

Course Rep Handbook₂₅₋₂₆



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1. OUR MISSION

Our vision at the University of Wolverhampton Students' Union is to make every student's experience at university the best it can be. As an independent charity we put students at the heart of everything that we do. Wolves SU offers an inclusive range of services and activities to enhance student life.

At the heart of the student community, making life better, amplifying student voices, providing exciting opportunities and delivering services.

Our Values & Themes

- **Supportive** - Supporting our students to get the best out of their student experience.
- **Inclusive** - Welcoming, supporting, respecting, and celebrating students of diverse backgrounds, experience, or identity.
- **Brave** - A strong, proactive Union, trusted by students who know we have their back.
- **Innovative** - Creative and agile. We will actively seek opportunities that will have a meaningful impact on students' lives.

Purpose of the Handbook

This handbook aims to:

- Clarify your role and responsibilities.
- Provide practical advice and resources.
- Enhance your effectiveness in representing your peers.

Student Voice

This is where you come in! The role of the course rep is to represent the student voice at a course level to continuously improve the student experience. You will work in close partnership with the University and represent students' views to ensure your Student Voice is being heard.

You will also work closely with your faculty reps to find out the different issues affecting our current students; ensuring these issues are raised, addressed and the outcomes communicated back to our students. But, first let's ensure you have all the tools you need to have a positive impact on the student experience!

Welcome

Congratulations on becoming a course rep and welcome to our new handbook designed to be the help you may need throughout the academic year.



I am Confidence your Vice President Academic within the Students Union, and I would like Firstly to Congratulate you on being elected as a Course Representative for the 25/26 Academic year. Whether this is your first year or you are a returning course representative welcome, we are happy to have you and I can't wait for us to get started together.

Your role is crucial in ensuring that the student voice is heard, and that the quality of your course is continually improved for students get the most out of their course. So, this handbook is designed to guide you through your responsibilities and provide you with the tools and information you need to effectively represent your peers and contribute to the improvement of your course.

Five key areas I will be working on during this academic year are:

- Enhancing academic support services
- Curriculum development & innovation
- Student feedback and representation
- Promotion of resources and services
- Promoting inclusivity and diversity in academia

None the less Course representatives will play an important role in my plans by acting as a bridge between the student body and myself. They will gather feedback from their peers, communicate concerns and suggestions, and help implement the initiatives discussed.

Their involvement will ensure that student needs and opinions are accurately represented and addressed at all levels.

2. Role and Responsibilities

Overview

As a Course Rep, you serve as a liaison between students and faculty reps. Your primary duties include:

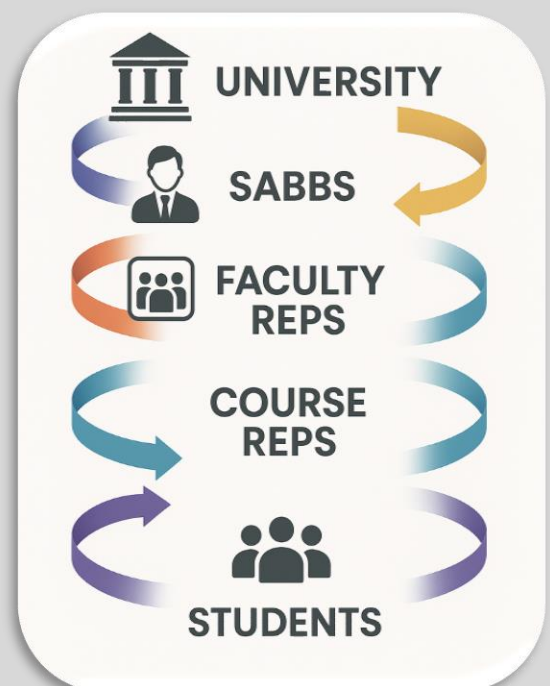
- The gathering and presenting of student feedback to relevant parties such as Deans of Faculty, Heads of school, Faculty reps.
- Attending and contributing to meetings, these vary from socials to strategic meetings involving SABS and student voice team.
- Communicating outcomes back to students.

Specific Responsibilities

- **Feedback Collection:** Regularly collect feedback from your peers about their experiences and concerns.
- **Meeting Attendance:** Attend departmental meetings, Student-Staff Liaison Committees (SSLCs), and any other relevant forums.
- **Reporting:** Provide comprehensive reports on student feedback to Faculty reps and student voice and follow up on action points.
- **Communication:** Keep students informed about changes and decisions that affect them.
- **Problem-Solving:** Work collaboratively with staff and the SU to address and resolve issues.

Student Voice is the largest department within the SU, involving numerous people. As a course rep, you are fully supported in your work by your colleagues, this including the faculty reps, coordinators, sabs, student voice manager and head of belonging.

Your faculty rep works at a school/institute wide level and are there to help you in your role to support your students. They are your first port of call if you need advice or to escalate an issue.



3. Key Skills and Attributes Gained

Essential Skills

- **Great communicator** which is paramount in being able to convey information and feedback between students and staff.
- **Active Listener** as you will need to be able to understand peers concerns and viewpoints.
- **Organisation:** become able to manage your time and responsibilities efficiently.
- **Diplomacy:** Able to tackle sensitive issues with tact and professionalism.

Personal Attributes

- **Approachability:** open and accessible to students.
- **Responsibility:** Take ownership of your role and be accountable.
- **Enthusiasm:** committed with a positive attitude towards improving the student experience.

4. Meeting

Preparation

- **Agenda Review:** Prior to meetings, review the agenda and gather relevant feedback and data.
- **Documentation:** Prepare any necessary documents or reports.
- **Questions:** Formulate any questions or points you wish to raise.

During the Meeting

- **Participation:** Actively engage in discussions and represent student views.
- **Note-Taking:** Take detailed notes, especially on actions to be taken and decisions made.
- **Respect:** Maintain a respectful and professional demeanour.

Post-Meeting

- **Reporting Back:** Summarise key points and outcomes for your peers.
- **Action Items:** Follow up on any assigned tasks or action points.

Do

-  Arrive on time (or early!)
-  Stay muted unless you are speaking
-  Keep your camera on where possible
-  Have your feedback ready
-  Have something to take notes on
-  Send apologies and feedback if you cannot attend

Don't

-  Break the law! (no driving and texting!)
-  Interrupt (raise your hand instead)
-  Talk about your own opinions
-  Ignore the meeting invite

5. Communication Strategies

Effective Communication

- **Email:** Use clear and concise language. Ensure your emails are well-structured and professional.
- **Social media:** Utilize appropriate platforms to reach a broader audience while maintaining formality.
- **In-Person:** Hold regular drop-in sessions or office hours to discuss issues face-to-face.

Regular Updates

- **Meetings:** Organize regular meetings or forums to discuss ongoing issues and updates.

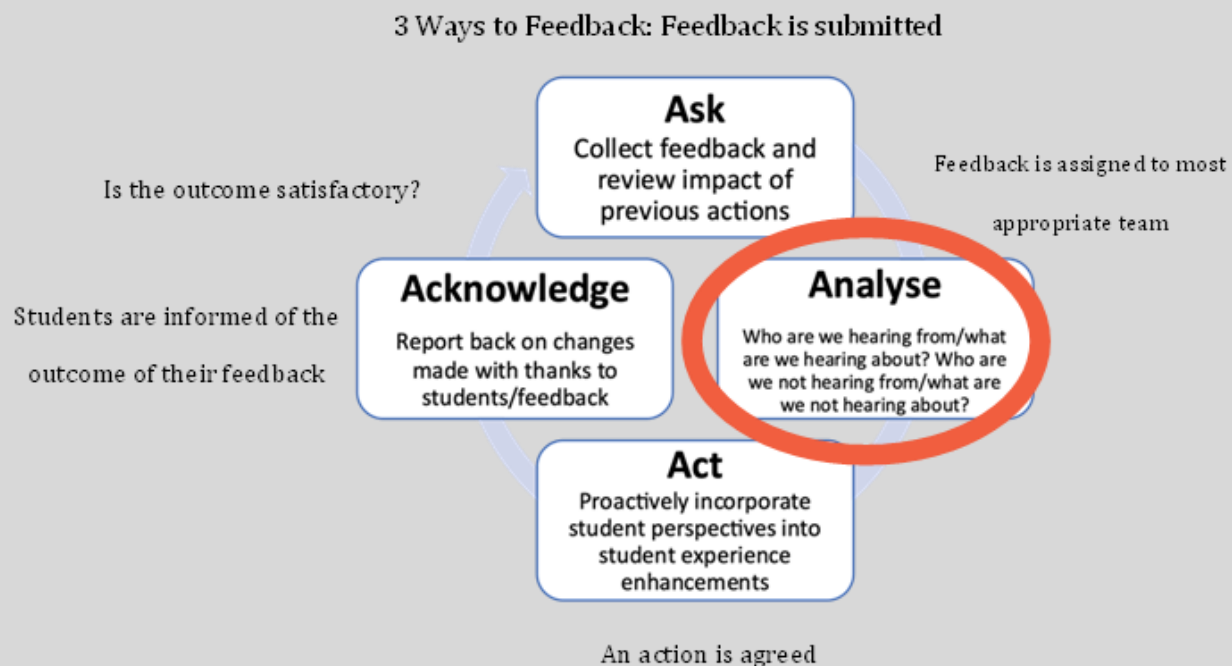
6. Feedback Collection and Reporting

Methods of Collection

- **Surveys:** Use online tools to gather anonymous feedback.
- **Focus Groups:** Conduct small group discussions to delve deeper into specific issues.
- **Suggestion Boxes:** Place physical or virtual suggestion boxes for continuous feedback collection.

Reporting Feedback

- **Summarising Data:** Compile feedback into clear, concise reports.
- **Highlighting Issues:** Identify and prioritize key concerns.
- **Action Plans:** Suggest potential solutions and action points.



7. Problem-Solving and Conflict Resolution

Identifying Issues

- **Trends:** Look for common themes and recurring issues in feedback.
- **Urgency:** Prioritize issues based on their impact and urgency.

Resolution Strategies

- **Collaboration:** Work with faculty and administration to address issues.
- **Mediation:** Facilitate discussions between conflicting parties if necessary.
- **Follow-Up:** Ensure that agreed actions are implemented and report back on progress.

8. Resources and Support

Institutional Support

- **Training:** Attend any training sessions provided for Course Reps.
- **Advisors:** Seek advice and support from student advisors or mentors.
- **Materials:** Utilize any provided materials or resources to aid in your role.

External Resources

- **Student Unions:** Engage with the student union for additional support and resources.
- **Online Forums:** Join online communities of Course Reps to share experiences and advice.

9. Volunteering

We're thrilled to introduce our new volunteering program, designed to support you in logging your hours as a course rep while boosting your employability and enhancing your skills.

WHY LOG YOUR HOURS?

- **Visualize your impact:** Track the difference you make as a course rep.
- **Identify and develop key skills:** Learn new skills that will benefit your future career.
- **Reflect on your experiences:** Use your volunteering as examples when applying for jobs.

VOLUNTEERING AT WOLVERHAMPTON STUDENTS' UNION

We're committed to recognising your contributions and offering various opportunities for involvement. Whether you want to build your CV, try something new, or give back to the community, we're here to help.

- **Recognition and rewards:** Top volunteers are celebrated at our annual awards evening.
- **Stay motivated:** We highlight inspiring stories in newsletters, on social media, and at university events.

HOW TO GET STARTED

1. **Register:** Log in to the SU website using your student credentials.
2. **Track your progress:** Create your volunteering profile and log your hours.
3. **Be celebrated:** Top volunteers will be recognised at our awards and featured across SU platforms.

WHAT COUNTS AS VOLUNTEERING?

As a course rep everything you do is volunteering, it can be any of the following and maybe even more:

- Gathering and collating student feedback
- Attending meetings with university staff
- Liaising with academic staff
- Participate in decision-making processes
- Organizing and leading feedback sessions

ENDLESS OPPORTUNITIES

As a course rep, logging your hours is just the start. You can explore a wide range of volunteering opportunities:

- **Students' Union roles:** Participate in various SU projects.
- **University-led Programs:** Get involved in campus-based initiatives.
- **Local Community:** Volunteer with local organisations and make a difference in your area.
- **National Volunteering:** Broaden your impact by engaging in national programs.

YOU'RE ALREADY DOING THE WORK!

Make sure to log your hours and get the recognition you deserve for the effort you're already putting in!

For further guidance, support, or opportunities, email our Societies & Volunteering Coordinator via J.appleby@wlv.ac.uk.

10. Contacts

Key Contacts

- **Student Voice Coordinator:** [Moe, Mohmad.zouabi@wlv.ac.uk]
- **Student Voice Manager:** [Nat, natalia.falacinska@wlv.ac.uk]
- **Volunteering Coordinator:** [Jack, J.appleby@wlv.ac.uk]

Support Services

- **Counselling Services:** [advice.wolvesunion@wlv.ac.uk]
- **Academic Support:** [ASK@wlv.ac.uk]
- **IT Support:** [itsupport@wlv.ac.uk]



USEFUL CONTACT DETAILS WITHIN THE UNI



Have you felt overwhelmed recently?
Would you like to speak about personal
or academic issues?



Then contact our Advice team at
advice.wolvesunion@wlv.ac.uk

You can find us also on
Wolvesunion.org/advice

Are you having course related issues or
want to provide feedback?



Contact us on
studentvoice.wolvesunion@wlv.ac.uk
or check us out on
www.wolvesunion.org/student_voice

Have a question and unsure where to go
or who to contact



Head over to our website at
wolvesunion.org/about/contactus/

Student Voice Management

Job Title	Name	Email
Student Voice Manager	Nat Falacinska	natalia.falacinska@wlv.ac.uk
Student voice coordinator	Mohmad Zouabi	Mohmad.zouabi@wlv.ac.uk

Student Volunteering and Societies

Job Title	Name	Email
Societies & Volunteering Coordinator	Jack Appley	j.appleby@wlv.ac.uk

Sabbatical Officers

Job Title	Name	Email
President	Adeyemi Adebayo	adeyemi.adebayo@wlv.ac.uk
VP Academic	Confidence Orewa	confidence.orewa@wlv.ac.uk
VP Diversity	Ikenna Okeke	Ikenna.okeke@wlv.ac.uk
VP Community & Welfare	Samir Khatiwada	Samir.khatiwada@wlv.ac.uk

Community organisers Reps		
Job Title	Name	Email

Faculty Reps		
Job Title	Name	Email
FSE		
FABs		
FEHW		

10. Frequently Asked Questions (FAQs)

Common Questions

- **How do I balance this role with my studies?** Prioritize your tasks, manage your time effectively, and seek support when needed.
- **What if I can't attend a meeting?** Inform the meeting organizer in advance and try to send a deputy if possible.
- **How do I handle negative feedback about a lecturer?** Present the feedback objectively and constructively, focusing on specific issues rather than personal criticisms.

Thank you for taking on this important role. Your efforts are invaluable in enhancing the educational experience for your peers. Remember, you are not alone in this journey—support and resources are always available to help you succeed