

Communication

It is really important that the student voice is listened to at every level and you can make that happen! By collecting feedback from as many students as possible, you can help to develop a better university experience for all.

Make Yourself Known



- Ask your lecturer to introduce you and give you a few minutes at the start of a session to explain your role and how students can get in touch.
- Sit next to someone new in each lecture, attend departmental events and just try to talk to as many people as possible.
- See if your contact details can be shared on the VLE or if you can have a section on the Department website.
- Ask an administrator to help circulate your emails to students or to send out messages for you.
- Try and get a notice board in your Department where you can stick photos, details of how to get in touch and any updates.
- If your Department has a TV screen, ask if you can include content.
- Contact your Academic Society and do some collaborative work or organise social events.

Ideas for Collecting Feedback



- Give everyone a post-it note and get everyone to write feedback and then stick the post-it on you at the end of the lecture.
- Pass around a notepad for people to write feedback on about a specific issue or suggestion.
- Keep a suggestion box out in your department and monitor responses.
- Make use of social media and Google Forms to collect feedback.
- Adopt a standard structure when asking for feedback – try asking “What should the Department keep doing / stop doing / start doing?”

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Don't forget that it is just as important to let your cohort know what effect their feedback is having – tell them when something is changing and why some things can't happen. The more productive you appear to be, the more they will come to you to be heard.

The Feedback Loop



- Tell your Department Rep about what you've been up to and stay involved by attending Course Rep Catch Ups (A meeting between Department Reps and Course Reps to discuss and prepare for upcoming meetings).
- Tell YUSU about your [wins](#) and we can publish them on the website. Or you can email us and ask to be featured in our REPort newsletter.
- Join in with discussions on YUSU social media and help spread the word from our pages.
- Email engagement@yusu.org with any questions, success stories or feedback at any time.
- Ask your lecturer if you can give an overview of what was discussed or send a message out with updates.
- Create a Facebook group or group chat and post regular updates about how things are progressing.
- If a change can't be made then explain the reasons why to your cohort. If an alternative suggestion has been made then ask student for feedback and if it is suitable solution to the problem.

As a Course Rep you are part of a network of students working to improve the student experience. Don't forget to keep us updated, catch up with our fortnightly REPort newsletter and ask for ideas or support when you need it.