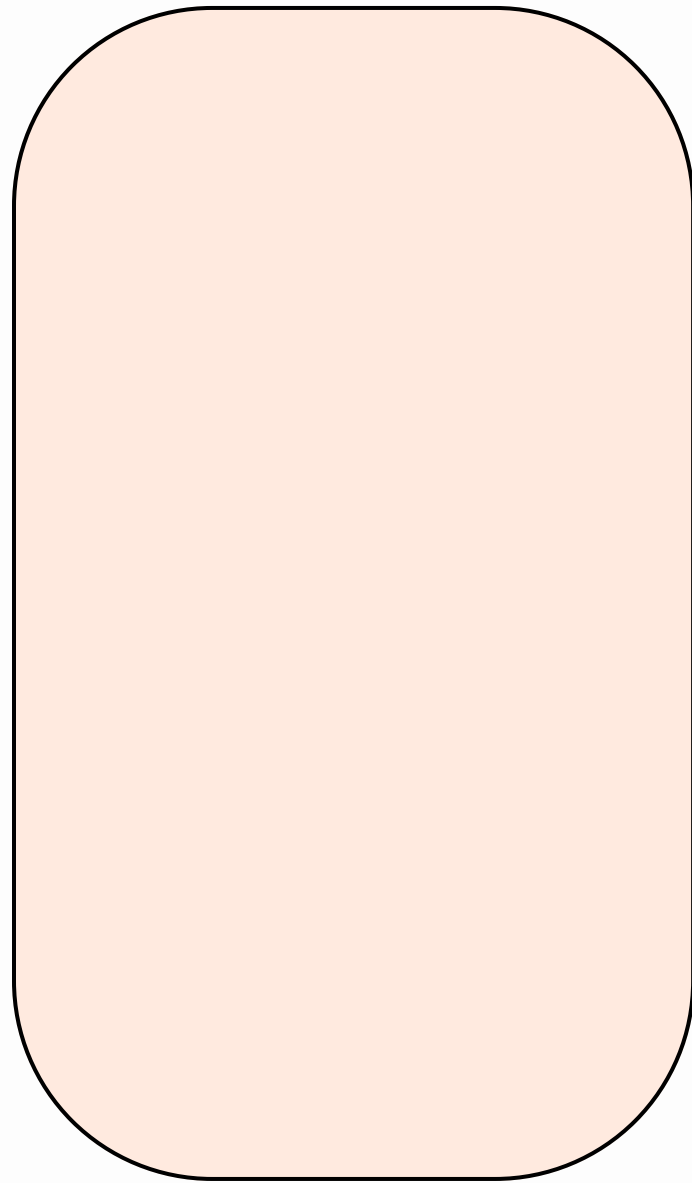
Presenting feedback to staff:

If you have an issue you would like to raise with staff, consider the best way to present the feedback you have gathered.

- Is it widely felt? Can you demonstrate that a lot of students agree with the point you're making?
- Is it deeply felt? Can you show how much of an issue this is for students?
- Do you have an achievable solution? Try and stay constructive and solutions-focused.

Can you use other evidence to back up your argument? E.g. NSS, other survey data? What do other departments/universities do? Are there any policies or processes that say how things should be done?

Tips on Presenting Feedback



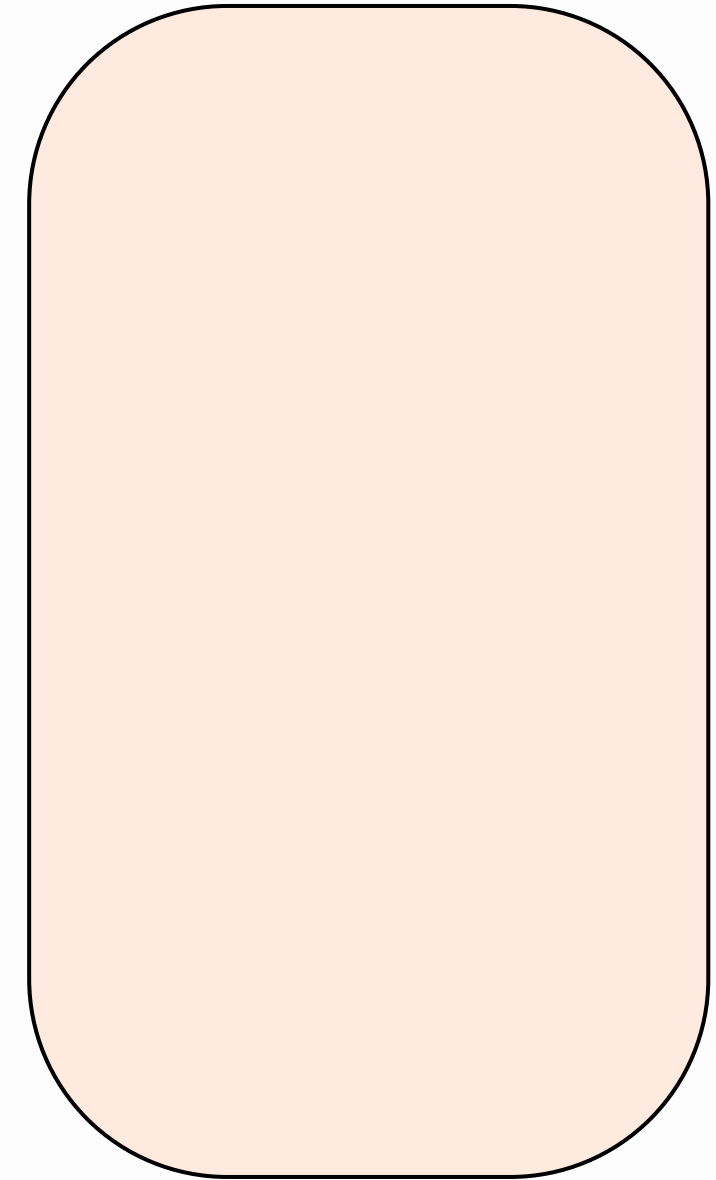
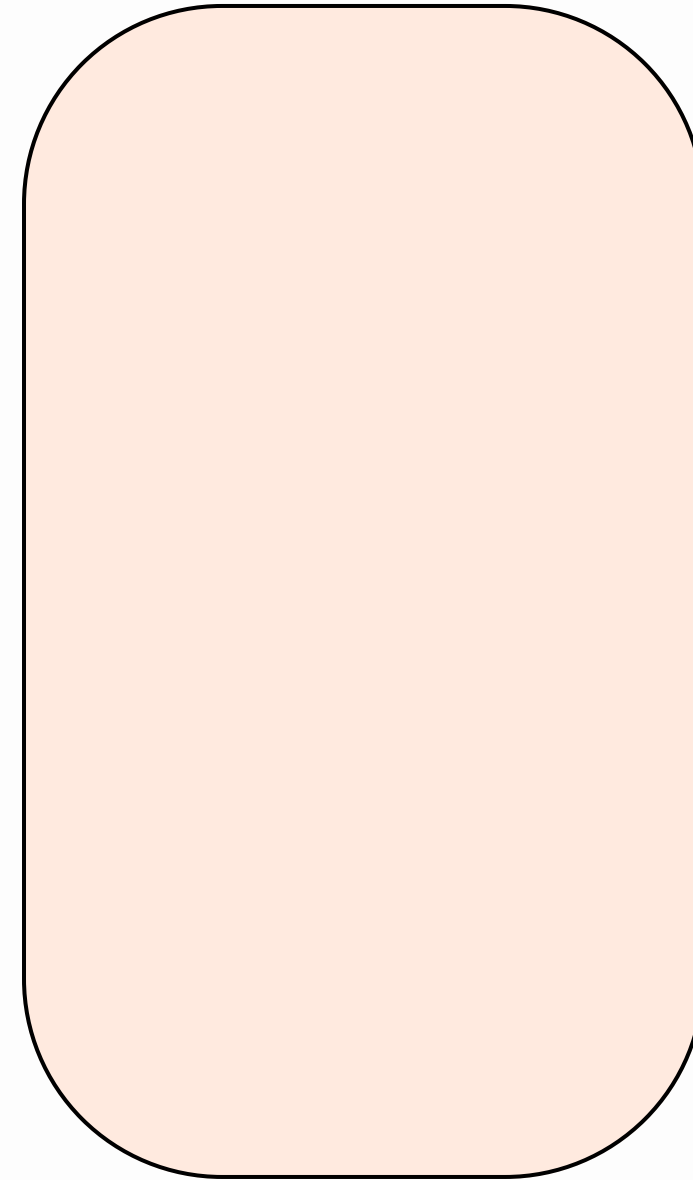
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**Give staff a
good
amount of
time to get
back to you
on the
bigger
issues**

**You have
fed back to
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do you do
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**Close the
loop**

Self Promotion

WHERE DO I START?

In person

- Do a Lecture shout out to introduce yourself (get permission first)
- Be a friendly face, you are representing your course and Birkbeck
- Say Hello!

Online

- Create a Facebook page or WhatsApp Group for your course
- Introduce yourself in any group chats you have with people from your course
- Ask lecturers to include slide at the end of lectures reminding students you are the student rep

Scenario

A student comes up to you and they have been really down lately and feeling overwhelmed.

What do you do?

Next Page for Answer

Answer

Direct them to University Services

Scenario

A student says they and their friends cant access the reading list?

What do you do?

Next Page for Answer

Answer

Ask them to speak to lecture, unless lots of students cannot access this is a personal issue not wide-spread.

Scenario

A student is angry because they was unable to submit their assignment on time and hasn't had any emails back from lecturers?

What do you do?

Next Page for Answer

Answer

Ask them to speak to your lecturer or module leader.

Student rep WhatsApp group:



**Any
Questions?**

Thank You for attending!

