Board of Management

Learning & Teaching Committee

Date of Meeting	**Tuesday 27 September 2022**
Paper No.	**LTC1-D**
Agenda Item	**4.1**
Subject of Paper	**SA Update - Class Representation Update**
FOISA Status	**Disclosable**
Primary Contact	**Megan McClellan, Student President**
Date of production	**24 August 2022**
Action	**For Discussion**

1. Recommendations

To note this report that was sent to the Student Academic Experience Committee in August 2022.

2. Purpose

This paper background to the Class Rep System along with providing an overview of the updates being made to this year's Class Rep System, following feedback from students and consultation with sparqs. Enhancements outlined are changes to Class Rep Support Systems and Class Rep Comms for students. Additionally, a reminder of existing systems that will remain this year has also been offered and some college wide recommendations for improvements to Rep Engagement.

3. Consultation

3.1 College Representation Systems exist to build a positive culture of engagement between staff and students and to ensure that students have an active role in decision making processes. Our systems have been developed using best practice models and strategic direction from the [Student Engagement Framework for Scotland](#).

3.2 The primary role of the Class Rep is to gather feedback on behalf of their class and feed this back to curriculum teams at a local level to support the student experience. This year Lecturing Teams have been asked to support their class groups in electing Class Reps within the first six weeks of courses starting (for august start courses this will be by the 14th of October). Following this, CitySA goes on to conduct Class Rep Induction and Training. A full breakdown of the Class Rep Journey can be viewed in Appendix 5.1

4. Key Insights

In addition to conducting a self-evaluation of our Rep System reviewing feedback we received throughout the year we also reached out to sparqs and incoming students for further insights.

4.1 SPARQS (Student Partnerships in Quality Scotland) is the leading agency in Scotland on improving Student engagement, funded by the Scottish Funding Council to advance education by promoting an environment where students are able to make a positive and rewarding difference to their own and others' educational experience. On consulting with SPARQS around enhancements to engagement, they advised:

"There is anecdotal evidence to suggest this (lowered student engagement) is a feature in other institutions as well, as rep systems revert from online to hybrid models and the urgency among some students to give feedback has lessened as we move to a period of stability.

"CitySA has a robust course rep system that has been an exemplar nationally, with presentations at SPARQS events that have been well-received by university and college audiences. There will always be small numbers of students unaware of their reps despite best efforts of reps themselves, SAs and teaching staff. This will be a priority nationally as the student voice strengthens in future quality systems."

 - Simon Varwell | SPARQS Senior Development Consultant

4.2 Over summer we reached out to students as part of the Get Ready for College programme, asking them "What would you like your Class Representatives to work

on?" alongside other engagement questions. This simultaneously, informed them of the system as well as gathered insight into what they would expect from their Course Reps. 539 students engaged with this survey, and the top answers where:

"Share Class ideas and/or suggestions with our lecturers" - 307 students / 57%

"Work with staff teams to improve the learning experience" – 302 students / 56%

5. Impact and Implications

After reviewing our existing Class Rep systems and feedback from students and staff the following enhancements have been agreed to be implemented. We have also outlined the existing Class Rep Systems that will remain following previous success.

5.1 Enhancements to Class Rep Support Systems

To improve the engagement of our Class Reps with their role and CitySA we have agreed to implement the following enhancements:

• Induction Sessions will now be offered as an online module on Canvas.
• A new Representation Hub has been set up on CityLife for Reps to access 'how to guides' and information on upcoming training.
• A new request help form has been set up for Reps to direct Rep queries within the SA and SE Teams.
• A Staff Information page has been set up on the CitySA website offering key information on Class Rep elections at a glance.
• Class Rep Meetings will now have monthly themes tying into development areas around the college, offering student feedback to key college projects. These will be promoted on the CitySA Events page.

5.2 Enhancements to Class Rep Comms for Students

To improve wider students understanding of the Class Rep System and CitySA Parliament we have agreed the following actions to improve comms:

• Run a rolling "Influencing Change" Campaign on SA Social Media channels highlighting changes made as a result of student feedback.
• Inviting ALL students to offer feedback in advance of themed monthly meetings, where data will be used to start solution discussions with Reps.
• Establishing regular Comms to Academic Advisors updating on Student Representation as well as other work of the SA.
• Publish X3 College Wide news articles updating Class Rep Successes and achievements to Staff and Students.

5.3 Established processes that will remain in 2022/23

The team have established a variety of support processes for Class Reps that will continue to be used this year, including:
• Fortnightly Class Rep Updates will be sent to all Reps.
• Class Rep Facebook Forum, set up for reps to speak to their peers.
• Class Rep Training offered as 1-hour sessions out with class time.
• Dedicated Faculty Reps to act as points of contact for Class Reps.
• Formal Check In system ran at the end of each block.
• Resource bank of email templates and how to guides.

5.4 Wider Recommendations for the College

As student engagement is an institutional responsibility, we hope that the following changes will also be implemented this year:

• Adoption of the "360 Reflection" process – improving the student engagement process of this has been developed in consultation with the SA.
• Development of College Dashboard System – allowing staff to see their Class Rep Engagement at a Glance along with Student Survey Feedback.
• Improve return figures for Student Wide Surveys – Pre-Covid return had been higher than recent years.
• Develop a College wide "You Said We Did" campaign – celebrating the hard work of staff teams in improving the student experience

6. Impact and Implications

6.1 The intended impact of these changes is that we should see greater engagement from Reps. Last year's Rep engagement figures are as below:

Classes with an elected Rep	90%
Classes with an inducted Rep	56%
Classes with a Trained Rep	31%

6.2 In turn, we hope to see the continued high satisfaction with the response to question 13 within the Student Satisfaction and Engagement Survey - "The College Students' Association influences change for the better." – which was reported as 91% satisfaction in the last academic year.

7. Appendices

7.1 Overview of Class Rep Journey