

COURSE REPRESENTATIVE

Handbook
2015



**HULL UNIVERSITY
UNION**

Your Union

An introduction to the Course Representation System at the University of Hull

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Your Elected Representative Matt Evans Vice-President Education

"Hello and welcome to the wonderful world of Course Representation! My name is Matt and I am your elected Vice-President Education this year at Hull University Union. I was a Course Rep during my time as an undergraduate studying Biomedical Science here, then later became a Faculty Co-ordinator for the Faculty of Science & Engineering."

I came to University not knowing what a Students' Union was, let alone what a Course Rep was. I quickly found out that Course Reps are the real change makers and influencers of the students at the University of Hull – as a Course Rep, you give a voice to so many students who might not otherwise have the chance to have their views and concerns expressed to the University. And that is really powerful.

You should never feel alone as a Course Rep. Support is available at every level, both in your Department from the staff who help with Student Staff Committees (SSCs), and in HUU from your Education Team. The Course Reps for your Department and your Faculty are there to be used and to help support you in representing the students on your course. We are stronger together as a team than as 400 individuals across the University welcome to the team!

We will always aim to help and support you in whatever way we can, please just get in touch – my door is always open. I look forward to working with you this year, and seeing what amazing things you can do.

Matt

Introduction



Introduction by Professor Alan Speight Pro-Vice Chancellor (Education)

As course representatives, you may find yourself involved in aspects of the University's systems for quality enhancement, possibly outside your immediate subject area or Faculty, and contributing to the operation of University-wide initiatives for enhancement and improvement. Or you may be involved in contributing to curriculum design and the principles and practices of assessment, alongside employers and other external stakeholders, or in the shaping of student support, learning resources and technologies.

Crucially, your involvement will be needed in the review of student survey outcomes, including of course the National Student Survey, and the formulation and evaluation of action plans at subject, Faculty and University level. Your insights and experiences will be invaluable in helping to ensure that student satisfaction levels match and exceed national benchmarks, subject area by subject area, and as a result that student satisfaction levels for the University as a whole are amongst the very best in the UK.

In the modern higher education sector, the student voice has never been more powerful, nor more important. Your ability to represent that voice, and to do so in a way that fosters openness, mutual respect, and the pursuit of common goals, is an essential skill, and one that will serve you well both during and after University. So I urge you to take advantage of the training opportunities available to you, and the essential guidance provided in this Handbook. I also thank you personally, and on behalf of the University, for taking on this demanding but potentially hugely rewarding role, at such an important and exciting time in the University's development.

Alan Speight
Pro-Vice Chancellor (Education)

What do Course Reps do?

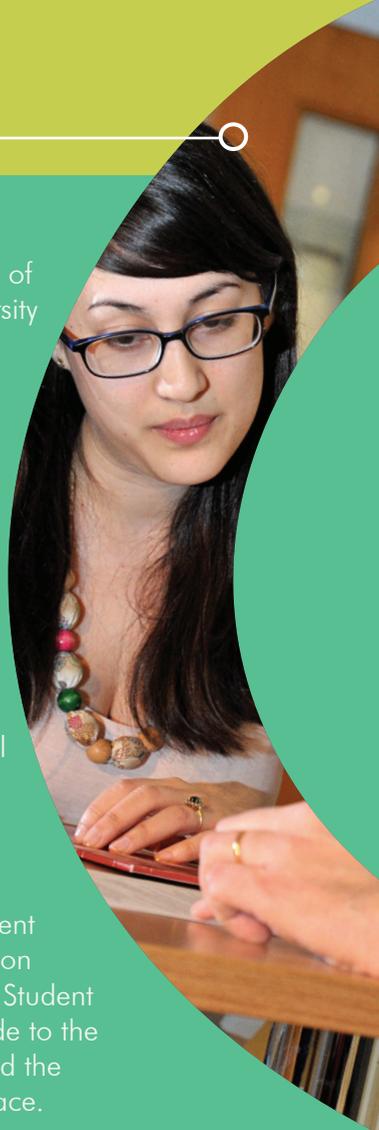
Course Reps play a key role in finding out what the issues are that our students are facing.

With their active involvement they can obtain quality research from students. The Vice-President Education of Hull University Union (HUU) will work with the University to effect the changes required to make a significant, positive impact on the university experience of our student members based on this research.

Recent examples include the redevelopment of the Library and the personalised timetables – both major successes for students which were brought about by our Course Rep system.

Tell the team at HUU what students want to campaign on and we can advise and help you to create effective campaigns. Course Reps are the real change makers of the student body.

For a campaign to take place, HUU needs quality research and Course Reps can provide this for us - promoting surveys and projects and voicing student opinions at Academic Council. We use the information supplied at meetings with reps to compile an Annual Student Written Submission where recommendations are made to the University's executive committee. This helps HUU hold the University to account on the biggest issues students face.



Staff Student Committees

Staff Student Committees (SSCs) provide the opportunity for you to campaign and work with your departments to make change.

You gather information from students and inform your department of the issues that students have brought to you. Working with your fellow course reps, you can research how many students feel a certain way about issues, providing qualitative data which is key to making a campaign successful.

After your SSC, report back the actions and how the issues are being resolved. By feeding back to the students you represent, you show that you are acknowledging their issues and taking an active part in campaigning.

It is compulsory for Course Reps to attend these meetings – they are student-led and student focused.

- SSCs involve discussions about the issues relating to students. You will find examples of discussion points below.
- SSCs will meet at least four times a year.
- During these meetings you will develop a sense of how committees themselves are run. It works with a chair and an agenda as any formal meeting would, however the setting for SSCs are fairly informal.
- The agenda will be sent to you before the SSC meets and during the meeting itself if there are issues you wish to raise you can do so during AOB (any other business).
- More details on the terminology of meetings are provided in the 'Jargon Buster' section of this handbook.
- At the first SSC of the year a Department Rep must be elected, any Course Rep can stand to be a Department Rep.
- At the end of the year, a report is compiled by the SSC and submitted to HUU.

What can be discussed at SSCs?

Resources

- **Library and IT resources**
- **Student Support (i.e. staff and services)**
- **Project work**
- **Quality and availability of resources**
- **Personal Supervisor system**
- **Student Handbooks**
- **Work Placements, year abroad arrangement (Employability skills)**
- **NSS**

Evaluation

- **Learning and Teaching methods**
- **Student evaluations**
- **Quality of teaching**
- **University and departmental academic policy**
- **Module Evaluation**

Feedback

- **Content and quality of programmes and modules**
- **Feedback and evaluation on assessed work**

Regarding Feedback...

The University of Hull boasts a feedback charter, the charter outlines what students can expect from their feedback as well as what is expected of staff. You can use the feedback charter to lobby and campaign in your department. Make sure you let those that you represent know about the feedback charter!

Why is feedback important to you?

It helps you learn.

It highlights strengths and areas of development.

It helps you to understand your mark/grade.

It helps you build on your strengths.

What should I expect?

Feedback on all assessments.

Feedback that is timely, usually no longer than 4 Semester weeks.

Feedback that is clear and where written, legible.

Feedback that is related to your learning outcomes.

Further clarity on feedback request.

Feedback you receive could include...

Written feedback

Oral feedback

Podcasts

Feedback via tutorials

And many more formal or informal mechanisms

Typed feedback

Script annotations

Dialogue via e-mail

You are expected to...

Pick up your feedback.

Read your feedback thoroughly.

Ask for further clarity if you do not fully understand it.

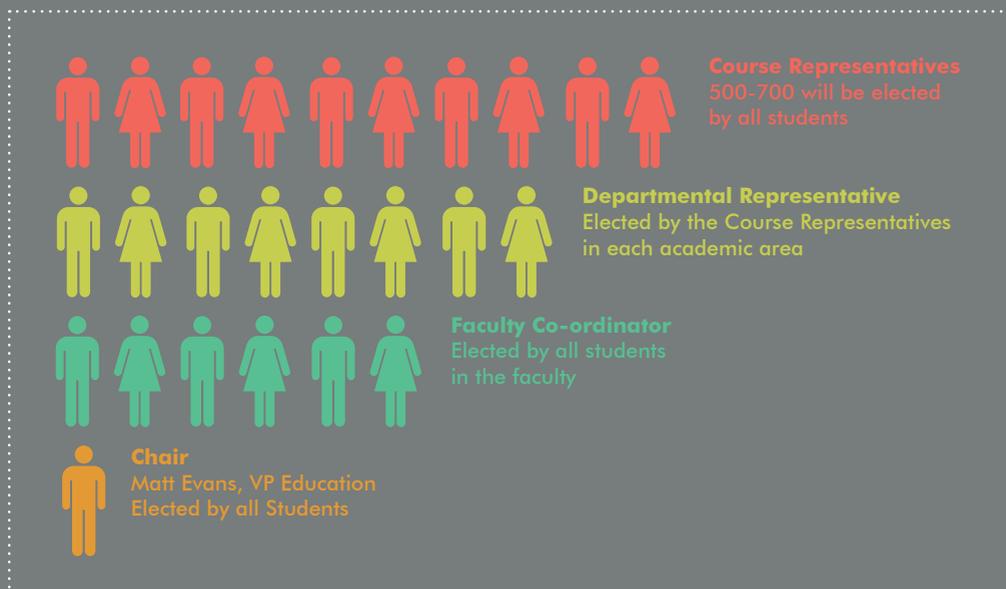
Ask for additional support if you'd like it.

Use your feedback when preparing for further assessments.

Academic Council

Academic Council meets five times a year. Course Reps will bring central issues that they have researched from students to the Vice-President Education. The community of Course Reps work together on various projects and feedback to the University on upcoming changes.

Last year saw discussions on timetabling, mitigating circumstances and the library re-development; there are also presentations from the University on a variety of key topics. Group activities also mean that Course Reps from different faculties work together to share good practice and student opinion. The Council is chaired by the Vice-President Education, Matt Evans.



NEW THIS YEAR

HUU has responded to what Course Reps have said, not everyone is able to attend meetings, so we are now holding two academic councils in a day! Some will be in the morning, and some will be the afternoon and even some in the early evening. Check the back of the handbook and on hullstudent.com to find out when they are.

Department reps

Course Reps represent Courses to Staff Student Committees.

Department Reps*1 represent Departments to Faculty Boards.

Faculty Co-ordinators represent Faculties to Union Council and University Senate*2

*1 You might be in a school and not a department but they are the exact same thing!

*2 Only two Faculty Co-ordinators represent the faculties to University Senate

Every department has to have one Undergraduate and one Postgraduate Department Rep.

These reps are especially trained and attend Pre-meetings for Faculty Boards so they are prepared.

Throughout the year Faculty Co-ordinators may run 'Faculty Forums' these exist in order to gather student feedback and co-ordinate campaigns at Faculty Board.

Department rep are still expected to represent their course at SSCs. Department Reps are also expected to still attend Academic Council. Faculty Boards

The University of Hull describes Faculty Boards as: "The principal (governing) body of the Faculty"
What does that mean we hear you ask? It means basically decisions that affect the entire Faculty will be made at this meeting.

Education zone

Education Zone consists of eight voting members and the non-voting Faculty Co-ordinators who meet every two weeks to discuss the work of the Vice-President Education, organise campaigns and discuss Faculty and University wide issues. It is part of HUU's governance structure, and feeds into Union Council.

There is the opportunity for you to become part of Education Zone! We need two Academic Council reps who will represent the views of Course Reps to the Education Zone.

Faculty Co-ordinators

Faculty of Arts and Social Sciences
Daniel Walker

Hull University Business School
Matthew Thorneycroft

Faculty of Education
Elizabeth Barraclough

Additional Training

HUU offers additional training for you to develop new skills! The training HUU currently offers includes; Leadership, Team Development and Problem Solving. Keep an eye out for HUU's additional training advertised through our email communications with you. It will also feature on HUU's website.

Faculty of Health and Social Care
Victoria Welborn

Hull York Medical School, VACANT - If you study in Hull York Medical School and would like to develop more skills and represent the entire faculty, just email Steve to learn more.

Faculty of Science and Engineering –
Declan Whiting



Course Rep Rewards

HUU Course Rep Reward Scheme is a way for your efforts to be rewarded. You can receive different rewards for reaching different levels. Your contribution as a Course Rep is greatly appreciated by your fellow classmates and by HUU and the University of Hull. We monitor Academic Council and Staff Student Committee attendance, this is the basis for the awards.



2 x Academic Councils (Attending or Apologies)

1 x Staff Student Committee

Attend Course Rep Training



4 x Academic Councils (Attending or Apologies)

3 x Staff Student Committees

Attend Course Rep Training

1 x Additional Training module

Attend Conference

Submitted one piece of "Evidence of Change"



5 x Academic Councils (Attending or Apologies)

4 x Staff Student Committees

Attend Course Rep Training

2 (or more) x Additional Training modules

Attend Conference

Submitted several pieces (or one large piece) of "Evidence of Change"

Taken part in campaigns

Note: If apologies have been sent to both SSCs and Academic Councils multiple times, we will investigate before awarding any level.

Bronze - Email certificate

Silver - Physical Certificate

Gold - Physical Certificate, Personal Message and a Course Rep T-Shirt

The Course Rep Rewards will be awarded throughout the year as and when you have achieved each level. These awards can only be given if we receive minutes from your department or school. Ensure that your department is disseminating the minutes to other students and HUU.

Ways to make yourself known as Course Rep:

Be creative! Make sure people know who you are so that you can research student opinion. Email is one way that you can introduce yourself, think of different ways that you can get your name out there.

When students log on to hullstudent.com they have a dashboard, on that dashboard will be your information, so they know who to contact you as well as their Department Rep and Faculty Co-ordinator.

Ways to research

- Talk to your peers
- Post it notes:
 - A) Put a post-it note down on every seat within your lecture theatre
 - B) Have your lecturer ask students to write down an academic issue they face
 - C) At the end of a lecture, have the lecturer ask students to put their post-it note on their Course Rep! This makes you easily approachable and also enables you to have direct research.
- eBridge: You can send emails out through eBridge, you can also have small polls set up from which to gather research.
- Survey Monkey
- Email
- Office hours: Within HUU Membership Services there is a desk that is specifically for Course Representatives, it is an area for you to use to consult with those you represent. Make sure students are aware that you'll be there! The best time to hold office hours is after lectures, whilst issues are still in students' minds.
- Social media
- Department Notice Board (Every department provides a notice board for Course Reps to promote themselves)

Course Rep resources

On hullstudent.com we have an area that is specifically for Course Reps to find resources i.e. the feedback charter or information on a certain area. This resource hub hopes to support you further in your time as a Course Rep.

Just have a look here:

<http://hullstudent.com/representation/academic/course-reps//course-rep-resource-hub>

Jargon buster

HUU

Hull University Union - Every student at the University of Hull is an automatic member of the Students' Union

BJL

Brynmor Jones Library (Hull Campus)

ISA

International Students' Association

PVC

Pro Vice Chancellor

QAA

Quality Assurance Agency

SWS

Student Written Submission

NSS

National Student Survey

HUSSO

Hull University Social Services Organisation HUSSO is a voluntary organisation within HUU

SSC

Staff Student Committee

Meeting of all course Reps run by HUU

HYMS

Hull York Medical School is the faculty of The University Of Hull

FASS

Faculty of Arts and Social Sciences

Faculty of Arts and Social Sciences

FASS is made up of:

School of Drama, Music and Screen

School of Languages, Linguistics and cultures

School of Politics, Philosophy and International studies

School of Social Sciences

Hull University Law School

Department of English

Department of History

School of Arts and New Media (Scarborough Campus)

FoSE

Faculty of Science and Engineering

Faculty of Science and Engineering

FOSe is made up of:

School of Engineering

School of Biological, Biomedical and Environmental Sciences

School of Geography, Environment and Earth Sciences

Department of Psychology

Department of Sport, Health and Exercise Science

Department of Computer Science

Department of Chemistry

Department of Physics and Mathematics

FHSc

Faculty of Health and Social Care

HUBS

Hull University Business School

Faculty Board

Decision making body of faculties

CoP

Code of Practice

FOE

Faculty of Education

LLI

Library, Learning and Innovation

ULTAC

University Learning and Teaching Assessment Committee

SMT

Senior Management Team

PGA

Postgraduate Association

LEAP

Learning Enhancement and Academic Practice

Senate

Highest academic authority at the University

UoH

University of Hull

Dates for Your Diary

Hull Campus - Academic Council:

| Number of academic council | Date | Start and End time of Academic Council | Additional event? | Location |
|----------------------------|-----------------------|--|--|--|
| 1 | Monday 2 November | Morning 11:15am – 12:30pm Evening 6:15pm – 7:30pm | Social in Johnny Mac – followed by 'Cheeky Mondays' | Meeting Room 1, University House (Students' Union building, first floor) |
| 2 | Tuesday 17th November | Morning 9:15am – 10:30am Afternoon 4:15pm – 5:30pm | | Meeting Room 1, University House (Students' Union building, first floor) |
| 3 | Monday 1st February | Afternoon 1:15pm – 2:30pm | | Meeting Room 1, University House (Students' Union building, first floor) |
| 4 | Friday 11th March | Morning 10:15am – 11:30am Afternoon 5:15pm – 6:30pm | Social in Johnny Mac | TBA |
| 5 | Monday 9th May | Afternoon 3:15pm – 4:30pm | HUU Course Rep Recognition event - details to be revealed later... | Meeting Room 1, University House (Students' Union building, first floor) |

Your Support

Steve (Education and Representation Co-ordinator) is here to help you.



He can support in meetings, give advice and help with organisation. He will be keeping a close eye of the level of engagement of each rep, making sure that the system is working, and that Academic Council is effective.

Key Contacts

Matt Evans,
Vice President Education
 Matthew.Evans@hull.ac.uk

Gavin Francis
 Scarborough Education Officer
 Huusc-education@hull.ac.uk

Steve Ralph
 Education and Representation
 Co-ordinator
 Steve.Ralph@hull.ac.uk

Both Matt and Steve are located on the first floor of University House (the Students' Union building) in the Julie Watson Membership Services Area.

Vice-President Education – Matt Evans is also available for consultation and will be the person responsible for the activity of Education Zone itself and will also be available to support you!

Faculty of Arts and Social Sciences, Daniel Walker

d.walker@2013.hull.ac.uk

Hull University Business School, Matthew Thorneycroft

m.thorneycroft@2012.hull.ac.uk

Faculty of Education, Elizabeth Barraclough

E.Barraclough@2014.hull.ac.uk

Faculty of Health and Social Care, Victoria Welborn

v.welborn@2014.hull.ac.uk

Faculty of Science and Engineering Declan Whiting

d.whiting@2013.hull.ac.uk

Hull York Medical School, VACANT

- If you study in Hull York Medical School and would like to develop more skills and represent the entire faculty, just email Steve to learn more.

Mature Students Officer – VACANT - If you are a mature student and would like to develop more skills and represent all mature students, just email Steve to learn more

Postgraduate Students Officer – VACANT - If you are a Postgraduate and would like to develop more skills and represent all Postgraduates, just email Steve to learn more

Part-time Students Officer– VACANT - If you are a Part-Time Student and would like to develop more skills and represent all Part-Time students, just email Steve to learn more

ISA Education Representative – VACANT - If you are an international student and would like to develop more skills and represent all international students on academic issues, just email Steve to learn more

Academic Council Representatives - yet to be elected!
At the first Academic Council we will hold an election for these positions. The Academic Council Reps sit on the education zone as well as Union Council.



Advice Centre

For academic queries such as mitigating circumstances and academic appeals contact the Advice Centre

Huu-advice-centre@hull.ac.uk

The Advice Centre is located on the third floor of University House.

The Advice Centre deals with: Money problems, Academic Concerns, Benefits and Housing.

Opening times can be found on www.Hullstudent.com

Skills team

The Skills Team is here to help you to develop and articulate graduate skills.

From helping with spelling and grammar to reflective writing the Skills Team are a great asset. Get in touch with them to see how they can help you.

Library

Hull, BJL:

libhelp@hull.ac.uk

Scarborough, KDL:

libhelp-scar@hull.ac.uk

Advice Centre available via phone and skype by appointment.



Your Union