



EDGE HILL  
STUDENTS'  
UNION

# FEEDBACK REP HANDBOOK

2023-24



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@edgehillsu





# Hello...

## from your Students' Union Presidents!

Congratulations on becoming a Feedback Rep! Change begins with you, and now you're one step closer to making that happen. From gathering feedback to presenting at meetings, your Students' Union is here to support you every step of the way. We can't wait to work with you!



The Feedback Rep handbook is your guide to any questions you may have during your role. It covers the key points raised during training.

If there's anything you're unsure about or if you feel like there's a gap in your knowledge,

please get in touch via email:  
[suengagement@edgehill.ac.uk](mailto:suengagement@edgehill.ac.uk).



# What are reps?

Feedback Representatives, or Feedback Reps, are volunteers who work with Edge Hill Students' Union to amplify student voice. You will deliver feedback and attend meetings with Edge Hill University staff to help make positive changes and ensure the quality of Edge Hill students' academic experience. Edge Hill Students' Union will support you every step of the way, empowering you to raise your voice and deliver honest feedback to the University.

## THE UNIVERSITY STRUCTURE

Within the University, there are three academic faculties, housing multiple departments. The course you study on fits in to one of these departments. Knowing where your course sits in the University structure is helpful as it will help you to identify who your Faculty President is, as well as who your Head of Department is.

### EDGE HILL UNIVERSITY

#### FACULTY OF ARTS AND SCIENCES

BIOLOGY

BUSINESS

COMPUTER  
SCIENCE

ENGLISH AND  
CREATIVE ARTS

HISTORY  
GEOGRAPHY AND  
SOCIAL SCIENCES

LAW, CRIMINOLOGY  
AND POLICING

PSYCHOLOGY

SPORT AND  
PHYSICAL ACTIVITY

THE LANGUAGE  
CENTRE

#### FACULTY OF EDUCATION

EARLY YEARS  
EDUCATION

PRIMARY AND  
CHILDHOOD  
EDUCATION

SECONDARY AND  
FURTHER EDUCATION

#### FACULTY OF HEALTH SOCIAL CARE AND MEDICINE

SCHOOL OF NURSING  
AND MIDWIFERY

SCHOOL OF ALLIED  
HEALTH, SOCIAL  
WORK & WELLBEING

MEDICAL SCHOOL

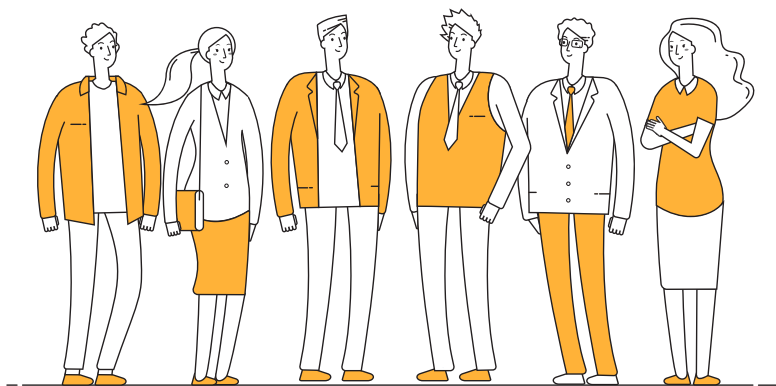
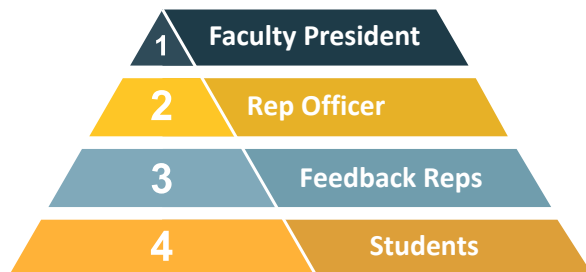
## BOARD STRUCTURE

Different types of feedback meetings occur at different levels throughout Edge Hill University. You will attend course-level Student Staff Consultative Forums (SSCFs) to provide staff with feedback on behalf of your peers. SSCFs then feed into Programme Boards at department level, then again filtering up to Faculty Board, the highest board within your faculty. Faculty Boards are chaired by the faculty Dean and are attended by Heads of Departments, senior administrative staff, and a Feedback Rep, alongside your Faculty President. Many key University decisions are made at Faculty Board. Each meeting takes place once a term.





**This pyramid shows how Feedback Reps fit in to our representative structure.**



# Feedback

**Feedback is a key part of the Feedback Rep role. But how do you get it? What do you do with it? Where does it go?**

**This section will answer all those questions.**

## **Getting feedback**

**Feedback can be collected in a variety of ways, such as:**

- **Group chats (e.g. whatsapp or messenger)**
- **Face to face (e.g. lectures or socials)**
- **Emails**
- **Questionnaires**
- **Focus Groups**
- **Polls**

**Your role revolves around gathering academic feedback from your peers. You may hear feedback on areas including but not limited to the curriculum, learning resources, assessment, and feedback. Consider the below themes and questions as talking points in any feedback sessions.**



## CURRICULUM

- How is the course organised?
- How clear is the timetable?
- Does the curriculum match your expectations from the prospectus?
- Were learning expectations clearly outlined?

## LEARNING RESOURCES

- Are there adequate library and computing facilities?
- Do you have access to materials you need (for example books, lab equipment, and art materials)?
- If you are studying a practical course, do you have access to the right resources?

### Learning and Teaching Processes

- Were you guided to practise your skills throughout your course?
- How would you rate the teaching?
- Are there any forms of learning you would like in addition to lectures and tutorials?

## ASSESSMENT AND FEEDBACK

- Does the assessment adequately and fairly represent the content of the course?
- Do all lecturers grade to the same standard?
- Do you receive adequate feedback from your assessments?
- Can you comment on the types and timings of assessment on your course – are they varied and adequately spaced?

## STUDENT PROGRESSION AND ACHIEVEMENTS

- Do you feel you have improved by completing this course?
- Has your course made you more employable?
- Are you able to move from one module to the next?

## GUIDANCE AND SUPPORT

- How much support are you getting from staff?
- Is there a place/person you can get help from if you're struggling with the subjects?
- Do you get relevant careers advice?

## QUALITY ENHANCEMENT AND ASSURANCE

- Do you feel that your department is receptive to concerns?
- Do you know how to communicate issues about the student experience to your programme team?
- Has your programme/department responded to issues raised about the student experience?

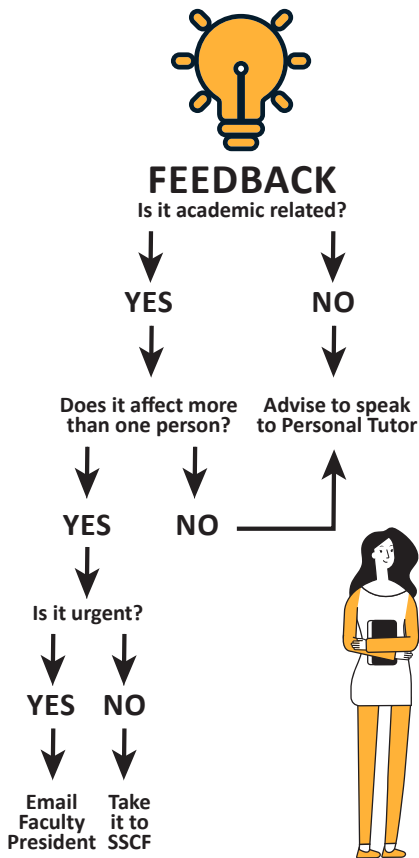


# What to do with feedback

You may receive lots of queries you don't know the answer to, or are irrelevant to the academic experience of students.

You should feel empowered to say no if a piece of feedback is not relevant.

When you get some feedback, you should follow this process.



## TAKING THE FEEDBACK FORWARD

Once you've followed the flowchart and decided that this feedback is something you're able to deal with, it's important that that feedback gets to where it needs to go.

Get in touch with your Faculty President: Our Presidents' emails can be found at the start of this handbook. Please email them and they will get back to you. The Presidents are based in the SU Offices (the first floor of the Hub, across the bridge) and are always happy to talk to students!

Raise the issue at the next SSCF – When attending the next SSCF, raise it with the staff members there, following the feedback tips we gave during training.

- Accurate – make sure the feedback you are raising is correct and you have all the information you need
- Balanced – as well as raising issues, SSCFs are also a place to let staff know what's working well.
- Constructive – if you can, please offer a potential solution to an issue you are raising. What would you like to see happen instead?
- Depersonalised – ensure that feedback isn't too specific about individual members of staff.

Out of this should come either an action to deal with the piece of feedback or an explanation as to why something is happening.

## DON'T FORGET TO LOG YOUR FEEDBACK ON THE SU WEBSITE!

Whenever you attend a meeting or receive a piece of feedback, you should let us know via the Rep Journal form on the SU website. The Rep Journal helps us track your progress. Without this, we are unable to offer you any rewards or act appropriately on any of your feedback.



LOG YOUR FEEDBACK HERE!



# Frequently Asked Questions

## **What should I do if I can no longer be a Feedback Rep?**

We understand that things can change, and you may no longer be able to fulfil the role. That's okay. Just let us know as soon as possible via email at [suengagement@edgehill.ac.uk](mailto:suengagement@edgehill.ac.uk) so we can update our records.

## **What if I find it difficult to share negative feedback?**

Giving honest feedback can be intimidating at first, but it shouldn't be something to be worried about. If you are sharing negative feedback, think about what you would like to be done instead. Offering a solution will help. You could also try depersonalising the feedback – avoid naming individual members of staff in your feedback. If you need to make a complaint about your course or a member of staff, you should get in touch with the SU Advice Team via our website: [www.edgehill.ac.uk/su/advice](http://www.edgehill.ac.uk/su/advice) or via email: [suadvice@edgehill.ac.uk](mailto:suadvice@edgehill.ac.uk).

I don't know when my next SSCF is.

SSCFs are organised by respective Edge Hill University departments. Department staff should contact you with the date and time of the next meeting. If you do not know when your next SSCF is, please contact your department administrator.

## **What if I am not able to get the desired outcome?**

If you don't get your preferred outcome, don't worry. Sometimes there are issues which arise due to regulations from professional bodies or policies in place which must be there by law, making change difficult to navigate.

If you are facing an issue which you cannot get a positive result from, you are welcome to bring the issue to your Union and we may be able to provide advice on taking it further.

# Frequently Asked Questions

## What if the University or the staff don't follow through with making changes?

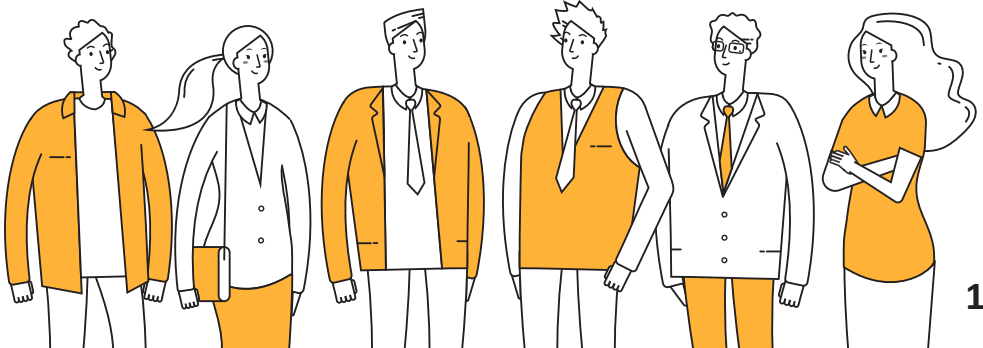
If the University promises to change something and nothing happens, you can follow up about it in the next meeting you attend. There should be minutes and action points from each meeting which will help you hold them to account. However, if you are having issues with this or you do not have another meeting to attend before your role is complete then come and see us here at the Students' Union and we will be able to take it forward.

## What if I don't have any feedback to give?

There is nothing wrong with not having any feedback, good or bad, to give to staff. If you have done all you can to get feedback and everyone on your course is content, then that's okay. Even if this is the case, please do still fill out the Rep Journal to keep us in the loop.

## What if I am asked to do something as a Feedback Rep that hasn't been covered in training?

We want you to feel confident to say no if you're asked to do something that isn't part of your role. If a question arises you don't know the answer to, or a student approaches you with a topic you're uncomfortable discussing, please refer them in the first instance to [suengagement@edgehill.ac.uk](mailto:suengagement@edgehill.ac.uk).



## Glossary of terms

You are likely to come across various acronyms and phrases at meetings and boards. This page should come in handy if you hear lots of jargon. We also encourage Feedback Reps to ask for clarity from staff if they use terms or phrases you don't know. If you're unsure about any language used, just ask.

- **Office for Students (OfS):** Independent regulator of Higher Education in England.
- **Vice Chancellor (VC):** The Vice Chancellor is the chief academic and executive officer of the University. Put simply, the VC is the head of all key decision making at Edge Hill University.
- **Pro-Vice Chancellor (PVC):** The Pro-Vice Chancellor is the deputy to the Vice Chancellor.
- **Dean:** The Dean is the head of the Faculty and is responsible for managing the Faculty.
- **National Student Survey (NSS):** An annual survey carried out across the UK, asking third year students about their university experience. The NSS influences key university decisions including budget allocations and course futures.
- **Student Staff Consultative Forum (SSCF):** Meeting between students and staff to discuss course feedback.

# Useful Contacts

## Students' Union Elected Officer Team

Maggie Lam, Education President: [Maggie.Lam@edgehill.ac.uk](mailto:Maggie.Lam@edgehill.ac.uk)

Antoinette Mapesa, Arts & Sciences President: [Antoinette.Mapesa@edgehill.ac.uk](mailto:Antoinette.Mapesa@edgehill.ac.uk)

Iulia David, Health Social Care & Medicine President: [Iulia.David@edgehill.ac.uk](mailto:Iulia.David@edgehill.ac.uk)

Nikhil Pau, Manchester Campus President: [Nikhil.Pau@edgehill.ac.uk](mailto:Nikhil.Pau@edgehill.ac.uk)

## Student Services (including Wellbeing) -

[www.edgehill.ac.uk/departments/support/studentservices/](http://www.edgehill.ac.uk/departments/support/studentservices/)

Careers - [www.edgehill.ac.uk/departments/support/careers/](http://www.edgehill.ac.uk/departments/support/careers/)

EHU Let Us Know -

[www.edgehill.ac.uk/departments/support/studentservices/let-us-know/](http://www.edgehill.ac.uk/departments/support/studentservices/let-us-know/)

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