



UNION

**STUDENT REPRESENTATION
TRAINING**

CONGRATS ON BEING A REP!

Your Students' Union

ARUnion is run by 6 annually elected Officers

Rohan



PRESIDENT

Roshan



WELFARE &
LIBERATION

Gawdham



INTERNATIONAL & PGR

Ramees



ACTIVITIES &
OPPORTUNITIES

Jeena



EDUCATION

Nayem



LONDON OFFICER



The London Team

Your main point of contact with the SU will be with the Representation Coordinator, and the London Campus Officer.





BEING A REP:

THINGS YOU MUST DO



UNION
UNION

WHAT IS FEEDBACK?

Feedback is a comment, positive or negative, that can be used as a basis for improvement.



GET FEEDBACK FROM STUDENTS



ATTEND YOUR SSLC MEETING



DELIVER STUDENT FEEDBACK TO ACADEMIC STAFF



TRACK THE PROGRESS OF FEEDBACK



FEEDBACK OUTCOMES BACK TO YOUR PEERS



SIGNPOST STUDENTS TO SUPPORT SERVICES



CHECK FOR UPDATES FROM THE UNION



CHECK IN WITH CLASS REPS



FEEDBACK

FEEDBACK IS:

- ✓ Solution focused
- ✓ Based on consensus
- ✓ Can be praise, or critical
- ✓ Can be a new idea
- ✓ Should be constructive
- ✓ Could be a mix of positive and negative

FEEDBACK IS NOT:

- ✗ A chance just to complain
- ✗ A way to raise personal matters
- ✗ A way to further individual issues
- ✗ A chance to name and shame someone

KEEP, STOP, START



Keep

Things students like and would like to continue.



STOP

Things students don't like and would like to have stopped



START

New ideas that students would like to see implemented.

EXAMPLES OF FEEDBACK



KEEP

- “Please continue to provide the class with different resources to help us better our learning e.g. online textbooks, problem based scenario workshops.”
- “Keep providing the class with additional resources such as extra questions, past papers and mock exams.”



STOP

- “Fast pace teaching can be difficult to follow for some students.”
- “Questions and examples have American terms in them, it would be helpful if UK terms can be used and current UK case studies.”



START

- “Start providing us with examples of high graded assignments.”
- “The availability of more physical books in the library.”
- “Recording classes - it would be helpful to have these to look back on.”

HOW TO GATHER FEEDBACK

- Join the Whatsapp Group
- Teams/Zoom meetings
- In-person meetings
- In class conversation

- Take 5 minutes at the start or end of class to talk to your classmates/introduce yourself
- Online Polls
- Share a piece of feedback with the class and ask for a show of hands in agreement or disagreement

TIPS FOR GATHERING FEEDBACK

- Adapt to the needs of your group
- Explain your role to your classmates - they may never have had a rep before!
- Ensure students know why they're giving feedback, where it's going, and how you'll keep them in the loop.

- Ask open questions!!
- “What did you think of that assessment?”
- “Do you think these lecture slides make sense?”
- “How do you find the classrooms here?”

WHERE SHOULD YOU TAKE YOUR FEEDBACK?

SMALL

Small, easily fixable course issues



UNRESOLVED

As a Course Champion, you will come across small, easily fixable issues in your own class, and may sometimes be presented with these from Class Reps. These issues can be handled by contacting the relevant lecturers or members of staff. The Rep Coordinator (Erin), can assist with this if needed.

CAMPAIGNS

“Can slides be uploaded ahead of the lecture?”

“Typos in the lecture slides are confusing students.”



WHERE SHOULD YOU TAKE YOUR FEEDBACK?

SMALL

UNRESOLVED

CAMPAIGNS

“We would like more detailed and specific feedback in our assignments.”

“The class is confused about grade boundaries and marking criteria”

Unresolved items or something that needs further discussion?

**Take these
to your SSLC.**



WHERE SHOULD YOU TAKE YOUR FEEDBACK?

SMALL

UNRESOLVED

CAMPAIGNS

Ideas for campaigns or non-course changes?



Nayem



Jo



Talk to Nayem (London Officer) or Jo - the Liberation & Campaigns coordinator.

“We want accommodation in London. Who/how can I lobby about this.”

“We want cheaper food options on campus, how can we make this happen.”



STUDENT STAFF LIASON COMMITTEE (SSLC)



Please ensure you have taken note of the fire regulations posted in this room. If the fire alarm sounds continuously, please leave through the nearest escape route as indicated and go to the designated fire assembly point.

For the Consideration of a meeting of the
Anglia Ruskin University London
Business and Healthcare Management
Health and Social Care
Staff Student Liaison Committee
at 1.00pm on Tuesday 24th June 2025

AGENDA

1	<u>CHAIR'S OPENING REMARKS</u>	
2	<u>APOLOGIES</u> To receive any apologies for absence.	
3	<u>MINUTES</u> To receive and confirm the minutes from the last meeting of the ARUL Staff Student Liaison Committee.	
4	<u>MATTERS ARISING</u>	
	4.1	To note the updates on action points on the minutes of the above meeting.
	4.2	To receive updates on actions points on the minutes of the above meeting.
	4.3	To consider any other matters arising raised by members.
5	<u>TERMS OF REFERENCE, CONSTITUTION AND MEMBERSHIP</u> To receive and consider the terms of reference and constitution for the ARUL Staff Student Liaison Committee.	
6	<u>REPORTS FROM STUDENT REPRESENTATIVES</u> To receive and consider reports from student representatives.	
7	<u>MANAGEMENT INFORMATION DATA (TO INCLUDE NSS, MODULE EVALUATION AND EXTERNAL EXAMINER REPORTS)</u>	

WHAT IS AN SSLC?

Student Staff Liason Commities (SSLC) are trimesterly meetings between university staff and Course Reps.

You will recieve an invitation from the ARU Quality Office to these meetings. These meetings are **mandatory** , and you must confirm your attendance and attend even if you don't feel that you have feedback to share - you're the most valuable part of the conversation, it can't happen without you!

The purpose of the SSLC is to:

Recieve student feedback
discuss course delivery and changes
discuss student support

Hear from student support services, like the DoS, Union, Academic engagement etc.

THE FEEDBACK FORM

WHAT IS THE FEEDBACK FORM?



You will be sent an online feedback form to fill out before your SSLC; you can find this link on our website and Rep VLE tile.



Once completed, it will be sent to the rep coordinator before the meeting, and sent back to you to keep track of your feedback during the meeting,



The form is split into different feedback themes; you can use these to ask for feedback on specific areas.

Can you access resources on Kortext easily?
Do you think you had enough support on your assessments?

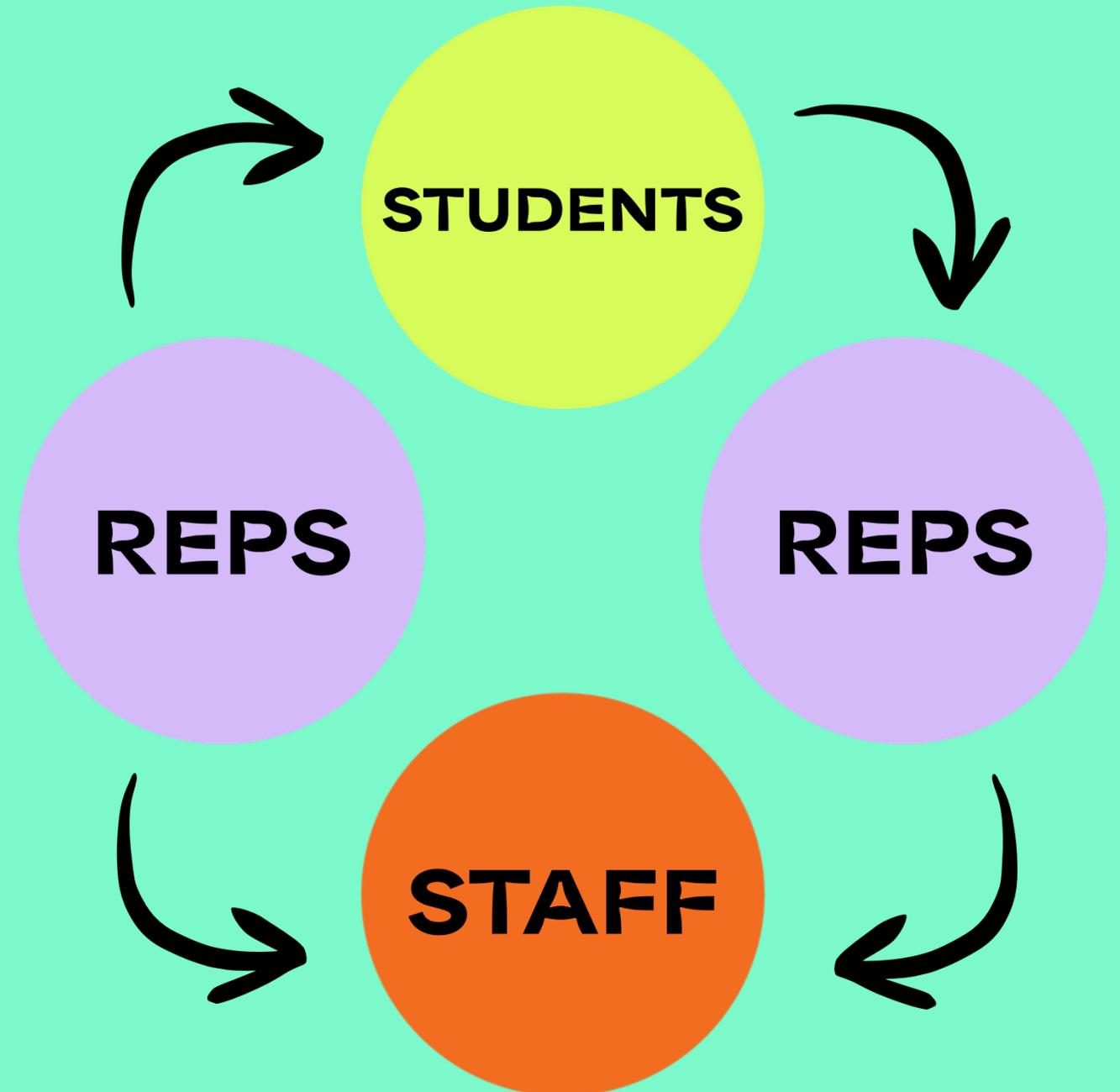
A screenshot of the 'Rep Feedback Form' interface. At the top, the 'UNION' logo is displayed in blue. Below the logo, the title 'Rep Feedback Form' is centered. The form contains several input fields: 'Name' (split into 'First Name' and 'Last Name' text boxes), 'Course' (a dropdown menu with 'Please Select' and a downward arrow), and 'Level of Study' (another dropdown menu with 'Please Select' and a downward arrow). At the bottom, there is a section titled 'Course Content, Accessibility and Teaching Quality' with a sub-question: 'How would you describe the quality of teaching, including the teaching methods and curriculum content in your course? Do you feel the course content is relevant and up-to-date?'.

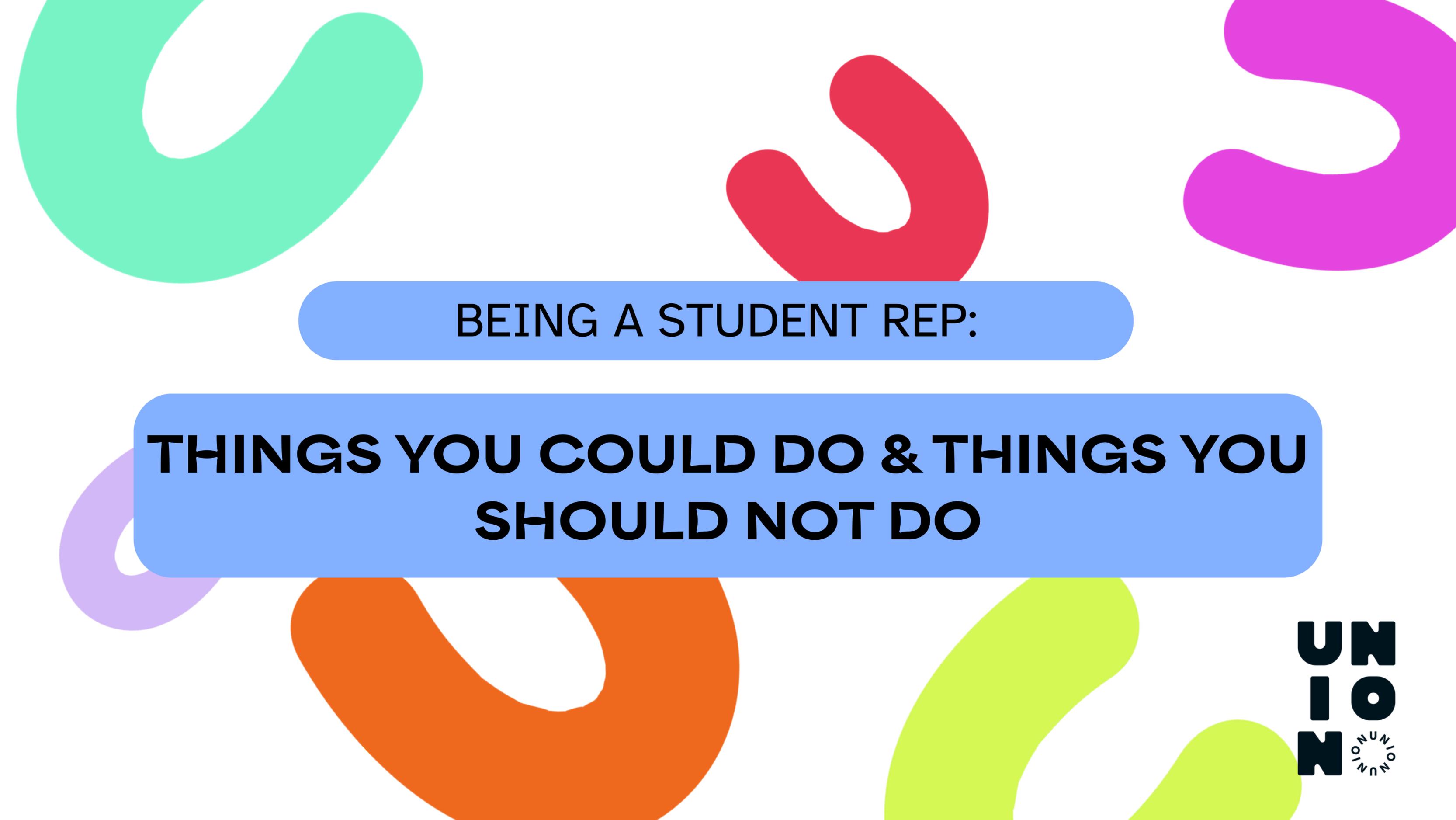
THE FEEDBACK LOOP

Don't forget to always close the feedback loop. You should do this even if you don't get your desired outcome.

The students you represent won't know about the impact of their feedback unless you tell them.

Don't forget to talk to your Rep Coordinator too - we can help with problems or celebrate your wins with you.





BEING A STUDENT REP:

THINGS YOU COULD DO & THINGS YOU SHOULD NOT DO

SIGNPOSTING - WHO TO CONTACT!

Employability

4th Floor, Import Building



employability@london.aru.ac.uk

Directors of Study

Floor 3, Import Building or 5th Floor Export



dos@london.aru.ac.uk

Finance

5th Floor, Export Building



finance@london.aru.ac.uk

Union Advice

Student's Union, 3rd Floor (online appointments only)



london.advice@angliastudent.com

Wellbeing/Disability & Inclusion

5th Floor, Export Building



studentwellbeing@london.aru.ac.uk or
disabilityandinclusion@london.aru.ac.uk



SIGNPOSTING - WHO TO CONTACT!

Societies

Student's Union, 3rd Floor Import Building



m.rotariu@angliastudent.com

iCentre

3rd Floor Import Building & 5th Floor Export Building



dos@london.aru.ac.uk

Me!

Student's Union, 3rd Floor Import Building



e.brennan@angliastudent.com



YOU SHOULD NOT...

DEAL WITH STUDENTS PERSONAL ISSUES

GIVE FINANCIAL OR EMPLOYABILITY ADVICE

HELP STUDENTS WITH PERSONAL FORMAL PROCESSES

REPRESENT OTHER COURSES

MAKE ON THE SPOT DECISIONS ON BEHALF OF STUDENTS

PRIORITISE YOUR REP ROLE OVER YOUR STUDIES

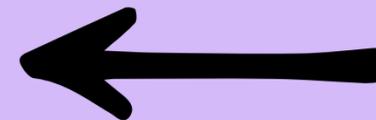
WHATSAPP



SCAN TO
JOIN THE
GROUP CHAT!



SCAN FOR UNION
EVENT
ANNOUNCEMENTS!



GENERIC SU
NUMBER: ↓

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EVENTS



STUDENT MARKETPLACE

Are you a student with a business? Sign up to our Student Marketplace!

CAMPUS EVENTS LAB

Got an event idea? What to be on an event Project team? Submit your ideas and we'll be in touch!



CRAFTERNOONS

Relax & unwind at lunchtime with our monthly Crafternoons - no experience needed and completely free!



QUESTION TIME!