

HULL UNIVERSITY UNION: COURSE REP FORUM MINUTES, MARCH 2019

Minutes of the meetings held on Tuesday 12th, Wednesday 13th in Meeting Room 1 of Student Central & Online Forum on Tuesday 19th March.

1. Welcome from Isobel Hall, President of Education

23 Academic Reps attended on 12th March, plus three members of the Education Zone, eight Academic Reps attended on 13th March, plus two members of the Education Zone,

51 Academic Reps signed in to participate in the online forum, on 19th March

2. Transforming Academic Representation

IH reminded Reps of the outcome from the previous Course Reps Forums where feedback was collected on how good or frustrating they considered the current system for academic representation, Four keywords were identified through the consultation with students and Academic Reps: Open, fair, transparent and communicative. Feedback indicated that there was a level of 'disconnection' between all three of staff, students and Reps.

IH confirmed that phase one of the review is now complete after consultations have been held with students, Reps, the Education Zone and staff. This adds up to over 400 people, including 280 students, across approximately 18th hours. Final numbers to be calculated.

Session 1: No questions were asked by those attending,

Session 2: Reps feel that there is not enough publicity from all sides regarding the outcome of SSFs. Reps find individual lecturer feedback is good, but they are constantly waiting for feedback from SSFs.

Online: Reps do not always know how to gather feedback

First Activity:

IH explained the Segmentation activity, and groups discussed one persona each to agree how that student might be best engaged by the Students' Union. The personas were Bella, Laura, Josh and Omar, with each group presenting their findings to the room.

- Personas created from the feedback from 3200 students
- For each persona the lack of involvement with HUU is a key issue

IH: How should we engage with students?

- More online – PGCE
- Nursing is intense and online is better
- Online is helpful and accessible

IH: How should we advertise Reps?

- Emails
- Canvas as an alternative to HUU website
- Posters
- Post more about the achievements of Reps
- Lecturers/professors to email students – would attract more interest from PhD students

Second Activity:

IH led those attending in a Timeline themed activity, requesting that Reps outline their journey from first learning about Academic Representation to now and leaving university.

Feedback from both of these activities can be found attached to the end of the document

3. General Discussion

IH opened the floor for comments and questions relating to the student experience.

Lost assignments and papers in English:

- How are these supposed to be dealt with?
- Four had been lost during the most recent submissions and waited a month before the Hub responded
- Some papers reappeared but those whose did not were told they may have to resit or take a penalty. This put two internships at risk.

Graduation:

- The ongoing question over the location for graduation was mentioned. IH explained that the Presidents team have a mandate to address the concerns of students with the university, including making sure that accessibility at the Bonus Arena is ensured and students receive full details of their graduation day.
- Law do not know when their graduation is
- Lots of uncertainty and students feel ignored
- General unhappiness about how the university deals with things

Other:

- It was requested that Sarah Londesborough be invited back to the Course Rep Forum to feedback on the hubs
- Science and Engineering have two or three times as many assignments as other faculties **IH to look at policies**
- ***IH - Exam dates to be released earlier?***
- Students had only just found out that there was not Faculty Rep for FACE
- Language Reps do not turn up to SSFs
- Three expressed interest in Subject Rep roles, two for education and one for Languages
- What were the outcomes of the feedback given to Michelle Anderson, Librarian, at the Course Rep Forum? IH - the responses have been discussed at the library management team meeting, and are being processed. They will then form the basis of a report. IH plan to make a video with Michelle Anderson, Librarian.
- Can Course Rep Forum minutes be made available for students? Reps are sometimes asked by students for the outcomes from meetings. Discussion led to suggestions, that they could be uploaded to Canvas, HUU website, TVs around campus, by radio and the student newsletter
- IH asked for comments and questions on Academic Support, Response: 'should have more meetings per trimester'
- Joint Honours Reps only invited to SSFs in one of their subjects, IH stated that attending both would be an excessive amount of hours, but Reps can request to be on both mailing lists
- Stress and mental health week not advertised well and took place in an obscure location. IH - Reps can get the word out about these events, or contact the Students' Union to add communications.

