



# ACADEMIC REP HANDBOOK



Welcome to the Academic Rep family everyone!

Massive Congratulations on being successful being elected as an Academic Rep for the coming academic year.

Being an Academic Rep is a hugely beneficial role for boosting you're experience, employability and networking. To be an Academic Rep is to be a champion of the student voice in your cohort. We will be here to support you to thrive, every step of the way. We deeply appreciate all of you deciding to represent your cohort, you are essential to ensuring students are listened to. I am eager to assist you in leading a fulfilling student experience and being the best you.

This handbook has been carefully crafted to assist you in your role of Academic Rep. The Student Voice team, the Officer Team and I are looking forward to watching you all grow as people and become important figures in the academic community.

Ready to make 2024-25 an unforgettable year for you and your classmates?

Will Parker  
Academic Affairs Officer



# Welcome

This handbook will provide you with everything you need to know and help you to be successful in your role. But if you do need any help throughout the year, please make sure to contact someone in the Students' Union. You can find our contact details at the end of the handbook!

*At AberSU we are committed to ensuring materials are accessible - if you require this handbook in an alternative format please email [suvoice@aber.ac.uk](mailto:suvoice@aber.ac.uk)*

## Contents:

Your Role .....	2
Expectations .....	3
Top Tips for Being an Effective Academic Rep! .....	4
AberSU – Your Students' Union .....	5
How do Academic Reps fit in?.....	6
Student Ideas and Decision Making .....	7
The Feedback Loop .....	8
Collecting Feedback .....	9
Types of Feedback .....	10
Staff Student Consultative Committees .....	11
Student Chairing .....	12
Faculty Representatives .....	13
Further Opportunities and Volunteering .....	14
Recognition .....	15
Stand in our Elections .....	16
Key Contacts .....	17

# Your Role

As a representative you are someone who has been chosen to speak on behalf of other students. Your role as an Academic Representative is vital to ensure that students' views are represented and fed-back as part of decision-making processes within your department, and across the University.

By working with your department to raise issues and put actions into place, you can help to influence positive change that will improve the education and experience for both current and future students!

Your role is very much collaborative, through taking on the role, you will build positive relationships between staff, students, and other academic reps.

Remember to be reactive, as well as proactive! Not only are you acting as the voice of students to raise issues as and when they arise; but you also need to find solutions to problems and continually be aware and ready to improve things by talking with staff and students throughout the year.

The role of reps is taken seriously at Aberystwyth, and you can find out more by reading our [Student Representation Policy](#).



# Expectations



**As an Academic Representative, you will be expected to:**

- Attend training sessions held by the Students' Union.
- Introduce yourself to students, lecturers, and other reps in your department – everyone should know who you are and able to contact you!
- Gather a balance of positive and negative feedback about the experiences of students on your course and/or in your department.
- Be an active participant in setting agenda's for SSCC's. This could be as simple as e-mailing the convenor with an idea or specific issue. You aren't to be concerned about adding ideas as student voices are exactly what academic representatives are for.
- Attend all Staff and Student Consultative Committees (SSCC's) in your department to present feedback to fellow reps and staff. If you are unable to attend, send your apologies to the convenor along with written feedback you have already collected.
- Work collaboratively and professionally with Staff, Academic Reps, and the Academic Affairs Officer.
- Report back on actions or outcomes of feedback to the students you represent in your department, as well as the Students' Union.
- Signpost students to an appropriate staff member, SU Advice Service or Student Services and Careers Service where an issue may be more personal to the individual, or the issue is not course related.
- Having regular communication and engagement with the Students' Union is an excellent way to further your rep role. This engagement gives you a chance to meet other reps and staff in the Students' Union, building relationships and contacts. There will be many chances to do this including Academic Zones, the rep conference and further training.

**It is not your responsibility as an Academic Representative to get involved with students' personal problems, academic difficulties or individual complaints including:**

- Disputes between students and academic staff or individual students, including allegations of harassment, discrimination, or victimisation.
- Formal procedures including extensions, special circumstances, allegation of unacceptable academic practice, academic appeals, individual complaints, or disciplinary procedures etc.
- Financial and funding queries including student finance and debt etc.
- Personal problems including health issues, whether related to housing, employment, immigration, or wellbeing



**In return, AberSU will:**

- Be a source of support and advice where needed.
- Set-up your Academic Rep email, add your role to 'Find my Rep' on the Students' Union Website and your Student Record
- Provide you with access to additional training and opportunities.
- Give you adequate notice of any meetings we would like you to attend.
- Keep you in the loop with regular updates during term-time.
- Ensure your contribution to the academic experience is recognised.

# Top tips for being an Effective Academic Rep

- **Don't feel you have to wait until your SSCC...** bringing up an issue at the earliest opportunity either with staff in your department or the Students' Union can often ensure issues are on the journey to being resolved and not left until your next meeting.
- **Mix-up the way you ask for feedback...** whether it is social media, emails, circulating a notepad at the start of a lecture for others to provide their comments, or just talking to students before and after lectures, there are loads of ways you gather feedback. Find at least 2 ways that work for both you and the students you represent.

- **Work with your fellow reps...** meeting and talking with other reps in your department (particularly in your year group) is a great way of getting feedback from a larger number of students. You can also share the workload and compare notes to really get an understanding of the issues and solutions that could be raised.
- **Track the progress of your feedback...** keep a record of the issues students have raised and the progress made; This will help you to feedback the correct outcomes, actions or remind you to follow up on unresolved feedback.

- **Share the Dates of your SSCCs...** make sure students are aware of the meetings; by sharing the dates students will see that you are actively involved and will know they have an opportunity to provide feedback.
- **Tell us about your successes...** we know many reps work hard to influence positive change on their courses, but it is equally important to make sure others are aware of these. Make sure the students you represent, faculty reps and staff at the Students' Union are all in the loop!

- **Stay focussed...** be alert throughout the entire year for issues and feedback. There may be peaks and troughs in engagement but remember to be creative and do what's best for you and the students you represent!
- **Attend training and seek support when needed...** don't be afraid to ask for help where needed. If you are unsure of who to speak to, contact the Academic Representation Coordinator by emailing [suvoice@aber.ac.uk](mailto:suvoice@aber.ac.uk).

# AberSU - Your Students' Union

AberSU operates as an **independent charity** with a mission to ensure all Aber students **love student life**. We envision Aber students who are happy, healthy and empowered, with lasting friendships and promising futures.

All students at Aberystwyth University are automatically members of AberSU.

As a Students' Union, our promises to students are:

- We will provide opportunities to find your **Aber community**
- We will be a **positive influence** for students
- We will support you to be **happy and healthy**
- We will help to grow your **skills and experiences**

As a Students' Union, our organisational values are:

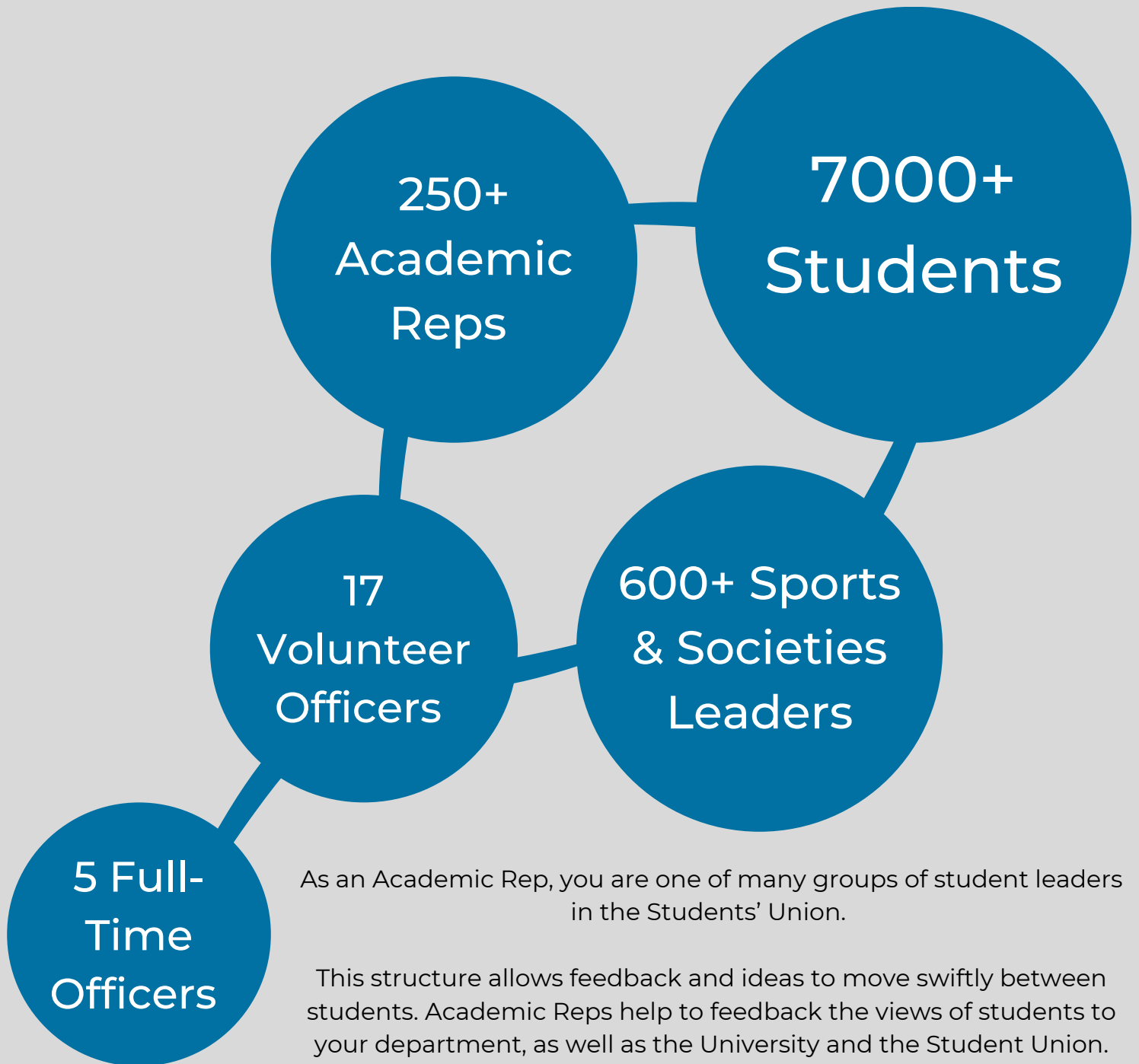
- We are **shaped by students** - Your voice matters most
- We are a **community** - We want you involved
- We are **transparent** - We are always honest and open
- We are **ambitious** - We develop for the future
- We **caru Cymraeg** - We champion Welsh language and culture

These commitments are fulfilled by providing students with a range of benefits and opportunities to get involved including:

- Helping students to meet new people, make friends and build communities.
- 130 student led Sport Clubs, Societies & Volunteering Projects– or a chance to start your own group.
- Supporting, training and working with over 250 Academic Reps to have a positive impact for students at course level.
- Free, confidential and impartial advice and information through our Advice Service
- A representative voice for all Aberystwyth University students.
- Opportunities for students to campaign on the issues they care about.
- Spaces to study, meet and socialise.

*For more information visit:*  
<https://www.abersu.co.uk/aboutaber/>

# How do Academic Reps fit in?



As an Academic Rep, you are one of many groups of student leaders in the Students' Union.

This structure allows feedback and ideas to move swiftly between students. Academic Reps help to feedback the views of students to your department, as well as the University and the Student Union.

Amongst the volunteer officers are Faculty Officers. These are elected students who represent the student voice across all the departments within a faculty. They attend Faculty Academic Affairs Committees (FAAC). They share student issues they have gathered from Students, Academic Reps and SSCC minutes.

As Academic Reps, the feedback you collect can be passed on to your department, Faculty Officers, or Full Time Officers. Your Full Time Officers are collectively responsible for promoting and defending the rights of students, campaigning on issues, promoting involvement in the Union and ensure that the needs and interests of students are represented, this includes at the highest level within the University.



# Student Ideas & Decision Making

AberSU is completely student led – from the officers who are elected to shape our work, to the feedback and ideas from students that grow to form our core policies, campaigns, and commitments. Whilst you can just email or talk to Officers, there are other structured ways you provide feedback to your Faculty Rep and Full Time Officers.



**Forums:** These are discussion forums that give you a chance to share ideas and feedback, and feed into the work of the Full Time Officers. There are five forums discussing different matters including union matters, wellbeing, student opportunities, Welsh culture, and of course academic affairs which you will be invited to attend. All forums happen three times each year.

**Senedd:** Your Faculty Officers are voting members of Senedd and should attend all 3 Senedd meetings that take place during the year. Senedd is the primary decision-making and policy setting body of AberSU. Whilst you are unable to vote as an Academic Rep, you and any student can attend and put forward ideas to be debated.

## Submitting an Idea:

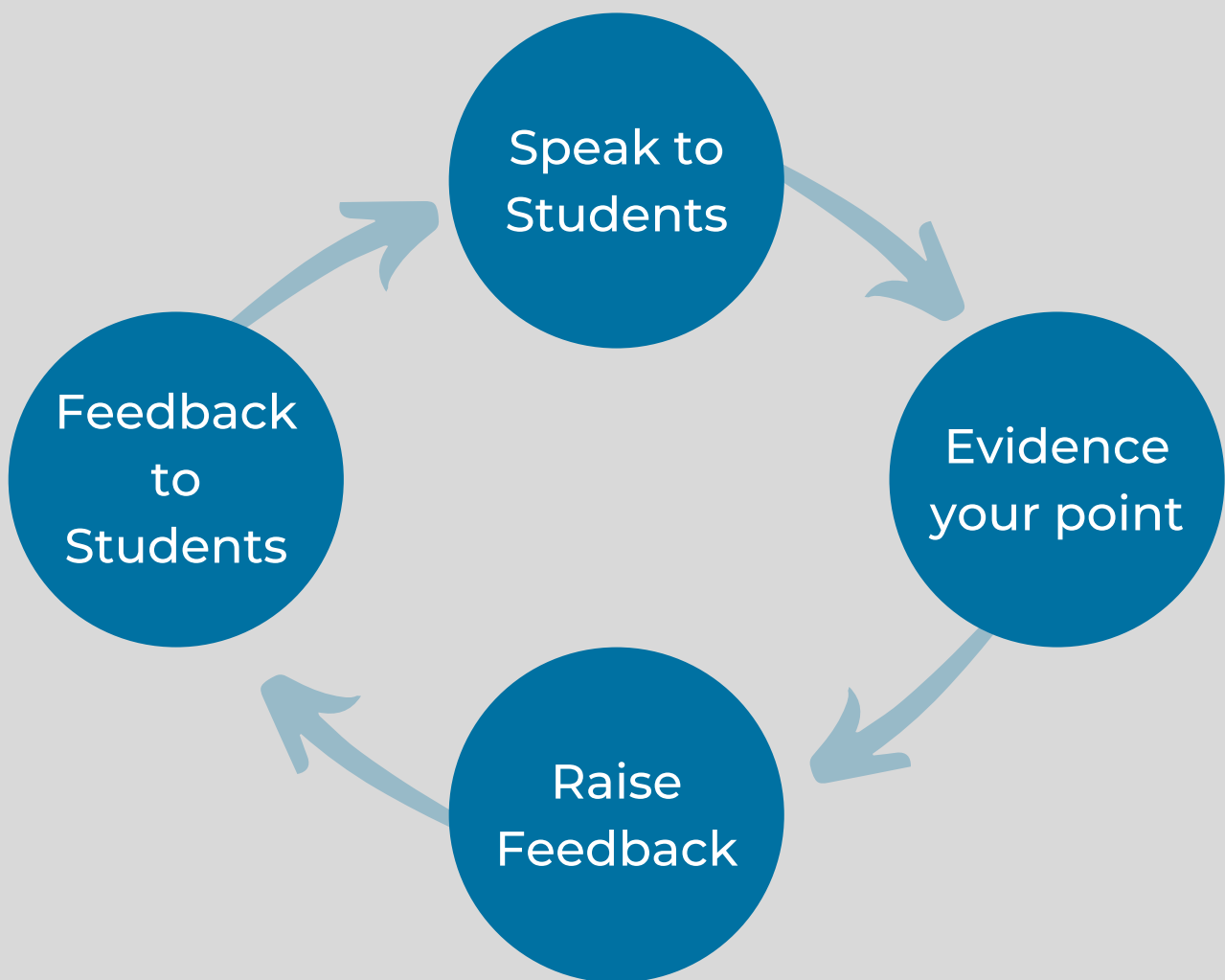
Any student can submit an idea to the SU to suggest changes and help improve the student experience.

Submitting an idea is easy! Go to - <https://www.abersu.co.uk/changeaber/yourideas/>

## Your ideas are dealt with in 2 ways:

1. If there is an easy solution and no opposition to your idea, we call this a 'quick fix' and will make it happen! The microwaves and amazon lockers in the SU are a good example of a quick fix.
2. Your idea will be debated at Senedd. This is a group of elected representatives that review, and debate submitted ideas. If your idea is passed at Senedd, it will become a policy and the full-time officers are committed to making it reality!

# The Feedback Loop



1. **Speak to students...** and identify key issues or comments they have about the course, department, or University.
2. **Evidence your point...** by using comments, data, statistics, reports or simply searching other universities websites to find out about their policy and practice.
3. **Raise feedback with staff...** at this point it is simply about sharing feedback and your evidence with the most relevant staff member, whether before or at your SSCC. Remember to share what is working well, and where there are issues and you feel able, solutions on how to resolve them. Proposed solutions can often focus on a positive outcome and may include ideas not considered by staff.
4. **Feedback to students...** the outcomes of meetings, this includes where outcomes are either still being progressed or are unachievable. It is crucial for Academic Reps to be seen as effective, and that students are aware of who they are and what they achieve.

# Collecting Feedback

A key skill to being an effective Academic Rep is your ability to collect and communicate feedback and information to variety of audiences, often in varying levels of detail.

Below are just some ways in which you can collect feedback and communicate who you are and what your role entails, but remember, don't be afraid to use your own ideas.

## Lecture shout-outs

Simply asking your lecturer for 5 minutes at the start or end of your lecture is a simple way to speak with those you represent. You could also circulate post-it notes prior to the start or place a ballot box near the front for anonymous written feedback.

## Social media

Most students already use these spaces as a source to find information and communicate with other people. It's possible that your course/department already utilise a page, if not, create one with your fellow reps.

## Online surveys and polls

These are useful ways to gather evidence and statistics about a specific issue and demonstrate what students think. There are a wide variety of free online survey tools, crucially they also allow the ability to provide anonymous feedback. Think about the length of survey and how you word surveys to gain the best response.

## Surgeries, drop-ins, and informal focus groups

This doesn't have to be as formal as it sounds, simply letting others on your course know when and where you are going to be. You might even want to invite people to have lunch together and bring cakes or biscuits etc. to make it more appealing and social!

## Emails

We can set up an Academic Rep email for you to directly contact the students you represent; you just need to sign the email agreement. Remember it's important to ensure this method of communication is not overused and that your messages stand out from the rest.

## Traffic light System

You can use any of the above to implement this method, and by using the traffic light system and asking students what they want to see stop, start, or continue; you can help yourself to gain a range of positive and negative feedback, as well as ideas and solutions.



# Types of Feedback

We know gathering feedback can be tricky so to help we've provided some useful prompts.

These are not considered a checklist to be ticked off one by one, but instead they are to help you have better understanding of the key areas the University collect feedback on.

## Teaching on my course:

- *What do you think of teaching quality on your course?*
- *How do expectations of students, the learning outcomes and course content match up?*
- *Are teaching and learning methods appropriate, challenging, and inspiring?*

## Learning Resources

- *Are your reading lists clear?*
- *Are course texts and related resources readily available to use?*
- *Are IT facilities and available resources suitable for your course?*
- *Are teaching and practice spaces suitable for your needs?*

## Learning Opportunities/Community

- *Do course activities enhance your knowledge and skills?*
- *Are there any opportunities for professional accreditation?*
- *Are there opportunities for group work?*
- *Are options available for practical or vocational experience?*
- *Are placements well organised with proper notice, mentoring and guidance?*

## Organisation & Management

- *Is your timetable clear?*
- *Is there clear communication between students and staff in your department?*
- *Are any additional course costs clearly advertised and explained?*
- *Does the department make students aware of the role of Academic Reps?*
- *Do you receive information about how your department responds to student feedback?*

## Assessment and Feedback

- *Are criteria for assessment and the methods used understood?*
- *Is feedback timely and comprehensive enough to be helpful?*
- *Do assessment methods reflect skills used in common career paths for the subject?*
- *Is information given on how to avoid unacceptable academic practice? How useful is it?*

## Academic Support

- *How effective is your Personal Tutor support?*
- *Are you comfortable and able to contact staff when needed?*
- *Do students know how to access advice and support on personal issues?*
- *Is information relating to extensions and special circumstances easy to find?*

# Student Staff Consultative Committees

Staff Student Consultative Committees (SSCC) are the formal mechanism for Academic Reps to raise feedback with staff, find solutions to problems and tell your department what is working well.

All meetings will have a Convenor, Chair (which in some cases is a student) and minute taker. Some departments have separate meetings for undergraduate and postgraduate groups.

It's your responsibility to attend your SSCC on behalf of your cohort. If you can't attend, make sure you submit in advance of the meeting your apologies and feedback to the Chair or Convenor.

After the meeting, you will usually receive draft minutes within two weeks, if not don't be afraid to contact the Convenor or Chair. Once you've received them, read over to make sure they're accurate, and feedback if you believe changes need to be made.

## Making the most of Staff Student Consultative Committees

**Speak to students...** it may sound obvious but without crucial feedback it will be hard to substantiate your points.

**Prepare...** think about what you wish to raise in the meeting. Make sure you know when and where the meeting is being held, read paperwork when provided, and where possible raise feedback prior to the meeting.

**Stay positive...** be constructive when feeding back to staff, remember a useful way to do this is to state what students would like to see start, stop, or continue on their course.

**Ask questions...** don't be afraid to ask for clarification about points you are unsure of; it is a useful way of contributing and you will not be expected to have all the answers. If you don't know something it is virtually guaranteed, neither will someone else.

**Be professional...** by depersonalising comments and ensuring feedback is clear and to the point whilst listening to and being understanding of other opinions. Don't take it personally if others disagree with you or have different feedback.

**Represent the breadth of your course...** ensure that you give an accurate description of the views of students from across your course and not just your own.

**Keep your Faculty Rep up to date...** let them know the types of feedback you are raising so they can help you when needed by raising it with the Institute Executive.



# Student Chairing

Every SSCC will have a person who Chairs discussion; in some cases, an Academic Rep may be invited to take on this role.

AberSU encourages student chairing of SSCC's, although recognises it's a role best fulfilled by someone who can remain impartial, moderate the debate, and facilitate clear decision making.

This can sometimes lead to a tricky balancing act for those taking on the role of representing their course and moderating debate; this is something we will be evaluating during the year ahead in order to address the matter in subsequent years.

In the year ahead we will also be introducing additional training which focuses specifically on Student Chairing – we'll keep you informed of these sessions via our regular newsletter



## Top tips for effective Chairing of Meetings

Prepare... agree the agenda with the convenor/secretary before the meeting and speak to other reps to see what issues they are going to raise so you can prioritise discussion.

Be assertive and confident... it is important that you have control of the meeting, ensuring no one voice dominates and bringing in others, so all voices are heard.

Balance the conversation... speaking in meetings can often be daunting for reps, therefore it is important to be encouraging throughout.

Stay on topic... sometimes feedback outside the purpose of the meeting is raised, it's therefore important to ensure they are directed to other mechanisms such as Tell Us Now.

Clarify actions... one way of doing this is summarising key points at relevant intervals and assign actions which are specific with a clear deadline

# Faculty Officers

The University is organised into 3 Academic Faculties, each headed by a Pro-Vice Chancellor and supported by 3 Associate Deans who have responsibilities for Learning, Teaching and Student Experience: Welsh Medium Academic Provision and Research, Knowledge, Exchange and Innovation.

Faculty Reps are therefore your first point of contact for raising feedback and looking for solutions at Faculty level. Each Faculty has an undergraduate and postgraduate representative who are elected in March for the following academic year, with any vacant positions elected in an October by-election.

## The role of a Faculty Rep includes:

- Gathering feedback about the educational experiences of students in their faculty and relaying these by attending Faculty meetings such as Academic Affairs Committee.
- Reading through SSCC minutes from across their faculty
- Attending the Academic Zone and other meetings (as appropriate) to present feedback to fellow reps and staff.
- Reporting back on the outcomes of feedback to students in their Faculty and the SU.
- Leading activities and campaigns where appropriate to improve the student experience.
- Referring students to an appropriate staff member, officer, or service where they cannot deal with an issue themselves, or the issue is not course related

Faculty	Name	Email
Faculty of Business and Physical Sciences (FBAPS)	Millie Hackett	<a href="mailto:sufbps@aber.ac.uk">sufbps@aber.ac.uk</a>
Faculty of Earth and Life Sciences (FELS)	Jo Buys	<a href="mailto:sufels@aber.ac.uk">sufels@aber.ac.uk</a>

# Further Volunteering

**Additional Training** – We want all our volunteers to feel confident in the role which is why we provide opportunities to develop valuable skills throughout the year, from campaign planning to student chairing. We'll keep you updated as sessions arise using our term-time newsletter.

**Conferences and Events** – There are a variety of conferences and events held each year that allow reps to network as well as develop their skills and knowledge. You will have the opportunity to attend although be warned places are often limited.

**AberSU Celebrates** – We organise the Staff and Students awards annually to recognise individually who go above and beyond to have positive impact on your time at Aber. You will have the opportunity to both nominate and assist in the judging of winners in term two.

**Creating Change** – We support numerous student-led campaigns each year designed to create positive change whether its improving library access or highlighting the need for additional sports funding. Therefore, if you have an idea come and speak to us or get in touch!

For more information visit: <https://www.abersu.co.uk/changeaber/>

## Student Volunteering

There are further opportunities to get involved with AberSU through student volunteering. The type of volunteering and the amount of time you give up outside of your studies is completely up to you. We have on-going and one-off (Action Day) volunteering opportunities.

To find our more go to [www.abersu.co.uk/volunteering](http://www.abersu.co.uk/volunteering)  
[www.abersu.co.uk/teamaber/volunteering/currentopportunities/](http://www.abersu.co.uk/teamaber/volunteering/currentopportunities/)





# Recognition

As part of completing the role you will:

- Receive a certificate of recognition
- Be in the chance to be nominated at our end of year awards.
- Offered the chance to attend an end of term social event

You can also work towards the one of our **Aber Award certificates** which celebrate all student volunteers by recording your volunteering hours and skills.



Bronze Award  
30-59 hours



Silver Award  
60-119 hours



Gold Award  
120+ hours

To find out more or register as a volunteer, go to [www.abersu.co.uk/teamaber/volunteering](http://www.abersu.co.uk/teamaber/volunteering)

*Almost anything you do as a Academic Rep counts as volunteering hours, e.g. collecting feedback, attending training, contacting students and attending SSCCs.*

*Only social events and travel do not count towards your hours.*



**LLONGYFARCHIADAU  
CONGRATULATIONS**

Cyflwynir y dystysgrif hon i  
It is hereby certified that



Sydd wedi ei gwobrwyo gyda  
**GWOBR ABER AUR**  
Has been awarded with a  
**GOLD ABER AWARD**

# Stand in our Elections

AberSU use democratic elections to decide who should speak and work for you on a range of issues while you're a student at Aberystwyth. Nominations open in early January with elections held in March each year for the following academic year.

## Stand for Election

We encourage all students to consider standing with a variety of positions available, broadly split between two types:

**Full-time Officer Roles** – These paid roles are carried outside of studies. They represent and speak on behalf of all students, are collectively responsible for promoting and defending the rights of students, campaigning on issues, promoting involvement in the Union and coordinating student groups.

**Volunteer Officer Roles & Faculty Reps** – These roles are carried out on a voluntary basis alongside studies. Each has a specific responsibility with some representing specific interests or groups of students – as such only students who define into specific groups of students can stand or vote for these positions.

## Why should students vote?

Officer elections are about deciding who will represent and make decisions on behalf of students in the coming year. Even if they don't realise it, every student has a vested interest in the outcomes of the elections, because our full-time officers will represent them on a variety of issues like education, support, and opportunities. The question is, why wouldn't you vote!

For more information visit: [www.abersu.co.uk/elections](http://www.abersu.co.uk/elections)

**BE PART  
OF SOMETHING  
STAND**

# Key Contacts



## Full-Time officers:

Academic Affairs Officer - Will Parker | [suacademic@aber.ac.uk](mailto:suacademic@aber.ac.uk)

President - Bayanda Vundamina | [supresident@aber.ac.uk](mailto:supresident@aber.ac.uk)

Opportunities Officer - Tiff McWilliams | [suopportunities@aber.ac.uk](mailto:suopportunities@aber.ac.uk)

UMCA President & Welsh Culture Officer - Elain Gwynedd | [suwelsh@aber.ac.uk](mailto:suwelsh@aber.ac.uk)

Wellbeing Officer - Mo Morgan | [suwellbeing@aber.ac.uk](mailto:suwellbeing@aber.ac.uk)

## Student Voice Team: [suvoice@aber.ac.uk](mailto:suvoice@aber.ac.uk)

Head of Student Voice - Jacob Webb

Academic Representation Coordinator - Arwa Zakir Ali

Campaigns & Democracy Coordinator - Ash Sturrock

## All SU staff :

<https://www.abersu.co.uk/aboutaber/abersustaff/>



@UndebAber

<https://www.abersu.co.uk/changeaber/studentrepresentatives/>

We provide free, confidential and impartial advice and information for all Aberystwyth University students. This includes advice, information and representation on a range of matters including: University matters, housing and accommodation, money and student finance & health and wellbeing.

Telephone: 01970 621700

Email: [union.advice@aber.ac.uk](mailto:union.advice@aber.ac.uk)

[www.abersu.co.uk/advice](http://www.abersu.co.uk/advice)

## University Student Services

The university also provide advice and support on various aspects of student life including money, personal issues (including stress, anxiety and mental health issues) and queries related to disability. They are divided into 3 teams:

### Wellbeing Service

Telephone: 01970 621761

Email: [studentwellbeing@aber.ac.uk](mailto:studentwellbeing@aber.ac.uk)

### Advice, Information and Money Service

Telephone: 01970 621761

Email: [student-advisor@aber.ac.uk](mailto:student-advisor@aber.ac.uk)

### Accessibility Service

Telephone: 01970 621761

Email: [accessibility@aber.ac.uk](mailto:accessibility@aber.ac.uk)

