University of East London Students' Union

Programme Reps Handbook 2014/15

www.uelunion.org/reps

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"Contact me about any Programme Reps related issue, I'm your first point of contact."

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Six things to do as a new rep!

1. Register your details on the website and check online for further details.
2. Send an introductory e-mail to the students on your Programme There's a template at:UELUNION.ORG/REPS
3. Book yourself on an Induction Training session, visit uelunionorg/reps
4. Join our Facebook Group, Search 'UEL Programme Reps'
5. Follow us Twitter @uelreps
6. Join the Programme Reps Society at the Students' Union Reception

Welcome from your Officer Team

Dear Programme Rep,

We would like to congratulate, but most of all thank you for taking up the responsibility of becoming a Programme Representative. It is a great initiative to be the one that will be the voice of your programme. As a team we want to ensure that students satisfaction is kept high at all times, however this would be impossible without the contribution and hard work the programme reps undertake every year. Thanks to you, the Sabbatical team has a bridge from our offices to all programmes throughout our institution.

In the past academic year the students of University of East London elected us to be the front line of students representation. Not only to be your voice, but also to be the change or defence UEL students might need. It is the Students' Union responsibility to ensure you have all the support needed and we promise we will do so with training sessions and workshops to provide you the guidance needed for you to fulfil your role.
Take good care of your handbook, your course and classmates and collect your signatures in order to receive an award at the end of the academic year. At University of East London Students' Union we award hard working students and with this experience you will not only have a great certificate to add to your CV, but also make friends, receive training for free that will enrich your qualities to become true leaders.

Enjoy your time as a Programme Rep and never hesitate to contact us if you got any questions, doubts or ideas. We are here to serve you, our students. United we can achieve a lot. Stand by us and we will stand by you.

Best wishes,

Officer Team 2014/15

Message from the Vice-Chancellor

On behalf of the University, thank you for choosing to take on this important role as a programme representative.

Everyone at UEL is committed to providing a truly life-changing experience for our students, and to continually improve the opportunities and facilities we provide. But we can only do this with your help. As programme reps, you can ensure that your experiences, and those of your friends, classmates and peers, contribute to the feedback that informs our future direction.

By becoming more actively involved in the student representation system you will also learn more about what the university already provides outside the classroom – from sports coaching to employability and enterprise support to opportunities for international travel – and let us know how we can make it better suited to the needs of our students.

From the finest sports centre in London to 24/7 library access on both Stratford and Docklands campuses, not to mention a brand new campus at University Square Stratford, we are justifiably proud of what UEL has to offer. Your support and involvement will ensure we can keep improving and continue to offer a full and rounded student experience that gives all students the opportunity to thrive.

I wish you the very best of luck in your position as a programme rep, and please do say hello when you see me around campus, and let me know how things are going for you.

Best wishes,

Professor John J Joughin
Vice-Chancellor
University of East London

Introduction to Programme Representation

One of the fundamental functions of a Students' Union is the representation of students. An effective Programme Representatives system can be one of the most successful ways of achieving this. Programme Representatives (Reps) are one of the main vehicles by which students can have a measure of control over their own learning experience.

Programme Representation can be defined as giving students a voice to influence institutional policy and resource decision making processes and provides an accountable system for channeling student views.

Why is Programme Representation important?

Student views are lodged firmly in the University's decision-making processes (ie. where policy is decided and resources are distributed). It promotes the idea of a University culture of partnership between various stakeholders (UEL staff, Programme Reps and UELSU) and all these should be working together to enhance the quality of the total student experience.

It provides students with the opportunity to provide critical commentary on their total student experience.

The system acts as an opportunity to provide ongoing feedback and gives students a level of ownership in relation to their education.
The system ensures the collection of students' views to build up a comprehensive view over time and is interactive, pro-active, innovative and thought-provoking.

Programme Reps can provide consistent well- informed opinions about the quality of teaching and learning, and the student experience in general.

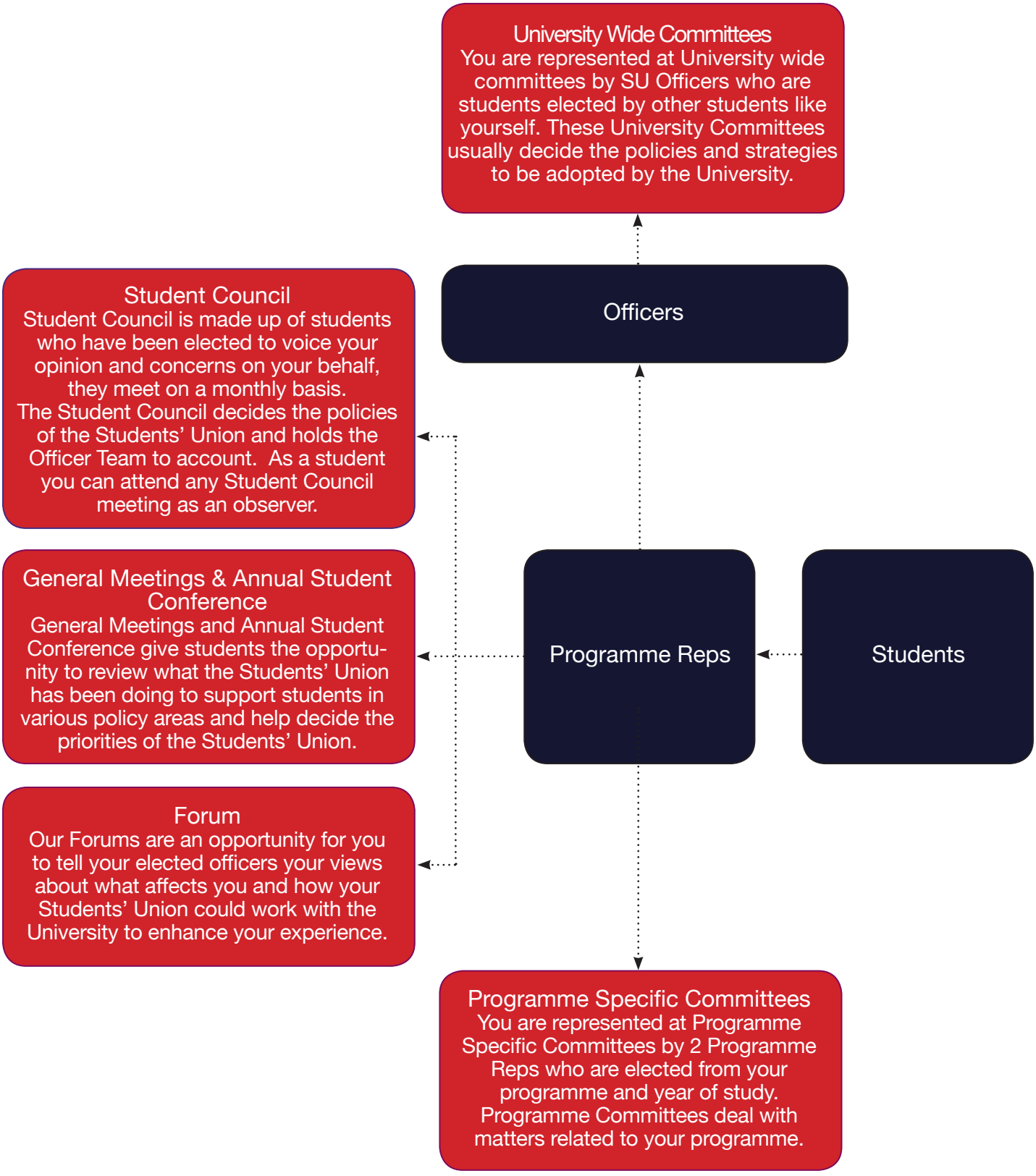
Universities need to ensure that they continue to offer high quality programmes, and the involvement of Programme Reps is vital in achieving this goal. Programme Reps can provide staff with information about how their programmes can be effectively improved. They can also support staff in their bid to introduce new teaching and learning projects.

Which committees have Programme Representation?

There are places for students on the following School-based Committees: School Board, School Quality Standing Committee, School Learning & Teaching Committee, Programme Committees.

Programme Committees are accountable to the relevant School Board, which in turn is accountable to Academic Board. For more information see page 20.

Where do you fit in?



Roles & Reponsibilities

Duties and Responsibilities:

- Identifying student issues and suggestions by consulting, involving and reporting back to students.
- Representing the views of all the students on your Programme whether or not you agree with the views expressed.
- Attending, participating in, and raising student issues at Programme Committees.
- Giving feedback to students and the Students' Union on the matters that were discussed at your meetings.
- Attending training and School Forums.
- Seeking to bring attention to and minimise the impact of change on students and ensuring the student voice is considered in decisions.
- Liaising with other Programme Representatives and Students' Union staff and Officers on issues affecting students on your Programme.
- Providing a contact point between staff and students, as relevant.
- Motivating the students you represent by encouraging their involvement and action in the decision-making process.
- Complying with the University's Rules and Regulations for Students.
- Promoting Equal Opportunities.
- Preparing the end of year report (available at the back of this handbook).

Diane Griffiths - BA (Hons) Education Studies
"Becoming a programme representative has been considerably rewarding. It gave me the opportunity to not only develop my confidence and communication skills, but to network with my fellow students whilst giving them a voice in matters that affected their programme of study. By completing the training and interacting with the friendly UELSU team who were always available to support me in this role, I was fortunate enough to receive two programme representative awards, which gave me a huge sense of achievement too."

Role of your Programme Leader

The University has given your programme leader responsibility of supporting student representation in your programme.

This entails:

1. Ensuring that programme representatives are elected.
2. Making your contact details and photographs (optional) as a Programme Representative available to other students via display either on School notice boards or Moodle.
3. Helping you to meet with students on your programme to canvas views or provide feedback; this would include helping you in booking a room to allow you to hold a drop-in/clinic session prior to the programme committee.
4. Allowing you access to University channels of communication including notice boards.
5. Chairing programme committee meetings
6. Ensuring that dates of meetings and minutes of the meetings are publicised to you.
7. Ensuring that changes made as a result of student feedback are communicated to you
8. Being available to discuss and negotiate a solution to issues arising from programme committee meeting to achieve an earlier resolution.

Top Tip ***"Do not try and take on too much - have one or two goals and pursue those."***

Effective Communication

Some students do not communicate with their Programme Reps because they don't understand what a Rep does. You will need to explain that students can approach you with positive and negative issues about the programme they are taking and that you will pass the information onto the Programme Leader so they can enhance your learning experience now as well as improving the programme for future years.

How should I communicate with classmates?

Some suggestions are listed below:

Your contact details and photograph (optional) should be displayed either on School notice boards or Moodle so that students can contact you. You'll need to liaise with the School Office (Programme Administrator) to ensure contact details of all Programme Reps are displayed. The School is responsible for also displaying dates of meetings, minutes of the previous meeting and changes made as a result of student feedback on notice boards.

Ask your Programme Leader to liaise with the Module Leader(s) to give you some time at the start or the end of core lectures and seminars so you can explain to students how they can contact you to discuss any issues (especially for Programme Committees) or if they will give you 15 minutes at the end of class for students to have a meeting.

Speak to students during breaks, or before and after class to discuss any issues they may have with the Programme. It may also be helpful to discuss the agenda of the next Programme Committee, so you can discuss the items that the department want to raise as well as the issues that the students want to raise.

At the beginning of a core lecture or seminar give everyone a small sheet of paper and ask them to write one thing they think is going well and one thing that could be going better about the programme.

Some Programme Reps hold a drop-in/clinic session prior to their Programme Committee. You will need to ask your Programme Leader to book a room so students can drop in to discuss issues with Programme Reps. These may be more successful if they are well publicised and held before or after a core lecture.

You can ask your Programme Leader to liaise with a Module Leader so you can use Moodle and discussions forums. It would be helpful to post a notice or e-mail students, prior to Programme Committees, asking for issues they would like to see discussed.

Effective Communication

Programme Reps must be able to represent the views of the student group. You should seek the support of your Programme Leader to help find opportunities to seek the views of others on the programme. The best thing you can do is try and meet with other Programme Reps on the committee and work as a team.

What are the types of issues that Programme Reps deal with?

The main responsibility of a Programme Rep is raising the concerns of the student body which are directly related to the academic nature of your programme. The most useful comments that you can make as a Programme Rep are about the issues on your course which the teaching staff have the power and ability to change. A few examples are cited below:

Module Deadlines - lecturers changing them without consulting the students and then penalising them if they do not meet the deadline.

Lecture Rooms - rooms not large enough to accommodate the cohort.

Reading Lists - some lecturers may not submit their reading lists to the library for new acquisitions.
Hidden Programme Costs - e.g. students being charged for module handbooks when they shouldn't.

Turn around of marked work - students requesting assignments to be marked and returned before the following assignment is handed in to enable them to make use of the tutor's comments.

Other issues include: cancelled lectures, late lecturers, unavailability of past exam papers, limited access to lab equipment/computers, problems with tutors, teaching methods, assessment methods, resources for studying, workloads etc.

Issues Programme Reps should NOT deal with

There are some issues that Programme Reps should not deal with, and if students approach you about these issues you should direct them to the UELSU Advice and Information Service and/or UEL Student Support as appropriate.

- Formal procedures e.g. academic appeals, individual complaints, extenuation, disciplinary hearings.

- Financial and funding queries.

- Welfare problems, health and personal issues e.g. council tax or visa problems.

- Disputes between individual students and academic staff.

These sorts of issues can be complex, time consuming and require expertise, so don't feel bad about referring someone to UELSU Academic Advice Service or UEL Student Services. With regards to complex casework, the UELSU Academic Advice Service staff are qualified to deal with this type of enquiry so make the most of their experience and knowledge.

Top Tip

"Make sure that you ask the students what they want and that when a meeting is coming up, you go around and ask the students on your course what they want to see happen. Otherwise, you aren't doing your job."

Tanya Belcheva - BA (Hons) International Tourism Management

"As an active Programme Representative, I am trying to act as a liaison between peers and members of staff and give a voice to the students' opinion and views about their experience in the University. Part of the Rep duties is to ensure the quality of the programmes and attend the Committee Meetings, as well as representing students. As a Programme Rep you develop the most important soft skills that recruiters are looking for such as communication, team work, networking and time management, but you also build a relationship with both students and the University staff. "

How do I help other students?

Imagine the following scenario; there are students complaining about overcrowded rooms, inadequate lectures, expensive handouts and a slow turnaround of work. To whom should they turn? The first step might be to go to the Programme Rep - someone they know on their programme and who is sharing their experience. As students begin to recognise you as their Programme Rep, individual students who want you to help solve their problems will probably approach you. One key thing to bear in mind is confidentiality; always treat what a student tells you as confidential. If you are going to take any action or discuss the matter elsewhere, get their agreement first.

There are several ways of dealing with individuals' problems and concerns, which may need to be dealt with urgently, particularly if there are problems or issues arising in between Programme Committees.

Talk to a staff member - most of the problems students will approach you with (eg. timetable, overcrowding, late return of essays etc) should first be reported to your Module Leader or Programme Leader. You may want an earlier resolution and should be able to discuss issues and negotiate a solution. Informal routes of negotiation can sometimes be the most successful: try and resolve problems at the lowest level. You can also talk to other Programme Reps to see if the issue has been resolved in another year or subject area.

Putting the issue on an agenda - you may be advised to discuss an issue at the Programme Committee, or there may be recurring problems that you need some guidance on or a firm policy decision made. You will need to contact the Programme Administrator to put items on the agenda of a Programme Committee.

Seek advice from others - if an issue cannot be resolved to your satisfaction, or you are unsure about anything, then contact the Students' Union (UELSU). We will help you with your concerns. If students consult you on any of the following areas which are outside your remit (see issues that Programme Reps should not deal with) then you must refer them to UELSU, UELSU Academic Advice Service and/or UEL Student Support Helpdesk as appropriate.

Please remember that the academic staff and UELSU are there to help and support you.
For advice, support and information concerning Programme Representation please e-mail:
progreps@uel.ac.uk

The UEL Student Charter

It is important that you are familar with the UEL Student Charter and what it means for students. The Student Charter is available at:

www.uel.ac.uk/studentcharter

How do I help other students?

Issue Decision Tree
When confronted with a situation please consider the questions below and then work your way through the Issue Decision Tree so as to resolve it.

·Do you have an issue?
How you present an issue is vital to how effectively it is resolved; the more detail the better.

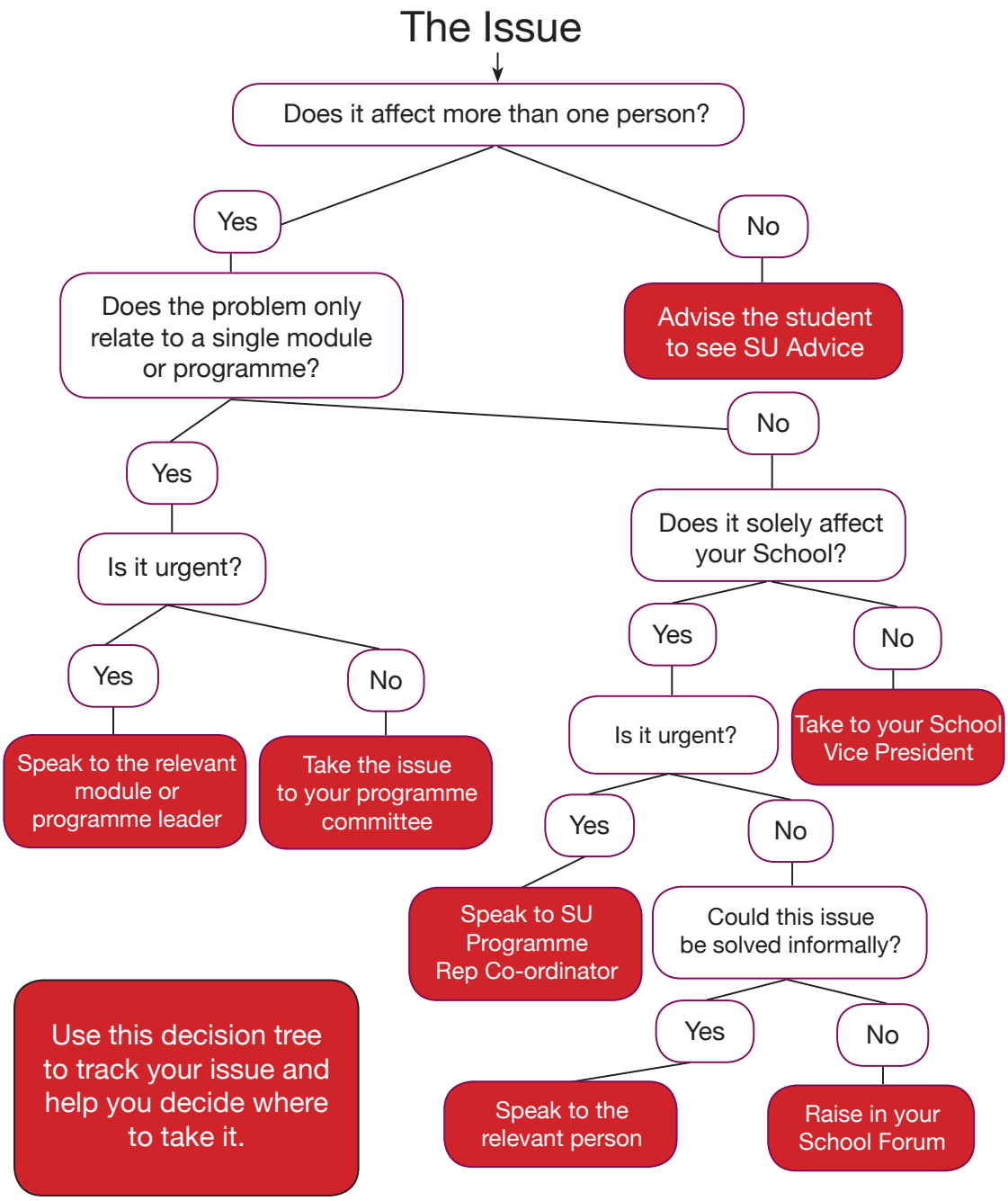
How were you made aware of this issue?
Has a complaint been made? Have you been approached by students?

·Why is this an issue?
Does it affect teaching quality? Does it impact on the student's ability to learn?

·Where is this issue?
Does the issue affect one module/one programme/ the year group/the whole School?

·Who does the issue affect?
Does the issue affect undergraduate or taught/ research postgraduates, males or females, home or international students, mature students, campus-based students, distance learners?

·When is it an issue?
Does the issue only become a problem during lectures/seminars, when it relates to examinations/ assessed work, a particular tutor, a particular area of work?



Programme Committees Part 1

As a Programme Rep, a major part of your work will involve attending Programme Committees. For some of you it may be the first time you are attending formal meetings of this nature. Remember you are not on the committee as an individual but are representing other students.

If you require more background information or clarification, you can arrange a meeting with other members of your Programme Committee, you can also talk to other Programme Reps on your programme and try to get hold of minutes of past meetings (from the Programme Administrator).

Some Programme Reps may be worried that they will not be taken seriously, or that if they are outspoken this may be held against them and their academic work may suffer as a result. It is important to remember that most staff respect and support Programme Representation, and don't expect you to know the details of every issue.

Preparing for meetings

Always check the time, date and venue of the meeting. Make sure you know exactly where the room is prior to the meeting. If you are unable to attend a meeting, you must send your apologies to the Chair.

Find out how often the Programme Committee meets

Find out how you can put items onto the agenda if there is something in particular you wish to discuss that has been raised by students. There is usually a deadline for agenda items. The Chair (this is usually the Programme Leader) should be able to advise you of this.

Inform other students of the date of the meeting to collect feedback and issues for discussion at the meeting. You should receive the papers for the meeting a couple of days beforehand, if not arrange to collect them. Consult as widely as possible with other students about issues on the agenda.

Read the papers - is there any terminology that you don't understand or issues you need clarification on? You can share or divide up the reading of papers with the other Programme Reps attending the meeting.

Note down any points you want to raise, in advance of the meeting. It is a good idea to meet with other Programme Reps attending the meeting, prior to the meeting itself. This will help you manage issues as they arise.

Agenda

Agendas can differ between meetings, but most will include the following.

Apologies - if you are unable to attend a meeting, you must send apologies to the Chair in advance.

Chair's action - the Chair may have acted on behalf of the committee during the period between meetings, and they will ask for endorsement.

Minutes of the previous meeting - any comments on the factual accuracy are requested, if there aren't any then the minutes are confirmed as an accurate record.

Matters arising/update on actions - progress on actions is noted. Try to ensure that these remain on the minutes if not completed.

Reports - this normally constitutes the main bulk of the agenda. If you submit a paper for discussion, you will present it here. The annual monitoring report (Review and Enhancement report - REP) and the External Examiner report should be approved by the Programme Committee and progress on the action plan should be monitored at each meeting.

Student Issues - there should be an item for discussion of student issues on the programme, if not request one. This should also include feedback on student surveys e.g. Module Evaluation Questionnaires, National Student Survey, UEL Student Satisfaction etc. UEL also publishes a newsletter providing feedback on the UEL Student Satisfaction Survey and National Student Survey, and also "You said, we did" posters in response to student feedback.

Any Other Business (AOB) - if you need to discuss an important issue which did not get put on the agenda, you may be able to raise it here.

A model agenda is provided page 17. It is not intended to be exclusive or exhaustive.

Programme Committees Part 2

In the meeting

Wear what you feel comfortable in; Programme Committees are usually fairly informal.

Arrive on time, so you don't miss anything important.

Try and sit where you can attract attention of the chair if you want to make a contribution.

Listen to the discussion.

Address your comments to the Chair rather than individuals (this might not be necessary in informal meetings), and be concise!

If you are asked for the student view on an issue, don't feel that you have to give a definite response. You have the right to ask for time to consult students on your programme.

If you have any doubts, ask for clarification from the Chair.

At the end of the meeting, ask the Chair to summarise all the actions that need to be carried out.

Note any actions required of you with deadlines.

After the meeting

Discuss with other Programme Reps how the meeting has gone and take on board any agreed actions.

Report back to students about the decisions that affect them, and the responses to any issues you may have raised. You should be able to feedback actions to students at the end of lectures or through Moodle or School notice boards.

You may also need to collect student feedback on a particular issue to take to the next meeting. Report back to your School Reps and Vice-President of your school.

Programme Committees Part 3

COMMON CONCERNS

1. The meetings can be intimidating

You may be less experienced than other members of the meetings.

The best thing you can do is try to meet with other Programme Reps on the committee and work as a team. Listen and take notes in the meeting (note responses to issues you have raised or any actions you are asked to undertake). Don't be afraid to ask for help from your Programme Leader and/or the Students' Union. The weekly newspaper The Times Higher Education Supplement is a good way of getting up to date with current issues in Higher Education.

2. A lack of background information

The Chair, other more experienced Programme Reps and UELSU can give you a general briefing but you can often begin a meeting with less information and background knowledge than the rest of the committee. It might feel a little daunting to ask for information or clarification because this highlights a lack of knowledge. You might have to come to terms with issues which began before you joined the committee, and which might not get resolved before you leave.

Try and arrange a meeting with other members of your Programme Committee to find out what the main issues have been historically. You can also chat to previous Programme Reps on your programme or try and get hold of past minutes.

3. People think that I'm complaining

Members of the Programme Committee will think I'm always complaining.

The Programme Reps system is well understood by staff who realise that you, as a Programme Rep, are raising the concerns of the programme group (students). It is only by raising the concerns of the group that you will be able to make a difference to their learning experience.

4. Attitudes towards Programme Reps

You may feel you will not get taken seriously because of your age or experience. You may feel unsure whether your points are being taken on board, or be afraid that you will be perceived as outspoken. You may also have concerns that being a Programme Rep will be held against you by academics who assess your work.

Most staff respect and support programme representation, and don't expect you to know details of every issue. If you feel your ideas are not being listened to, ask for regular progress reports on issues you have raised. You could suggest having a regular agenda item for student feedback. You should **NEVER** be penalised in your academic work for being a Programme Rep. If you suspect this is the case please see the Students' Union immediately.

5. Feeling marginal or peripheral

Perhaps as a result of the above, you might feel nervous, segregated and not fully part of the committee. This can lead to feelings of uselessness, that matters are not relevant to you or other students, and it is a waste of time being there.

As a Programme Rep, you are a full member of the committee, and have as much right to offer input as anyone else. If you feel the content of the meetings is not relevant to other students then have a chat with the Chair afterwards. Programme Committees often discuss long-term strategic issues, whereas student may prefer to address more specific, immediate issues.

Always remember the Students' Union is the principal source of support in all circumstances. We are here to help you perform your role to your full potential.

The Terms of Reference for Programme Committees are provided in Appendix 2.

Appendix 1

Programme Committee

REPORTS TO: SCHOOL BOARD

TERMS OF REFERENCE

To be responsible for assuring and enhancing the quality of the student experience at programme level by:

1. Providing a forum in which students can express their views about the management of the programme, and the content, delivery and assessment of modules, in order to identify appropriate actions to be taken in response to the issues raised and to ensure that the implementation of these actions is tracked.

2. Providing formal yearly student feedback on the programme as input into the preparation of the Programme REP.

3. Reviewing results from any other methods of programme feedback used, including results from the National Student Survey and UEL Student Satisfaction Survey, and making recommendations and changes arising from these.

4. Receiving, considering and approving the Programme REP and identifying responsibilities for action to be taken before it is considered by School Quality Standing Committee.

5. Reviewing progress on REP action plans at each meeting.

6. Reviewing the relevant documentation and other evidence prepared for Academic Review and other external review processes.

7. Considering proposals for modification of the programme structure.

8. Making recommendations for new modules to the appropriate Field Committee.

9. Advising the Programme Leader on mechanisms by which University policy statements, which have an impact on programme design and delivery, are implemented.

MEMBERSHIP

Programme Leader (Chair)

Administrator/Servicing Officer (ex-officio)

Module leaders of all modules core to the programme

Learning Support Services representative

Technician representative (if appropriate)

Dean of School/Associate Dean of School (ex officio)

Two student representatives for each level and at least one part-time student (where appropriate)

In attendance: Programme staff, making a significant teaching contribution to the programme, will be entitled to attend

The meeting will be quorate if 40% of the members are present

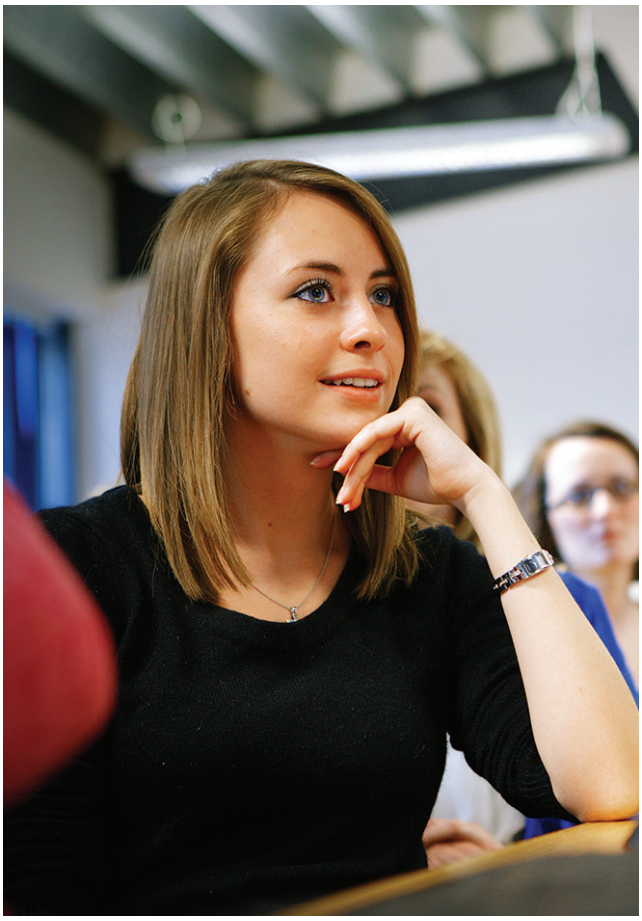
Frequency: a minimum of 1 meeting per semester

Olamide DANIA - BA (Hons) Education Studies

" I became a student rep because I wanted to familiarise myself with UEL and know that I was part of something that would help myself and other students. The people I met and the information I gained helped a lot because you get away from the academic aspects of university and you start recognising yourself and your potentials. Also, the Students' Union awards at the end of the year was awesome. Meeting people who are making an impact at university makes you realise your input does matter, so it encourages you to get involved more.

Appendix 2

Model Agenda



Dear Colleagues

There will be a meeting of the BA (Hons) Drama and Dance Programme Committee on Monday 7th November 2013 at 1pm, Dance Studio 1.

Your attendance is requested.

Yours sincerely

Programme Leader

AGENDA

1. WELCOME AND INTRODUCTIONS
2. APOLOGIES FOR ABSENCE
3. UPDATES and GOOD NEWS
4. MINUTES OF LAST MEETING

4.1 To CONFIRM the minutes of the last meeting held Tuesday 18th October 2013

5. MATTERS ARISING

5.1 For REPORT: actions completed since the last meeting held on Tuesday 18th October 2013

5.2 To CONSIDER any matters arising from the last meeting held on Tuesday 18th October 2013

6. STUDENT FEEDBACK

7. REP REPORT AND ACTION PLAN

7.1 To RECEIVE and CONSIDER the Review and Enhancement Report for BA Drama and Dance for 2013-14 and the action plan for 20014-15.

8. LIBRARY ISSUES

9. ANY OTHER BUSINESS

10. DATE OF NEXT MEETING

Appendix 3

Model Minutes

University of East London School of Dance
BA (Hons) Drama and Dance

Confirmed minutes of the Programme Committee Meeting held on 6th November 2013 at Dance Studio 1.

Present: Suzannah McDowie (Programme Leader); Katie Byrne; Sonia Prague (Learning Technology Advisor); Nadine Fenwick (Library),

Programme Representatives: Ashley Denham (Level 3), Ho Kemp (Level 2), Warren Masterton (Level 2), Salvatore Noto (Level 3)

Servicing Officer: Jenny Wade

1. WELCOME AND INTRODUCTIONS

1.1 The Chair welcomed new members to the programme committee.

2. APOLOGIES

2.1 RECEIVED from Mary Slater, Eva Frederick (Level 3); Debbie Franklin; Luke Hutton.

2.2 NOTED the committee was quorate to proceed.

3. MINUTES OF PREVIOUS MEETING

3.1 NOTED the minutes of the programme committee meeting held on 16th October 2013 were agreed as an accurate record.

4. MATTERS ARISING

4.1 REVIEWED progress on the actions arising from the meeting held on 16th October 2013.

Action 3.1 - (previously actioned 31.1.07 & 2.5.07) tutors again reminded to advise Nadine Fenwick, Subject Librarian, of book requirements ñ budget to be allocated before end November 2013.

Action 4.1 - SM did not receive any information from tutors regarding students who may need additional English support; tutors to be reminded of the importance of passing information to English Language Centre on students who may need support in this area. English language support available at 5pm, every Wednesday. [ACTION: Chair to follow up with module tutors by end November]

5. REP REPORT AND ACTION PLAN

5.1 NOTED

The importance of the REP report was stressed as an end of year evaluation. Programme Representatives were requested to engage in constructive input and gather student views on the REP which was available on Moodle.

External examiners identified some issues with teaching for students at the lower end, who may need additional support. Tutors were requested to think about how to address this and discuss with Programme Leader ways that weaker students can be supported.

[ACTION: Tutors and programme reps were requested to provide feedback to the programme leader by the final submission deadline of 17th November 2013.]

6. STUDENT FEEDBACK

6.1 Feedback from Programme Representatives.

Level 1

Are there opportunities to have trips abroad? (Performing Arts had a Canadian exchange last year). [ACTION: Chair to investigate.]

DD1002 : students feel that they are not learning anything; short notice for changing lecture times; some cancelled with no notice; the Module Guide is not followed; confusion over the assignment. [ACTION: Chair to follow up module issues with Field Leader]

DD1025 : positive feedback apart from module guides/ Readers that went missing at the start of the module. The change of room and new tutor lead to improvements.

DD1000 : it may be possible for the Tuesday groups to have selective release so that they can see the work earlier than Friday.

Appendix 3 (Cont...)

Level 2

DD2003 : the room is hot and unsatisfactory. [ACTION: Chair to follow up issue of heat with Head of Estates.]

DD2005 : helpful to get hard copies of the handouts; easy access to materials; good to have aims at start and summary at the end; Moddle is working well although some students have individual problems accessing. A student survey on Moodle is to come, and there will be some focus group evaluations. Students were reminded to post on the education noticeboard if they have problems with Moodle.

ED2001 : weekly tasks not clear; not sure what students should be doing in each session; the assignment has been changed several times; the sessions are long with no break- hot and hard to concentrate in the rooms; is the tutorial compulsory for all groups?

[ACTION: Chair to follow up module issues with Field Leader]

Level 3

DD3016 : confusion over the tutoring arrangements; no Web CT material; no Module Guide of Reader until Week 4. Programme Rep has spoken to the tutor and some aspects have improved.

[ACTION: Chair to follow up module issues with Field Leader]

7. LIBRARY ISSUES

7.1 NOTED the following library issues.

The books that went to Docklands by mistake are being returned to Stratford.

Students to inform a member of library staff if a book that should be in stock is not on the shelves.

It is up to individual module tutors to update their reading lists and order books via the Dean of School.

One more black and white printer will be available in the Library soon.
There is a lack of space in the library and a lack of computer equipment. Students were reminded that there are several computer areas for their use.

[ACTION: LTA TO PUT A NOTICE ON MOODLE NOTICEBOARD TO REMIND STUDENTS OF LOCATION OF COMPUTER SPACES.]

8. ANY OTHER BUSINESS

8.1 A programme update was provided by the Chair as follows.

The programme has 44 students F/T and is now the third biggest programme in the Undergraduate offer, with many more taking SEN as a joint honours degree.

A new promotional leaflet is being printed.

The MA in Dance is hoping to run soon.

It is hoped that a new member of staff will be recruited.

8.2 The Academic Review will take place 2nd & 3rd July 2014

Academic review to be an Agenda item at the next meeting. The review is a paper-based exercise looking at procedures, etc. A pre-review meeting will be arranged for staff and students.

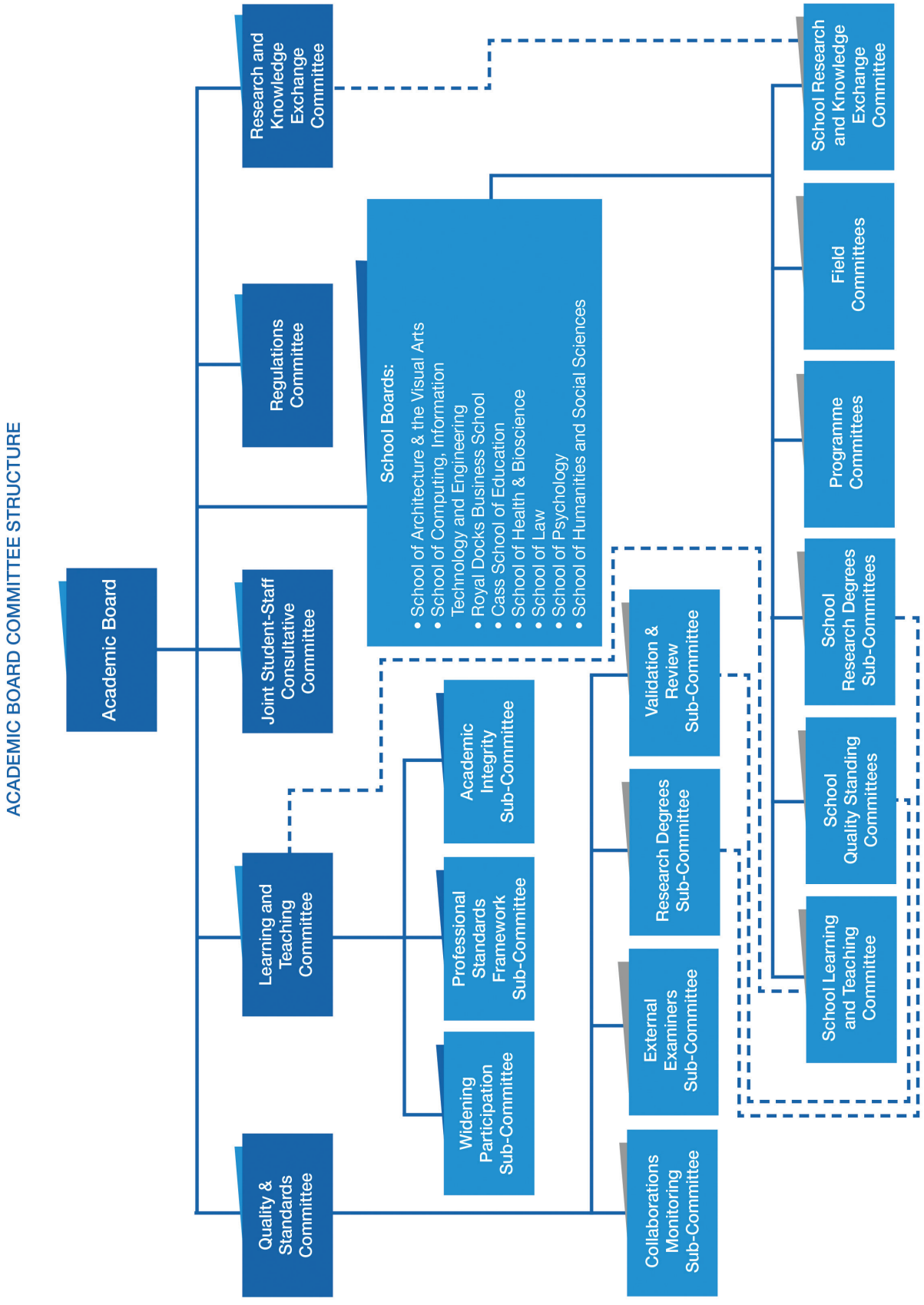
9. DATE OF NEXT MEETING

9.1 Tuesday 12th February 2014 at 1.00pm (venue to be advised).

Top Tip **"Try to build a good relationship with classmates, academic staff and SU staff and officers then it will be easier to solve any issues."**

Appendix 4

Academic Board Committee Structure



Overview of Training

Introduction to being a Programme Rep

This training gives you an insight as to what is involved with being a Programme Rep and how to consult the students you represent as well as how to voice their opinions.

The Skills & Development training

The Development training gives you an insight into time management, gathering quantitative and qualitative research to back up issues you raise in your programme committee as well as negotiating Skills.

Employability Training

This session gives you the opportunity to reflect on the transferable skills you developed during your time as a programme rep and how to demonstrate that to a potential employer.

Quality Learning and Teaching Training

The purpose of this session is to raise awareness of what good teaching is and how to make improvement for the students on your programme.

Marium Hussain - Forensic Science and Human Biology

"I became a student programme rep was so that I could be more aware of what is happening around the university but also because I knew a lot of students had views that needed to be heard. Another reason is because it was something not related to my course, something different. Helping the student put their views forward and seeing want can be done to help them is one of the best thing about being a Programme Rep. That and knowing we helped the university improve. Plus, I got the chance to improve on my leadership skills.."

Top Tip ***"Talk to as many student on your course as you can because if you can befriend them they are more likely to share their views and problems with you."***

Jargon Buster

Academic Board
Most senior academic committee at UEL, responsible for research, teaching, scholarship, policies, academic standards etc

ACE
School of Architecture, Computing & Engineering

AD
Associate Dean of School / Associate Director of Service

APL
Accreditation of Prior Learning – includes ACL (Accreditation of Certificated Learning, and AEL (Accreditation of Experiential Learning)

Articulation
An advanced standing arrangement whereby programmes and modules delivered by a partner institution are formally recognised for the purposes of advanced standing towards a UEL award

Assessment Board
Responsible for maintaining appropriate assessment practice in accordance with assessment regulations. Accountable to Academic Board

ADI
Arts & Digital Industries

Award Board
Responsible for awarding credit and confirming awards to students

BLC
Barking Learning Centre
A partnership between UEL, London Borough of Barking and Dagenham, its Adult College and Barking College

Business/RDBS
Business School, now Royal Docks Business School

CMSC
Collaborations Monitoring Sub Committee

Combined Honours
School of Combined honours programmes involve major/minor (two thirds/one third) and joint (two halves) combinations

Corporate Marketing Continuum
Centre for widening participation policy studies

CPD
Continuing Profesisonal Development

DDAC
Disability & Dyslexia Advice Centre

DoS
Dean of School / Director of Service

Dean
Dean (Head) of School

DELTA
SITS Student Information data base

Director of Service
Director (Head) of Service

Distributed Delivery
Model of collaboration whereby the delivery, support of assessment of a programme takes place at a location other than a UEL campus, by UEL staff or those appointed to represent them.

Docklands
UEL's Docklands Campus

ECs
Extenuating Circumstances

ECP
Education and Commitee Partnership

ELC
English Language Centre

EESC
External Examiners sub-Committee

Employability
Student Careers and Employability

ECP
External and Community Partnerships

E&D
Equality and Diversity

ESDS
External and Strategic Development Services

FHEQ
QAA Framework for Higher Education Qualifications

Franchise
Model of collaboration whereby UEL licenses other institutions to deliver programmes, or stages of programmes, designed by UEL staff leading to an award or the award of credit by UEL.

FS
Financial Services

GS
Graduate School

HSB
School of Health, Sports and Biosciences

HEA / The Academy
Higher Education Academy

HR
HR Services

HSCR
Head of Student compliance and Responsibilities

HSS
Former School of Humanities and Social Sciences

IEA
Inspiring Excellence and Achievement

IHHD
Institute for Health and Human Development

IT
Information Technology Services

IO
International Office - supports all aspects of provision to international students

IPAD
Institute for Performing Arts Development

Joint
Model of collaboration whereby a programme developed jointly with at least one other institution leads to a UEL award or a comparable award from another constitution

KD
Knowledge Dock

LSS
School of Law and Social Sciences

LEO
Learning Enhancement Opportunity

Link Person
Academic identified within a School to manage collaborative programmes and collaborative partnership

LiLT
Leader in Learning & Teaching

LLN
Lifelong Learning Network

LLS
Library & Learning Services

LTA
Learning Technology Advisor

LT&A
Learning, Teaching and Assessment

LTC
Learning and Teaching Committee

Jargon Buster

MoC
Memorandum of Cooperation – formal agreement between UEL and the collaborative partner

MEQ
Module Evaluation Questionnaire

Module / Module Leader
A discrete unit of study leading to specified learning outcomes which gain academic credit.
- core module a student must pass (i.e. credit is awarded) to achieve the relevant named award
- option module student selects from a range of modules specified in the programme specification.
Module leader – a nominated academic

Moodle
UEL's current VLE

MoU
Memorandum of Understanding – notification of intention to collaborate with partner

NSS
National Student Survey

Programme / Programme Leader
A programme of study leading to a UEL award. May be a single module or combinations of modules. Programme Leader a nominated academic

Programme Committee
Committee responsible for assuring the quality of the student experience at programme level. Reports to School Board

PRES
Postgraduate Research Experience Survey

PSS
UEL's Professional Standards Scheme

Psychology
School of Psychology

PSRB
Professional Statutory and Regulation Body

QAA
Quality Assurance Agency

QAE
Quality Assurance and Enhancement

QL
Quality Leader

QSC
Quality & Standards Committee

RAE
Research Assement Exercise

Research Degrees Leader
School-based leaders who champion postgraduate research matters. Also Research and Knowledge Exchange Leaders. Formerly Research Leaders, which role combined both research degrees and research and knowledge exchange matters.

Reasonable adjustments
Modifications made to the assessment process to facilitate full participation for students with disabilities or specific learning needs

REF
Research Excellence Framework

REP
Review and Enhancement Process report: UEL's annual monitoring process

R&KE
Research and Knowledge Exchange Committee (formerly Research Committee)

RDSC
Research Degrees sub-Committee (formerly Research Degrees Review sub-Committee, reporting to Research Committee)

RS
Residential Services

SDR
Staff Development Review

SED
Self Evaluation Document

(SEC
Student Experience Committee) ?

Skills Curriculum
An entitlement identifies skills for Academic Learning, Employability, Research in specified modules on all undergraduate programmes

SLATC
School Learning and Teaching Committee

SMART
Student Money Advice and Rights Team

SS
Student Services/Life

SQSC
School Quality Standing Committee

Subject Area (Field) / Subject Area Leader
Comprises modules forming a coherent academic grouping. Each module belongs to one Subject Area. Subject Area leader is a nominated academic.

Subject Area / Field Committee
Responsible for assuring the quality and standards of modules within the Subject Area. Reports to School Board.

TF / TFS
Teaching Fellowship / UEL's Teaching Fewlloship Scheme

UEL
University of East London

UELconnect
Supports employers and UEL staff in flexible, blended, e-learning and distance learning

UEL Direct
UELs student-facing integrated web-portal

(UEL Extra
Team within UELconnect managing short courses) ?

UELSU
University of East London Students' Union

UMT
University Managament Team

VCG
Vice-Chancellor's Group

VLE
Virtual Learning Environment

VRSC
Validation and Review Sub-Committee

WBL
Work-based Learning

Your Voice Counts / SSS
'Your Voice Counts' survey (previously 'Tell Us What You Think' and Student Satisfaction Survey)

Top Tip

"Make sure to know when committee meetings are and be ready to attend. Write down on separate documents every problem or suggestion about what is happening at Uni."

Rewards for Programme Reps

Thanks for all your hard work!

Whilst it might be a reward in itself to be able not only to make your experience at University better but also that of your friends and other classmates, being a Programme Rep will give you so much more.

Being a programme rep you will be given the opportunity to develop the following transferable skills:

· Public Speaking
· Teamwork
· Communication
· Negotiation
· Meeting/Committee skills
· Presenting
· Decision Making
· Problem Solving
· Time Management
· Organizational Skills
· Leadership
· Self-management

The job market is becoming increasingly competitive and employers want people with the above mentioned skills, not just a degree. By being a Programme Rep you will be able to demonstrate that you are not an average undergraduate but a student who has proactively utilised their time at university.

Students' Union Awards
To help you show off your role as a programme rep and the skills that you might have developed every year the Students' Union organises the awards ceremony as a thank you and recognition for all your hard work.

Eligibility
If you are a September starter, then you need attend at least 6 Programme Rep Events throughout the year, you will be eligible for a 'Programme Rep Award'.

If you are a February starter, then you need attend at least 4 Programme Rep Events throughout the year, you will be eligible for a 'Programme Rep Award'.

The events that qualify are: Programme Rep Trainings, School Forums, Programme Reps Conference, the SU Annual General Meeting and Programme Committee Meetings.
You must have the organiser of each of these events sign off on your attendance on the following page.

You will also need to complete the end of year rep report (p26 to p28) reflecting on your achievements of the year, the skills you acquired and what you would like the next year's rep to take up.

UEL Academic Calendar

22-Sep-14 . Induction Week .	11-May-15 . ASSESSMENT
29-Sep-14 . Week 1 . TEACHING	18-May-15 . ASSESSMENT/MARKING
06-Oct-14 . Week 2 . TEACHING	25-May-15 . MARKING
13-Oct-14 . Week 3 . TEACHING	01-Jun-15 . MARKING
20-Oct-14 . Week 4 . TEACHING	08-Jun-15 .
27-Oct-14 . Week 5 . TEACHING	15-Jun-15 . AB
03-Nov-14 . Week 6 . TEACHING	22-Jun-15 . FEEDBACK
10-Nov-14 . Week 7 . TEACHING	29-Jun-15 . STUD VAC
17-Nov-14 . Week 8 . TEACHING	06-Jul-15 . STUD VAC
24-Nov-14 . Week 9 . TEACHING	13-Jul-15 . STUD VAC
01-Dec-14 . Week 10 . TEACHING	20-Jul-15 . STUD VAC
08-Dec-14 . Week 11 . TEACHING	27-Jul-15 . STUD VAC
15-Dec-14 . Week 12 . TEACHING	03-Aug-15 . STUD VAC
22-Dec-14 . STUD VAC	10-Aug-15 . STUD VAC
29-Dec-14 . STUD VAC	17-Aug-15 . RESITS
05-Jan-15 . STUD VAC/ASSESSMENT	24-Aug-15 . RESITS
12-Jan-15 . Week 13 . TEACHING	31-Aug-15 . MARKING
19-Jan-15 . Week 14 . TEACHING	07-Sep-15 . STUD VAC
26-Jan-15 . Week 15 . TEACHING	14-Sep-15 . AB
02-Feb-15 . Week 16 . TEACHING	21-Sep-15 . FEEDBACK
09-Feb-15 . Week 17 . TEACHING	
16-Feb-15 . Week 18 . TEACHING	
23-Feb-15 . Week 19 . TEACHING	
02-Mar-15 . Week 20 . TEACHING	
09-Mar-15 . Week 21 . TEACHING	
16-Mar-15 . Week 22 . TEACHING	
23-Mar-15 . Week 23 . TEACHING	
30-Mar-15 . Week 24 . TEACHING	
06-Apr-15 . STUD VAC	
13-Apr-15 . STUD VAC	
20-Apr-15 . ASSESSMENT PREP	
27-Apr-15 . ASSESSMENT PREP	
04-May-15 . ASSESSMENT	

Programme Representative Award End of Year Report

Name: .....

Student Number: .....

Programme Name: .....

Year/Level of Study: .....

The role of Programme Representative offers an opportunity to contribute to the University's quality enhancement procedures through participating in the review of programmes and enables student's views to be represented. This End of Year report will help you to look at your achievements and the skills you have developed as a Programme Representative throughout the year. Try to add as much detail in this handbook as possible as this will help you see the progress and achievements you have made when submitting your final report, which will be available here: http://www.uelunion.org/representation/reps/report. This report will need to be filled online **before 30th March 2015.**

1. In what ways is the programme relevant to current work roles or future career aspirations of students on the programme?

2. Please comment on the resources available to support learning on the programme (e.g. Module Study Guides and other learning materials, learning resources, access to Moodle, specialist equipment, placement or work-based environments).

3. What were the most positive aspects of the student experience on the programme? (e.g. content, teaching methods, tutor engagement, links with industry, etc).

4. Were the students on the programme given sufficient opportunities to make their views known; and were any changes made in response to student views? Please give an example.

5. Were there any causes for concern in your programme?

6. Is there anything that you would like the University to keep, start or stop doing? Please give an example for each.
Keep doing: Start doing: Stop doing:

7. Which of the following information sources have you used to prepapre this report? Please tick all boxes that apply.	
Online module evaluation outcomes	
National Student Survey outcomes	
Review and Enhancement report (REP)	
External Examiners report	
Attending Programme Committees	
Meetings with student groups/School Forum	
Other (if so, please give details)	

8. Please tick which UELSU Programme Rep training session(s) you have complete this year. Please tick more than one if applicable.	
Introduction to being a Programme Rep	
Skills and Development	
Quality Learning and Teaching	
Employability	
Online training on Moodle	
If you have not attended any training, please tell us why:	

9. What skills have you developed whilst performing your role as a Programme Representative?

10. What is your Top Tip for a new Programme Representative?

Please complete the final report here:
http://www.uelunion.org/representation/reps/report/
before 30th March 2015

Notes:

Meeting Planner and Action Plan

Date of Completion							
To be completed by (personnel)							
Action Agreed							
Comments made by other at meeting							
Issues to Raise							

Name: .....

Student Number: .....

Email Address: .....

Programme Leaders Name: .....

Meetings & Training Log

Training Course/Programme Committe	Date	Signature of Course Co-ordinator/ Chair of Meeting

Docklands
Ground Floor, North Building, Docklands Campus,
4-6 University Way, London, E16 2RD.
Telephone: 0208 223 7025
Fax: 0208 223 7508

Stratford
The Dome, University House, Stratford Campus,
Water Lane, London, E15 4LZ.
Telephone: 0208 223 4209
Fax: 0208 223 6007

www.uelunion.org/reps

University of East London Students' Union

Correct at the time of printing.