

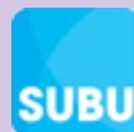
# STUDENT REPS

# WORKBOOK 2017/18

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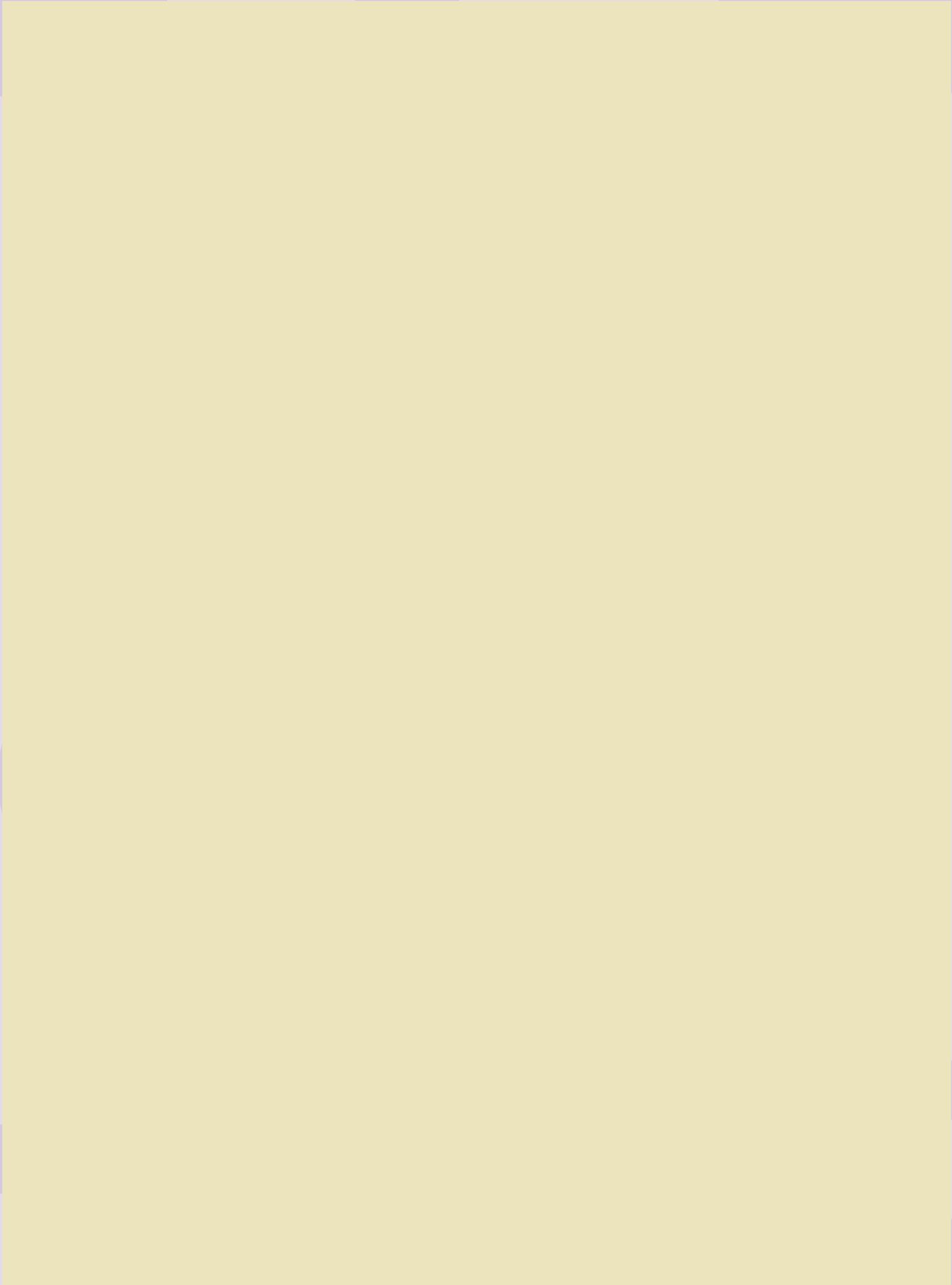
Course:

Year of study:



STUDENTS' UNION  
AT BOURNEMOUTH  
UNIVERSITY

# NOTES

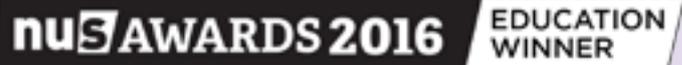


# STUDENT REPS 2017/18 WORKBOOK

Bournemouth University officially has one of the best representation systems in the country. This was recognised last year as **SUBU won the NUS Education Award 2016!**

At BU Student Reps work in partnership with the University to make the student experience better. There is 1 Rep for every 20 students to ensure fair representation.

This representation is used to make sure that the voices of BU students are heard across all parts of the University...as a Student Rep you're at the heart of this; it's a great opportunity to make your course better!



## FOREWORD

**Professor John Vinney, Vice-Chancellor**



I am extremely proud of the student representation model at BU. Our approach to student representation is constantly evolving and innovating, and it plays a key role in ensuring that BU just keeps getting better. Our success in this area is a great testament to the hard work of all the students and staff involved.

**Daniel Asaya, SUBU President**



The importance of the Student Rep role cannot be overemphasized as it gives students the opportunity to give feedback on any topic which then drives positive change at BU. I am really proud of our NUS Education Award which simply means SUBU has one of the best Rep systems in the country.

## MEET THE SUBU REP TEAM

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

SUBU Staff are...



**Kerry Dean,**  
Representation Manager,  
[kdean@bournemouth.ac.uk](mailto:kdean@bournemouth.ac.uk)  
01202 965771



**Jen Caldwell,**  
Representation &  
Training Coordinator,  
[jcaldwell@bournemouth.ac.uk](mailto:jcaldwell@bournemouth.ac.uk)  
01202 962049



**Emma Pringle,**  
Representation Impact  
Coordinator,  
[epringle@bournemouth.ac.uk](mailto:epringle@bournemouth.ac.uk)  
01202 967303

You can find the Rep team on the First Floor of the Student Centre, Talbot Campus.

## YOUR FULL TIME OFFICER TEAM

What are Full Time Officers?

They have been elected by the student body to lead SUBU for a year. There are 5 Officers; each one has responsibility for different areas. They work full-time to represent students across all areas of the university.



(left to right)

**Daniel Asaya, SUBU President,**  
[supresident@bournemouth.ac.uk](mailto:supresident@bournemouth.ac.uk)

**Charlie Souter-Phillips, SU VP Welfare,**  
[suvpwelfare@bournemouth.ac.uk](mailto:suvpwelfare@bournemouth.ac.uk)

**Brooke Elias, SU VP Activities,**  
[suvpactivities@bournemouth.ac.uk](mailto:suvpactivities@bournemouth.ac.uk)

**Ebony Harding, SU VP Community,**  
[suvpcommunity@bournemouth.ac.uk](mailto:suvpcommunity@bournemouth.ac.uk)

**Alex Hancox, SU VP Education,**  
[suvpeducation@bournemouth.ac.uk](mailto:suvpeducation@bournemouth.ac.uk)

# STAFF CONTACTS

If you have a Student Rep query within your Faculty here is who you can speak to:

HoE = Head of Education

## FACULTY OF SCIENCE & TECHNOLOGY

**Kevin McGhee**, Deputy Dean Education and Professional Practice,  
*kmcghee@bournemouth.ac.uk*

**Clive Hunt**, Associate Dean Student Experience,  
*chunt@bournemouth.ac.uk*

**Diogo Montalvao**, Design & Engineering HoE,  
*dmontalvao@bournemouth.ac.uk*

**Jane Elsley/John McAlaney**, Psychology HoE,  
*jelsley/jmcalaney@bournemouth.ac.uk*

**Melanie Coles**, Computing & Informatics HoE,  
*mcoles@bournemouth.ac.uk*

**Andrew Kitchenham**, Creative Technology HoE,  
*akitchenham@bournemouth.ac.uk*

**Eileen Wilkes**, Archaeology, Anthropology & Forensic Science (AAFS) HoE,  
*ewilkes@bournemouth.ac.uk*

**Kathy Hodder**, Life & Environmental Sciences (LES) HoE,  
*khodder@bournemouth.ac.uk*

**Phil Stocks**, Academic Liason Librarian for SciTech,  
*pstocks@bournemouth.ac.uk*

## FACULTY OF MANAGEMENT

**Philip Ryland**, Associate Dean Student Experience,  
*pryland@bournemouth.ac.uk*

**Miriam Bray**, Student Rep Coordinator,  
*mbray@bournemouth.ac.uk*

**Lois Farquharson**, Deputy Dean for Education and Professional Practice,  
*lfarquharson@bournemouth.ac.uk*

**Anne Davey**, Faculty Librarian,  
*adavey@bournemouth.ac.uk*

## FACULTY OF MEDIA & COMMUNICATION

**Michelle (Shell) Morgan**, Associate Dean Student Experience,  
*mmorgan@bournemouth.ac.uk*

**Barbara Dyer**, Deputy Dean for Education and Professional Practice,  
*bdyer@bournemouth.ac.uk*

**Ian Marsland**, Faculty Librarian  
*imarsland@bournemouth.ac.uk*

**FMC Student Support**,  
*fmc-studentsupport@bournemouth.ac.uk*  
Office: W304

**FMC Technical Support Group**,  
*SgCounter@bournemouth.ac.uk*  
Office: WG10

## FACULTY OF HEALTH & SOCIAL SCIENCE

**Sara White**, Associate Dean Student Experience,  
*swhite@bournemouth.ac.uk*

**Andrea Lacey**, Student Rep Coordinator,  
*alacey@bournemouth.ac.uk*

**Nicki Keefe**, Chair of the Student Midwifery Council (student),  
*i720058@bournemouth.ac.uk*

**Michael (Mike) Knight**, Educational Development Tutor and PAL Coordinator,  
*mjknight@bournemouth.ac.uk*

**Jose Lopez Blanco**, Faculty Librarian,  
*jlopezblanco@bournemouth.ac.uk*

\*Please note these contacts are subject to change

# WHAT'S THE ROLE OF A REP AT BU?

## ROLE PURPOSE:



To work in partnership with the University to make the student experience better. You will achieve this by collecting feedback from students, accurately representing it in the most appropriate way, then sharing what happens as a result back to the students and to SUBU, or... **collect it, represent it, share it.**

## ROLE ACTIVITIES:

- Collect feedback from your students and record this using SimOn - **see pages 6 & 7.**
- Represent this feedback to relevant staff - **see page 8.**
- Attend relevant meetings like Student Experience Forums .
- Share what happens as a result back to your students - **see page 10.**
- Report any Faculty wide feedback to your Senior Rep - **see page 11.**
- Pass key messages from SUBU onto your students .
- Encourage students to give positive feedback, through the 'You're Brilliant!' Awards - **see page 14.**
- Be involved in SUBU Speak Week campaigns and other SUBU student led campaigns throughout the year - **see page 14.**

## ROLE BENEFITS:

- Great opportunity to **improve your course** by ensuring the views of your group are fairly heard in your Faculty and beyond.
- **Networking** with other Student Reps and key members of staff, and meeting new people.
- Develop **key transferable skills** such as communication, leadership, organisation, and time management.
- Opportunity to take part in the **SUBU Leadership Award** (*see page 12*) which gives you recognition for the knowledge, skills and confidence you develop in your role.

## SUPPORT AND TRAINING:

- All Student Reps will receive Essential Rep Training. On completion, they will receive a Rep hoodie to wear when attending all Rep meetings and events.
- All Student Reps have an opportunity for further development and training when taking part in the SUBU Leadership Award.
- All Student Reps are supported by the SUBU Representation Team and BU Faculty staff throughout the year.



# COLLECT IT

The first step of being a Student Rep is to get feedback from the students you have been elected to represent.

The best way to get feedback is to talk to your students – and when doing this we've designed a simple online form for you to record the feedback!

The simple online form SimOn ([www.subu.org.uk/simon](http://www.subu.org.uk/simon)) has just 3 questions;

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

These questions are broad enough to enable you to collect well-rounded feedback about any topic.



The ideal way to use SimOn is to get together with your students and use it with them to record the feedback they're giving. Have SimOn open on your smart phone, tablet, or laptop and ask those three questions to the group. Then you can enter their feedback as they give it to you!

If you can't do this with some of the students you represent you can send them the link to SimOn for them to complete in their own time. However, where possible it's best to use SimOn with your students as you can monitor the feedback as you enter it.

It's important that appropriate tone and language is used, and if students are completing it themselves this can be compromised.

**Rubbish in, rubbish out** - To make the feedback as useful as possible, it's important you enter good quality and detailed feedback into SimOn. This will be particularly helpful when you are representing what has been said. If the feedback is too brief, then it will be more difficult to sort through and use to make positive change. And if the feedback is inappropriate then it might be discarded all together.

SimOn is open all year round so you can use it as regularly as you wish – don't just wait for a big issue in order to get feedback; use it regularly so you can get an accurate view of the student experience from your students.

**Make sure you press the submit button otherwise the feedback will be lost.**

*This space is to be used at Essential Rep Training.*

**Q1. Give at least one key advantage of using SimOn:**

# COLLECT IT

When using SimOn you'll be asked to categorise the feedback you give by the topic it's about. Once you've given the feedback you'll also be asked to sub-categorise it in a bit more detail.

Using SimOn you can feedback about anything from course content to catering on campus. The categories that you can give feedback on in SimOn are:

- **Teaching on my course**
- **Assessment and feedback**
- **Academic support on my course**
- **The running of my course**
- **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 of the 'SimOn categories and subcategories' button on the online toolkit: [www.subu.org.uk/reptoolkit](http://www.subu.org.uk/reptoolkit)

Why not have this tab open when using SimOn so you can quickly see what all the categories are?

When using SimOn, as you or the students you represent will select your name as the Student Rep, you will receive the results of SimOn. If the feedback given is about the bottom 6 categories (shown on the list above), then as well as you receiving the feedback it will also **go directly to the BU Department that deals with that topic.**

If for example feedback is given about the Library by selecting the 'Library resources' category, then once you press 'submit' it will go straight to the Library team. This is to ensure that the feedback can get to the most appropriate area within the uni, as swiftly as possible.



*This space is to be used at Essential Rep Training.*

**Q2. What is the best way for you to use SimOn with your students?**

**Q3. How can you encourage your students to give you feedback if they are reluctant?**

# REPRESENT IT

The feedback that is put into SimOn is then processed in 2 forms for you to use when you represent the feedback:

## INSTANT RESULTS

When you press submit on SimOn, the feedback that you have just input will be sent directly to your inbox, these are your instant results. Please note that the email will display as from 'MRG support'.

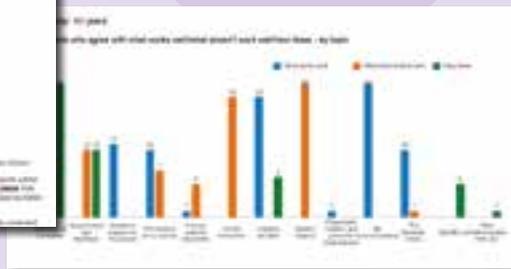
If one of your students has completed SimOn and selects you as their Student Rep, then these results will also be sent directly to you.

The instant results look like this



## PROGRAMME REPORT

You can then request a Programme Report of all the feedback you and your fellow Reps on your Programme have collected. For a copy of your Programme Report just email [reps@bournemouth.ac.uk](mailto:reps@bournemouth.ac.uk). We will aim to get this to you within one working day.



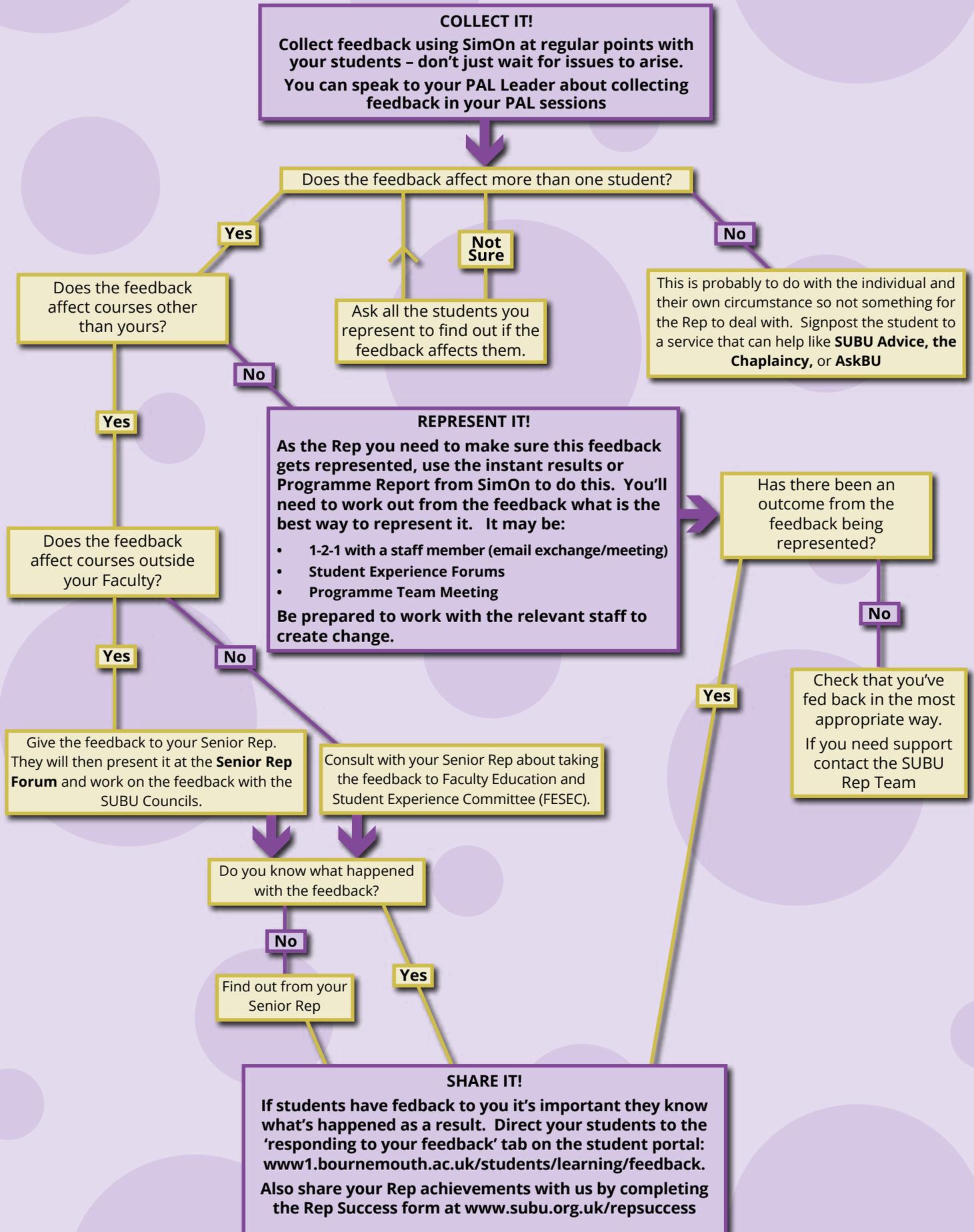
This report is really useful to use when feeding back as it has all the feedback from your entire course! Whichever report you use, your next step is to take it to represent the feedback within your Faculty; whether that be in a specifically arranged one-to-one with a staff member, in your Programme Team Meeting or your Student Experience Forum.

*This space is to be used at Essential Rep Training.*

**Q4. What's an example of an issue you would signpost to SUBU Advice?**

**Q5. Who will invite you to relevant feedback meetings in your Faculty?**

# THE REPRESENTATION PROCESS

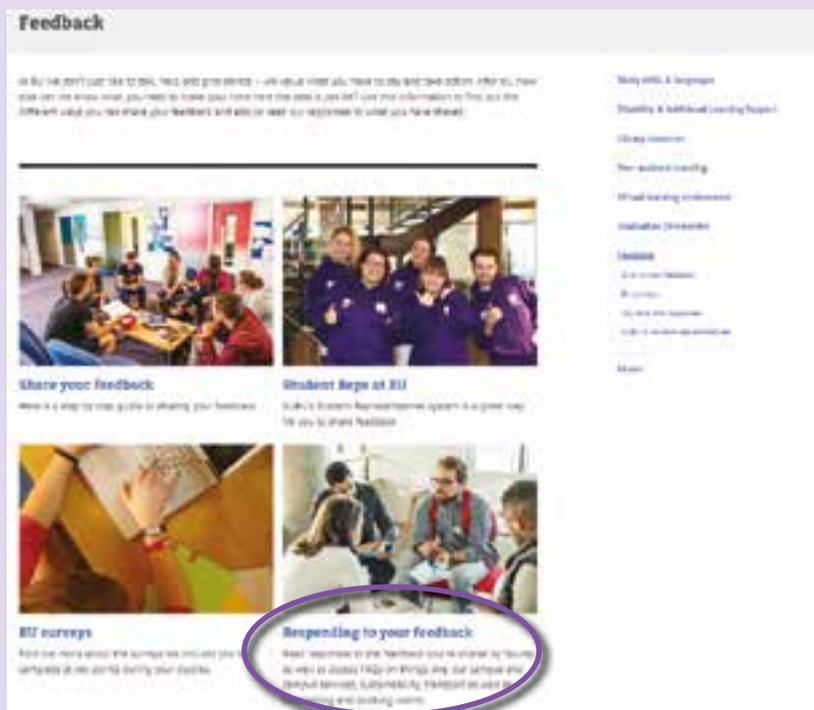


# SHARE IT!

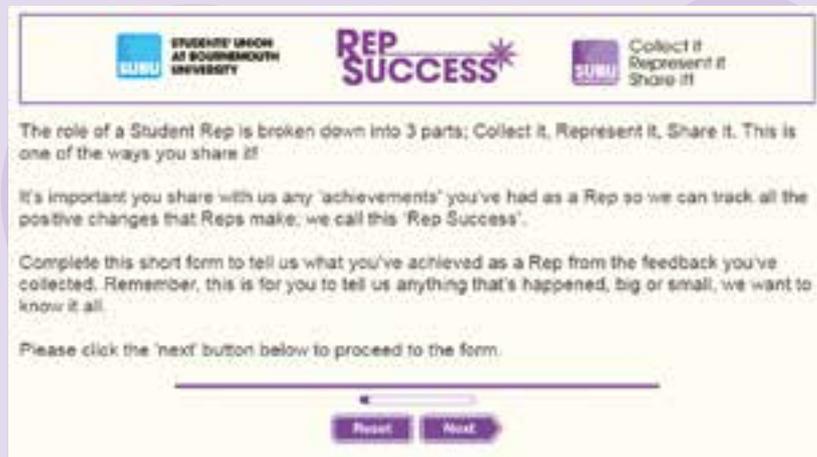
If students don't know what has happened because of the feedback they've given, it may affect their overall satisfaction with their student experience...so it's really important that they are kept up to date. Make sure you talk to your students to keep them informed about what's happening as a result of feedback they've given to you.

There is also a '**responding to your feedback**' page on the student portal. You can access it by going to [www1.bournemouth.ac.uk/students/learning/feedback](http://www1.bournemouth.ac.uk/students/learning/feedback). This page will allow you to see what has happened as a result of the feedback that's been given through your Faculty. It's important that you check this page regularly and that you direct your students to it.

The page also has an FAQ section. These are questions that are often asked about the campus and campus services from students. They will be a useful point of information when collecting feedback.



**If you do keep your students informed they'll be happy to give you their feedback when you next ask for it.**



In addition to this it's important you share with us any 'achievements' you've had as a Rep so we can track all the positive changes that Reps make; we call this '**Rep Success**'.

Complete this short form: [www.subu.org.uk/repssuccess](http://www.subu.org.uk/repssuccess) to tell us what you've achieved as a Rep from the feedback you've collected.

Remember, this is for you to tell us anything that's happened, big or small, we want to know it all.

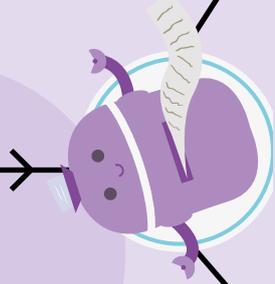
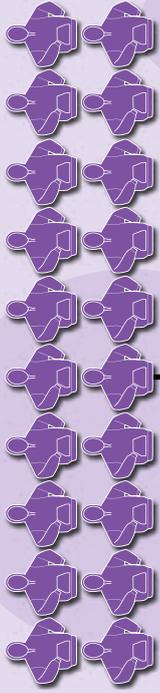
*This space is to be used at Essential Rep Training.*

**Q6. Why is it important to share results of feedback with students?**

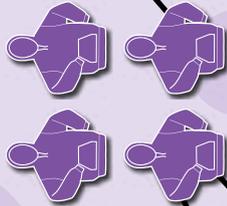
# WHERE IS THE FEEDBACK I COLLECT USED?

**700+ Student Reps. 1 for every 20 students at BU.**

Every student at BU should feel that their feedback is listened to and dealt with appropriately. Because of this there is 1 Rep for every 20 students at BU who collects feedback using SimOn.



Once Reps have collected feedback from the students they will represent it at a local level within their Programme.



Programme Team Meeting

Student Experience Forum

**25+ Senior Reps. At least 1 for every BU department.**



As well as the work that Student Reps do with the feedback, if there is any feedback that goes beyond the Programme then it should be passed on to the Senior Rep. They will pass on such feedback at the Faculty Education and Student Experience Committee (FESEC)

Faculty Education and Student Experience Committee (FESEC)

These Senior Reps also meet monthly at a Senior Rep Forum to discuss Department/ Faculty/Institution wide topics from the SimOn results that their Student Reps collected.

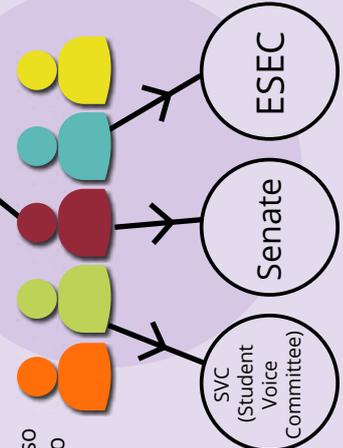
**Senior Rep Forum**



Also in attendance is the President/Vice President from each SUBU Council.

The Senior Rep Forum is a place for the Senior Reps to discuss with the representatives from each council the feedback they have received about what current topics are important to BU students.

The Full Time Officers will also take feedback from SimOn to high level BU meetings.



Relevant issues from the Senior Rep Forum will then be taken to the respective Councils to be discussed and actioned upon either by the Part-Time and Full-Time Officers or through a campaign.

# REP REWARD AND RECOGNITION

We really appreciate that you volunteer your time to be a Student Rep. Because of this we want to recognise and reward the work that you do! There are several ways to help you make the most out of time your as a Student Rep...

## SUBU LEADERSHIP AWARD



As a Rep can take part in the SUBU Leadership Award. The SUBU Leadership Award gives you recognition for the knowledge, skills and confidence you develop in your role. You can gain different awards across SUBU depending on whether you are a Student Rep, SUBU Officer, or Activities Leader.



The award consists of 5 Levels, Levels 1-3 will be based on your role in SUBU (e.g. Student Rep). Once Level 3 is completed you can then work towards Level 4 and 5 of the SUBU Leadership Award where you will consolidate your skills and experience so far and apply that to a Leadership Activity supported by SUBU.

In order to progress up the levels you will need to record your learning, evidence how you have applied your new skills, and then plan your next development. The awards give you the chance to build skills and experience that graduate employers are looking for, and set you apart from other graduates.

**For more information and to book onto workshops go to [www.subu.org.uk/subuleadershipawards](http://www.subu.org.uk/subuleadershipawards).**



An additional way that you can be recognised for your hard work is through individual Awards:

## REP OF THE MONTH

Each month a Student Rep that we think has worked particularly hard, or has gone above and beyond to represent their fellow students will be in the running to be '**Rep of the Month**'.

The winners will receive a Rep of the Month mug and pride of place on [www.subu.org.uk/repofthemoth](http://www.subu.org.uk/repofthemoth).

In order to be considered for Rep of the Month you will need to have completed a full cycle of collect it, represent it, and share it. The Rep Team will then pick a winner from those Reps that have worked hard and completed the cycle.



## REP OF THE YEAR @ THE REP CELEBRATION



At the end of the year we have a Rep Celebration to say thank you for all your work. It's an evening of fun and frivolity to celebrate all the achievements of Student Reps throughout the year.

As part of the celebration we present special Awards to some of the Reps that have gone above and beyond. The Awards are broken down into sections; we recognise those that have been highly commended by their Faculty, some that have been selected as the 'Rep of the Year', and then some that were '**Outstanding Rep of the Year**'!

This is a fantastic evening of celebration and a great way to round off the year!

# YOU'RE BRILLIANT AWARDS



SUBU runs the 'You're Brilliant!' Awards, to recognise people at BU who have been brilliant in contributing to students' experiences.

Throughout the year Students (including Student Reps!) can recognise any staff member, from demonstrators to Uni Bus drivers, lecturers to library staff for a 'You're Brilliant!' Award. It's whoever they feel has a positive impact on them during their time at BU.

The award recipients will be presented with a certificate and a mug from a member of the YBA team or a student that wishes to present the award.



**To recognise someone with a 'You're Brilliant!' Award simply go to [www.subu.org.uk/yourebrilliantawards](http://www.subu.org.uk/yourebrilliantawards), or look out for the purple boxes in the Student Centre on Talbot and in the Boho Lounge at Lansdowne.**

## SPEAK WEEK

Speak Week is a week long campaign dedicated to collecting feedback. As part of it Reps paint the campus purple (metaphorically, of course), as we ask students for feedback on a range of different themes including Welfare, Education, Lansdowne, Activities and Community. The purpose of the week is to reinforce the importance of students giving feedback about their student experience.

Speak Week is led by the Student Reps and Senior Reps who organise events at Talbot and Lansdowne Campuses, talking to students about their experiences, and the things that matter to them.

The feedback that's collected is then used by the SUBU Full Time Officer team who lobby the university to make positive change based on what students said. Last year we collected over 1800 pieces of feedback, from international student support to assessment and feedback, teaching and learning and much, much more!

To be a part of Speak Week all you need to do is volunteer some time! We'll send out some info near the time.



# STUDENT REP SUPPORT POLICY

## Student Reps are expected to:

- 1** Attend Essential Rep Training. You will only receive your Rep hoodie and Level 1 certificate once you complete training.
- 2** Collect feedback from your students and record this using SimOn.
- 3** Attend all relevant meetings within your Programme/Faculty, and represent the views of your group. Share what happens as a result back to your students and SUBU.
- 4** Fulfil the role of the Student Rep from the time you are elected by your cohort and trained by SUBU, to the end of your studies for that academic year.



## If a Rep is not able to fulfil their duties there are some different options:

### **1** Voluntary Step Down

If a Rep is not able to fulfil their duties, due to time constraints from other commitments, a heavy study workload, or personal issues, they may wish to voluntarily step down from their role as a Student Rep. If they wish to do this they should speak to their Programme Leader or someone in the SUBU Representation Team at SUBU where support can be offered.

### **2** If the student voice is not being heard:

Whilst all Reps undoubtedly start out wanting to do the best job they can, in some circumstances other than voluntarily stepping down it may be necessary to run new elections for Student Reps. This may be because the Student Rep has left the university, or has stopped fulfilling their role in some way, but has not informed programme staff or SUBU that they have stopped. Normally this will be if a Rep hasn't collected feedback, or been to any meetings or fed anything back to students, meaning that the student voice is not being heard.

In these circumstances programme staff will normally liaise with SUBU to try and establish why this has happened and support Reps, helping to get the student voice heard again. But in some situations it may be necessary to run new elections for a new Student Rep if there is a prolonged period where students are not getting their views represented.



# KEY INFORMATION

This is for you to fill in...

**My Senior Rep is:**

**My Associate Dean - Student Experience is:**

**My Student Experience Coordinator (if applicable) is:**

**My Programme Leader/Coordinator is:**

**My Programme Support Officer is:**

**The date of my first Student Experience Forum is:**

**The date of my first Programme Team meeting is:**

As a Rep is it really important that you get to know these people as you'll be working with them to create positive change in your Faculty.

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## Upcoming Events

20th - 24th November	20th November	21st November
		
31st January	5th - 9th March	11th May
		

\*Please note these dates are subject to change