

cardiffmet  metcaerdydd

Student Voice Handbook



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—INTRODUCTION—

Hello/Shwmae!

Welcome to the Cardiff Met SU Student Voice Handbook!

We hope this handbook will provide you with information about how to become involved in the SU Representation structure and student voice mechanisms at Cardiff Met. The handbook is here to guide you through the opportunities to provide student feedback and how to get further involved in SU activities.

Every student at Cardiff Met has opportunities to provide feedback on their student experience. These can range from personal tutor meetings, survey responses and the SU Rep structure.

At your SU, we work hard to ensure that your student feedback is at the heart of all university decisions and in order to achieve that, each year we need a strong team of engaged SU Reps in each academic school.

As a SU, we would like to thank you for being part of the SU Representation Structure and we can't wait to see the positive change you can create.

studentsunion@cardiffmet.ac.uk



— cardiffmet metcaerdydd —

Cardiff Met Students' Union (SU) is an independent organisation that exists to represent the views of Cardiff Met students. We work in partnership with the University to ensure that the student voice is at the heart of all decision making. We are run by students, for students, which means that every year, you elect your SU President - Affairs and Community and SU Vice President - Student Voice to represent your views to the University. You automatically become a member when enrolling on your course at Cardiff Met so you don't have to do or pay anything to join us.



We offer services and opportunities throughout the year to help you have the best experience at Cardiff Met:

- [SU Advice and Support](#)
- Campaigns
- [Cardiff Met Award](#)
- SU Elections
- Events
- [JobShop](#)
- [SU Representation](#)
- [SU Societies](#)
- [SU Sport](#)
- [Centro \(Cyncoed\)](#)
- [Volunteering](#)
- [Workshops](#)

LADDER OF ENGAGEMENT

Here at Cardiff Met SU, the feedback we provide, the activities we offer and deliver, our SU Societies and our SU Sport Clubs, are all led by your student voice. This is how we work with students:

INFORMING

We will keep you informed about all the opportunities available for you to participate in the SU, from academic matters to the wider student experience.

CONSULTING

We will work to seek and evaluate student views and provide feedback on any decisions taken.

INVOLVING

By working closely together, we will make sure that all student views are listened to, understood and taken into account. We make sure that students have opportunities to be joint problem solvers with us and the University, in order to create and develop positive solutions and outcomes.

COLLABORATING

All decision-making is done in partnership with students. We expect that students to be open and honest with their feedback in order for us to provide the best services and opportunities that are appropriate to their feedback .

EMPOWERING

We work to provide opportunities for students to enhance and extend their knowledge and skills as well as develop personally and professionally. Throughout your involvement in the SU, you will participate reflective, creative and critical thinking without even realising!

We have different leadership roles throughout our activities. Cardiff Met students and Cardiff Met SU have a joint responsibility for the continuous development of the student experience.

PURPOSE OF THE SU REP STRUCTURE

To ensure that all Cardiff Met students have a voice and a way to give feedback on all aspects of student experience

To engage and empower students, individually and collectively

To put student feedback at the heart of all decision-making within the University

To utilise and act upon student opinion at all levels of the University from Governors through to course level meetings

To close the feedback loop and be a key link between the University, SU and students

SU REP STRUCTURE

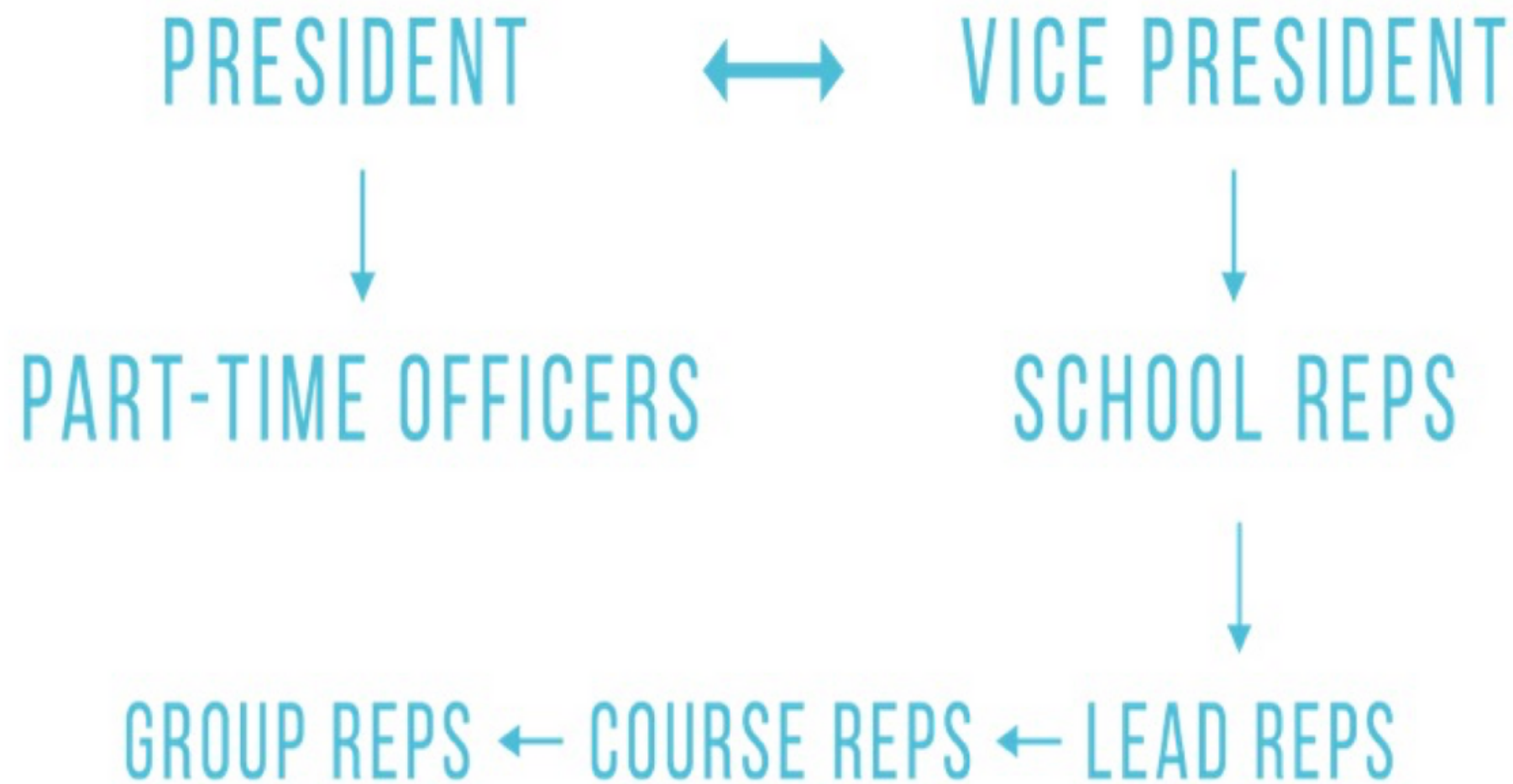
The SU Representation Structure

A key responsibility of the SU Vice President: Student Voice is to oversee the SU Rep structure. This ensures that the student voice is active and heard across all six academic schools and is used to create both immediate and long-term positive change.

The SU Rep structure consists of **five key roles**:

1. The **SU Vice President** who is elected
2. The **SU School Reps** who are appointed by the SU
3. The **SU Lead Reps** who are appointed by the SU School Rep
4. **SU Course Reps** who volunteer at the start of their academic year
5. **SU Group Reps** who volunteer at the start of the year to represent students their personal tutor groups

As a SU, we know that a strong representation structure across both campuses, which provides accurate feedback from students, can contribute to ensuring that developments and improvements to the university experience do happen!



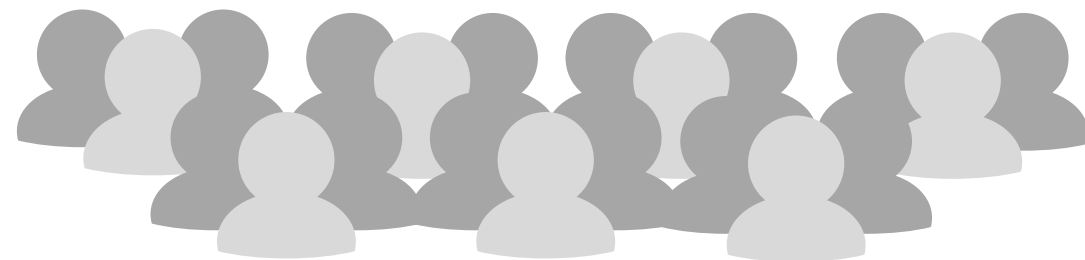
SU REP STRUCTURE



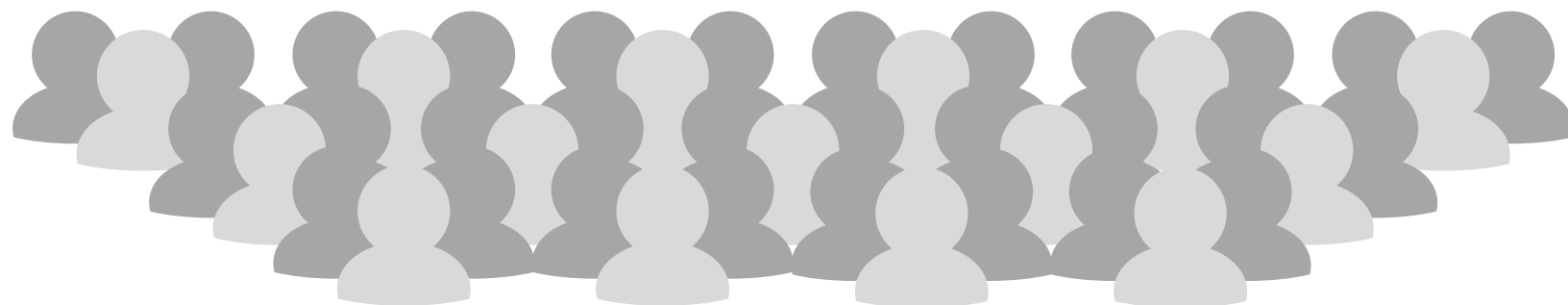
SU VICE PRESIDENT - STUD
VOICE



SU SCHOOL REPS



SU LEAD REPS



SU COURSE REPS

WHAT IS A SU REP?

As a SU Rep, you have an essential role. You represent one of the main points of connection between Cardiff Met staff, Cardiff Met SU staff and Cardiff Met students. Your role is to ensure that your fellow students are heard, that you safeguard their interests, close the feedback loop and work in collaboration with University and SU staff to create the best possible university experience for all students.



SU SCHOOL REP

- A SU School Rep is the figurehead student representative for their Academic School.
- There are six SU School Reps for Cardiff Met's five academic schools - Cardiff School of Sport and Health Sciences is split over both Cyncoed and Llandaff campus so has a SU School Rep for each campus.
- SU School Reps are appointed by the SU.
- SU School Reps act as a liaison between the academic school, students and SU.



The SU School Rep role involves:

- Ensuring the student voice is being accurately and effectively represented at all levels within their school and to the SU.
- Recruit, manage and engaged a team of SU Lead, SU Course and SU Group representatives within their school.
- Work with the SU to set and achieve aims and objectives to enhance the student experience.
- Ensure the feedback loop is closed and students are informed of any resulting actions.
- Attend University and SU meetings and represent the student voice.
- Maintain good knowledge of SU and University services and activities, including knowledge to refer students to specialist advice and support.

SU LEAD REP

- SU Lead Reps represent a year group or department within their academic school.
- SU Lead Reps support SU School Reps to manage the team of SU Reps to ensure effective representation and a strong student voice.

The SU Lead Rep role involves:

- Ensuring the student voice is accurately and effectively represented at year/department levels within their academic school.
- Represent the views of their peers at year/department level by gathering feedback and presenting this to relevant staff, committees and other SU Reps.
- Attend relevant committees to raise feedback and share the student view.
- Ensure the feedback loop is closed and students are informed of any resulting actions.
- Supporting the SU School Rep to recruit, manage and engaged the SU Rep structure within their academic school.
- Maintain good knowledge of the SU and University services in order to refer students for specialist advice and support.



SU COURSE REP

- A SU Course Rep represents the students on their programme.
- For programmes at Cardiff Met which are larger, the SU Course Rep may also manage a team of SU Group Reps.
- SU Groups Reps gather feedback from their Personal Tutor groups and feed it up to the SU Course Rep so that a strong course voice can be collected.

The SU Course Rep role involves:

- Ensuring the student voice is being accurately and effectively represented at programme level.
- Representing the views of their peers by gathering feedback and passing this onto relevant staff, committees and other SU Reps.
- Attend relevant meetings/committees to present feedback and sharing the student view.
- Ensure the feedback loop is closed and students are informed of any resulting actions.
- Maintain good knowledge of SU and University services in order to refer students for specialist advice and support.



DO'S AND DON'TS



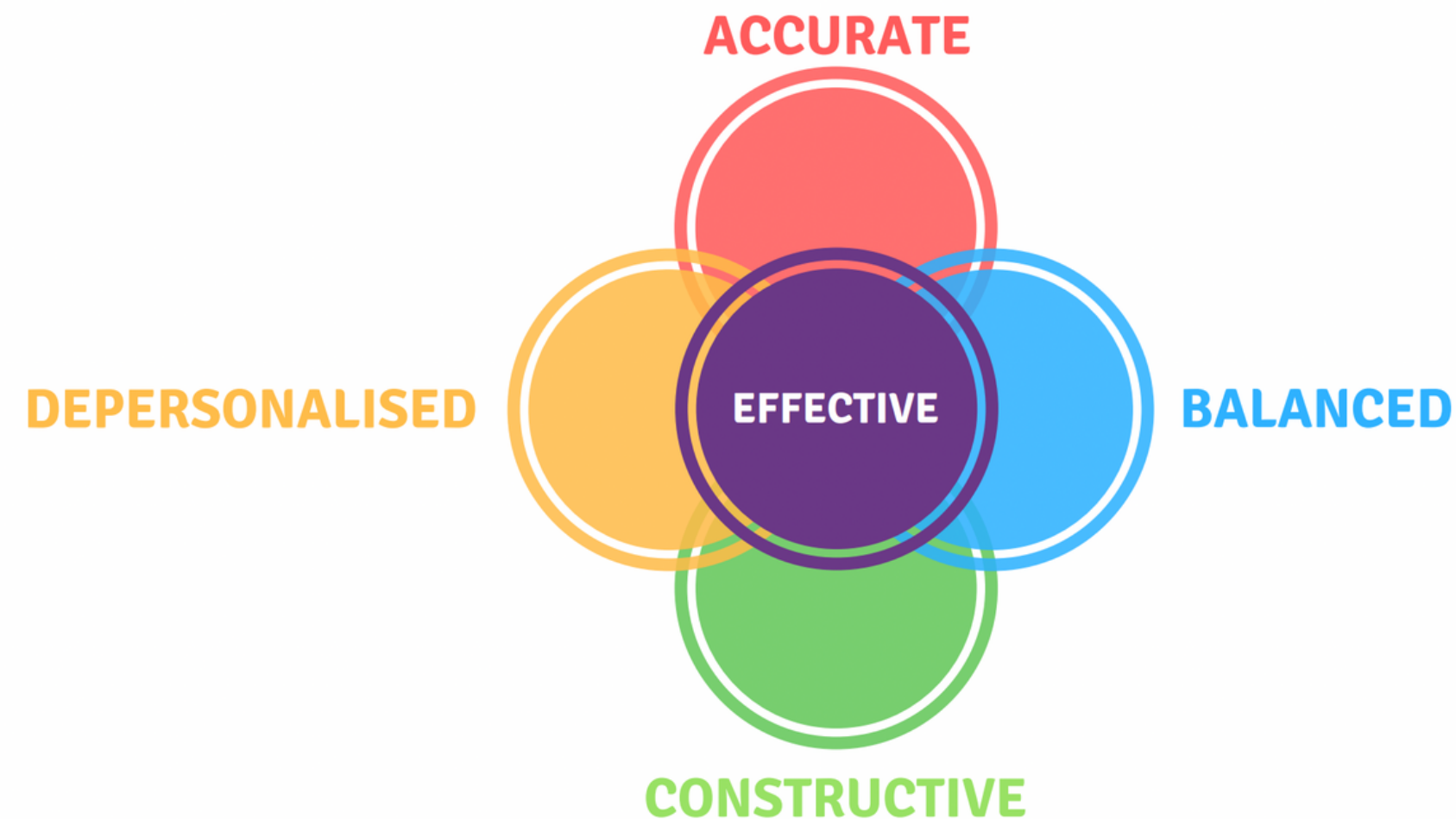
What is part of your role?	What isn't part of your role?
Gathering student feedback – positive and constructive	Ensuring students turn up to lectures
Representing student views at meetings and in consultations	Supporting students with their academic work
Letting students know what is happening within the University and SU – including responses to their feedback	Dealing with individual student cases (welfare/appeals/formal complaints etc.)
Feeding information through the rep structure	
Helping to enhance the student experience	
Referring students to more specialist advice and support	

ABCD OF EFFECTIVE FEEDBACK

The ABCD:

This model can help you give feedback in a way that ensures relationship between staff and students can be positive and productive.

THE A, B, C, D OF EFFECTIVE FEEDBACK



Accurate: The more accurate and factual your feedback, the stronger your feedback is. For example, how many students are you representing, and how did you gather the information?



Balance: Balance in feedback is important - no one likes to receive negative feedback! Always try and gather opinions about what is going well as well as the things that students would like to see improved.



Constructive: As SU Reps, it is part of your role to work with staff and students to form solutions to issues. Going to meetings with an idea of a solution, instead of focussing on problems is great. It shows that you are invested in working with staff to action feedback.



Diplomatic: As a SU Rep, you are working with staff and students in professional meetings so remember to never make personal attacks or comments. Focus on the module and specific problem, for example, the lecture materials are not uploaded in a timely manner.

THE FEEDBACK LOOP

The Feedback Loop

Closing the feedback loop is just as important as collecting it. It tells students that their voice has been heard by their SU Reps and staff members. Closing the feedback loop can instil a sense of confidence in the student body, making them more willing to engage with feedback mechanisms in the future.

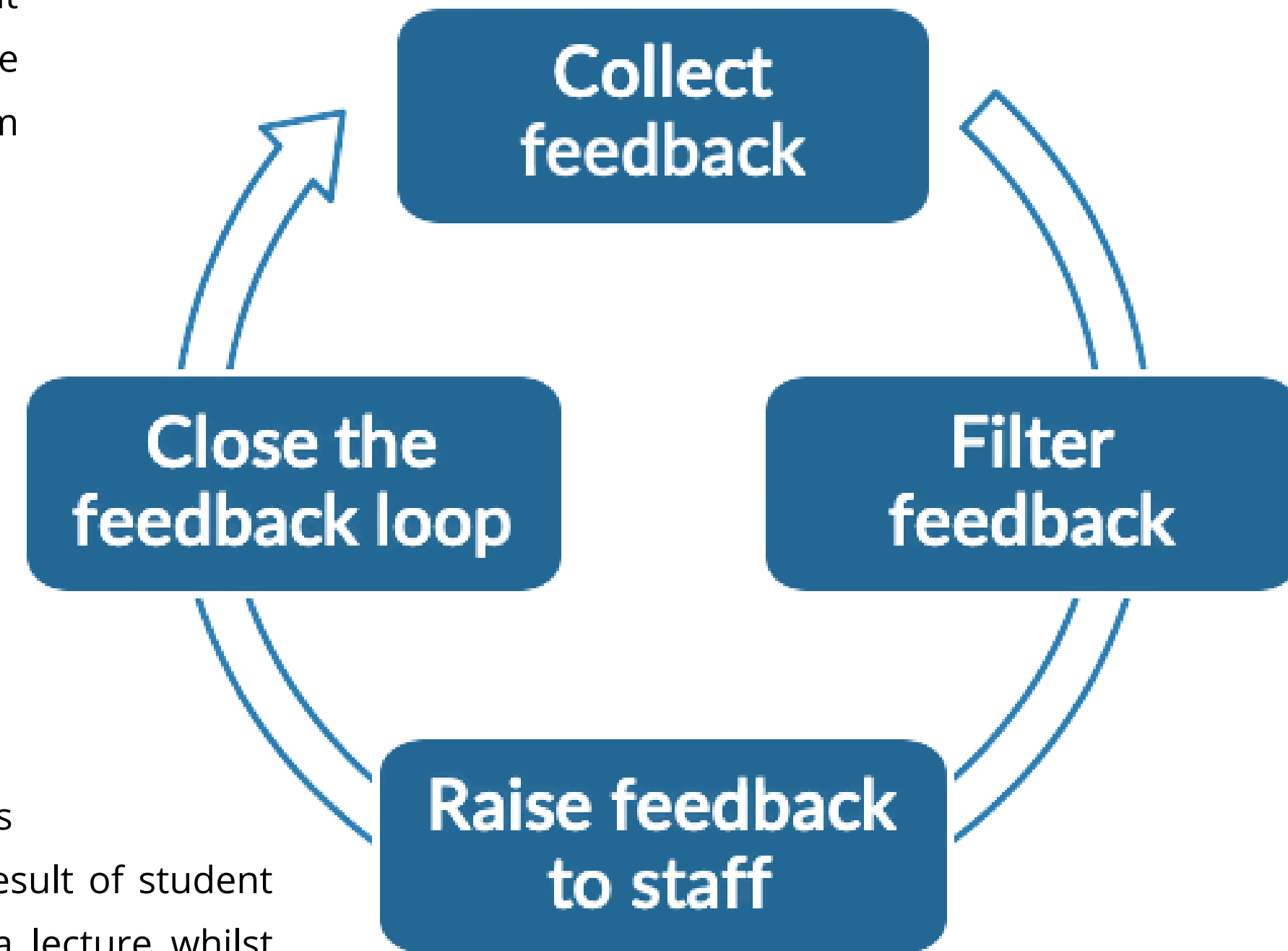
What?

Closing the feedback loop means making sure that students know what has happened as the result of the information they've given you. Students have spent their time telling you their thoughts and opinions, so it's polite to let them know what you have done with their feedback. More importantly, closing the feedback loop is essential to building trust and maintaining engagement.

How?

Closing the feedback loop can take many different forms but could include:

- Talking! Talk to students at the start if end of lectures, seminars and practicals
- Get creative! Design a slide outlining what actions have taken place as a result of student feedback and ask your lecturer to put it on screen at the beginning of a lecture whilst students are coming in.
- Emails
- Social media - if you have a course chat then that's a quick way of reaching a lot of students



MEETINGS

As SU Reps, you will be invited to meetings throughout the year to provide student feedback. It is important that you try and attend the meetings below, however, your academic commitments must always remain a priority.

All meetings will be minuted, which means notes will be taken, and following discussions, you may be given actions to complete within a set timeframe.

Programme Committee (SU Course Reps, SU Lead Rep)	Student Staff Liaison Committee (SU School Rep, SU Lead Rep, SU Course Reps)	Learning and Teaching Committee (SU School Rep, SU Lead Reps)
<ul style="list-style-type: none"> • Course staff and students meet to discuss programme level feedback, including ideas and issues. • Prior to this meeting, ensure you ask your course peers for any feedback they would like you to raise at the meeting. • SU Course Reps are only expected to attend their own Programme Committee. • SU Lead Reps will only attend the Programme Committee for which they are also a SU Course Rep for. • Frequency: once a term. 	<ul style="list-style-type: none"> • This is a school level meeting and is co-chaired by your SU School Rep and a senior member of staff. • SU Reps of all levels can attend and share student feedback on the wider school and overall student experience. • Staff from University departments also attend, including student services, library, IT, estates. • Frequency: once a term. 	<ul style="list-style-type: none"> • This committee focuses on academic, learning and teaching issues at a school level. • Programme Directors and senior school staff will discuss issues that have arisen during Programme Committees as well as any school wide learning and teaching issues or initiatives. • Frequency: once a term.

MEETINGS

Now you've read about which meetings take place throughout the year, it's time to look at what to do before, during and after.

BEFORE:

- Ensure you know when and where the meetings are. Some may be on Teams and some may be in person.
- Gather feedback from your course/year group or department ahead of the meeting and note it down!
- If you can't attend, let the Admin team (who send the invite) know or your SU School Rep so they are aware. Sending your apologies doesn't mean you don't participate! When you send your apologies, make sure you send any feedback as well.



DURING:

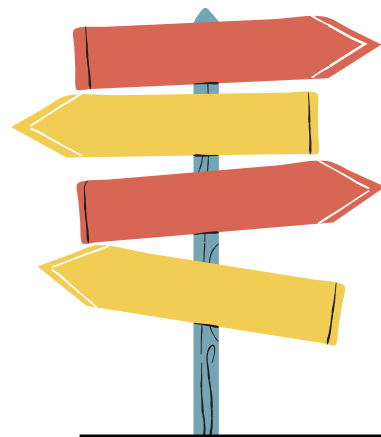
- Introduce yourself! This will help both the minute takers and others in the meeting.
- It's important that you present feedback on agenda points where you feel it is appropriate. You don't have to speak on every issue/topic!
- Be assertive and ensure your point is understood but remember not to be rude! It's always a good idea to be polite and kind.



AFTER:

- Ensure you feedback to students what you presented and the issues/topics spoken about in the meeting.
- Complete your actions if you are given any.
- Follow up on actions for others so you can feedback to students e.g. lecturer X was action to find out when Marks Release Day is.

WHAT FEEDBACK GOES WHERE?



When you have different types student feedback, sometimes it can be confusing as to what feedback goes to which committee. Hopefully, the table below should help! If you're ever unsure, ask other SU Reps or the SU.

Programme Committee	Student Staff Liaison Committee	Learning and Teaching Committee
<ul style="list-style-type: none">• This is for specific course related feedback. For example:<ul style="list-style-type: none">◦ On module X, students have been enjoying the level of discussion the seminar questions have helped them achieve.◦ Some students have found the marking rubric for assessment A in module X a bit confusing. It has been suggested that more specific language to the assessment could be used instead of general marking language.	<ul style="list-style-type: none">• This is for general and overall student experience feedback. For example:<ul style="list-style-type: none">◦ Feedback from students has said they have enjoyed using the new furniture outside the canteen to sit between lectures and do uni work.◦ Students have provided feedback that the dyslexia form is difficult to find, can a quick link be provided on MetCentral?◦ Student Support Services	<ul style="list-style-type: none">• This is for specific teaching and learning feedback, much of which should be themed from the Programme Committees. Examples include:<ul style="list-style-type: none">◦ Level 5 students have really enjoyed the collaboration when they are all studying X module.◦ Assessment and feedback◦ Learning resources

SCENARIOS

As a SU Rep, it's great to know all about how the SU and the University work, but what do you actually do as a SU Rep? We hope some of the scenarios below will help.

Scenario: You receive contrasting opinions and feedback from students.

Answer: As a SU Rep, it's important that you present the range of views that you are being given. You can use words such as, "many", "lots", "a few", "a minority/majority" to describe how many students you are talking about when you present different opinions.

Scenario: Students are not willing to provide feedback.

Answer: This happens a lot so don't worry, you haven't done anything wrong! It's good to try and find out why students aren't willing to provide feedback as that in itself is feedback! It may be that students are worried their opinion is different to others or it may be that they really are happy with the course and their student experience. Remember positive feedback is just as important as constructive feedback!

Scenario: You're not sure who to contact.

Answer: This can be related to different things, such as student feedback, specialist advice and support and University services. If you're not sure who to contact, the SU or your SU School Rep are always good places to start. You can contact the SU via email: studentsunion@cardiffmet.ac.uk and find your SU School Rep email on the SU website.

Scenario: A student asks you for support with their work.

Answer: As a SU Rep, it is not your job to help other students with their work. It's important to focus on your own work and academics! Signpost students towards their Personal Tutor, library services and student services.

Scenario: You are asked a question you don't know the answer to.

Answer: It's important to be accurate, honest and polite! It's ok to say you don't know the answer to a question but you can do your best to find out the answer. This is then creating an action for you to find the answer.

SURVEYS

Throughout the year, the University will ask students to fill in surveys as another method to gather your feedback on academics and the student experience.

Mid-Module Evaluations

These are more regular, 'light touch' ways of getting feedback and are useful for the resolution of smaller, immediate issues that students might have with a module. These can take the format of focus groups, informal drop in sessions with lecturers or using post-it notes/white board where students are asked to write down what is working well on the module and what could be improved, e.g. 'stop', 'start', 'continue'.

Module Evaluations

Similar to Mid-Module Evaluations, Module Evaluations ask students to evaluate a module once they have completed it. The information gathered can let the University and Programme Directors know what works well in the module and what could be improved.



NSS

The National Student Survey is completed by final year university students in the UK. The survey is run by an independent provider and is one of the factors that determines where Universities sit in league tables.

SSS

The Student Satisfaction Survey is completed by foundation year, first year and second year students at Cardiff Met. Run by the University, it's a survey that asks for honest feedback on your course and student experience so far.

PTES

The Postgraduate Taught Experience Survey is the only sector-wide survey in the UK that gathers insight from students on Postgraduate Taught programmes, these include Masters, Postgraduate Certificates or Diploma courses.

REWARD & RECOGNITION

HEAR

All students at Cardiff Met have a HEAR. A HEAR is a Higher Education Achievement Report and it displays all your achievements during your time studying, from academic marks to extra curricular activities. Providing you have attended a SU Rep training session during the academic year, your SU Rep role will be recognised on your HEAR.



Cardiff Met Award

As part of the Cardiff Met Award, you need to complete 100 hours of paid or unpaid work experience and your SU Rep role contributes towards these hours! The Cardiff Met Award is great for both personal and professional development.



Student Achievement Awards

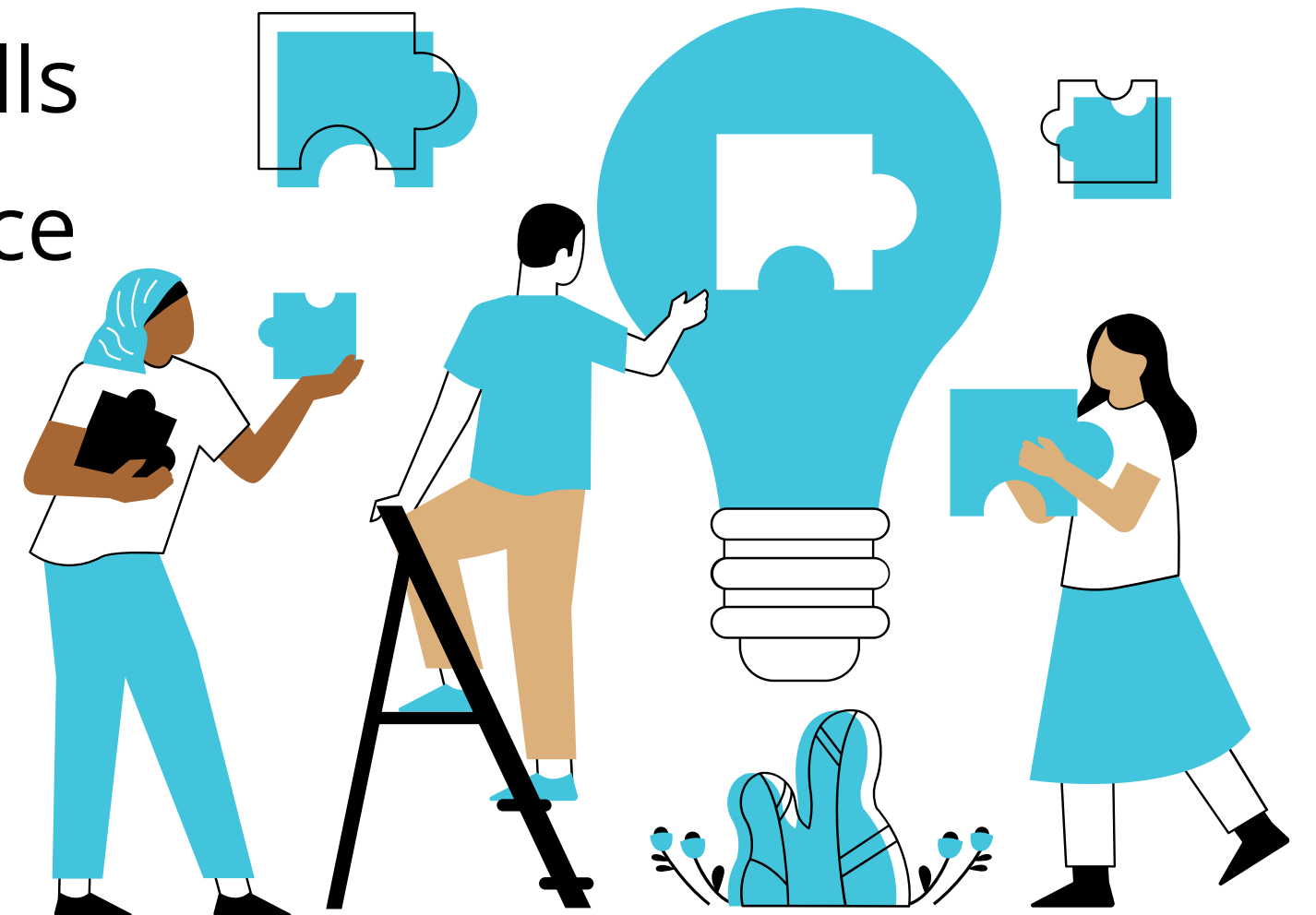
Each year, the SU love to celebrate the amazing work and volunteering that Cardiff Met students do alongside studying through an evening of celebration. Alongside SU Society and SU Volunteering, we have awards for SU Reps within each academic school as well as SU Lead Rep awards.



KEY SKILLS

During your time as a SU Rep, through your training and meetings we hope you have the opportunities to learn and develop skills that look great on a CV. We've listed some below for you to include, and maybe discuss at an interview:

- Communication skills
- Negotiation and conflict management skills
- Strengthen public speaking and confidence
- Organisation and time management
- Networking
- Leadership experience
- People skills
- Problem-solving





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