

**UNIVERSITY OF SALFORD STUDENTS’ UNION**

Student Representation Staff Pack

Academic Year 2021-22

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**Introduction**

The Student Representation system at Salford is coordinated by the Students’ Union in partnership with the university. This pack is designed for Programme Leaders, Directors, and other School Staff who are registered to take part in the Student Voice mechanism. Thank you for the role that you play in making Student Voice a success.

As well as maximising the student experience and ensuring students engage fully and effectively with their courses, the Rep system plays a vital part in the University’s internal quality processes and should be considered as an important part of the academic calendar.

This pack is intended as to act as a guide for implementing the Student Voice mechanisms. Information about recruitment methods for Reps, and what support the Union can provide, can also be found in this pack. Do get in touch if you have any questions. contact details can be found at the end of this pack.

**Basics of the Student Representation System**

The Student Representation system is a way of ensuring two-way communication between students and the University. The system ensures that students have an opportunity to voice opinions about their course and involves student representatives working with the University to achieve positive outcomes.

**Course Reps**

Student representation should be found at every level and on every programme across the University. There should be one Course Rep for each level of each programme. More than one rep is permitted for large courses. Once Course Reps’ names are entered onto a central system (explained later), the Students’ Union contacts Course Reps to invite them to attend training and other activities relevant to their role.

**School Reps**

In addition to programme level Course Reps, there are School Reps to assist the Course Reps with larger issues and concerns. School Reps represent specific subject groupings (or in some cases an entire Directorate) that are jointly agreed with the School’s ADA. School Reps work closely with their Students’ Union Officers and should have an active relationship with their Subject Lead / Director and Associate Dean Academic Student Experience. The Students’ Union is responsible for the recruitment and training of School Reps, with promotional support from academic staff in the university.

**Union Sabbatical Officers**

An elected Student Officer (or Sabbatical Officer) represents each of the University’s Schools on a full-time basis. These Officers along with the Union’s President, head up the Student Representation system and sit on various University committees as well as leading the Students’ Union for their year in office. They support School Reps, sit on the School’s Exec, and meet regularly with the School’s ADA.

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| ***Key Dates for the 2021/22 Academic Year*** |
| ***Action***  | ***Deadline*** | ***Further information*** |
| Staff granted access to Student Representation Teams sites  | Start of term | The Students’ Union will give you access to your Directorate’s Team by this date.  |
| Autumn School Rep applications | 15th September – 6th October | Students can see which positions are vacant, and apply here - <https://www.salfordstudents.com/schoolrep> |
| **Registration of new and returning Course Reps** | 13th October  | Please Register your new and returning Reps [HERE.](https://forms.office.com/Pages/ResponsePage.aspx?id=QCm1Zbb0vUGDPTAz7Lz24YeXSRZZPvFElkPlqkcrdoZUM05XUzVNQ0RDOFpGVzdINlRGNzYyVzYyMy4u) (The full url can be found on page 14). Please register reps by the 13th of October. |
| Course Reps added to Teams sites  | 18th October | Please try and add your Course Reps to your Teams site by this date. Further details are provided later in this guide.  |
| Course Rep Training | 18th Oct – 27th October | The Union will offer several training sessions between these dates. Your Course Reps will be contacted directly by email once you have added them to the Microsoft Form so we have their details. |

**Key Dates for the 2021/22 Academic Year**

The responsibilities of University staff and the Students’ Union are explained later in this document, but for convenience, here are the key actions and deadlines:

**Changes to the Student Representation System**

The proposed changes to the Student Rep system across the past few years have been informed by consultation with ADAs, Directors, Programme Leaders, and various student representatives. There was a consensus for the new Student Voice mechanisms to include the following:

* Introduction of student chairs and the meetings be more heavily student controlled.
* The ability to replace formal agendas and minutes with action logs.
* Mechanisms to resolve programme, often hygiene level, issues in a timely manner. Be this through new digital technology, or an alternative meeting structure.
* Closer collaboration between Programme Leaders and Course Reps.

Appendix A represents the new structure from the Academic Year 2020-21 onwards. For the purpose of this guide, the School of Business and Law has been used as an example.

Appendix A: New Student Representation System

**School Learning & Teaching Committees**

**Programme Leader Office Meetings with Course Reps (Every 4-6 weeks)**

**Subject Lead and School Rep meetings (3 times a year)**

**Associate Dean Academic, School Reps, and Officers Meetings (As Needed)**

**Informal Feedback to Module Leaders**

Module Evaluation Data Sets

NSS

**Quality Assurance Processes**

Programme Reviews

UNRESOLVED ISSUES

REP FEEDBACK LOGS

SCHOOL REP REPORTS

**Guidance on the new model:**

You can see a diagram of the meetings that take place between Student Reps and University staff above. The Business and Law School has been used for this diagram, but the principles apply to across all Schools. The following guidance corresponds to the numbers on the diagram:

1. Programme Leaders (PL) meet with their Course Reps approximately every 4-6 weeks in term time. This allows Programme Leaders to respond rapidly to student feedback in meetings that work with their schedule. These meetings will normally consist of the Programme Leader and 3-6 Reps (1-2 for each year of the course). School Reps are welcome to attend.
2. While the nature of these meetings is slightly less formal than SSCs, it is important to maintain some formality when arranging meetings with Course Reps. Providing reasonable notice of the meetings, sending out diary invites, and having consistency in when the meeting occurs, are all recommended. This helps Reps understand that the meetings are official, and they should attend.
3. To ensure there is a record of the feedback, Programme Leaders complete a digital Rep feedback log. Each Directorate has a Team, with separate channels for each programme. The log is stored within the programme’s specific channel. All Course Reps, Programme Leaders, the School Rep, the Subject Heads, and Associate Dean have access to the Team, so everyone can see the feedback coming in from the different courses. The Rep feedback log should be updated live in the meeting to minimise additional workload. These logs are integral for demonstrating that we are fulfilling our obligations under the QAA Quality Code.
4. Teams can also be used for discussion between the PL and Course Rep meetings in-between meetings, while still maintaining a record of interaction. Reps are still expected to attend meetings with their PL even if they have spoken with them over Teams between meetings. Teams calls can be used if Reps are unable to attend meetings in person. This provides flexibility for Reps who are distance learners or on placement.
5. Subject Heads (or Directors) meet with their School Rep approximately three times a year to discuss any recurring problems across programmes. It is at the School’s discretion if they wish the Director or Subject Head to hold this responsibility. School Reps can use the Rep feedback logs in Teams to identify these recurring issues. School Reps record the outcome of these meetings in a report which is also stored in the Teams site.
6. The Subject Head and School Rep should check that Rep feedback logs are being completed across all programmes in their area. This proves a level of oversight to ensure that Reps are being consulted within the School.
7. School-level meetings between all relevant School Reps, the Officer, and the ADA take place as needed for strategic conversations regarding the direction of the School or larger projects.
8. Library staff, QEO, and other core services will also have access to the Teams site.

**Getting your Team ready for September:**

The new mechanisms for student voice will be supported via Microsoft Teams. All students will be granted access to this by Programme Leaders from October 2021. It is intended that Teams will be the central point of storage for Rep feedback logs from Student Rep meetings with Programme Leaders, as well as place for general conversation, replacing Blackboard and Outlook email.

**The Students’ Union and the School Admin Teams will set up all Teams and add all relevant staff by September 2021.**

The vast majority of staff will have used Teams while having to work from home this year. However, there are a few actions that you need to complete that these instructions will outline:

**Instructions for Programme Leaders:**

1. You will be added to a Team for your Directorate by the Students’ Union or School Admin Staff if you are not already a part of it
2. Once you’ve identified your Programme’s channel, you will find a copy of a Rep feedback log saved as a tab at the top. This will allow you and your Reps to see and update the log without having to open and close the file.
3. IMPORTANT: Once Course Reps are recruited in September/October, Programme Leaders then need add these students to the team via the three dots next to the title of the school and clicking ‘add members’. Please do still register your Course Rep’s details with the Students’ Union via the Microsoft Form as in previous years.
4. As Course Reps will only need to focus on their Programme, they can hide any channels they do not want to see. They can also edit notifications for specific channels via the on each one. Reps must always receive notifications for the general channel.
5. Course Reps can also edit their notification settings via their profile photo on the top right of the page and clicking on ‘settings’ to get to ‘notifications’. It is worth checking that they are receiving notifications here so nothing is missed (they can also receive email notifications if they need an extra prompt).
6. The conversation section of each Programme channel can be used for updates or chats with Reps who can’t attend office hours in person.
7. You can also add a task management app called Planner via the at the top, where you can allocate tasks to specific members of staff or students. This is not compulsory, but it is a useful tool for receiving email reminders when a deadline is approaching, should you want them.
8. Don’t forget that if you don’t @ the team, or a specific person in the team, when you make a post, members won’t receive a notification.

**Instructions for Subject Heads (Or Directors):**

1. You will be added to the Team by the Students’ Union.
2. School Rep reports can be located in the general channel, saved as a tab at the top. Where there are several School Reps in the Directorate, their reports will be labelled by subject grouping. You can discuss this report during meetings with your School Rep.

**Next Steps for Subject Heads and Programme Leaders:**

School Reps recruited in the Spring of 2021 have already received training and have been briefed on the new methods to the Student Voice system.

Training for Course Reps will be covered as usual by the Students’ Union in the new academic year. The Students’ Union will cover basic guidance on how to use Microsoft Teams, and what to expect from the new online platform.

**Programme Leaders**

Once your Course Reps have been recruited, the following should take place:

* Programme Leaders should email their Course Reps to introduce themselves again. Remind Reps of how to contact you, and book in a reoccurring meeting with them every 4-6 weeks. This does not need to be longer than 30 minutes long.
* At the first meeting between the Programme Leader and Course Reps, an expectation should be set for the minimum number of office meetings that the Rep will attend. Explain to the Reps that Teams can be used to report issues if they cannot attend the meeting live – this may be useful for placement and commuting students.
* The first meeting should also be used to check that the students feel confident accessing Teams (particularly that they have notifications turned on).

* The Students’ Union Rep feedback log, which you can tweak to fit your needs, should be used to keep a record of what you discuss with your Course Reps. This doesn’t just have to be feedback you receive in meetings, this could be conversations you have in person or via Teams. In cases where a Rep has not been successfully recruited, the action log can still be used as a place to store feedback that you receive from other students. This log will be used to demonstrate that we are meeting our obligations of the QAA Quality Code.
* Teams can be used to remind students about attending approaching a meeting with their Programme Leader by @’ing them a few days before.
* Feel free to encourage conversation between Reps within your Programme channel by dropping questions in the general chat area.

**Subject Heads (or Directors)**

Once the names of your School Reps have been circulated, the following should take place:

* Subject Heads / Directors should also email their School Rep to introduce themselves. You will need to mutually agree a time to meet approximately three times a year
* At the first meeting between the Subject Head and School Rep, you should familiarise yourselves with the School Rep Report template provided by the Students’ Union. This document should be completed by the School Rep and help them reflect on their work in the role.
* The first meeting should also be used to check that the student feels confident accessing Teams (particularly that they have notifications turned on).
* If there are any recurring issues that are outside of your control, encourage your School Rep to contact their Union Sabbatical Officer, who will attempt to triage the issue to the relevant committee.

**Recruitment**

**School Reps**

The Students’ Union has already conducted a round of recruitment for School Reps 2021-22. Any unfilled positions will be advertised on the Union’s website at the beginning of term and recruited between the 15th of September and the 6th of October. The Students’ Union will be in touch with staff in these areas to help promote these opportunities in the new academic year.

**For reference, students can apply to be a School Rep here:**

<https://www.salfordstudents.com/schoolrep>

**You can find an up to date list of your School Reps here:** <https://www.salfordstudents.com/student-voice/reps/school-reps>

**Course Reps**

Recruitment for Course Reps should remain the same for the academic year 2021/22. It is anticipated that Programme Leaders will introduce the Student Rep system early in the academic programme, and ideally within the first two weeks. The Union welcomes any opportunity to speak to new and returning students on Programmes that traditionally struggle with recruitment of Reps. Please note that any short notice requests will be hard for us to facilitate due to Officer and staff diaries being very busy in September.

1 Rep should be recruited for each year of each programme. Where a Programme Leader feels their programme would benefit from more than 1 Rep per year group, please contact student-representation@salford.ac.uk to discuss this further. We appreciate that some programmes are particularly intensive and may benefit from a couple of students sharing the role.

You can find lots of resources to help explain the role to perspective Reps on our [staff hub](https://www.salfordstudents.com/student-voice/student-reps/staff-hub).

The deadline for registering Course Reps with the Students’ Union will be **13th October 2021.** The Students’ Union will then contact your Reps via email to invite them to compulsory training via Microsoft Teams.

**For reference, the form to register new reps will be**:

[**https://forms.office.com/Pages/ResponsePage.aspx?id=QCm1Zbb0vUGDPTAz7Lz24YeXSRZZPvFElkPlqkcrdoZUM05XUzVNQ0RDOFpGVzdINlRGNzYyVzYyMy4u**](https://forms.office.com/Pages/ResponsePage.aspx?id=QCm1Zbb0vUGDPTAz7Lz24YeXSRZZPvFElkPlqkcrdoZUM05XUzVNQ0RDOFpGVzdINlRGNzYyVzYyMy4u)

**Working with Student Reps**

The Student Reps should be made to feel welcome in all meetings as they are a member of that meeting as much as anyone else. They may not be aware of University acronyms and ‘buzz words’ so a little extra time and care to explain procedures would be beneficial to all members.

Please do remember that Reps are volunteers and dedicating their spare time to helping other students in their group. Any recognition for that would be appreciated such as a get-together at the end of term or special thanks at the end of the year.

If a student(s) in the same group as the Rep is unhappy with their performance, it is only the students in that group can call the Rep to account. They can do this by proposing another candidate or by a vote of no confidence. If you are struggling with a Rep not attending meetings, we recommend you first reach out to the Rep to explore why they have been absent. If they still fail to engage, please contact the Students’ Union. Our internal guidance states that all Reps must have received training within the first 6 weeks of the semester. If an unresponsive Rep has not attended training, we may be able to move to recruit another student.

**Blackboard**

Creating a page on your school Blackboard with a list of their names, e-mail addresses and perhaps their photo would be extremely useful for both you and the Student Reps. A forum so that they can exchange ideas with each other would also be helpful. The site could also hold a discussion board, you could make previous minutes and action plans available.

**Useful links and contacts**

**Students’ Union Staff Contacts**

Jenny Marchant

Student Voice Coordinator

Email j.marchant@salford.ac.uk

Student Voice Team – student-representation@salford.ac.uk

**Students’ Union Sabbatical Officers 2021-22**

* Festus Robert – President f.robert@salford.ac.uk
* Desrae Ogden – Arts & Media Officer d.ogden4@salford.ac.uk
* Akeem Ojetola – Business & Law Officer a.ojetola@salford.ac.uk
* Cynthia Onyemuwa – Health & Society Officer c.onyemuwa@salford.ac.uk
* Eyad Abouelkhair – Science, Engineering & Environment Officer e.abouelkhair@salford.ac.uk

 **Website**: <https://www.salfordstudents.com/student-voice/reps>