



Course Rep Induction

Welcome everyone

Introduce yourself in the chat and let us know which course
you will be representing

Mandy Mulholland, Student Voice Manager, UUSU



Aims of this session is to provide you with an understanding of.....



- ✓ Your role and who you represent
- ✓ How you fit within the UUSU team
- ✓ Support you will be offered
- ✓ How you will make an impact
- ✓ Your goals and how you can plan for the year ahead



Vice President for Education: Emily Roberts

“Coming up through the Rep Structure has played a pivotal role in my university experience and journey”

[E e.roberts@ulster.ac.uk](mailto:e.roberts@ulster.ac.uk) | vp.education@uusu.org | [I uusu_vp_education](#)

Who is UUSU?

🏠 UUSU is a membership led organisation for 26,000 students at Ulster University 📣

YOUR STUDENTS' UNION:-

Purpose | to improve the lives of students

Promise | to represent, support, connect



Your Elected Officers

ent

VP Belfast

VP Colera



VP Education

VP Equality and Belonging



VP Magee

VP Sport and Wellbeing



Your UUSU full time Student Officer Team



Why does Higher Education need student representation?



Why do students need representation in University?



Ensuring the collective views of your course are valued and heard in making each module the best it can be through real time feedback.



Work with staff team to deliver the changes students want to see through regular meetings Staff Student Consultative Committees (SSCC)



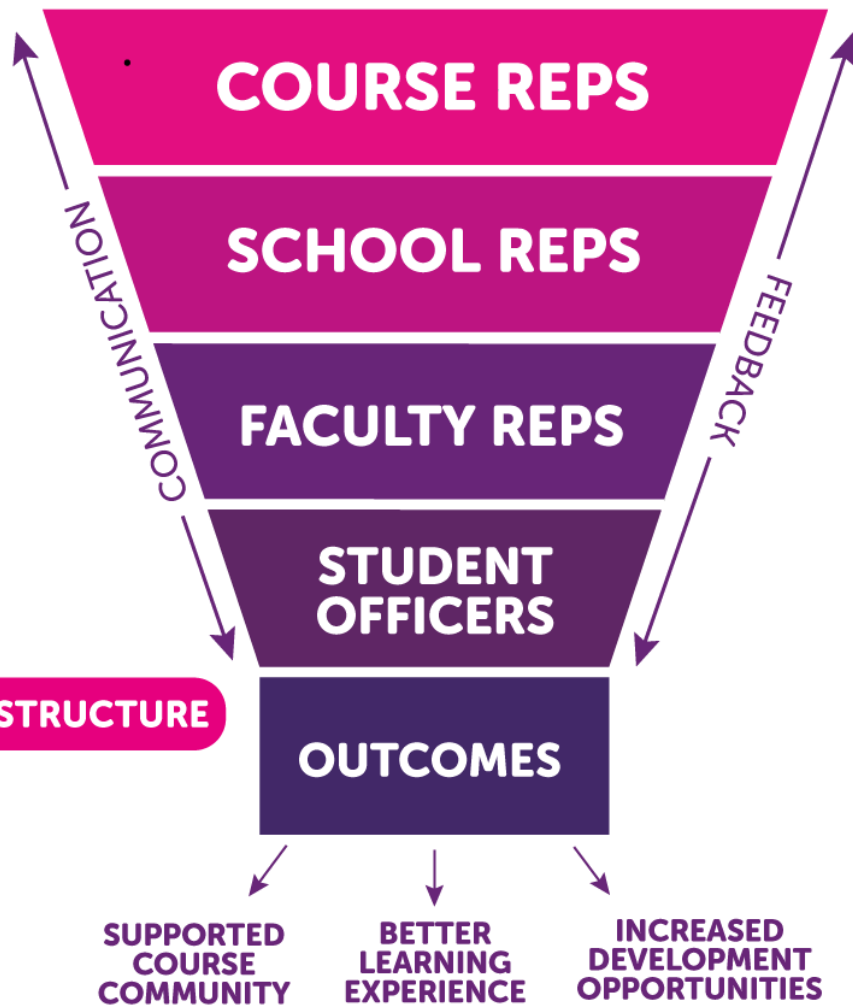
Student opinion and feedback into quality assurance mechanisms and course revalidation processes.

The image shows a digital survey form for UUSU. At the top, the UUSU logo is displayed. Below it, the text reads "Please tell us what you give a". The main title of the survey is "DUCK ABOUT" in large, bold letters, with a cartoon duck illustration below it. A button labeled "FILL OUT THIS FORM" is visible. The survey content includes the heading "REPRESENTING YOU" and the question "What issues do you care about?". Below this, there is a sub-question: "Why not tell us what you would like us to do for you and your time at ulster." A QR code is located in the bottom right corner of the form area.



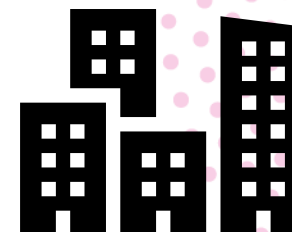
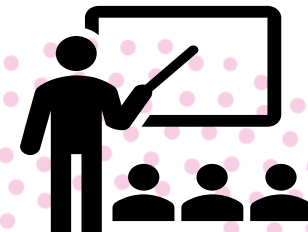
STUDENT VOICE

Course Content | Assessments | Timetables
| Employability | Resources & more



STUDENT VOICE

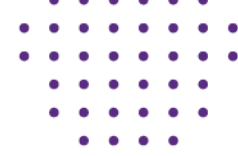
250+
Courses



3
Campuses

26,000
Students





Your Faculty & School Reps

AHSS – Rebekah Robinson

- Ankit Sai Santhosh Kumar
- Chrysler Babu George
- Cohen Taylor
- Alex Balmer
- Matthew McKeown
- Jason Bolton
- Angelina McWall
- Níall McGrattan

CEBE – Syed Abdullah

- Caitlin Power
- Jim Corro
- Caolan Swift
- Amy Cairns

LHS – Leah Britton

- Devon Gilliland
- EJ Gibbons
- Catriona Doyle
- Erleta Berisha
- Robert McComiskey


UUBS – Ramsha Ali

- Leo Foster
- Caitlin Lowry
- Vishal Sarawgi


 Full list found at UUSU.ORG

School Rep Positions Available


Total: 11 Vacancies



- Arts & Humanities (B & M)
- Communication and Media (C)
- Education (C & B)



- Biomedical Sciences
- Health Sciences
- School of Psychology
- School of Medicine
- School of Sport (C)



- Hospitality & Tourism Management (B & C)



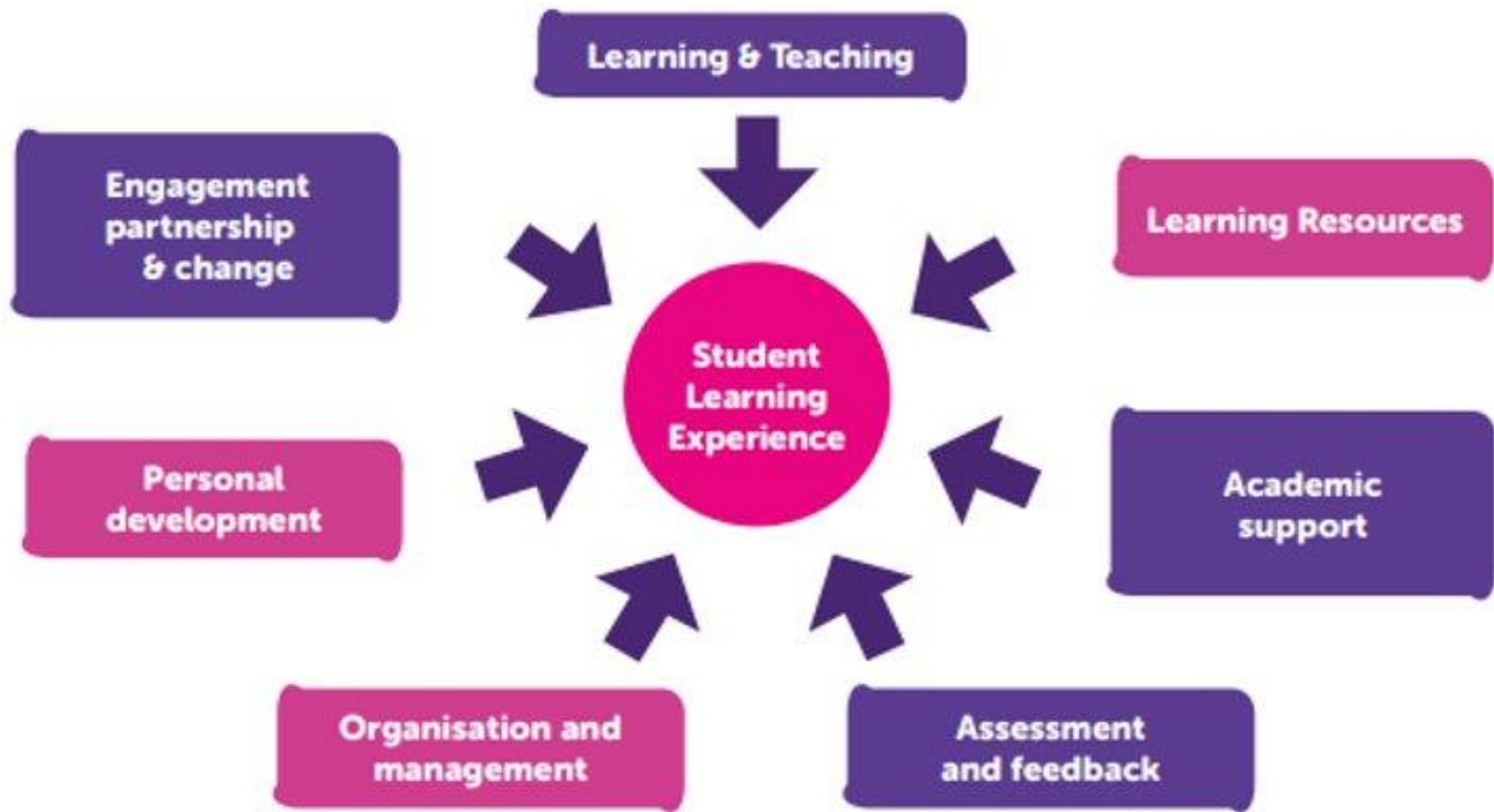


Student Voice Guidelines & Partnership Principles underpinning the work between Reps & Uni staff



- AUTHENTICITY
- EXCELLENCE
- SUPPORT
- TRUST
- TRANSFORMATIONAL





Role of a Course Rep

3 Main Pillars of role
Communicate //
Feedback // Solutions

You represent EVERY student within your course year or cohort group

Ten main task

1. Induction & prep
2. Promote yourself to students
3. Keep eye on stated aims of course
4. Student feedback to staff
5. Represent the collective views
6. Attend Staff Student Consultative Committee (SSCC)
7. Liaise with UUSU
8. Work with other Reps
9. Refer individual issues
10. Staff feedback to students

Support while in your role

Ulster University

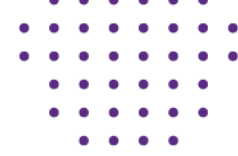
- Course Directors
- Support Staff
- Subject Librarians
- Student Wellbeing
- Employability & Graduate Futures

UUSU

- School/Dept Reps
- Other Course Reps
- UUSU Student Voice Team
- VP Education
- Other Student Officers
- UUSU Advice Bureau
- Course-based Societies



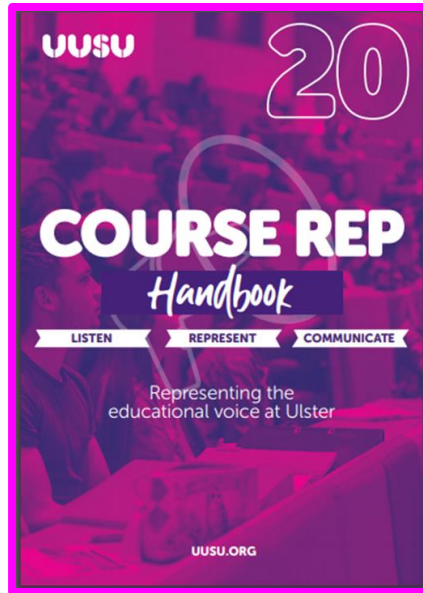
Rep Resources



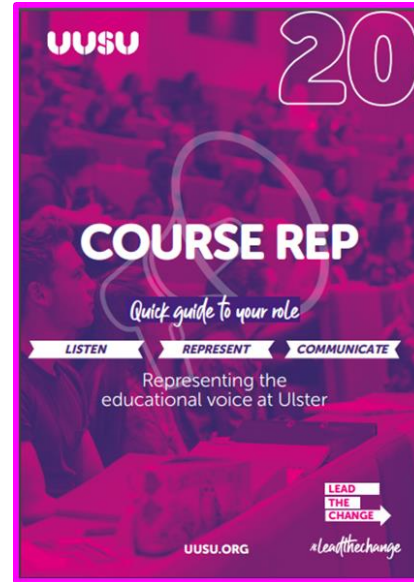
**STUDENT
VOICE**



**Student Voice
Guidelines**



Course Rep Handbook



Course Rep Quick Guide



MS Sway Training





**What makes an effective Course Rep?
e.g., skills/qualities**

What makes a good Course Rep?

Good communicator

Encouraging

Good listener

Accurate

Approachable

Supportive

Good time keeping

Honest

Responsive

Organised

Willing to serve others

Visible to all students

Empathy

Team player

Motivated

Assertive

Positive



Staff Student Consultative Committee

Before

- Consult Students
- Identify Collective Issues
- Add an agenda item (if applicable)
- Read any info/papers circulated
- Check time, date & location
- Send apologies if you are unable to attend

During

- Be attentive, confident & assertive
- Contribute to discussions
- Take Notes
- If unsure, do not be afraid to get further consultation from students

After

- Feedback to students
- Feedback to your School/Dept Rep
- Follow up with staff (if applicable)

Communication

1

👍 Promote your role & the benefits of speaking with their Course Rep

2

👍 Start outreach with staff/students early to build good rapport

3

👍 Take your time and think things through before communicating

4

👍 Don't worry if you don't know the answer!

5

👍 Gain the facts so that you can communicate accurately

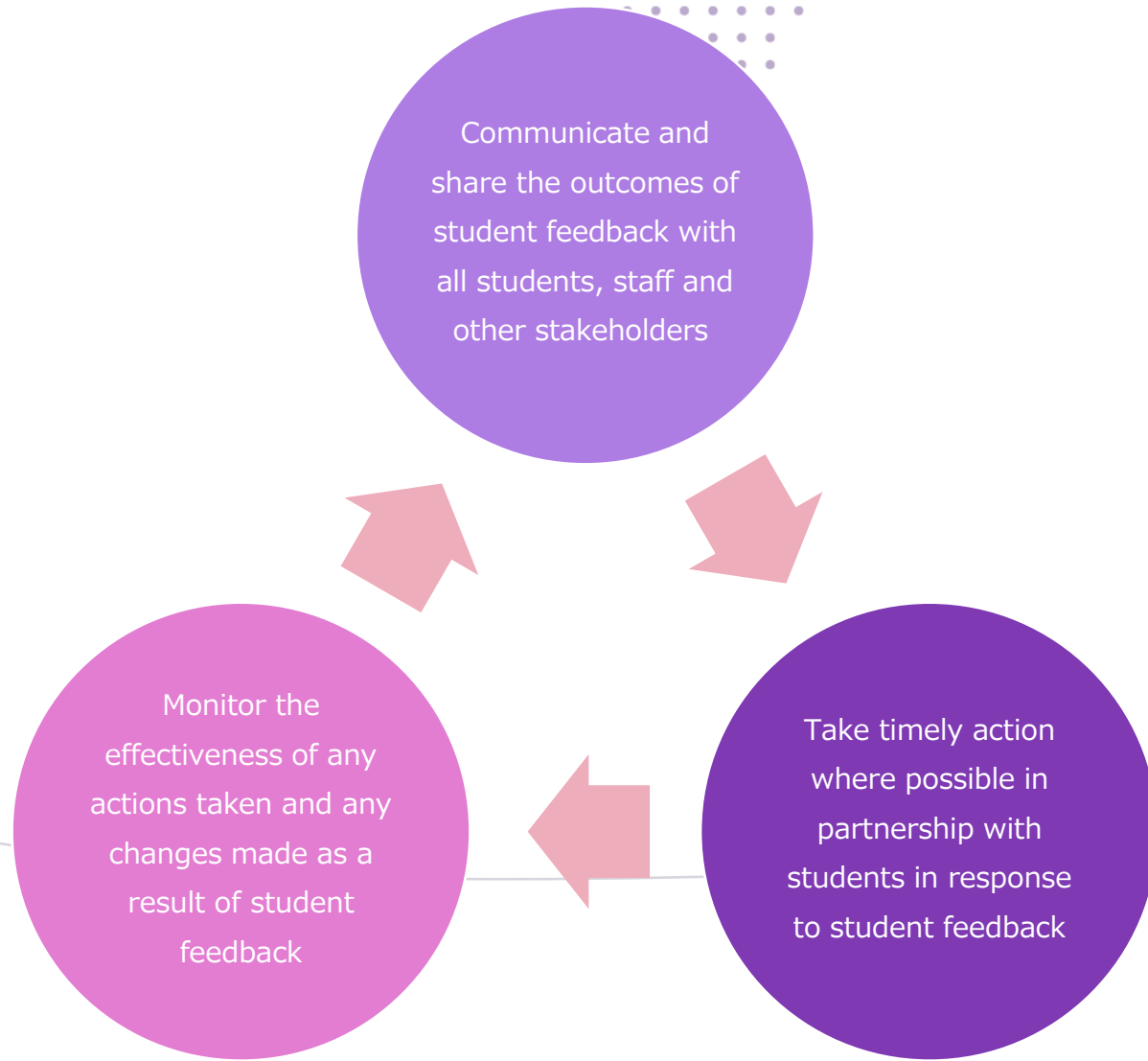
How to Gather Effective Feedback

Feedback Tools:

- Talk to students
- Informal catch ups
- Course-based Societies
- Surveys
- WhatsApp Groups
- Polls

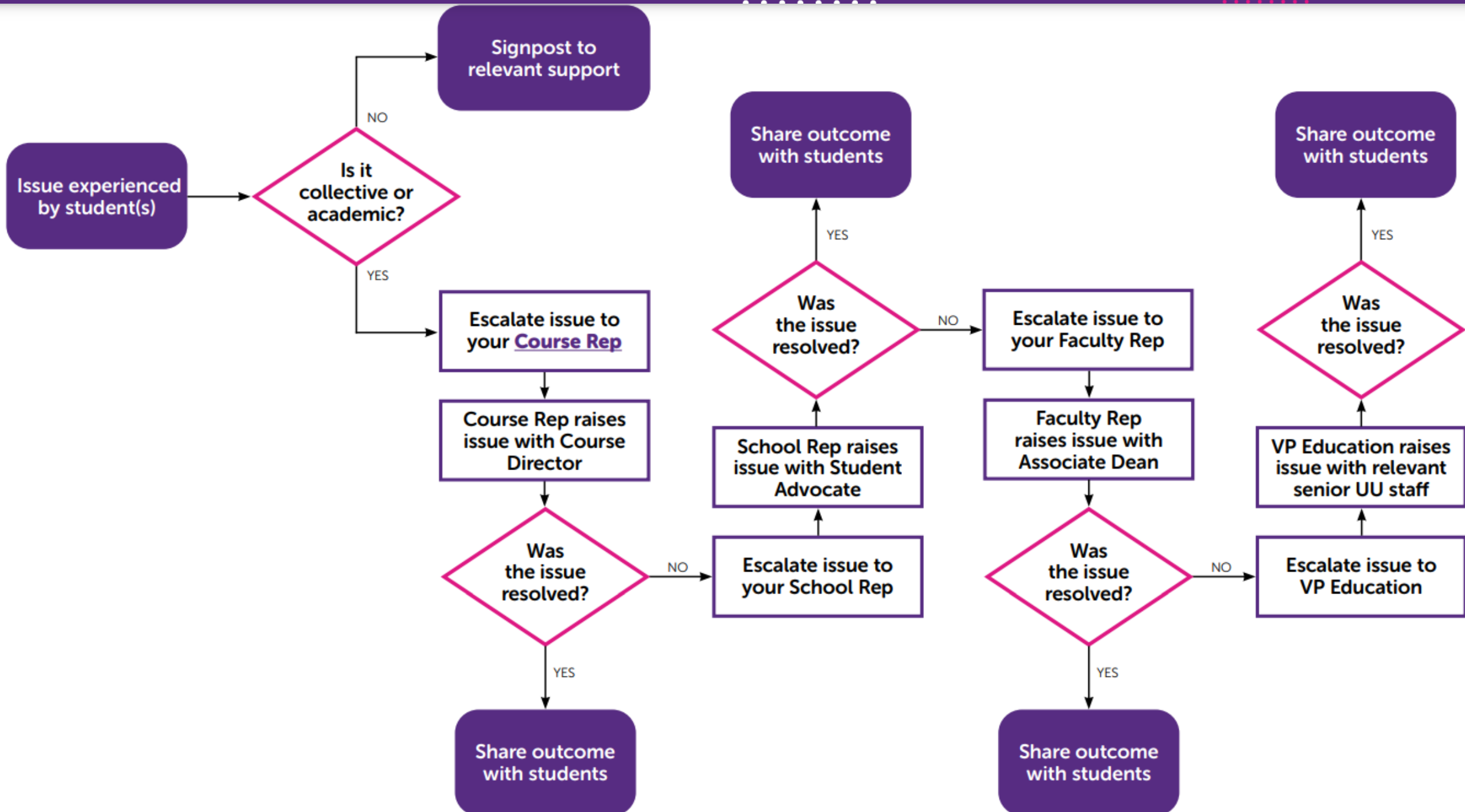
Effective Feedback is...

- Accurate
- Balanced
- Constructive
- Depersonalised



Closing the feedback loop







Resolving issues & developing solutions



- How will you gather the evidence proving that this is an issue?

Well researched argument

- What would be the ideal solution for the problem?

Presenting positive solutions

- What would your initial steps be to resolve the problem?

Set realistic expectations!



Development Opportunities



Edge Accreditation



Run in the Leadership election
for School Rep, Faculty Rep or
Student Officer



Gain employability skills such
as Leadership, negotiation and
advocacy



Additional training
opportunities



Recognition of your
volunteering role



Top Tips to get started



Download & read your
Rep Resources

Read through the
additional training
material on MS Sway

Say hello to your
School/Dept Reps -
[UUSU Academic Reps](#)

Like and follow
uusuuuusuu_reps social
pages

Introduce yourself to
staff and fellow
students

Your first SSCC meeting
is soon – drop staff an
email to arrange if
they haven't already
emailed.

Ahead of your SSCC
reach out to the
students for feedback
on the semester so far

Connect with your
course-based society (if
applicable)

Key Dates (Semester 1)

Find Your Voice campaign

- W/c 7th November

Student Voice Forums

- Magee: Mon 11th Nov 11:30am - 1pm
- Belfast: Tues 12th Nov 11:30am - 1pm
- Coleraine: Wed 13th Nov 11:30am - 1pm

National Conferences Election

- Nominations Open: Mon 18th Nov (9am) - Tues 19th (4pm)

Rep Holiday Happy Hour

- w/c 2nd Dec - TBC

Key Dates (Semester 2)

Leadership Election

- Nominations open: Mon 27th Jan (9am) - Fri 7th Feb (4pm)

Student Voice Forum

- Magee: Tues 18th March 11:30am – 1pm
- Belfast: Wed 19th March 11:30am - 1pm
- Coleraine: Thurs 20th March 11:30am - 1pm

Learning & Teaching Awards

- Nominations Open: Tues 18th March (9am) - Fri 11th April (4pm)

EDGE submission deadline

- Fri 28th March

Connect with Us!

- Facebook – UUSU Student Voice
- Instagram – @uus_u_reps / @uus_u_vp_education
- Twitter – @uus_u_reps
- Newsletter – Bi-weekly updates!
- Via your Microsoft Teams Group



UUSU



Any Questions?

Thank you for your attention & attendance

