

Volunteer Officer Report October 2019

Ioana-Camelia Martin

What has been worked on in the past month?

- Programme feedback has been taken, summarised and common issues from this year as well as previous years have been found and compared. These were taken into the subject committee. Steps were suggested with the programme leaders on how to fix the issues students are having, the list is typed up and with the student engagement lead.
- Discussions on social media policy, access to LIBS calendars in order to form a social media position. One main feedback we get every year is the complete lack of communication (or very LATE communication) between academics, event organisers and students. Opportunities for self-improvement both in personal skills and studies for students are only advertised through blackboard, which has been proven as ineffective on its own.
- Discussions about programme cohesiveness, once the two schools merge in January and from then on how can both staff as well as students feel more of a sense of belonging to a course, which would improve staff input and interest in improving modules based on student feedback rather than it being all on the programme lead or student engagement and / or Reps.
- How option modules are chosen, the information we get

Successes from the past month and any Reps Wins

- 1-1 Maths support being pushed more and encouraged onto students. Seminar teachers offering more help for maths module in Year 2
- Presentation of materials, e.g. the formatting, will be altered to fit more to the student use - e.g. PowerPoint rather than PDF format
- Feedback loop, communication between reps has been improved. I am also in constant communication with academics, programme leaders etc. Bringing up any issues with module leaders as well as the actual programme leaders.
- Worked with student engagement lead/programme leader to set up the release of shorter module handbook for each option (though it would be the current year's handbook) as well as attaching the week 1 slides used that year, which are always "introduction to the module" slides. This would make the process of picking options easier for students, and would cause less hassle for the admin team with more students making the "right choice" so not switching modules at the start of the year

Plans for next month

- Starting on the use of social media as a link between reps and students, sharing events
- Ensure reps are closing the feedback loops / the actions that have been taken in response to student feedback is actually passed on to the students. Will be discussing with module leaders on how to do this efficiently.