

# *Class Reps*

*what you need to know*



***Class Reps are the link between staff and students.***

They play an important role in enhancing student satisfaction in learning and teaching, as well as the overall student experience through facilitating communication and working in partnership with staff to make positive changes.

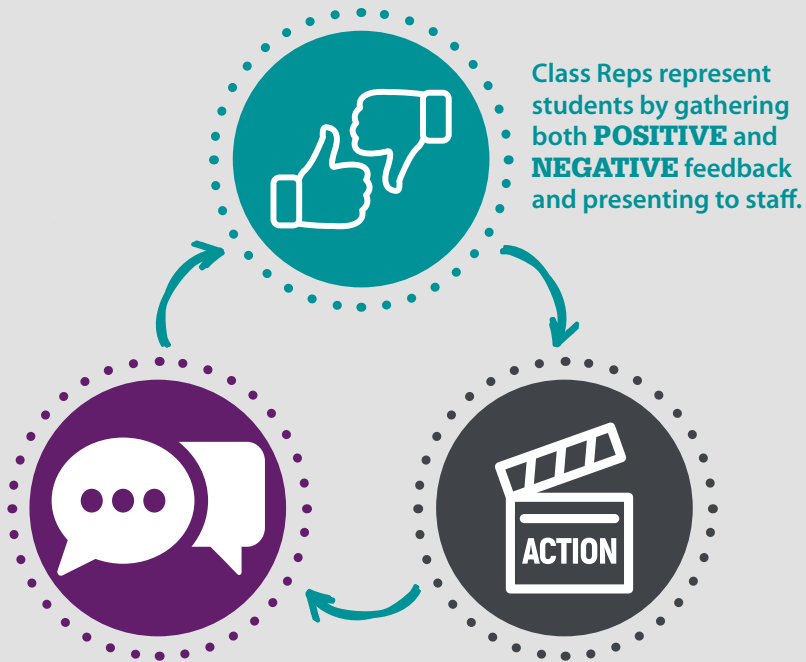
## ***Benefits of your Class Reps***

- ✓ Receive valuable feedback which can inform improvements
- ✓ Discover issues early on which can then be addressed
- ✓ An opportunity to see things from the student perspective
- ✓ Get help in communicating messages to students
- ✓ Build relationships with students through Class Rep partnerships

# *the* **Feedback loop**

The role of the Class Rep is to gather feedback from students and present this to staff at Course Committees, or similar staff-student meetings.

Following attendance at meetings, Class Reps are required to feed back to students on any actions taken or to provide an update on why matters may not be taken any further. This part of the process is called **CLOSING THE FEEDBACK LOOP** and is a very important stage as it maintains trust in the system by allowing all students to see that their issues are being dealt with or to find out why they aren't.



Class Reps **COMMUNICATE** outcomes and actions to students, and disseminate information from staff.

Staff consider these views and take **ACTION** to **IMPROVE** the student experience where possible.

# *Supporting your* ***Class Reps***



Make sure Class Reps have been elected by end of September. Promote and explain the role and hold a vote if required (a simple show of hands will suffice). The elected students' name and contact details should then be passed to the relevant staff member or your local HISA officer to be recorded.



Allow Class Reps time in class/lectures to make contact with students. Just 5 minutes can make all the difference to both gain feedback and disseminate information. It may be useful to create a group page on the VLE for Class Reps to connect with all students on their course.



Lecturers / Course Leaders are the main point of contact. You can be actively involved in supporting your Class Reps to carry out their role effectively, and encourage them to not just identify problems but to work with you to develop solutions and implement actions.



Support Class Reps to be prepared for meetings, ensuring they are given plenty of notice of the meeting date and advised where/how they can attend. It may be helpful to hold a pre-meeting with the Class Rep(s) ahead of attending their first Course Committee to clarify any questions they may have.

*Give them time to attend Class Rep Meetings and Course Committees.*

*Give them time to attend training or encourage use of the online Class Rep training resource.*

*Organise time for Class Reps to discuss issues with you, and value their opinions/concerns.*

*Encourage engagement with the Students' Association.*

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## *Further information*

Further information about Class Rep systems at your academic partner will be available from Student Engagement staff or from your HISA Depute President / Local Officer.

An information and guidance page can be found on the staff intranet by searching Class Representatives.

Bridge Report **STU011** displays Class Reps by course for programme leaders. Contact [studentengagement@uhi.ac.uk](mailto:studentengagement@uhi.ac.uk) if your report is not up to date following the Class Rep recruitment period.



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