Board of Management

Learning & Teaching Committee

Date of Meeting	**Tuesday 14 February 2023**
Paper No.	**LTC3-E**
Agenda Item	**4.5**
Subject of Paper	**Class Rep Update**
FOISA Status	**Disclosable**
Primary Contact	**Megan McClellan**
Date of production	**3 February 2023**
Action	**For Discussion**

1. Recommendations

To discuss the provided updates of the Class Representation system.

2. Purpose

The purpose of this paper is to provide the members of the Learning and Teaching Committee with an overview of the Students' Association's progress towards key performance indicators for the Class Representation system, as well as an overview of feedback provided from Class Reps.

3. Consultation

3.1 Key Performance Indicators

The Students' Association runs a series of working groups to monitor the performance and progress of different campaigns and operational activities. The Class Representation working group meets fortnightly to discuss the planning and implementation of communications, meetings, and the collation and distribution of Class Rep feedback.

Each year, the Students' Association is set a target for:

- Percentage of Class Reps elected *(90% for 2022-23)*
- The number of Class Reps trained *(30% for 2022-23)*
- The number of Class Reps who have engaged with meetings *(100 Reps for 2022-23)*

3.2 Class Rep feedback

The Students' Association hosts monthly themed meetings for Class Reps to feedback experience on issues related to the student experience.

As attendance at these meetings is not mandatory, 'check-in' forms are sent to all Class Reps at the end of each academic block to ensure that all Reps can discuss challenges and implemented solutions within their class groups.
The Students' Association also runs a Canvas group for Class Reps to enable them to communicate directly with each other, their Faculty Reps, and the Students' Association.

4. Key Insights

4.1 Key Performance Indicators

As of February 2023, the progress towards successfully completing our KPIs is as follows:

- 86% of Class Reps Elected
- 38% of Class Reps Trained
- 209 Class Reps have engaged with meetings

4.2 Meeting Overviews

So far, the feedback we have gathered has supplemented the data gathered in the college wide My Student Experience Survey.

Feedback from Class Rep Meetings:

Induction
- 96% of Students had a positive first experience on campus.
- 90% of students found the content of their induction to be helpful.
- 65% of Students found the information on the Induction Hub useful.

Canvas and CityLife:
- Over all students had a positive experience with the Virtual Learning Environments (VLE) systems and were mindful of the change for lecturers.

Mental Health:
- **Class Reps felt there should be more promotion of wellbeing events and services from their lecturers, not just from the Students' Association and Student Services.**
- Class Reps were keen to be involved in mental health training initiatives.

Feedback Passed to Relevant Directorates:

Induction:
- Introduce tours delivered by lecturers showing the main areas of the college.
- Add a campus map to the online Induction Hub.
- Make timetables accessible in advance of induction week and minimise last minute changes.

Canvas and CityLife:

- Introduce a button on Canvas that allows students to access their emails from the home page.
- Encourage lecturers to access the Canvas training courses and webinars to support skills and confidence with new platform.
- Ensure that "Passport to Canvas" is highlighted during induction.

Mental Health

- A meeting has been set up between the Students' Association and the College's Wellbeing team to discuss the implementation of 'signposting' sessions for Class Reps and suggestions given by Reps during the January 'Mental Health'-themed meetings.

4.3 Check-in Overview

In our Block One Check-in:

- 70% of respondents reported that they had issues with communication during Block One.
- 47% experienced challenges with assessment and feedback during Block One.
- 46% experienced challenges with IT during Block One.
- There was an 11% reduction in the number of Reps who needed further support in comparison to Block One in 21-22.

A full overview of the Block One Check-in is available in Appendix 1.

5. Impact and Implications

5.1 Key Performance Indicators

While the Students' Association has nearly reached its figure for Class Representatives, we are keen to continue working with staff teams to ensure we reach our target of 90%. Failure to do so means that the Class Representation system will not achieve its full effectiveness and could see a further reduction in the number of students who are aware of the Class Representation system.

5.2 Class Rep Feedback

The implementation of monthly meetings has proved to be successful, and allowed the Students' Association to submit a variety of papers to internal committees that focus on wider themes provided by the student body, instead of focussing primarily on Class Rep feedback.

Class Rep Feedback provided has effectively supported data captured by college surveys.

The increase in Class Rep Check-in responses, and reduction in need for wider support indicates that Class Rep Inductions and Trainings have worked well to effectively support Class Reps in implementing local solutions in partnership with their curriculum teams.

Appendices

Appendix 1. Class-Rep Check-in for Block One.