Congratulations on getting elected as Student Voice Representatives. Last year we had 350 reps who recorded over 725 hours of volunteering. We also had 35 applications for Lead Voice Reps and 150 students at Voice Rep Conference. This role is integral to representing the views of your peers to ensure that students’ voices are heard and acted upon. Through this role you will be able to make real change to your course and the overall student experience.

My name is Elliott Lancaster and I am your current Education Officer. As part of my role I support Student Voice Representatives alongside the Student Voice department, so if you have any questions please get in touch. In addition to this, you also have the opportunity to more widely effect change as a Lead School Voice Rep. I saw some real changes and developments happen during my time as a Lead Voice Rep and was able to help new reps in their role also.

In order to more effectively provide feedback to your school it is important to make sure that your peers know who you are and to make yourself accessible. Through doing this you will be able to provide better feedback to present at Student Staff Voice Committees. If you are unsure about anything please reach out to myself and the Student Voice Department.

I hope that you enjoy your training and leave invigorated for the opportunities over this next year. I can’t wait to see what you get up to!

Good Luck,

Elliott Lancaster
There are always people around to help, but hopefully this Jargon Buster will help you with some of our more complicated language. If there’s anything we’ve missed off this list, don’t be afraid to come and ask us!

<table>
<thead>
<tr>
<th>General</th>
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<tbody>
<tr>
<td>SU</td>
<td>Students’ Union</td>
</tr>
<tr>
<td>SVR</td>
<td>Student Voice Representative (used to be STARs)</td>
</tr>
<tr>
<td>Minutes</td>
<td>Formal notes taken at meetings</td>
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<tr>
<td>Agenda</td>
<td>A formalised list of things to talk about at a meeting</td>
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<tr>
<td>FE</td>
<td>Further Education (College and beyond, 16+ education)</td>
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<tr>
<td>HE</td>
<td>Higher Education (University and beyond)</td>
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<tr>
<td>TEF</td>
<td>Teaching Excellence Framework (a way of ranking Universities)</td>
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<tr>
<td>NSS</td>
<td>National Student Survey</td>
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<tr>
<th>Meetings</th>
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<tbody>
<tr>
<td>SSVC</td>
<td>Student Staff Voice Committees</td>
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<tr>
<td>SLTC</td>
<td>School Learning and Teaching Committees</td>
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<tr>
<td>FLTC</td>
<td>Faculty Learning and Teaching Committees</td>
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<tr>
<th>University</th>
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<tbody>
<tr>
<td>ILAS</td>
<td>Institute of Liberal Arts School</td>
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<tr>
<td>SPIRE</td>
<td>School of Politics and International Relations and Environment</td>
</tr>
<tr>
<td>HUMS</td>
<td>Humanities and Social Sciences</td>
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<tr>
<td>KMS</td>
<td>Keele Management School</td>
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<tr>
<td>SSPP</td>
<td>School of Social Science and Public Policy</td>
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<tr>
<td>LLU</td>
<td>Language Learning Unit</td>
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<tr>
<td>KPA</td>
<td>Keele Postgraduates’ Association</td>
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<td>CEC</td>
<td>Clinical Education Centre</td>
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<th>KeeleSU</th>
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<tbody>
<tr>
<td>NUS</td>
<td>National Union of Students</td>
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<tr>
<td>AGM</td>
<td>Annual General Meeting</td>
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<td>UGM</td>
<td>Union General Meeting</td>
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<th>Organisations</th>
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<tr>
<td>HEFCE</td>
<td>Higher Education Funding Council of England</td>
</tr>
<tr>
<td>QAA</td>
<td>Quality Assurance Agency</td>
</tr>
<tr>
<td>OIS</td>
<td>Office for Students</td>
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KeeleSU is your Students’ Union. It’s led by Elected Student Officers to deliver the very best in support, representation and student experience. We’re a charity, meaning everything KeeleSU does is not for profit and for the benefit of all of you.

We are independent and democratic, taking our lead from you. We work in collaborative partnership to bring about positive change for you.

We listen, support and encourage. We will always do our best for you.

We provide opportunities for you to grow. We help you to develop friendships, skills and memories for life.

We have the head of a business and the heart of a charity. We are responsible, resourceful, progressive, and not bound by convention.

We are friendly, caring and creative. We love everything that makes the Keele community different and special.

Elected Officers

Here at KeeleSU, we have both Part Time Officers and Full Time Officers who work hard to represent the views of students, campaign for positive change and continually work to improve the student experience.

Student Voice

It’s all about making sure students are heard, so we have a dedicated staff team for exactly this. The Student Voice team works with the elected officers, Student Voice Reps, other KeeleSU departments and the University to ensure that students are represented, supported and are getting the most from their student experience.
<table>
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<tr>
<th><strong>Responsibilities</strong></th>
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<tr>
<td><strong>Gathering Feedback:</strong></td>
</tr>
<tr>
<td>It’s extremely important that you gather feedback from your peers before going to Student Staff Voice Committee (SSVCs). It’s important to remember that it’s your job to get the voice of students on your course heard, not your own opinion; you’re called a Student Voice Representative for this very reason! Find out more about ways to gather feedback on the next page and at training.</td>
</tr>
<tr>
<td><strong>Going to Student Staff Voice Committees:</strong></td>
</tr>
<tr>
<td>There will be up to four Student Staff Voice Committees (SSVCs) per year and you should try and attend all of them. They will be attended by academic and support staff and SVRs from every level of your programme. These are formal meetings with a set agenda and minutes. As a Student Voice Representative, it’s important that you make sure that an SVR chairs all of these meetings. You will be contacted by the staff administrative lead for Student Voice Representatives within your school regarding the SSVC meetings. You should let them know if you’re interested in chairing a meeting. If you cannot attend an SSVC due to a prior commitment or illness, you should send apologies to the chair and staff administrative lead for Student Voice Representatives within your school.</td>
</tr>
<tr>
<td><strong>Responsibilities After the Meeting:</strong></td>
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<td>After the meeting you should update students on your programme on how the meeting went, focussing on whether any of their issues were resolved and what they want you to do next. You should also ensure students are able to see meeting minutes as soon as these are available.</td>
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**Student Voice Representatives: The Role**

**What Am I Supposed to Do?**

In short, as a Student Voice Representative, you have been elected to represent your fellow students by gathering their views, attending Student Staff Voice Committees at least once a term and then telling everyone in your year what happened at the meeting.

You are a vital and important link between staff and students! You have the responsibility of making sure your lecturers and course leaders know what the students want and use your skills, knowledge and resources to make sure it happens.

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As SVRs we don’t just correct mistakes, but we provide suggestions, improvements and innovations to make our courses worth studying and our advice is listened to and acted on. What we do matters and it’s worth being a part of that change.

- Student Voice Rep for 3 years.
What happens to the feedback after the meeting?

Minutes (the formal notes) taken at SSVC meetings are then passed on to staff in your academic department so that any small issues can be addressed quickly. Minutes also pass to the School Learning and Teaching Committees (SLTCs) where they will be considered at a higher level. The Students’ Union also receive copies of the minutes. If you feel like an issue isn’t being resolved, despite it being raised at a number of SSVC meetings, then contact Elliott Lancaster, Education Officer.

Who Do I Represent?

It’s great that Keele University has so many options for students to study a variety of subjects but this can make things confusing for Student Voice Representatives!

Student Voice Representatives represent a specific course, so if you are a dual honours student, you may have 2 different reps for each part of your course. For example, if you study Politics and International Relations, you may have one rep for Politics and a different rep for International Relations.

If you are a Dual Honours student and would like to be a Student Voice Rep, you could be a rep for just one of the programmes or you could nominate yourself for both. For example, if you study Music Technology and Psychology, you could nominate yourself to be a rep for just Psychology and would only represent the students in your Psychology course and would only attend the SSVC meetings in Psychology.

You will learn more about the role, the meetings and your responsibilities at the Student Voice Reps Conference in October.
Communicating with students on your course is one of the major parts of being a Student Voice Representative. It’s really important students are being kept in the loop, so what is happening in meetings should be communicated back to them.

Make sure the students know who you are. Your could ask lecturers to include a slide at the end of each presentation that has info on who you are, what your role is and how students can contact you. Think of it like this...

Here are some suggestions of how you can gather student opinion before going to meetings and feedback what happens in the meetings to your course mates:

- Organise a course WhatsApp group or facebook page. This is often a good way to get instant feedback and students can post their issues as they come up. Please feel free to add Elliott to your groups for students to talk directly to their Education Officer.
- Use the Student Voice Rep area on KeeleSU.com to send out emails to students on your course. The website has a really simple function to do this which we will show you how to use in training.
- Hold a coffee morning, forum or drop in session. This should be at a time where as many students can attend as possible (why not hold it after a core lecture?)
- Create a short survey to capture student feedback. Websites like Survey Monkey are easy to use and share
- Share good ideas with your fellow Student Voice Representatives
- A quick announcement at the start of a lecture to let students know how they can contact you or to speak to you at the end of the lecture can work really well!

Get The Message Out

THE FEEDBACK LOOP

1. Ask students their opinion and gather their issues
2. Take these issues to Student Staff Voice Committee
3. Get feedback from course staff and make sure these are minuted
4. Take the feedback and minutes to the students

Get feedback from course staff and make sure these are minuted

THE FEEDBACK LOOP

Get feedback from course staff and make sure these are minuted

THE FEEDBACK LOOP

Get feedback from course staff and make sure these are minuted

THE FEEDBACK LOOP

Get feedback from course staff and make sure these are minuted
What’s In It For Me?

Whilst an effective SVR will greatly benefit students on your course, we also want to ensure that it is a rewarding experience for you!

Being a Student Voice Representative, there are lots of ways to recognise your hard work and let it build towards something bigger!

HEAR

HEAR stands for the Higher Education Achievement Report. One feature of the HEAR is to recognise the co-curricular activities students take part in at University and provide a factual account of them in the form of an online transcript. Being a Student Voice Representative is recordable on the HEAR. You need to have attended training and at least one SSVC (but we’d like you to attend all of them!) and have held the position for at least one semester.

Awards

Could you be our Student Voice Representative of the Year? We recognise those SVRs who have gone above and beyond in our annual KeeleSU Awards. Each year students and staff can nominate SVRs and (even more good news!) these awards are HEAR recordable! Look out for information on how to nominate yourself and others in Semester 2!

Volunteering

Student Voice Reps are by their very nature volunteers; however, many of our SVRs don’t claim the time they spend as an SVR as volunteer hours! SVRs are able to log their hours and work towards one of our volunteer awards. For information on how to register and record your hours, visit keelesu.com/volunteering

You can claim volunteering hours for:
- Time spent in training
- SSVC Meetings (you can claim up to an hour and a half preparation time for every SSVC you attend)
- Student Voice Representative Forums

The first award you can claim is bronze, which recognises 25 hours of volunteering. You are able to combine the hours spent as a Student Voice Rep with other volunteering opportunities to work towards an award.

Skills You Can Gain:
- Leadership and Negotiation skills
- Communicate effectively with a variety of stakeholders
- Collaborative problem solving
- Advocacy
- Lobbying for positive change for students

Student Voice Representatives Reception

This lovely event happens early in Semester 2. It’s a chance for all SVRs to get together to discuss issues and receive an update from the University and KeeleSU. Best of all, complimentary food and drink will be provided. You’ll receive an email invitation to this event early next semester.
It’s useful to ask students for feedback on a particular topic, so here are some areas that you can ask for feedback on.

**Teaching**
- Are staff good at explaining things?
- Is the subject interesting?
- Has the course challenged you?

**Assessment & Feedback**
- Do you feel prepared for assessments?
- Is feedback clear and useful?

**Organisation & Management**
- Do you feel informed about timetabling and any other changes to your course?
- Do you think it is organised?

**Learning Community**
- Have you worked with other students?
- Do you feel part of a community with staff and students?

**Placements**
- Were you given information prior to your placement to prepare you?
- Were you given support and supervision on your placement?
- Did you feel valued during your placement?
- Did your supervisor understand the relevance of your placement to your course?

**Learning Opportunities**
- Have you had opportunities to:
  - Apply what you have learnt?
  - Discuss different topics?
  - Explore Ideas in depth?

**Academic Support**
- On a scale of 1-10, how satisfied are you with the advice and guidance that you are given?
- Can you contact staff easily?

**Learning Resources**
- Have you had any problems accessing resources? In the Library? IT resources?
- What resources do you find most useful?

**Student Voice**
- Have you been asked for feedback on your course?
- Has there been examples of where students feedback has been acted on?

**General Questions**
- On a scale of 1-10 how satisfied are you with your course?
- If you could change one thing, what would it be?
- Is there anything that could be improved on your course?
Advice and Support at Keele (ASK)

Luckily, KeeleSU has a fantastic free and independent advice centre, so when it’s something you can’t take to an SSVC just ASK. ASK help students with a whole range of things that life throws at you, from academic appeals, complaints, health and conduct and fitness to practice meetings to taking leave of absence, changing course, and progress and lots more besides. So if you have a problem you can’t solve, just ASK.

KeeleSU.com/ask for web info and live chat 01782 734800.

Open weekdays 10am-12pm for appointments and 1pm-4pm for drop ins, 1pm-7pm on Wednesdays during term time.

Complaints

We would also recommend that any serious complaints around a staff member are not taken to SSVC. You are encouraged to suggest improvements to teaching practices but if possible, feedback should not be personal. If a student wishes to make a complaint about a member of staff, we would recommend that they speak to ASK or your Education Officer.

In case you’re unsure of what issues you might be dealing with at SSVC meetings here is a list of common issues for SVRs:

- Resource problems
- Not enough books in the library for a module or unsuitable teaching rooms
- Online resources
- Notes not being uploaded to the KLE
- Teaching practise
- Inaccessible presentations, confusing teaching styles
- Course organisation
- Excessive module content, confusing structures, unclear deadlines, timetabling problems
- Assessment and Feedback
- Not receiving timely and clear feedback, not feeling prepared for assessments, too many deadlines at once
- Ideas for improvement and curriculum development
- Staff will value any suggestions students have to make enhancements on programmes
- Positive feedback - Let staff know what students have enjoyed and what has worked well so best practise can be shared.
KeeleSU will host an annual Student Voice Conference at the start of term. All SVRs should attend the conference, or one of the follow up training sessions.

If you have previously been to the Student Voice Conference, then you only need to attend the morning. You must complete SVR training in order for your position to be recognised on the HEAR.

**Additional Training Dates**

For those unable to attend the conference, we have additional opportunities to attend training. The location of these training dates will be confirmed on the website.

**Student Voice Forums**

During the academic year, there will be a number of Student Voice forums. These will be specifically for SVRs and will be hosted by your Lead School Reps (see next page) and Education Officer. All SVRs should aim to attend these as they give your Lead School Reps important information to bring up at. Attending these meetings counts as volunteering!

**Student Sustainability Representatives**

We’re looking for reps who not only want to improve courses for their peers, but for the wider world too! There will be an opportunity to become a Student Sustainability Representative, a rep who looks for ways to get involved with sustainability initiatives and embed sustainability into the curriculum. This is also a great opportunity to learn about environmental & sustainability issues.

To sign up or find out more, email Sarah, the Sustainability Project Officer: s.j.briggs@keele.ac.uk.

**Union General Meetings**

Our Student Meetings are a great chance for all students to have their say. You can discuss current issues and influence change by voting on how you want the Elected Officers to represent you. As Academic Representatives yourself, it’s great for Student Voice Reps to come to these meetings.

The dates for these meetings are to be confirmed.

Please visit KeeleSU.com for updates!
Lead School Voice Representatives

Lead School Voice Representatives are Voice Reps who take on the additional responsibility of representing their School.

Lead School Representatives work more closely with staff in their school and the Education Officer to represent students.

The role of Lead School Voice Representatives

• To gather the views of Student Voice Representatives
• To read the minutes of all SSVCs (Student Staff Voice Committees) within their school to seek out any ongoing issues and to keep abreast of updates within their Schools
• To attend School Learning and Teaching Committees (SLTC) as a Student Representative
• To submit short reports to KeeleSU Student Voice, which will be submitted to Faculty Learning and Teaching Committees (FLTC) (NB: to attend FLTC meetings only if invited to speak about a particular subject)
• To organise forums (1 per semester) for Student Voice Representatives within their school
• To work with Schools on any relevant projects, events or committees which require student representation (such as reviews of Schools, i.e. Internal Quality Audits and validation events)
• To meet once per semester with the Education Officer and Student Voice department to update on work completed

Benefits of becoming a Lead School Voice Rep

We recognise that being a Lead School Voice Rep is a big commitment and as such there will be additional rewards for these reps such as;

• Lead School Voice Rep Hoodies and other freebies
• Free entry to a number of KeeleSU Events
• Additional Volunteering Awards

How to become a Lead School Voice Rep

Please fill in the application form on KeeleSU.com/voicereparea. This will ask you a few details about why you’re interested and what you think you’d bring to the role. These applications will be reviewed by the Student Voice department, the Education Officer and Staff within your school.

In this role I have chaired meetings and forums with senior University staff to represent students. I have built my confidence in public speaking, developed my self-belief and been able to enhance my organisational and time management skills. I did not realise how much impact it would have on my personal and professional development.

- Lead Voice Representative.
Complete training with KeeleSU

Decide the best way to communicate with the students on your course, or try different ways!

Start gathering feedback from students - are there any issues? Do students have ideas for change?

Present the feedback from students in the SSVC meetings to the staff

Update the students on what was discussed in the SSVC meetings and what is happening with their feedback.

Need some support? Contact your Lead Voice Rep, Education Officer or the Student Voice team.

Work with the staff in your school to find solutions to problems and issues

Log your volunteering hours

Keep your Lead Voice Rep updated with how things are going, what’s going well and what issues have not been resolved

Read the Student Voice Rep newsletters sent from Student Voice - this will have useful information, updates and tips!

Contribute to the Student Voice Blog- share ideas with your fellow course reps

Tell us about your wins! Have you helped make a difference for students? Make sure you tell us! KeeleSU.com/voicereparea

Attend the Union General Meetings at KeeleSU
Student Voice Wins!

We’d love to hear about the positive changes you are making by attending SSVC Meetings!

To encourage you to share your good news stories we are introducing ‘Student Voice Wins’. You can submit your wins, ideas and news at KeeleSU.com/voicereparea

We also have a Student Voice blog and welcome any contributions from Student Voice Reps!

“This role helped develop my communication, critical analysis and problem solving skills which I’ve been able to apply directly to my course. The experience has been invaluable to me when applying for placements and jobs as I’ve been able to relay my experiences and how they apply to a range of employment roles. It’s given me an edge when submitting applications and interviewing.

- Student Voice Rep 2 years

Previous Wins

To give you an idea of the kind of things Student Voice Reps have improved in the past here are some examples of previous wins:

“I got a week’s deadline extension on an essay after delays. It was great to be able to help my peers & relieve some stress.”

“Simply getting a microphone in lectures so students could hear better!”

“I urged the school to give feedback on coursework assignments which were really long overdue and they eventually did”

“I lobbied the lecturers to make the course content consistent and accessible on the KLE.”
Please direct all Student Voice Representative queries to:
su.voice@keele.ac.uk

Key Contacts

KeeleSU:
Elliott Lancaster, Education Officer
Email: su.educationofficer@keele.ac.uk
Tel: 01782 733703

Rachel Hadley, Student Voice Coordinator
Email: r.hadley@keele.ac.uk
Tel: 01782 734805

KPA for Postgraduate related Student Voice Reps:
George Blake, KPA President
Email: kpa.chair@keele.ac.uk
Tel: 01782 734227