

Arts Students' Union

**Arts**  
Students'  
Union

# School Reps Training



Scan here to  
access slides



[www.arts-su.com/voice/academic/school-reps/](http://www.arts-su.com/voice/academic/school-reps/)

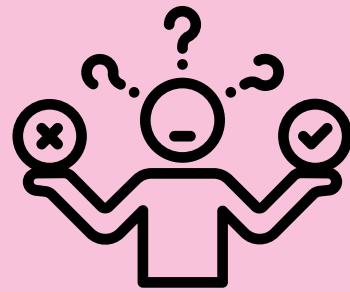


This symbol represents an interactive activity!

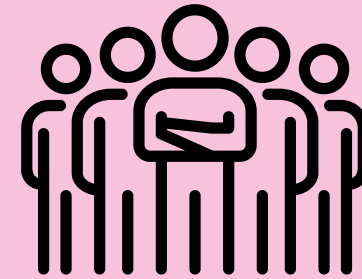
# Plan for the session



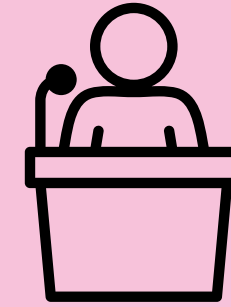
Welcome & Introductions



Learning Outcomes



Our Team



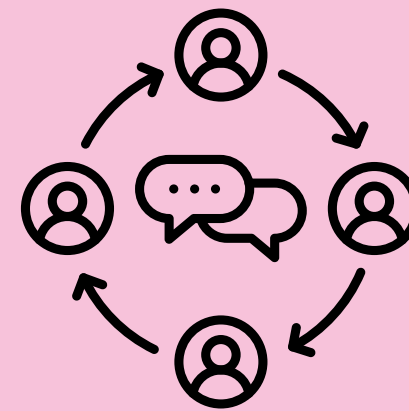
What is a school rep?



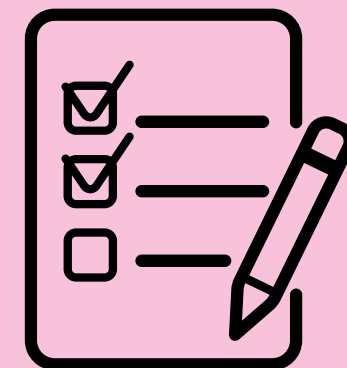
Feedback  
Raising feedback in meetings



Influence Change:  
Ideas Platform



Communication



Next steps:  
what to look out for

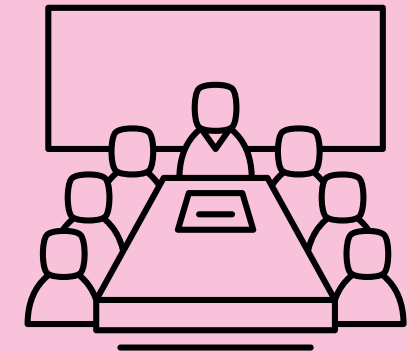


# Online Training Sessions

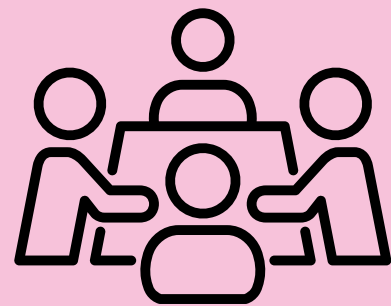
Feedback



Boards of Study



Meetings



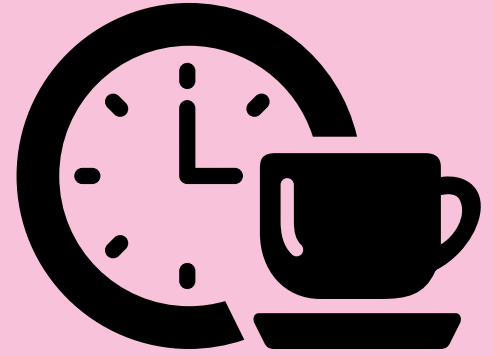
Democracy & Influencing



**Please complete all modules**

# Shared Agreement

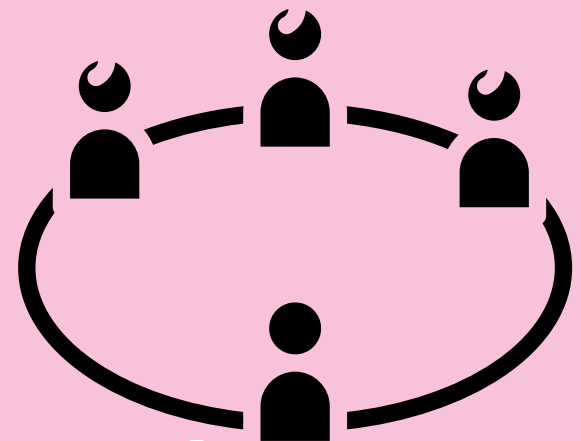
---



We'll have designated breaks, but also take breaks when/if you need to.



Write down your questions and we'll have moments for questions throughout.



Please share the floor with your fellow reps!

# Shared Agreement

---

A way of agreeing our expectations of one another.



What are our objectives? What do we want to achieve?



How can we achieve this? (focus on our behaviours)



What beliefs, thoughts or behaviours might sabotage this?

# Training Objectives

---

## UNDERSTAND...

---

how School Reps fit into the UAL and Arts SU student and staff structures.



## GATHER...

---

starter questions to get feedback.



## ACCESS

---

All required communication tools.

## EMPOWERED...

---

with ways to make change.



## MEET

---

your fellow reps



# How can we achieve it?

---

**Openness to Learn**

---



**Listening to others**

---



# What might sabotage it?

---



**Time pressure**

---



**Balance of university demands**

---

# Education Quality Team

---

# Arts Students' Union



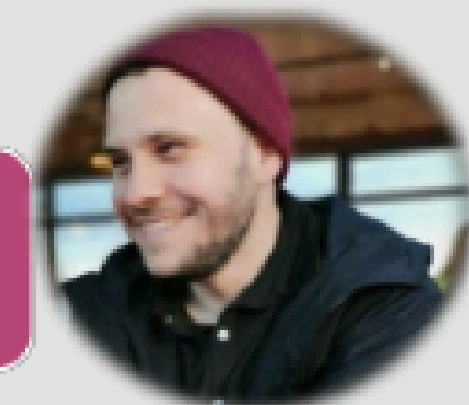
Hannah Lockey  
Education Quality Manager  
(she/her)

Rachel Wornell  
Education Quality Coordinator  
(she/her)



Natalie Nakkas  
Education Quality Coordinator  
(she/her)

Lee Anderson  
Education Quality Coordinator  
(he/him)





# The Student Rep System

---

## Officers

---

Yufei Yuan - **LCC**  
Charmaine-Mayibongwe  
Chikiwa - **CCW**  
Katwamba Mutale - **LCF**  
Zainab Goriawala - **CSM**  
Sayali Waghmare -  
**Student Communities**  
Chihiro Tateno -  
**Union Affairs**

## Course Reps

---

Over 1200 course reps.  
A minimum of 2 per  
course.

## School Reps

---

That's YOU!  
2 per school, 6 per college  
and 24 students in total.

## Students

---

20,000 and growing!

Thank you for  
returning reps!

---

# Connecting Activity

---



Introduce yourself!

**HELLO**  
**MY NAME IS**

[Blank space for writing]

Name

Pronouns

College + School

# Connecting Activity



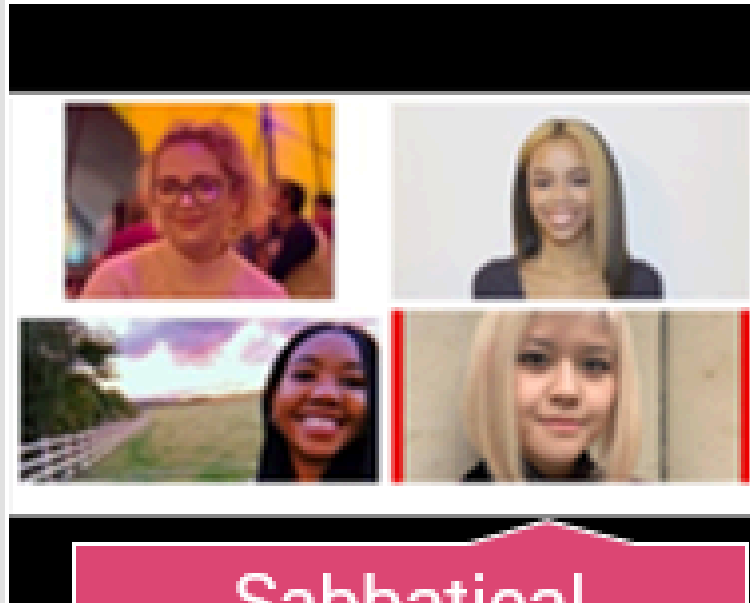
## What's your passion?

In pairs, take turns (3 minutes each) to tell one another about a passion of yours... To make it harder... It can't be your course!

**Be ready to feedback what your partner's passion is!**



# Overview of Arts SU



Sabbatical  
Officers



Sports & Societies



Advice Service



Liberation &  
Inclusion



Policy & Research



Arts Programme



Academic  
Representation



Commercial  
Services

# What is a School Rep?

---

School Reps **collect feedback** related to the learning experience from course reps across their school and work with their **School Deans** and **Arts SU** on any recurring or school-level issues, to **improve the student experience**.



# Role Expectations

---

## MEETINGS

Attend meetings including:

- Boards of Study
- Student & Dean Forums
- College Officer Meetings

To gather information and raise feedback.



## FEEDBACK

Gather a balance of both positive and negative feedback about student experience.



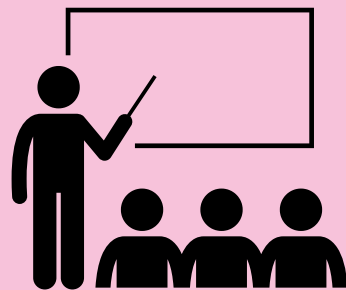
## REPORT

Report back on actions or outcomes of feedback to the students you represent, as well as to the Students' Union.



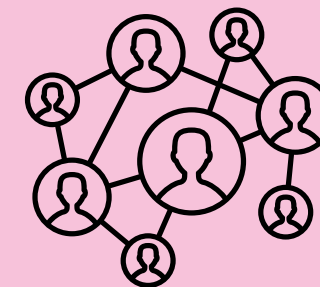
## TRAINING

Attend training sessions led by Arts SU.



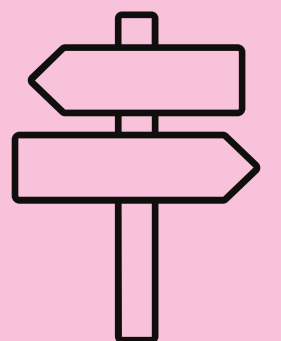
## NETWORK

Introduce yourself to students, UAL staff and course reps. Be approachable and proactive.



## SIGNPOST

Where appropriate, signpost students to relevant staff or services when an issue may be more personal to the individual, or the query is not feedback related.



# Role Expectations

---

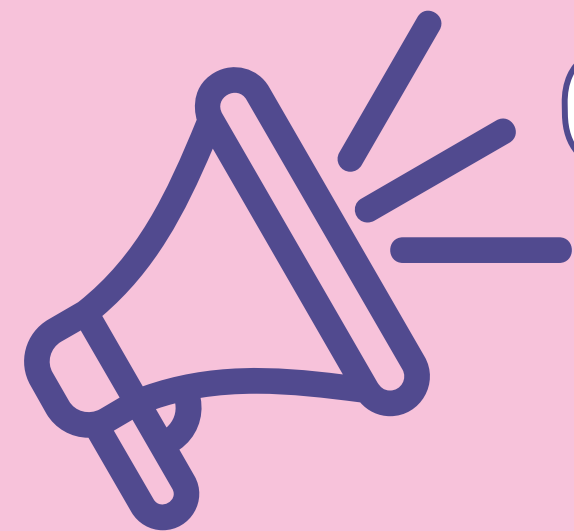
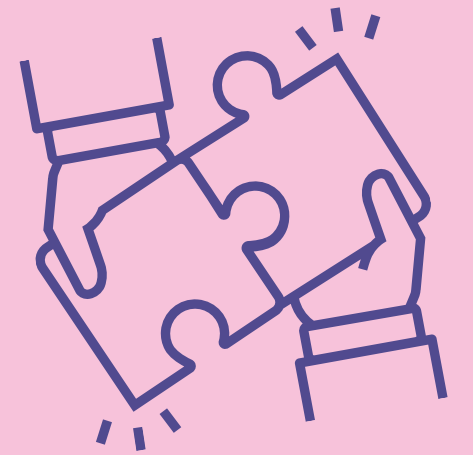
## INCLUSIVITY



You're representing the thoughts and feelings of all students in your school/cluster. Do your best to ensure student feedback is shared and valued.

## COLLABORATION

share ideas with reps, staff and Arts SU to improve the student experience. Remember to connect and work in unison with your fellow School Rep.

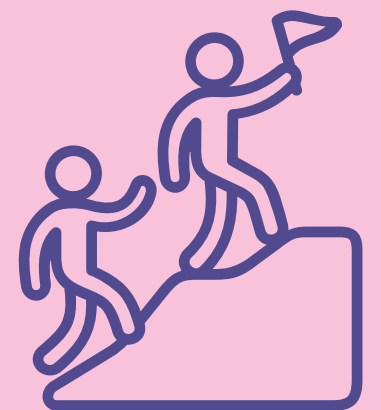


## COMMUNICATION

You'll be in regular communication with students, Course Reps, university staff and Arts SU.

## LEADERSHIP

represent school level issues. Quality assurance within schools.



# As an effective School Rep, I will...

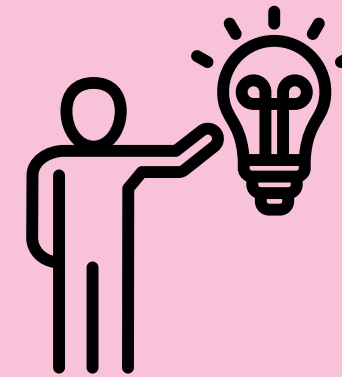
---

...be in regular communication with the Deans.



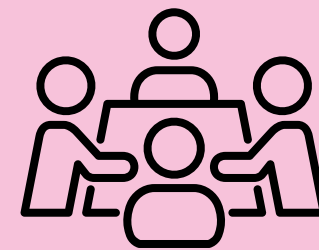
...be in regular communication with SU's Education Quality Team.

...be proactive in engaging Course Reps.



...find ways to gather and record feedback.

...attend expected meetings\*



...send apologies in advance if unable to attend meetings.

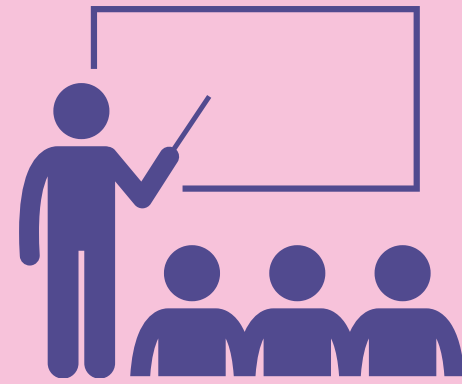
...being active in the School Reps Teams Channel

**Arts**...connect with my fellow School Rep and work together

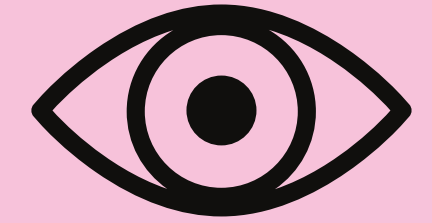


# How does the SU support school reps?

Provide **training** and **resources** to professionally develop and support you in your role.



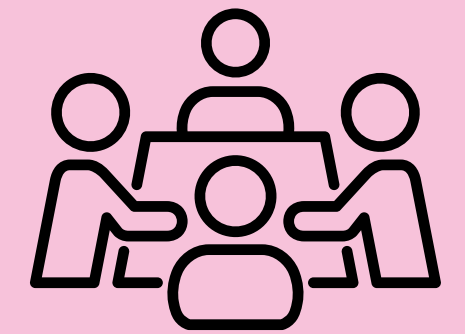
Ensure your **contribution** to the academic experience is recognised.



Keep you in the loop with regular **newsletters** throughout the academic year.



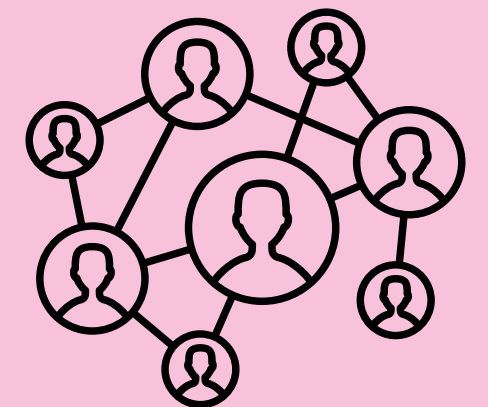
Give you adequate notice of Students' Union organised **meetings** we'd like you to attend



Be a source of **support** and advice where needed.



Provide **opportunities** to build a social and creative network with other reps



# Questions

---



Scan here to access the  
School Rep role description

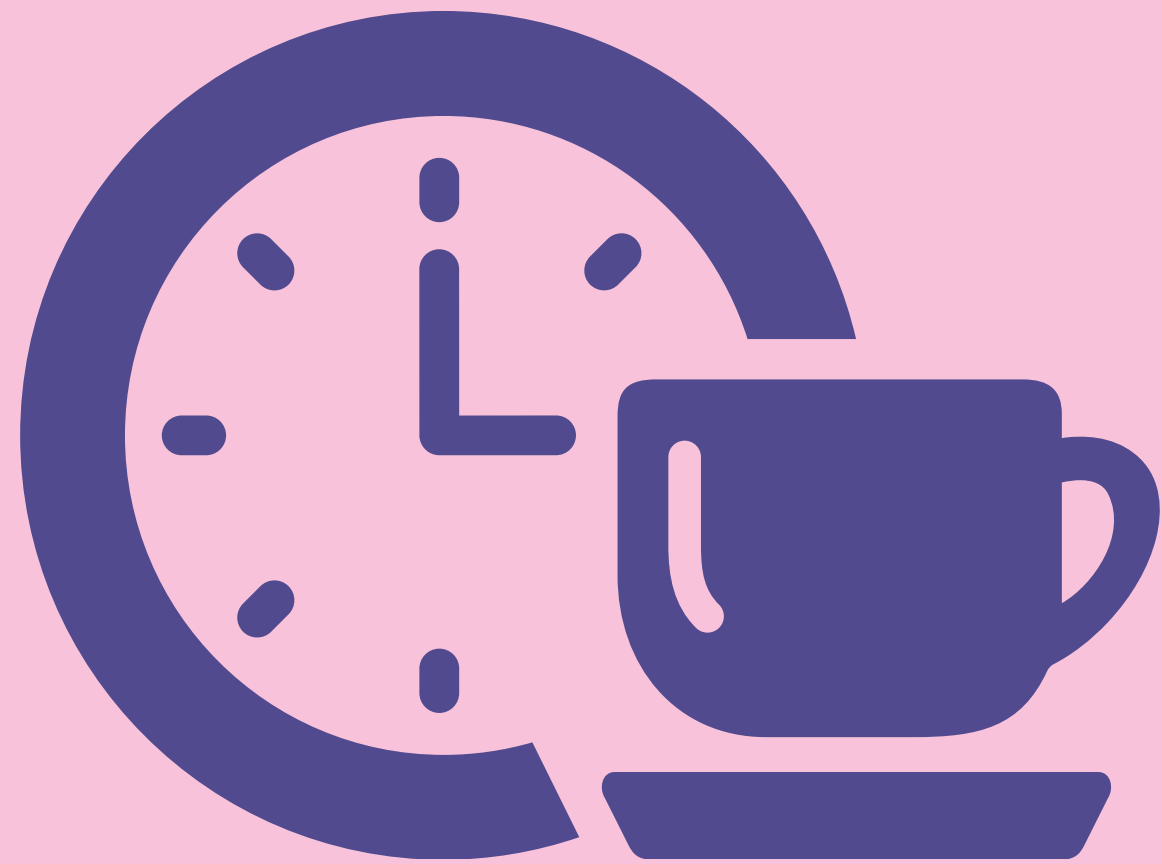
# Arts

---

# Students' Union

# Break

---



# Arts

---

## Students' Union

# Feedback

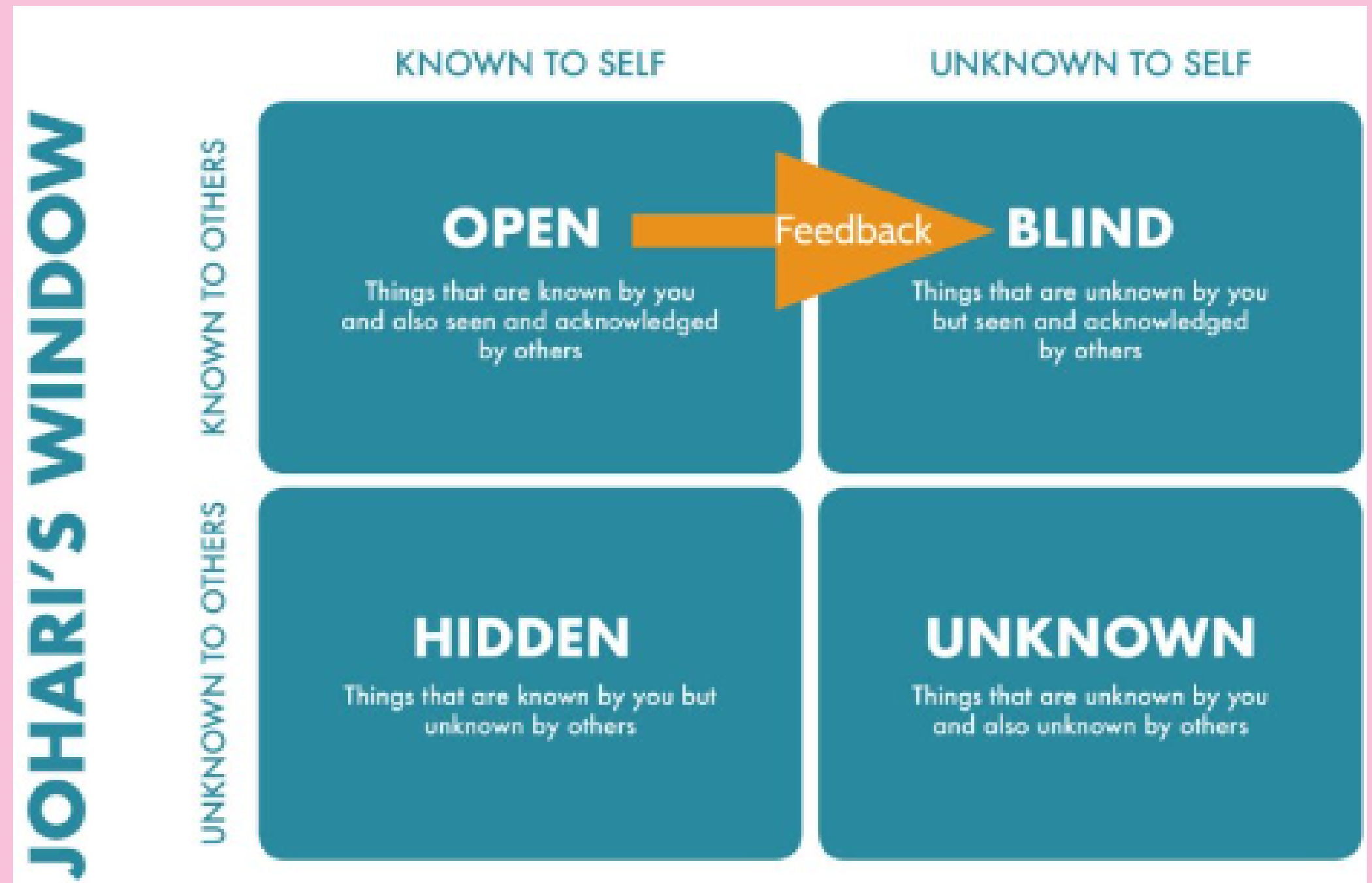


Why is feedback important?

You can't know what students want or think unless you ask them

Provides evidence when you ask for changes from the University

Gives you an idea of what to focus on



# Feedback

---



**Gathering feedback** from students is one of the **most challenging** aspects of being a School Rep.



Don't be disheartened!

We have an **online training** dedicated to supporting you with HOW to gather feedback.

# Feedback

---



The key to getting feedback is being **proactive** - The EQ team will send guidelines and policies throughout the year that you might want to explore within your own school for example crit guidance, attendance policies



# Feedback

---



What shall I gather feedback on?

## SCHOOL LEVEL

---

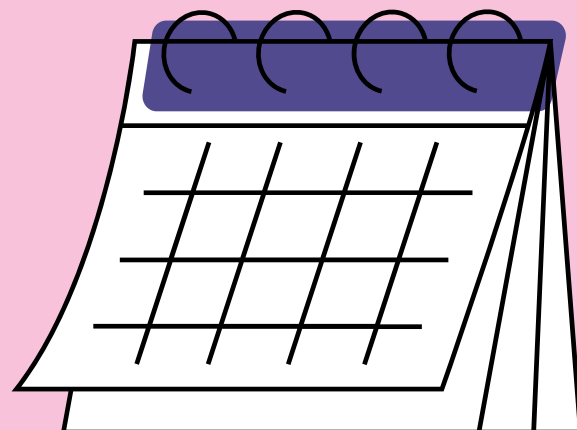
- Have you felt welcome in your school/department building(s)?
- Have there been opportunities for cross course collaboration?
- Is there anything you would like your Dean to support with more?



## COURSE ORGANISATION & MANAGEMENT

---

- Does your school/programme share information on how they respond to student feedback?
- Have you had any problems with your timetable?
- Is there clear communication between students and staff when changes are made?
- Does your experience of Crits meet the guidance?



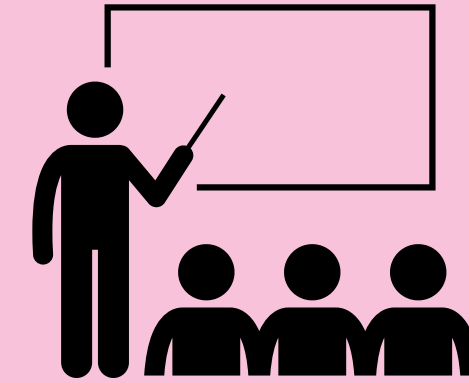
# Feedback

---



## TEACHING, LEARNING & ASSESSMENT

---



- Have you encountered anything you didn't anticipate?
- Are there any changes you think should be made to enable you to enjoy or get more out of your course?
- How do the expectations of students, the learning outcomes and course content match-up?

## RESOURCES & STUDENT EXPERIENCE

---

- Do you have access to resources (books, materials, computers, workshops, software) that you need?
- Are any additional course costs clearly shared in advance and explained?
- What is your experience of using Blackboard and Moodle?





# The Feedback Loop

1

## Speak to students

Speak to students in your school/department and identify feedback they have about the course, school/department or University.



2

## Evidence your point

Use comments from students about how it's impacting them, comparisons with other courses or universities or, where available, data and stats.

3

## Raise feedback with staff

It's simply about sharing feedback and your evidence with the most relevant staff member. Share what is working well, where there are issues and maybe even suggest solutions to resolve them.



4

## Feedback to students

Feedback the outcomes of meetings with UAL staff to course reps/students. Mention:

- changes that have been implemented.
- ongoing discussions and actions
- challenges or barriers to change

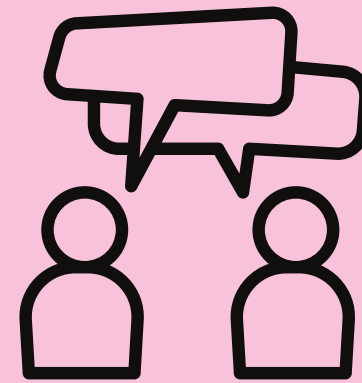
# How/where can you ask Course Reps these questions?

---

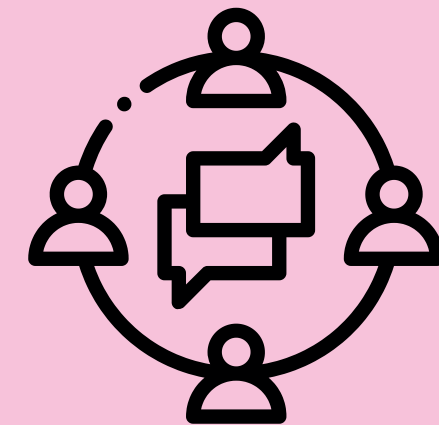
survey



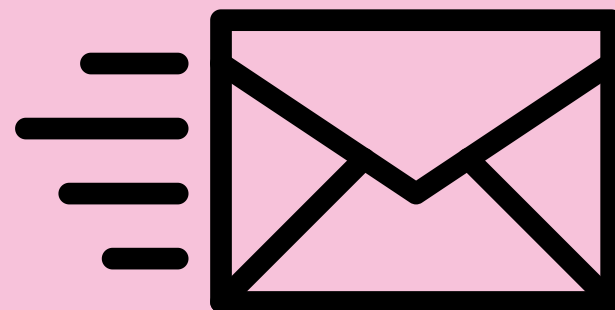
conversations



forums



meetings



email



be creative

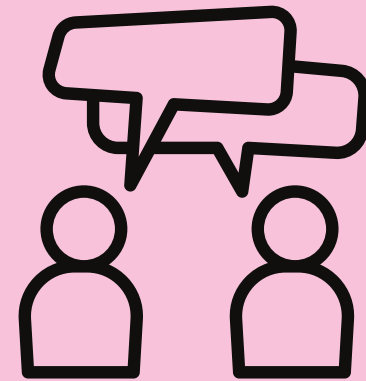
# In pairs, discuss the advantages and disadvantages of these forms of communication

---

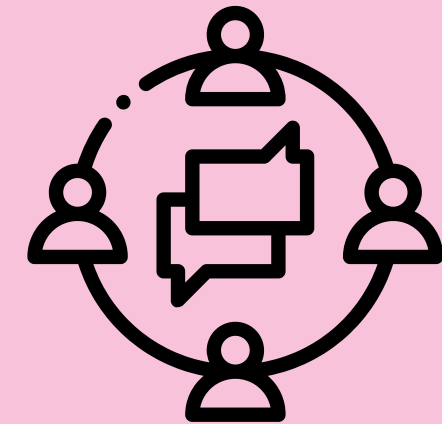
survey



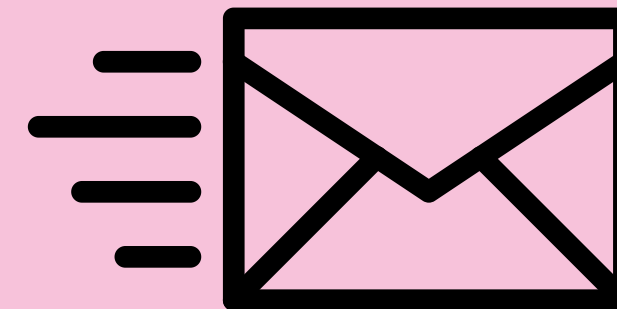
conversations



forums



meetings







email

## Let's feedback!



# How do School Reps interact with Course Reps?

---

- School Reps represent students on **ALL** courses across their school. Make sure to work with **Course Reps** to gather as much **feedback** as possible! Be specific, what do you want Course Reps to find out about? 
- Decide how you will reach Course Reps...Social media? Through lecture shout outs? 
- You will be **joined in meetings by Course Reps** collaborate together as well as with UAL staff. 
- Ensure you are **closing the feedback loop...Communicate** with Course Reps and **update** them on **progress**: What changes have happened? What's in progress? What still needs to be done? 

# Questions

---



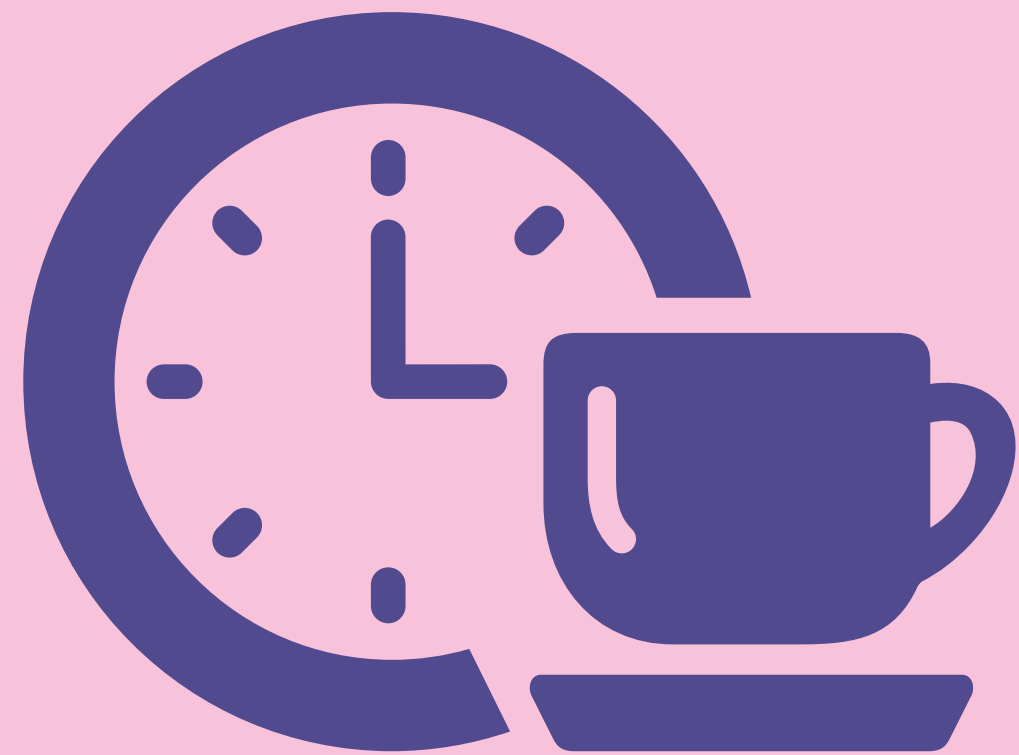
Arts  

---

Students'  
Union

# Break

---



# Arts

---

## Students' Union

# Connecting

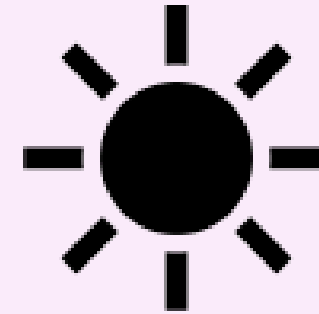
Tell me more about...



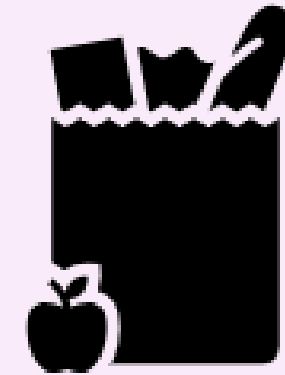
Your opinion on tattoos



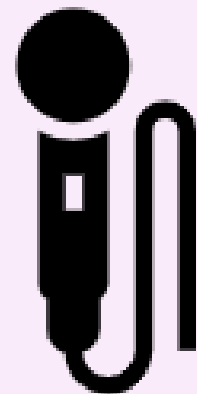
Summer holidays – too long or too short?



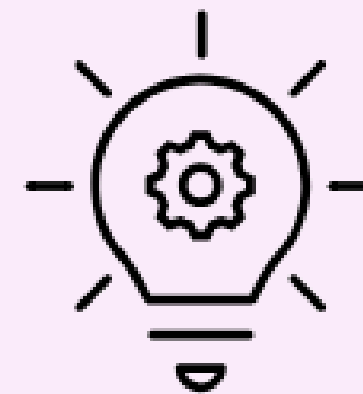
What food cuisine you would choose to live off forever?



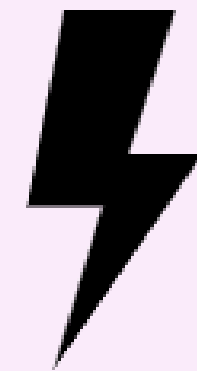
Create an elevator pitch for what a school rep is and does...



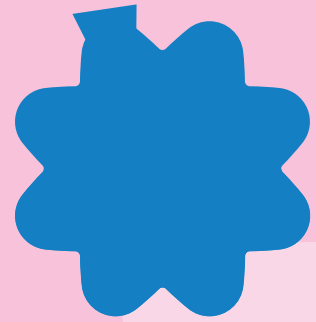
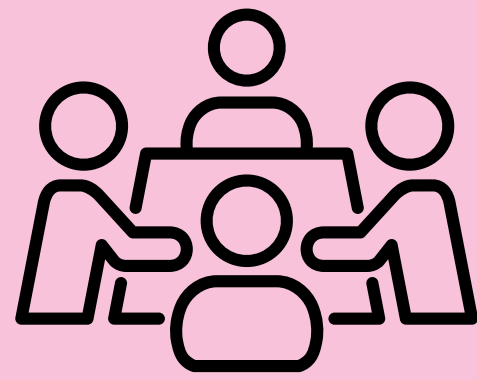
Your creativity



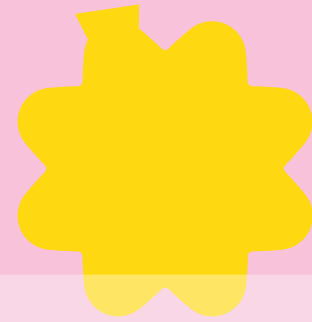
What superpower you could choose to have...



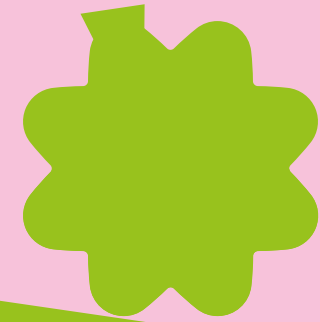
# Meetings



Meetings with  
Deans  
Student and Dean  
Forums



College Officer  
Meetings



Board of Study



# Meet the Deans

---

**CCW**

**Jayne Knowles**

**Interim Dean of Fine Art  
Dean of Performance Art**



**Simon Maidment**

**Dean of Design**



# Meet the Deans

---

LCC

**Zey Suka-Bill**  
Dean of Screen



**Brian Lucid**  
Dean of Design



**Steve Cross**  
Dean of Media



# Meet the Deans

**LCF**

**Jessica Bugg**  
Dean of Media &  
Communication



**Claudine Rousseau**  
Dean of Design and  
Technology



**Liz Gee**  
Dean of Fashion  
Business



# Meet the Deans

**CSM**

**Catherine George**  
Dean of C School



**Rebecca Wright**  
Dean of M School



**Hywel Davies**  
Dean of S School



# Meet the Deans

**CCI**

**Lawrence Zeegen**

**Director of CCI**



# What do Deans expect?

---

Let's hear from the Deans!

What do you want to see from School Reps?

Why are Student & Dean Forums so important?



## Impact

---



What issues have been resolved collaboratively with School Reps.

# School Level Examples

---

## Fashion Business School Rep



Professional development opportunities weren't specifically tailored for Fashion Business students. The school reps worked with the deans to redesign these opportunities to ensure they were relevant for students.

# Meetings with Deans

## What?

Check-ins around student experience in a school.  
A time to set Student & Dean Forum (SDFs) agendas.  
Check on progress of SDFs.

## Your role

Actively meet with the Dean.  
Proactively ask for changes.  
Close the feedback loop.

## Who?

You & Deans

## When?

Minimum: twice a year  
outside of SDFs  
Some Deans request  
monthly meetings.

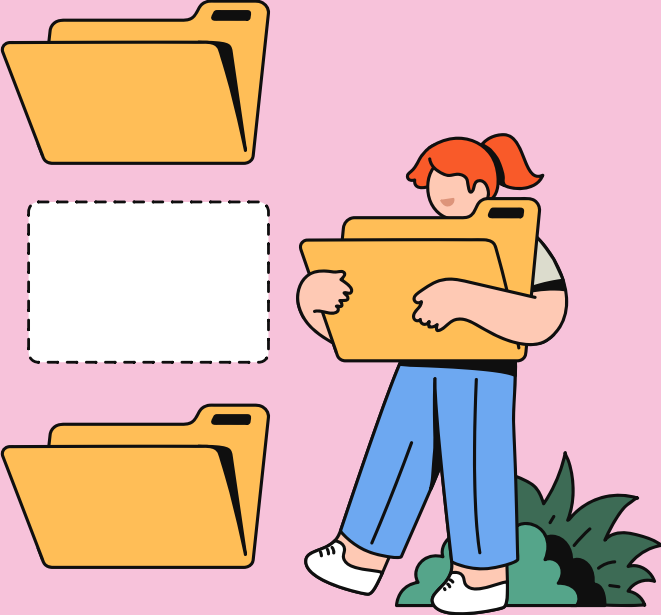
informal





# What is school level?

---



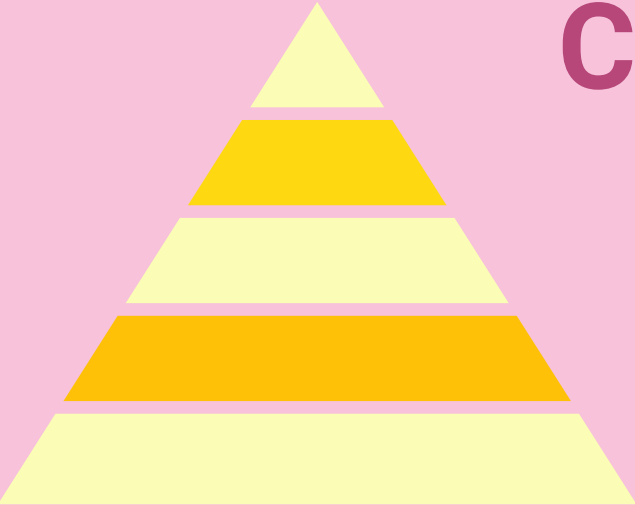
In teams, sort out the feedback/concerns raised into a level.

**University Level**

**College Level**

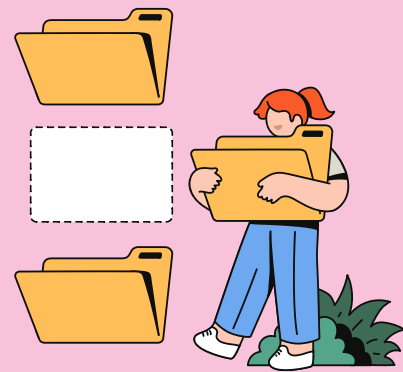
**School Level**

**Course Level**



# What is school level?

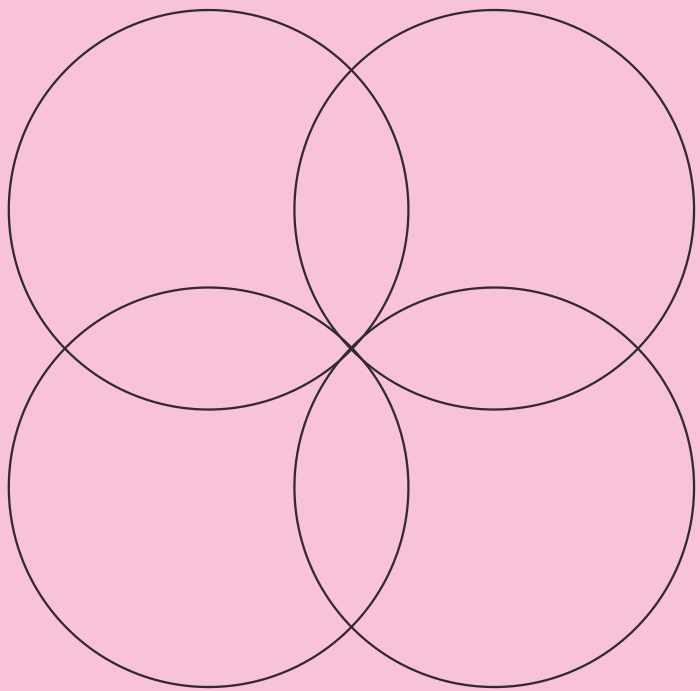
---



Many concerns and feedback given will have an overlap between **ALL** levels. Approach it through a school level lense. Remember it needs to **RELEVANT** and **REALISTIC**.

**University Level**

**School Level**



**College Level**

**Course Level**

### What?

A space to escalate broad topics to Deans, a chance for you to hear what Course Reps are thinking about and identify emerging issues.

### Your role

Listen to reps' feedback and raise your own items

### Who?

You, College Officers, Course Reps, Deans, EQCs

### When?

Once in term 1 and once in term 2

informal



formal



# Student and Dean Forum

Write down at least one item you could raise at the next Student & Dean Forum...



The best agenda items are:

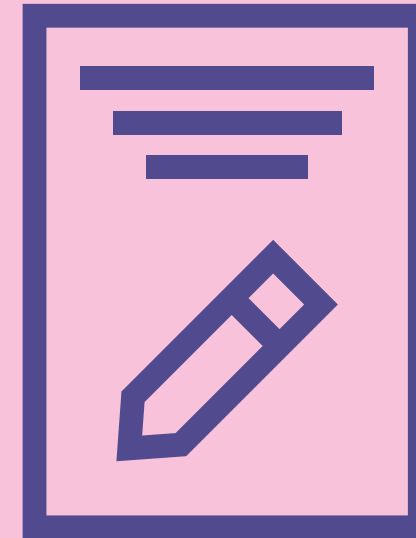
- Above course level
- Actionable
- Based on feedback given by a number of reps across courses

# Student & Dean Forums

---



Take a look at these agendas and minutes, imagine you were at this forum.



**What do you notice about the agenda?**

**In the minutes, what themes are coming up across courses that could be of interest to you as a School Rep?**

**Are there any issues you want to follow up on? How would you follow up on them?**

# College Officer Meetings

## What?

A space for all School reps in your college to chat with your elected college officer.

## Your role

Feedback to your officer & hear what they're working on.

## Who?

School Reps, College Officer, EQC

## When?

Once or twice per term

informal



formal

# Board of Study

## What?

Official meeting to discuss and agree School-level matters like Student Survey results, course reapprovals and changes.

## Your role

It is also a chance for you to represent students' voices to high-level staff.

## Who?

You, School Deans, Quality Managers, other staff such as programme directors and heads of services

## When?

Termly

informal

formal



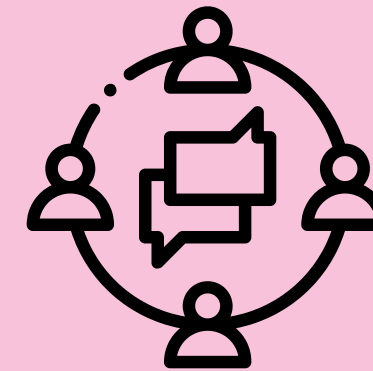
# Other Meetings

---

**Arts Awards Panels**



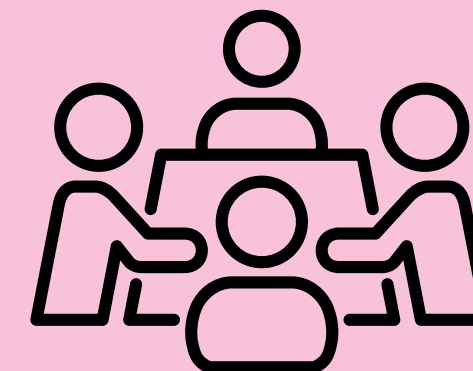
**Student Forums**



**School Rep & Course  
Rep meet ups**



**Annual Members  
Meeting**





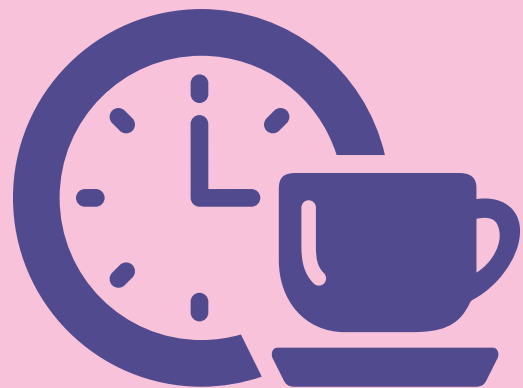
# Questions

---



## Break

---



# Arts

---

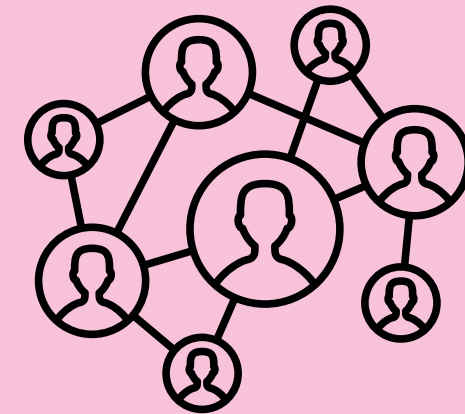
## Students' Union

# Influencing Change

---

Through **representation**: 

- Gathering Feedback & Identifying Trends
- Raising Feedback in meetings
- Working with Deans to influence change for your school



**Network** with fellow reps and your Officer team to see how you can **collaborate** on shared visions!

Through the **SU**:

- Ideas Platform
- Annual Member's Meeting



# Representative

---

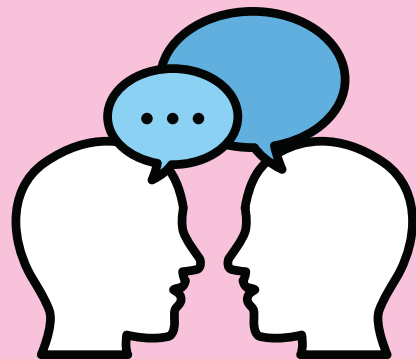
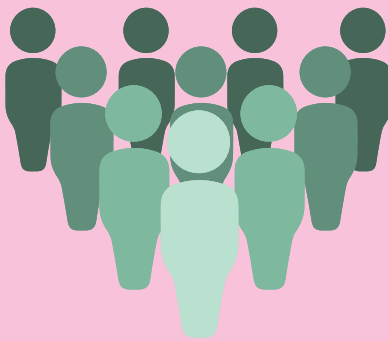
Remember  
you are representing  
the voices of students  
across your school.



The role is **not** a  
personal platform to air  
your individual  
concerns

# Important things to remember

- School Reps collaborate **with** UAL faculty and staff to help students get the best out of their School; please **raise feedback with staff in a constructive manner**, not a confrontational manner.
- UAL and Arts SU **share a commitment to anti-racism** and work together to create a university culture based on respect, compassion and inclusivity for all students, staff and faculty - we expect School Reps to abide by these values.
- School Reps **gather and raise feedback about their School** on behalf of their fellow students; it is not a role designed to amplify personal grievances or push personal agendas.
- If you decide to become a School Rep, remember to **communicate with your fellow students**: tell them who you are and **communicate the outcome of feedback discussions with staff and peers within your School**.



# Questions

---



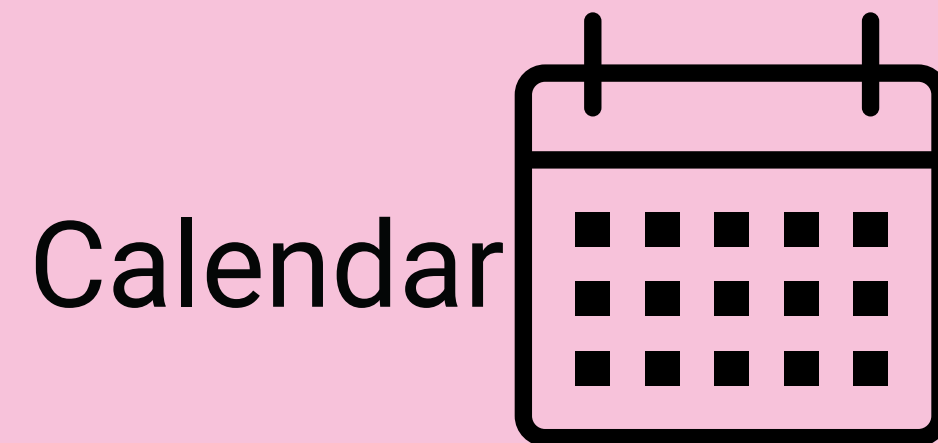
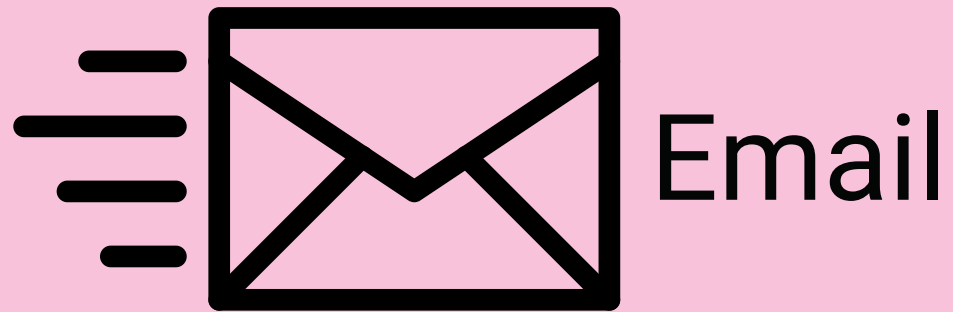
Arts

---

Students'  
Union

# Communications

---



# Arts

---

## Students' Union

# Communications

---



## Teams

**Teams** – Please open Teams either via the app or the web platform

Quick way of keeping in touch as a whole group

SU staff will share announcements, opportunities, & events

School Reps can post things to promote them, seek advice, or ask questions

Resources posted on there and will be updated throughout the year

# Communications

---



**Email**

**School Rep Email** – let's open up the School Rep Shared Inbox...

- Shared inbox by school, not individual emails
- Access via your student email, not a separate login
- Will be passed down to future School Reps
- Should send & receive all School Rep related emails using shared inbox



# Email your Dean



Remember you can email your Dean and Dean's PA



Scan here to access email templates that you can send to the Dean of your school.

**Arts**  
Students'  
Union

Meet with the Dean of your school either week beginning:  
14th October  
21st October  
To discuss agenda/points for Student & Dean Forum

Meet with the Dean of your school either week beginning:  
20th January  
27th January  
To discuss progress from previous SDFs.  
Set agenda/points for upcoming Student & Dean Forum

# Communications

---



## Calendar

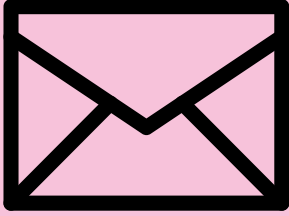
**Outlook Calendar** – please open the outlook calendar linked with your School Rep email

- We will send meetings and other event invites here
- Please RSVP!

# To do

---



 Email your dean / Dean's PA requesting a meeting  
w/b 14th October or 21st October

 Send a photo of yourself to [schoolreps@su.arts.ac.uk](mailto:schoolreps@su.arts.ac.uk) from your School Rep  
account



Send a message on your school Teams chat with your take away from the  
training today...



Using your calendar, find the date of your Student & Dean Forum...

# Questions

---



Arts  

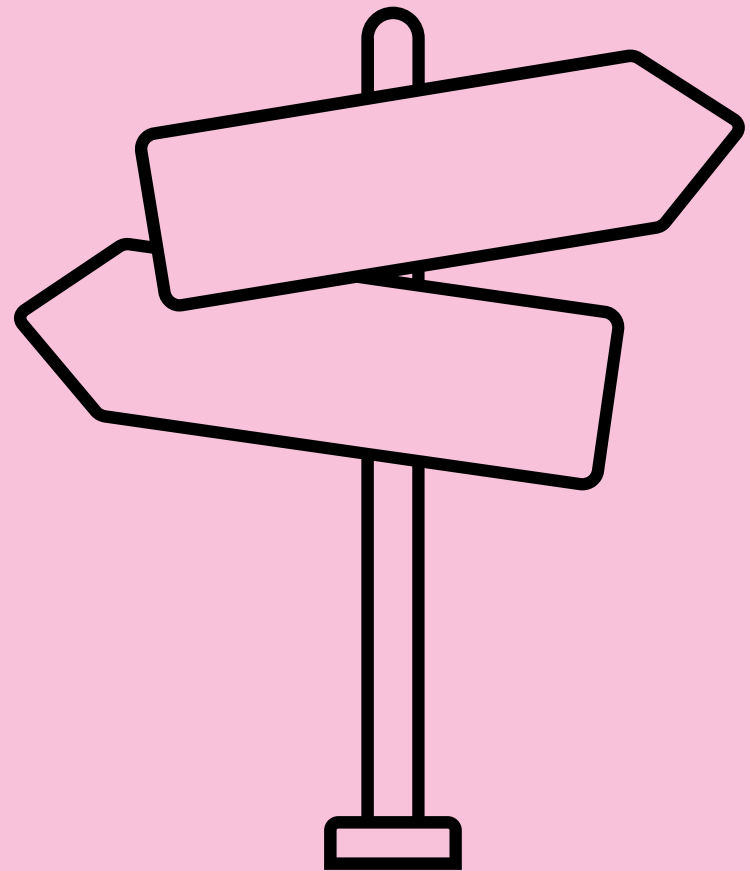
---

Students'  
Union

# Signposting

---

Other useful student services



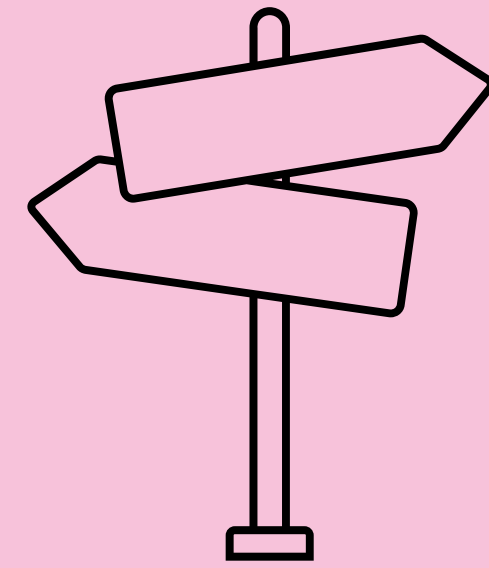
Arts

---

Students'  
Union

# When do I signpost?

---



If a student raises a **concern unrelated to academic representation**, such as health, mental health and wellbeing, you are not expected to try to address this yourself in any way.

The best response in this scenario is to **explain where** the Student can get **expert help and support**, e.g. the UAL Advice & Wellbeing Service.

We want to make sure you **always take care for yourselves** in this role, and you are not expected to take on responsibility for these issues yourself.

# UAL Services

---

## UAL Counselling & Wellbeing

- Mental and physical health support
- Chaplaincy
- Counselling
- Wellbeing resources

General staff: +44 (0)20 7514 6251 or [counselling@arts.ac.uk](mailto:counselling@arts.ac.uk)  
Direct mental health support: +44 (0)20 7514 6426 or [studenthealth@arts.ac.uk](mailto:studenthealth@arts.ac.uk)

## Disability Services

- Advisors
- Funding
- Non-medical help providers

[disability@arts.ac.uk](mailto:disability@arts.ac.uk)  
<https://www.arts.ac.uk/students/student-services/disability-and-dyslexia>

## Library Services

- General academic support
- English language development
- Research & library skills
- Borrowing, space booking, printing

[academicsupport@arts.ac.uk](mailto:academicsupport@arts.ac.uk)  
<https://www.arts.ac.uk/students/library-services/academic-support>

## Careers

- 1:1s
- CV support
- Employability workshops
- Job opportunities

<https://www.arts.ac.uk/students/student-careers>

## SU Advice Service

- University issues .e.g. extenuating circumstances and appeals
- Housing issues

<https://www.arts-su.com/advice/>

# Questions

---



Arts  

---

Students'  
Union



# Feedback and Next Steps...

---

Provide **feedback** on today's session by filling out this survey.

If you haven't already...answer the **Visibility Questionnaire!**



We'll share your answers with UAL communications, so they can spread the word about the School Reps.

Visibility Questionnaire 24-25



School Rep Training Reflection  
2024





**Networking**

---

**Arts**  

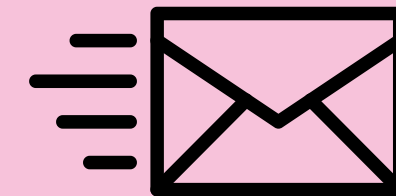
---

**Students'**  
**Union**

# Meet your fellow reps...



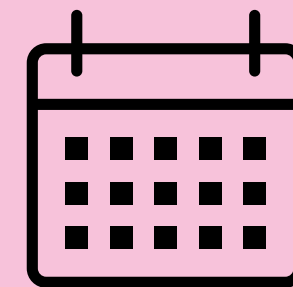
Officers share their **objectives**.



Decide how you'd like **communicate** with each other:



Via School Reps Teams group? Email?



Any time you are not free to meet?

Can you collaborate on your manifestos?

# Next Steps



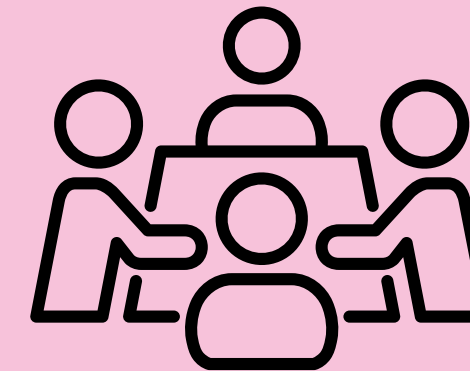
KEEP IN TOUCH BY

- checking the Teams group
- email
- attending meetings
- attending forums



EXPECT AN  
INVITATION TO...

- **Student & Dean Forums**
- **College Officer Meetings**
- **Meetings with the Dean**
- **Check-in meetings**



LOOK OUT FOR...

- **Course Rep Training**
- **Course Rep Socials**
- **Newsletter**
- **Rep of the Month**



# Thank you!

---



Scan here to  
access the slides from today

# Arts

---

## Students' Union

[www.arts-su.com](http://www.arts-su.com)