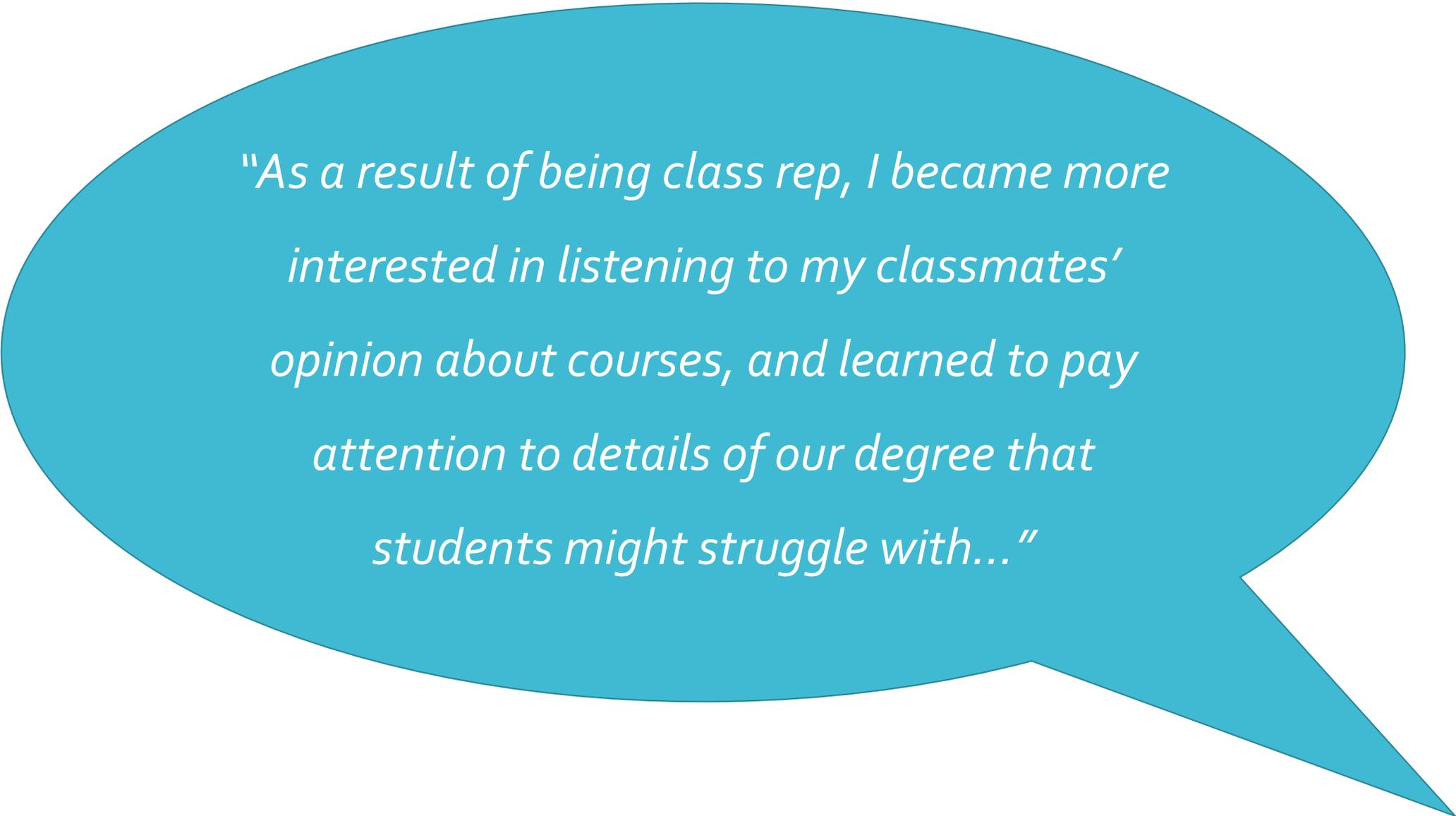


Class Rep Survey at UofG

Helen Speirs, Senior Advice, Policy & Training Officer

9th May 2018

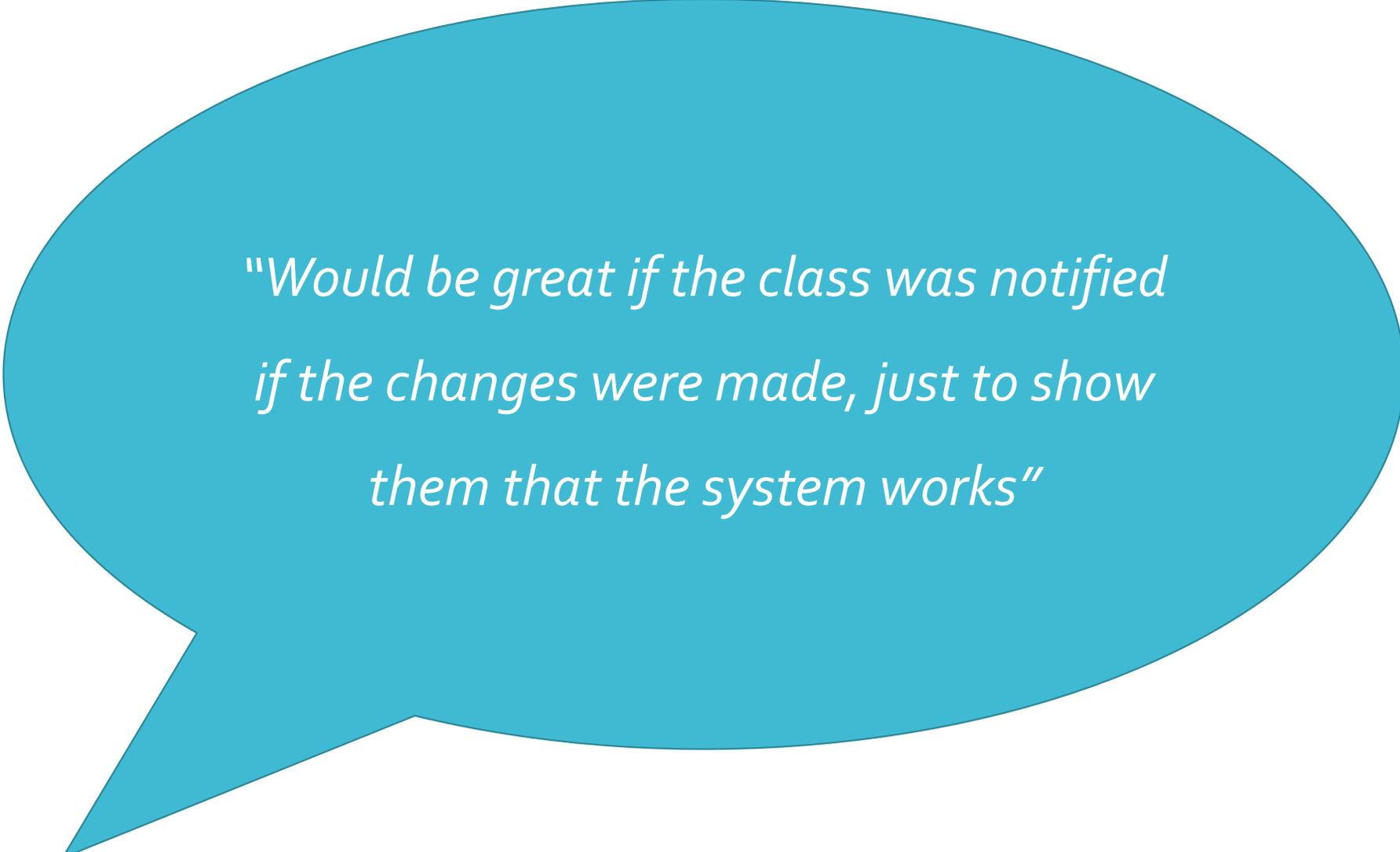




"As a result of being class rep, I became more interested in listening to my classmates' opinion about courses, and learned to pay attention to details of our degree that students might struggle with..."

Context

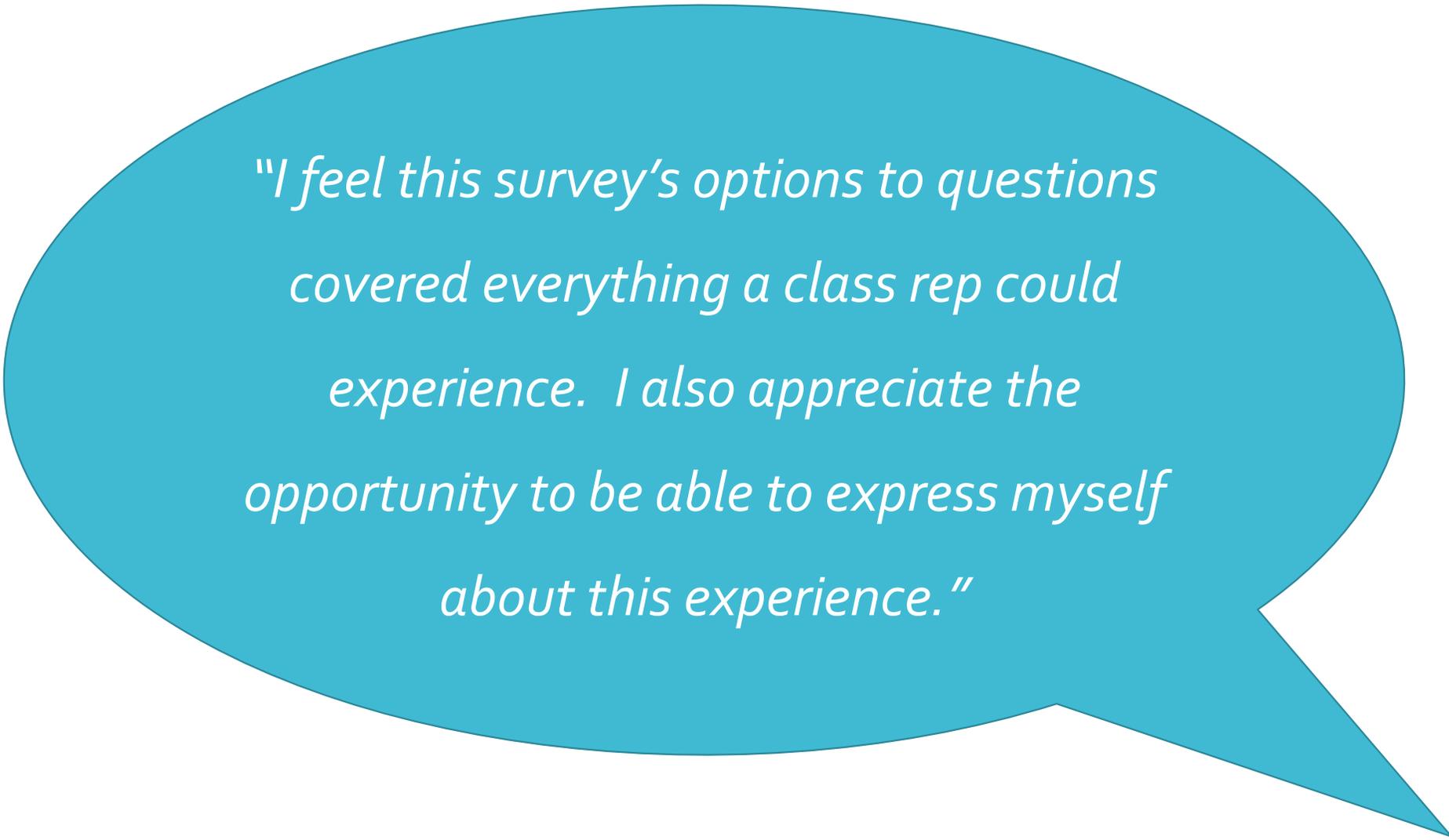
- 1570 rep roles at University Glasgow
- Aim to train around 800 reps per year
- Evaluations
 - Immediately after the training
 - Class Rep survey in March/April
- Class Rep Mixer – semester 1
- Class Rep Conference – semester 2



*"Would be great if the class was notified
if the changes were made, just to show
them that the system works"*

Survey

- Aims
 - To understand impact of training on ability to fulfil the role
 - To measure overall impact of class reps on student experience
 - To examine range of skills developed by reps during their tenure
- Survey developed by SRC in conjunction with an external researcher and the University's IT team
- Piloted in 2016, refined and repeated 2017 and 2018.
- Students incentivised to complete – requirement of HEAR accreditation



"I feel this survey's options to questions covered everything a class rep could experience. I also appreciate the opportunity to be able to express myself about this experience."

How

- Online survey
- Appears on University's 'My Class Rep' webpages
- Mass email to students from SRC VP Education with link to survey, plus reminders
- Automatic prompts to complete survey if unfinished



"As I was chosen simply by being the only volunteer (as I feel is a very common situation), I often felt rather overburdened by the role..."

Findings

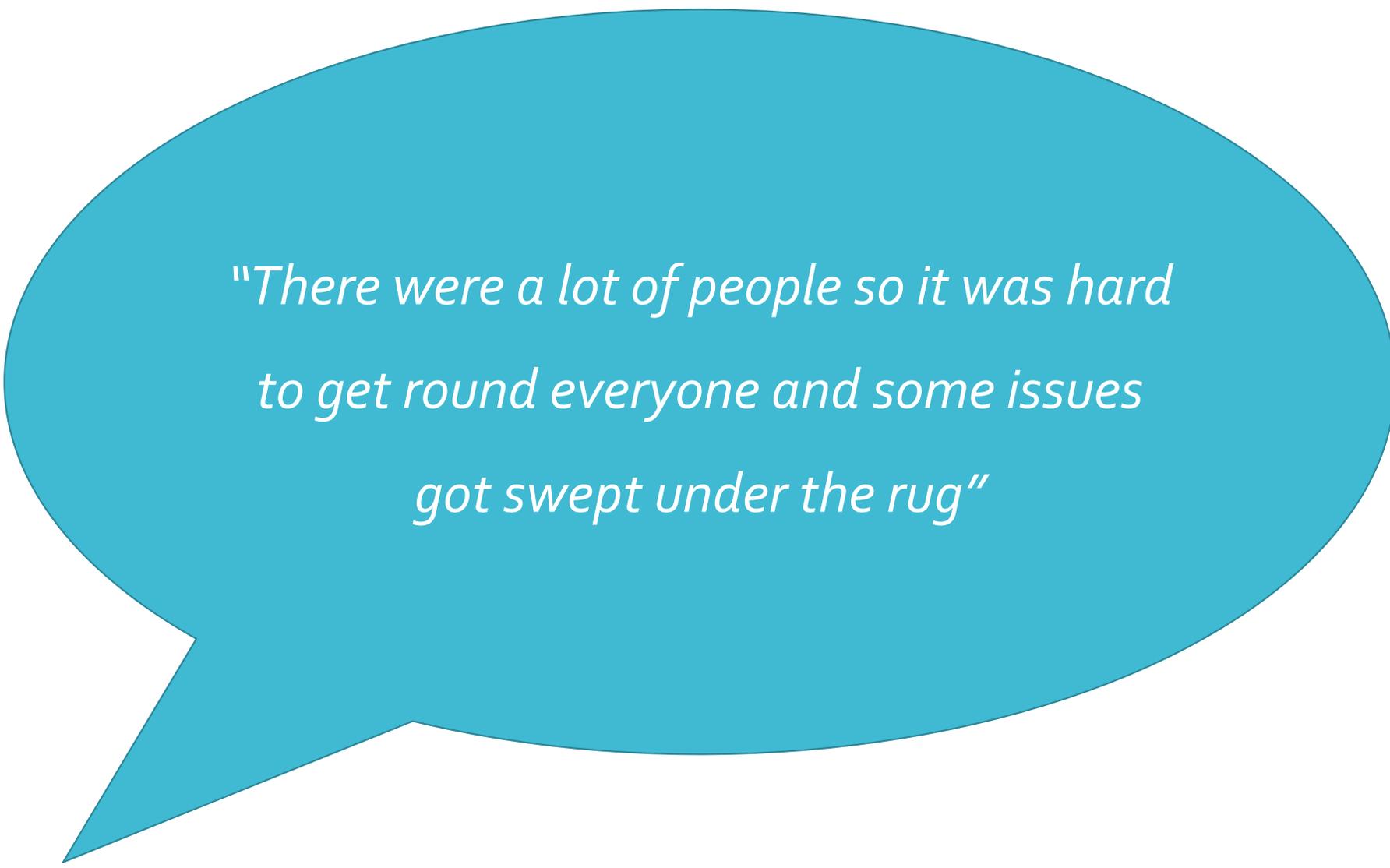
- 1022 valid responses received in 2018.
- 80% were selected for class rep role or were the only volunteer.
- 82% thought the introductory training prepared them well/very well for the role (rising to 91% for international students).
- 10% had not attended a training session.



"A good experience this year – I feel like the School is becoming more responsive to student feedback and takes student reps more seriously"

Impact

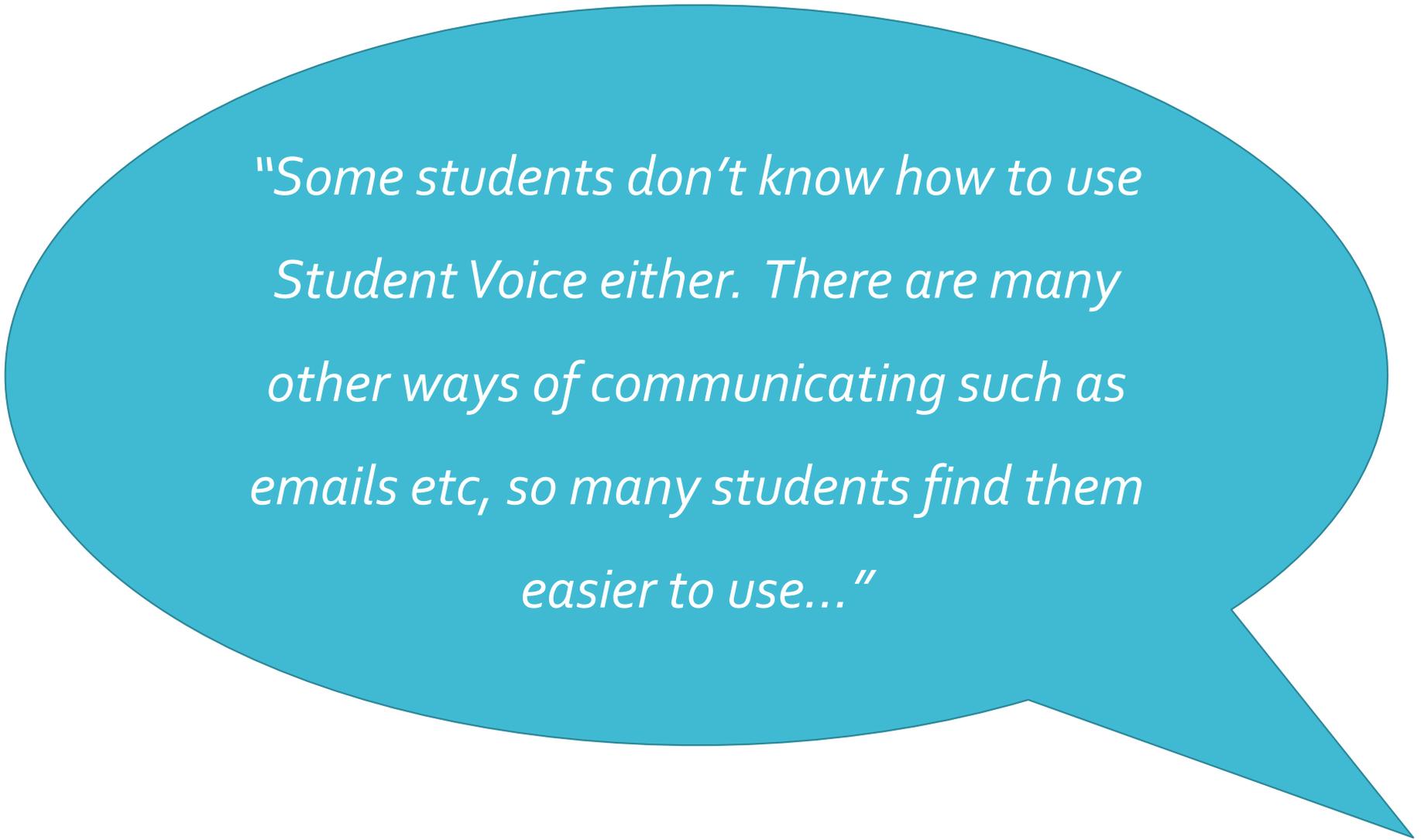
- 72% of reps found it easy/very easy to raise issues at Staff-Student Liaison Committee meetings
- 79% reported some action had been agreed or taken
- 63% felt the SSLC was an effective vehicle for getting student issues actioned
- Changes as a result of their input:
 - 38% improved access to materials/resources
 - 34% changes to lecture/tutorial arrangements
 - 25% changes to assessments or course materials
 - 22% changes to deadlines or course structure
 - 20% changes to student support
 - 9% changes to building/physical environment
 - 5% 'other'



*"There were a lot of people so it was hard
to get round everyone and some issues
got swept under the rug"*

Barriers

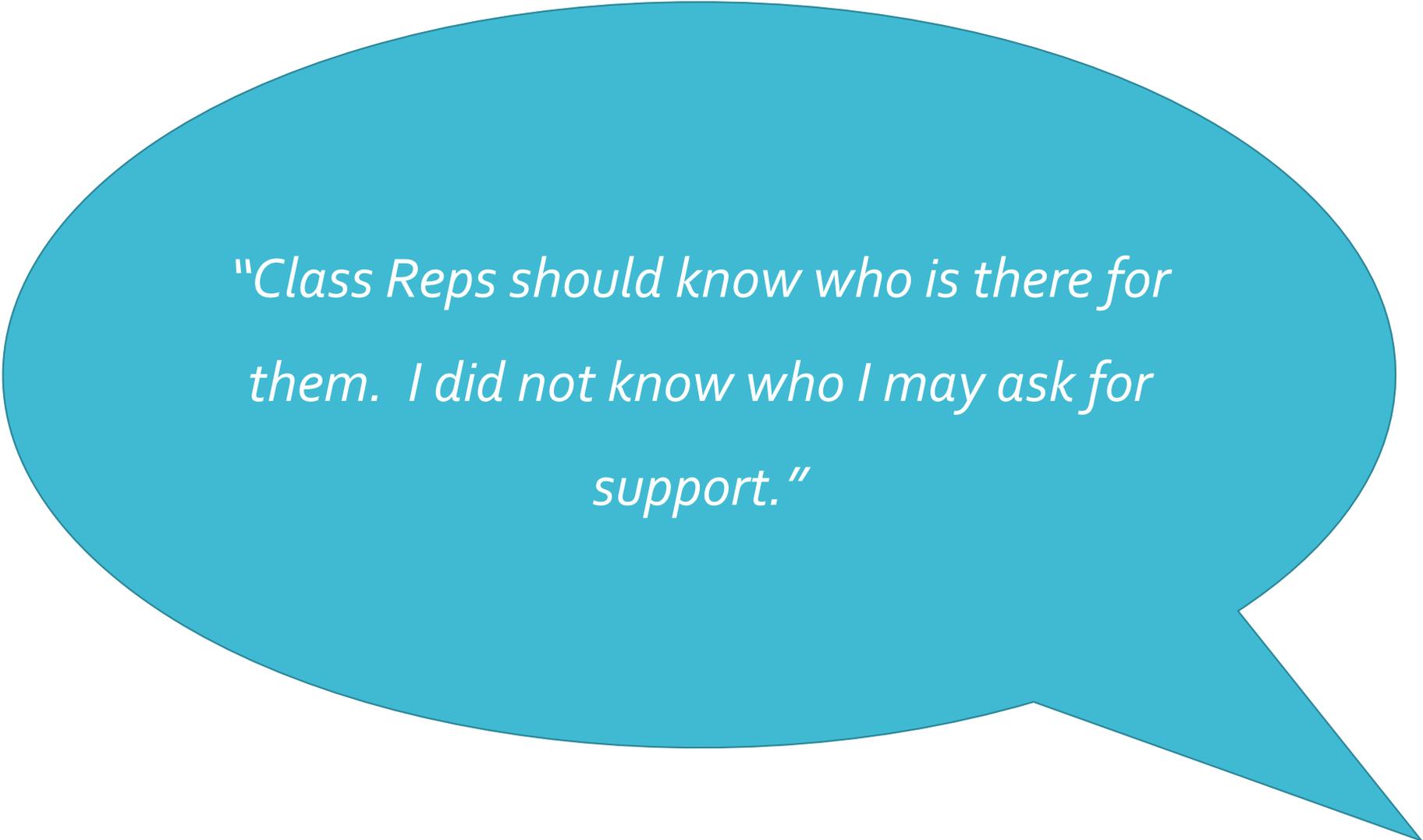
- 8% did not attend SSLC meetings. Reasons included:
 - Clash with timetable/other commitments
 - Not notified of meeting dates
 - Unaware of SSLC (!)
 - No issues/multiple reps
- 3% reported barriers to raising issues, such as
 - Lack of time/too many issues to discuss
 - Concerns dismissed due to lack of evidence/stats
 - A sense of not being taken seriously
 - Staff dismissive/unreceptive



"Some students don't know how to use Student Voice either. There are many other ways of communicating such as emails etc, so many students find them easier to use..."

My Class Reps

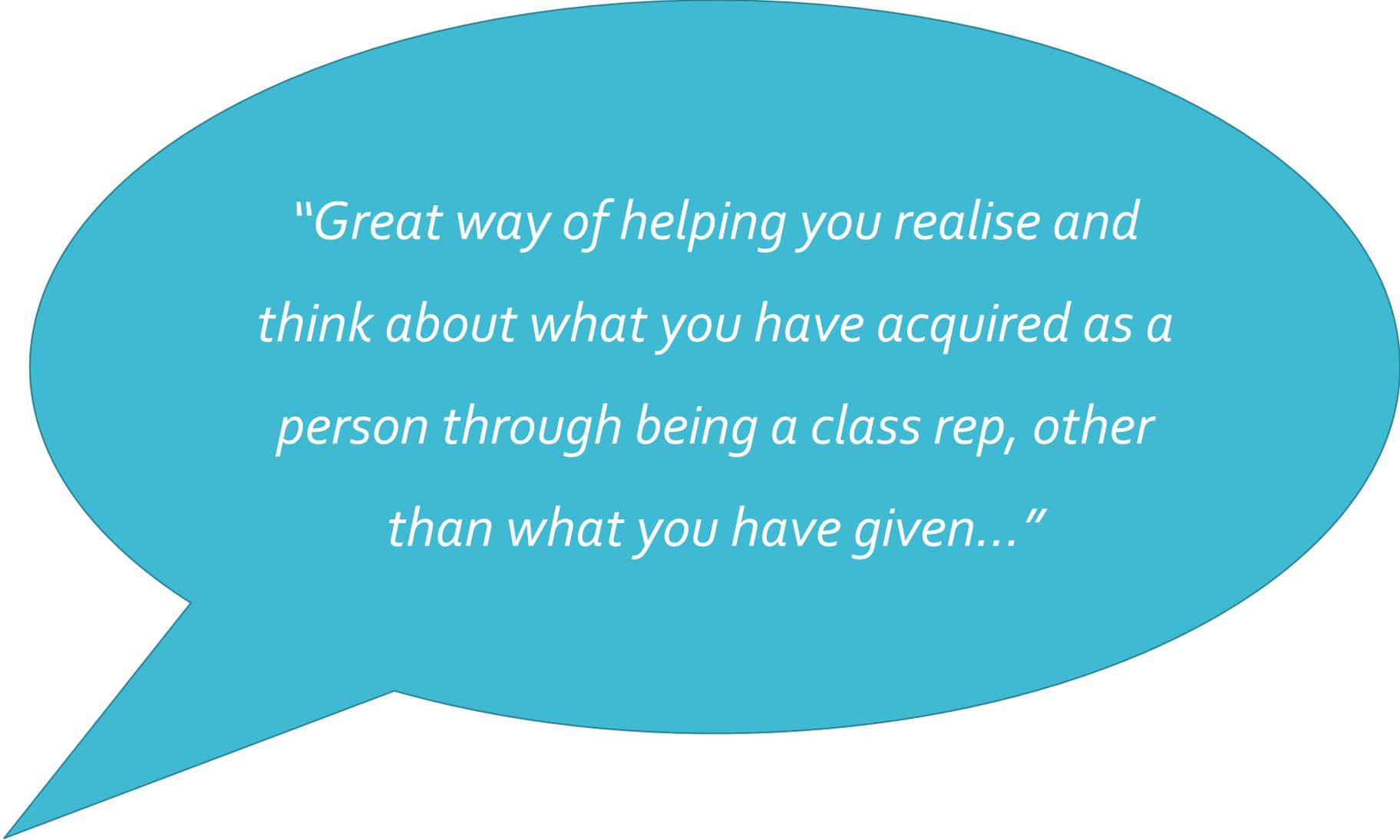
- 'My Class Reps' (formerly Student Voice)
- Accessed from MyGlasgow student landing page
- Tailored to individual student
- Communication tool
- Discussion forum
- 63% either had not heard of it, or knew about it but did not use it.
- 20% used My Class Reps and found it useful
- 38% thought it needed more promotion/encouragement
- 11% felt integration with Moodle would help
- 51% just preferred face to face contact



"Class Reps should know who is there for them. I did not know who I may ask for support."

SRC Support

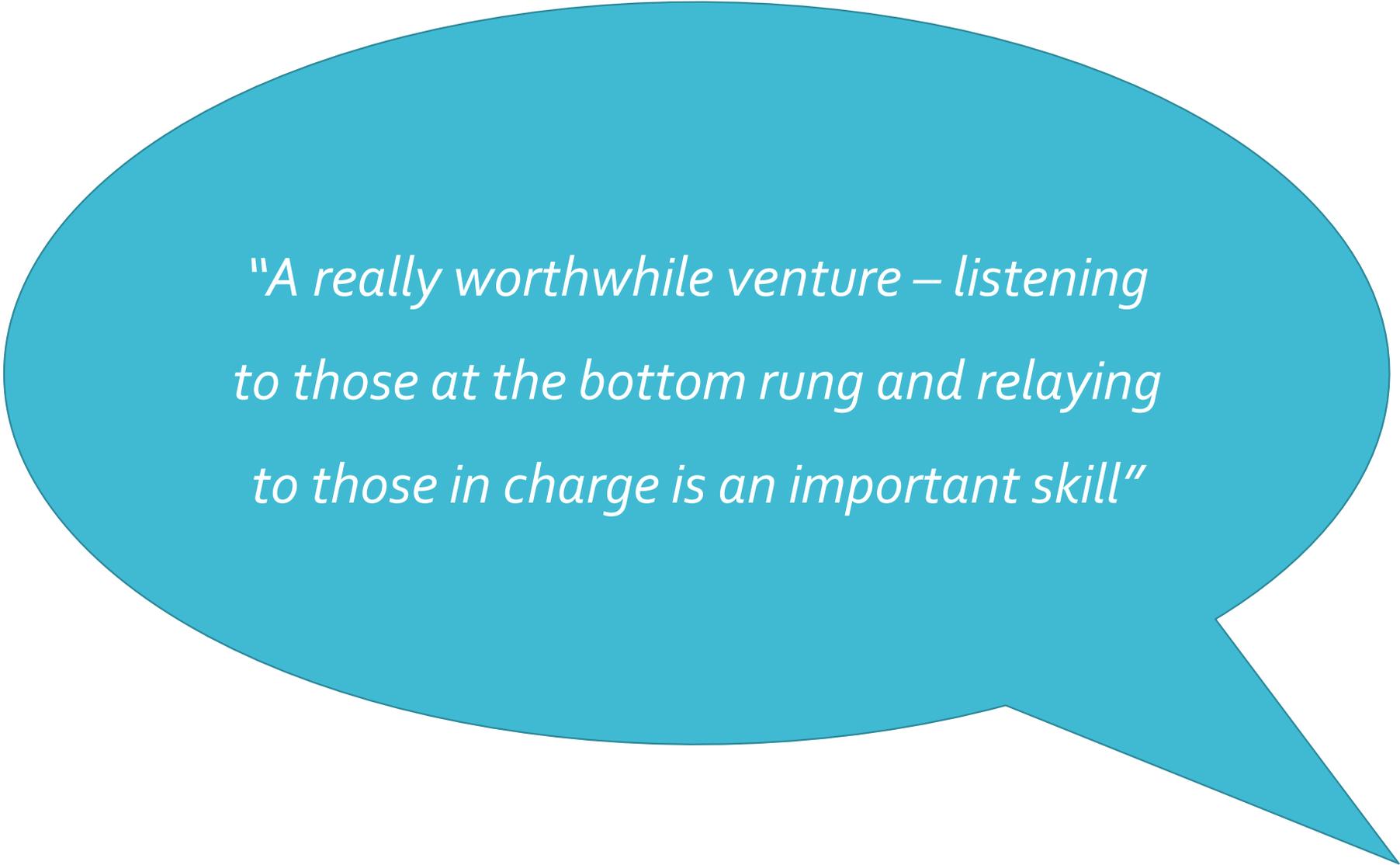
- 65% no contact with SRC after initial training session
 - 81% of these - no other support was needed
 - 25% of these – didn't know what support was offered
- 24% met or corresponded with a School Rep or College Rep
- 9% had used the Advice Centre for help with a learning/teaching issue
- Others had attended the Class Rep Conference or had received 'informative emails' from the SRC
- For those who had contacted the SRC, 70% found the support useful/very useful.



"Great way of helping you realise and think about what you have acquired as a person through being a class rep, other than what you have given..."

Skills

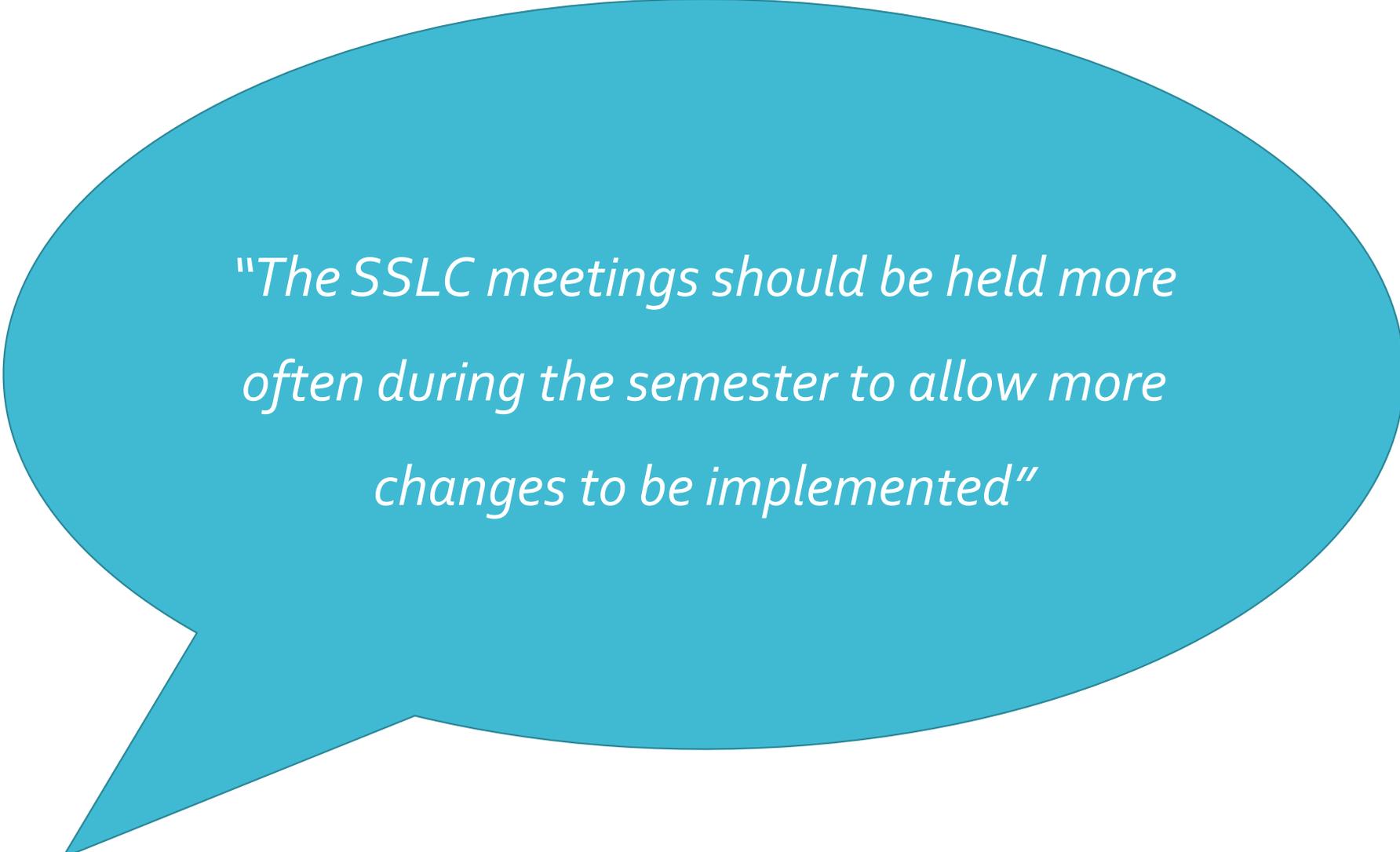
- 75% reported that they developed Communication/Listening skills
 - (rising to 82% amongst international students)
 - 67% gained a greater understanding of University structures
 - 56% built confidence
 - 51% cited negotiation and diplomacy
 - 39% improved their data gathering/handling
 - 37% understood meeting etiquette better
 - 35% developed their team working skills
 - 35% got better at time management
 - 32% mentioned problem solving
 - 30% cited leadership skills
 - 25% improved at public speaking/presentations
- Only 5% thought they had not developed any skills at all.



"A really worthwhile venture – listening to those at the bottom rung and relaying to those in charge is an important skill"

Free Text

- The fun part – 863 free text comments!
- Positive comments
 - Great/rewarding/highly recommend
 - Issues addressed/staff receptive/ effective meetings
 - Personal development opportunities
 - Valuable training
 - Met new people
- Negative comments
 - More notice of meetings/increase number
 - Staff dismissive/ response disheartening
 - Issues raised not resolved
 - Difficulty gathering feedback
 - More training sessions

A teal speech bubble with a white outline, pointing downwards and to the left. It contains the following text in a white, italicized font.

"The SSLC meetings should be held more often during the semester to allow more changes to be implemented"

Next

- Closing the feedback loop
- Promote the role – increase numbers elected
- Engage University staff
- Publicise 'wins'
- Consideration of way forward with 'My Class Reps'
- Clearer information on support available from SRC
- Mid-year reminders or updates
- Additional questions to dig deeper into some areas

Questions?

