



# COURSE REPRESENTATIVE HANDBOOK 2017

An introduction to  
Course Representation  
at the University of Hull

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# Staff Introductions



## Your elected Representative, Salman Anwar: Education Officer

Hi, I'm Salman your elected Education Officer for 2017/18! As a Course Rep you play a vital role within HUU and the University, to be the voice of and represent students across campus. As a Course Rep, you're in the best position to give a voice to so many students, giving them the chance to air their views and concerns to the University.

Helping students through academic representation is incredibly rewarding. The university is made up of so many different individuals bound together by the common goal of receiving an education and earning a degree. This is why academic representation is both so vital and rewarding. You'll represent students through the Student-Staff Forums (SSFs) and Course Rep Forums (CRFs), helping to build lasting change for students studying now and in the future.

While course reps give a voice to students and help make change, as a course rep you'll receive support from HUU and the University. The role may seem daunting at first, but HUU will provide you with

training and support throughout the year to help you in your role. Your fellow course reps, school reps, and faculty reps will help support you too, working as a team. As your Education Officer, I'm here to support you in any way I can throughout the year, and my door is always open.

In the Education Zone at HUU, we're all working together to help each other to improve the education experience for students and I'm really excited to be working with you all this year!

**Telephone:** 01482 462064  
**E-mail:** [S.Anwar@hull.ac.uk](mailto:S.Anwar@hull.ac.uk)  
**Twitter:** @HullEducation



## Benedict Greenwood Education Co-ordinator

Benedict is here to help you. He can support you in meetings, give advice and help with organisation. He will be keeping a close eye on the level of engagement of each rep, making sure that the system is working, and that Course Rep Forum is effective. He also writes the Course Rep newsletters and is always on the lookout for Course Rep contributors!

**Telephone:** 01482 466269  
**E-mail:** [B.Greenwood@hull.ac.uk](mailto:B.Greenwood@hull.ac.uk)  
**Twitter:** @HullReps

## Foreword



### A message from 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 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 the University, 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 the National Student Survey (NSS), and the formulation and evaluation of action plans at subject, School and Faculty 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.

# Your Role as a Course Rep

Course Reps play a key role in finding out about the academic issues students face during their time at University. Reps are responsible for passing important information on to staff at Student-Staff Forums (SSF) and to Hull University Union (HUU) at Course Rep Forums. Course Reps work in partnership with the University, suggesting their own ideas on how to improve the student experience.

- Students are encouraged to take concerns relating to their studies to Course Reps who pass this information on.
- Course Reps can also tell staff about the great things happening on their course, as positive feedback is always appreciated.
- Course Reps ensure the student voice is heard at all levels of academic life.

The feedback provided by Course Reps is used by HUU to lobby the University to make **positive change**. Together, we can hold the University to account on the biggest issues students face and make a huge positive impact.

The work of Course Reps helped secure improvements to IT facilities and increased access, resolved problems on courses and modules and improved preparation for study abroad students. You are the change-makers!

If you know someone who would make a fantastic Course Rep, direct them to

[www.hullstudent.com/survey/crnomination](http://www.hullstudent.com/survey/crnomination)

to complete their nomination form.

*“Being a course representative has been a huge part of my final year. I’ve been able to make a difference alongside my other course representatives, and change the School for the better.”*

## Final Year Course Rep, Biomedical Science

*“Being a Course Rep has been rewarding and enjoyable, and I don’t do it because of the free coffee, food, and gift vouchers! I hope I’ll be studying at Hull for the next 4-5 years and I look forward to being a course rep for as long as they’ll have me.”*

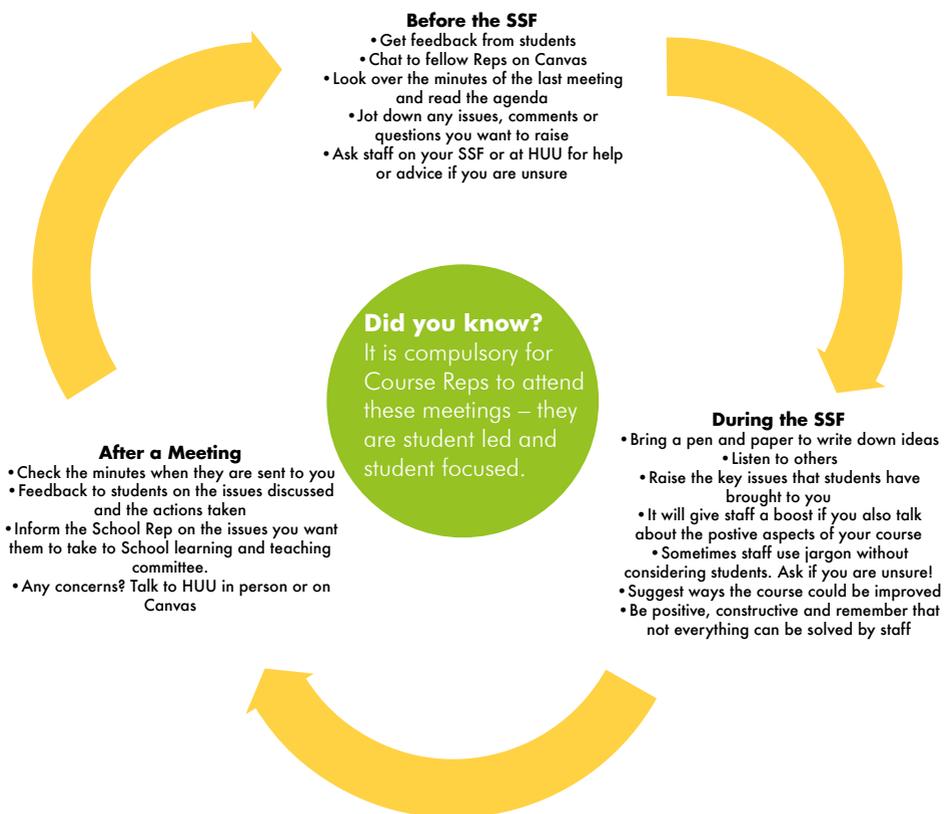
## Postgraduate Course Rep, Nursing



## Student-Staff Forums (SSF)

Student Staff Forums (SSFs) provide the opportunity for you to work with your subject group staff to make change. You will gather information from students and present this to staff. Working with your fellow Course Reps, you can find out how students feel about a certain issue and provide quality feedback,

which is key in making the Student-Staff partnership successful. After your SSF, it's important to report back to students on 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.



'(SSF) meetings are fantastic. Having a direct interface with teaching staff is the greatest single part of being a student rep.'

**First year Course Rep, Chemistry**

# Your SSF - Helpful Information

- Your SSF will meet at least four times a year.
- It may be appropriate to deliver important information to staff as soon as possible rather than at your SSF.
- Matters discussed at SSF will be brought to School level by your School Rep.
- You will be added to a discussion group on Canvas that will allow you to discuss issues with fellow Course Reps on your SSF. These will be led by your School Rep.

## Did you know?

3 working days is considered a reasonable time for staff to respond to your e-mails.

## Possible Discussion Points

### Teaching and Learning Opportunities

- Have staff explained things well and made the topic interesting?
- Has your course challenged you to do your best and achieve?
- Has your course provided you with the opportunities to bring new information forward and explore new ideas?
- Have you been given the opportunity to apply what you have learnt?

### Learning Resources, Learning Community

- Are the IT facilities and library resources provided suitable?
- Do you feel part of the student-staff community?
- Have you been given the opportunity to work with other students on your course?

### Organisation & Management

- Do you have any concerns about the organisation and running of the course?
- Has the timetabling for your course worked efficiently?
- Have you been informed in good time of any changes to your course or teaching?

### Assessment & Feedback

- Are you aware of the marking criteria for your assessments?
- Do you believe that marking and assessment has been fair?
- Has feedback been received within 4 weeks and was it helpful?

### Academic Support

- Are you able to contact staff when you need to?
- Do you receive the support and guidance that you need from staff?
- Are you provided with sufficient information to make the right study choices on your course?

### Student Voice

- Are you given the opportunity to feedback on your course?
- Do you know how your feedback is being acted on?
- Do you feel that staff value your feedback and listen to your views?

**SSFs are open for you to discuss any topics that are related to the student experience.**

# Course Rep Forum

## It's important for you to talk to us...

Education Officer, Salman Anwar chairs the Course Rep Forum five times a year. These forums are your chance to bring general issues to the attention of HUU that are outside your course, or that you feel staff are not dealing with effectively. It is also a great opportunity for you to discuss University proposals, meet fellow Course Reps and make friends in the process!

## What can be discussed?

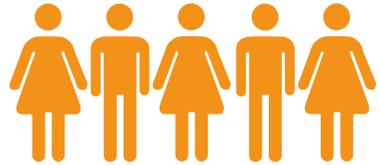
- The effectiveness of learning space such as lecture theatres, seminar rooms and the library.
- Computers, printers and other central University resources.
- University academic policy (such as mitigating circumstances and the complaints procedure)
- Exams and assessments.
- Central timetabling and much more!

Often the university will be invited to discuss developments and propose changes to the learning space or academic policy. They want to know what you think and value your feedback. You will get a unique insight into how the University works and will often know about changes before anyone else!

\*Remember, it is compulsory for all Course Reps to attend Course Rep Forum and if you cannot make it you must send your apologies to [huu-representation@hull.ac.uk](mailto:huu-representation@hull.ac.uk) \*



500 Course Representatives.



32 School Reps represent your subject group at School Learning and Teaching Committee.



Four Faculty Representatives elected by all students in the faculty.



Chair  
Salman Anwar,  
Education Officer  
Elected by all students.

There are 5 Course Rep Forums throughout the year. We appreciate that not everyone will be able to attend meetings at certain times, so there will be two sessions for each Forum to give you a better chance of attending. You do not have to go to both, just one of these sessions will do. Check the back of the handbook for the dates of these meetings. There will also be an opportunity to participate in online Forums on Canvas.

# HUU Course Rep Forum Dates

Number of Course Rep Forum	Date	Start and End time of Course Rep Forum	Location
1	Monday 6 November	11:00 – 12:30	Meeting Room 1, Student Central (Students' Union building, second floor)
	Tuesday 7 November	11:00 – 12:30	
2	Monday 4 December	11:00 – 12:30	Meeting Room 1, Student Central (Students' Union building, second floor)
	Tuesday 5 December	11:00 – 12:30	
3	Monday 5 February	11:00 – 12:30	Meeting Room 1, Student Central (Students' Union building, second floor)
	Tuesday 6 February	11:00 – 12:30	
4	Monday 12 March	11:00 – 12:30	Meeting Room 1, Student Central (Students' Union building, second floor)
	Tuesday 13 March	11:00 – 12:30	
5	Monday 30 April	11:00–12:30	Meeting Room 1, Student Central (Students' Union building, second floor)
	Tuesday 1 May	11:00 – 12:30	

Course Reps only need to attend one Forum in the same week.

# Communication is Key!

As a Course Rep, you need to communicate effectively with both students and staff.

It's important to contact your fellow students to gather feedback and also report back on the changes occurring at course level.

Students will appreciate it if you give them updates on what you have been doing and what the response is from the University. Students need to know where they stand!

## Online Interaction!

- Students on your course can easily be contacted through Canvas, the Virtual Learning Environment (VLE).
- Create a Facebook group so students can quickly feedback to you.
- Use other methods of social media, such as Twitter.

## Talk to Students!

- Within HUU Membership Services there is space for Course Reps to meet and consult with those they represent.
- Make students aware that you will be there, ready to hear their views.
- Arrange to meet students in the library, or over a coffee.

## Use your School Resources!

- Every subject area will have a noticeboard for you to put your contact details on, and maybe even a picture!
- Ask if you can do a shout-out before a lecture.
- Ask a member of staff to send out an e-mail you have written to all students. Be creative – nobody likes a dull e-mail!

## Be Creative!

- Leave out post-it notes in lectures and invite students to write feedback so you can collect the responses afterwards.
- Use SurveyMonkey or Google Docs to gather research and produce a document for HUU and the University.
- There are endless ways to be visible to those on your course!

# UNIVERSITY STRUCTURE

FACULTY	Faculty of Arts, Cultures & Education			Faculty of Business, Law & Politics		Faculty of Science & Engineering			Faculty of Health Sciences					
SCHOOLS	School of Arts	School of Education & Social Sciences	School of Histories, Languages & Cultures	Hull University Business School	Law & Politics	School of Engineering & Computer Science	School of Environmental Sciences	School of Mathematics & Physical Sciences	Hull York Medical School	Health & Social Work	School of Life Sciences			
SUBJECT GROUPS	Drama	Education Studies	Cultures	Accounting & Finance	Law	Computer Science	Biology	Chemistry	Medicine	Nursing	Biomedical Science			
	English	Social Studies	Histories	Economics	Politics	Engineering	Geography	Mathematics			Midwifery	Psychology		
	Music	Teacher Training	Modern Languages	Management Systems			Geology	Physics			Psychological Health & Wellbeing	Sports Health & Exercise Science		
	Screen			Marketing & Business Strategy							Paramedical, Reproductive and Advanced Practice			
					Organisational Behaviour/HRM							Professional Development in Health and Associated Health Disciplines		

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## How to communicate with students

The course rep communication cycle



Course reps have a useful area on [hullstudent.com](https://hullstudent.com) to find resources or information on a certain area. This resource hub aims to support you further in your time as a course rep.

Take a look here: <https://hullstudent.com/voice/education/rep>

### Communicating on canvas

After training you will also be added to the course rep canvas site. You will be placed in a discussion group where you can discuss issues with other course reps in your subject group.

# School & Faculty Reps

## School Reps

There are 11 schools at Hull, each encompassing a range of subject groups. The aim of a School Rep is to gather feedback from the Course Reps within their subject group and relay this information to the school staff and to the Faculty Rep.

School Reps provide a vital role in helping the University and HUU understand the issues and good work being done in schools by both staff and students. They are here to organise and assist you in your campaigns and give advice. On top of this, School Reps are expected to attend SSFs and Course Rep Forum.

- If you want to find out who your School Rep is and how to contact them, please visit the Canvas Course Rep page or e-mail [hUU-representation@hull.ac.uk](mailto:hUU-representation@hull.ac.uk).

*“Being the School Representative last year was a memorable experience. The Course Reps and I worked collectively to improve student satisfaction within our course. With the help of Course Reps, I ran weekly study sessions for students to work together in an informal yet productive environment. We resolved minor student issues without having to take them to Student Staff Committees. These things are what made second year Psychology a great experience.”*

**Psychology, second year  
School Rep**

## Faculty Reps

There are four Faculty Reps whose role it is to support, inform and direct School and Course Reps within their faculty by offering guidance and leadership. They arrange to meet and receive updates from their School Reps. They attend Course Rep Forums, Faculty Boards, Union Council and the Education Zone, and should develop a good working relationship with staff, HUU, School Reps and Course Reps.

There are four Faculty Reps and two will represent the student voice at Senate, the highest decision-making body at University.

- If you want to find out who your Faculty Rep is please visit the Canvas Course Rep page or e-mail [hUU-representation@hull.ac.uk](mailto:hUU-representation@hull.ac.uk).

*“Being a course rep is a great role dealing with academic concerns. The main aim for course reps is to voice student feedback to the University. I’m a Course Rep because I take pleasure in helping students, ensuring their time at University is an enjoyable and problem free journey.”*

**Biomedical Science, first year  
Course Rep**

# Representation Structures

Your Students' Union is run by students, for students. HUU is led by five elected student Officers who work full-time to make sure your student experience is the best it can be. We also have a number of part-time positions to provide a student voice for groups such as mature students, part-time students and postgraduate students (both research and taught). Your Education Officer ensures that the academic voice is represented within the University and nationally. Our structure also promotes student feedback – have a look below to see where Course Reps fit in this!

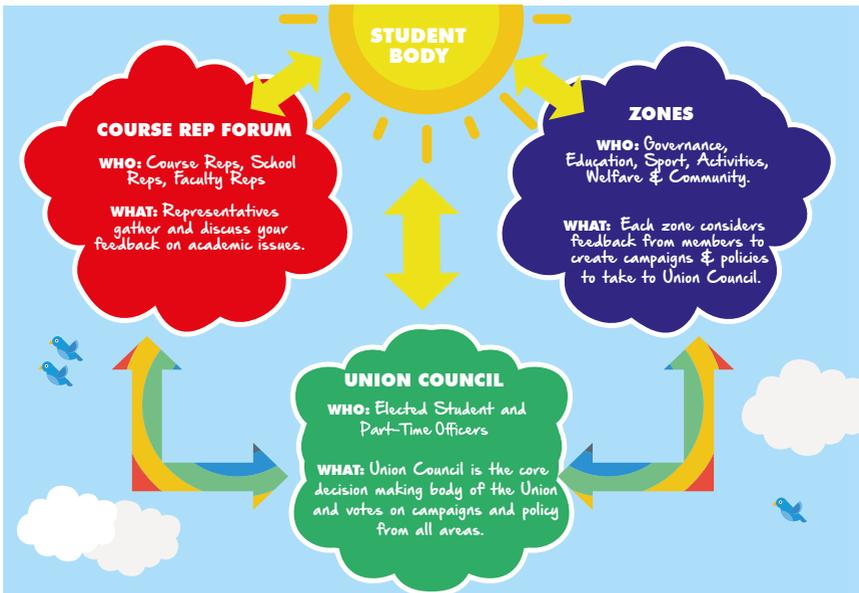
## Education Zone

The Education Zone consists of the four Faculty Reps and the part-time officers who meet every two weeks to

discuss the work of the Education officer, organise campaigns and discuss Faculty and university wide issues. The part-time officers are the International Students Officer, Part-time Students Officer, Mature Students Officer, Postgraduate Taught Officer, Postgraduate Research Officer and the two Councillors for Scrutiny. The Education Zone is part of HUU's governance structure, and feeds into Union Council. The zone decides the position of HUU concerning academic issues at the university.

## Union Council

Union Council is the core decision-making body of the Union and is made up of elected students. All students can attend, but only elected students can vote on important motions and decide on policy. If you want more information on Union Council and how you can get involved, contact our Democracy and Governance Co-ordinator at [elections@hull.ac.uk](mailto:elections@hull.ac.uk). We want to hear what you have to say so don't be afraid to get in touch!



## Course Rep Rewards

The Course Rep rewards scheme is currently under review by HUU, but we remain committed to acknowledging and rewarding the hard work and the impact made by all representatives. More information will be given during your training sessions in October. HUU will continue to monitor and record your contributions which will feed into the Hull Employability Awards. Course reps will also remain eligible for the HUU Awards.

### Course Rep Impact Report

HUU and the University of Hull celebrate the impact that Course Reps have as change makers! If you and your fellow reps have made a positive difference, you can submit changes through HUU's website using the Impact Report form. From changing assignment dates to having the timetable altered to benefit students, no change is too big or small! You will be considered for the Course Rep of the Month Award!

You can find the Impact Report through <http://hullstudent.com/voice/education/impact>

*"We raised the fact that lecturers were booking inappropriate rooms for internal assessments that raised the opportunity to facilitate cheating as students were not spaced out enough. The form required to book a room for internal assessments has now been changed to specify whether the room booked is appropriate for the assessment. This has been a massive win!"*

**3rd Year Chemistry School Rep**



The Hull Employability Awards recognise and reward the development you make at your time at University. Whilst at university, you are gaining skills from every area of your life. You are constantly developing as a person, but do you know how to talk about your knowledge and experience in an interview or how to describe it in a job application? The Hull Employability Awards are here to help!

It is never too early to start thinking about life after your studies and as a University of Hull student you are eligible to start working towards a Hull Employability Award - an additional award from the University that endorses your employability and will help you to stand out from the crowd. As well as being a fantastic addition to your CV, working on your Award will help you to articulate the skills you develop on your journey towards becoming a 'distinctive Hull graduate'. You can gain loads of elements just for being a Course Rep!

<http://www.hullawards.hull.ac.uk/>

# The Course Rep Community

As a Course Rep you are part of a fantastic community of friends who are dedicated to helping each other be the best they can be. You'll meet great people, be given opportunities to develop and get the chance to get involved with our end of year awards. You have a chance to meet other Course Reps, your School and Faculty reps and your Student Officers prior to your training at the Course Reps Meet and Greet lunch at 12pm on Wednesday 11th October in Asylum. You will receive further information via the Canvas page. Keep an eye out for further networking opportunities throughout the year.

## SLTA STUDENT-LED TEACHING AWARDS 20 17

### Advice Centre

As Course Reps, some students may approach you for advice regarding matters outside academia. Remember to know your limits! You can signpost these students onto the HUU advice centre. The advice centre helps with things like academic appeals and mitigating circumstances, as well as housing and finance issues.

### Student-Led Teaching and Support Awards

From November 6th onward you will have the chance to nominate a member of staff who has been fantastic and improved your experience at Hull. If your nomination is shortlisted we will invite you to the ceremony, including free drink and a three-course meal!



### Opening Hours (Term Time)

Monday: 9:30am-3pm

Tuesday: 9:30am-3pm

Wednesday: 12:00pm-3pm

Thursday: 9:30am-3pm

Friday: 9:30am-3pm

### Vacation Times

Tuesday and Thursday: 9:30am-3pm

01482 466263

huu-advice-centre@hull.ac.uk



### HUU Awards

In the last week of teaching we hold the HUU Awards, where we will be awarding our Course Rep of the Year, School Rep of the Year and much more!







