

student voice Timeline

Register

Register as a Class Rep at classrep.ousa.org.nz/register.php.
Departments sometimes do this step via the Student Voice Coordinator.

Blackboard

Once you have registered you will be added to the Student Voice Blackboard page (don't worry if there is a delay – this can take a couple of days).

Training

Once you have been added to the Blackboard page, complete your online Class Rep training (this does not take long!).

Contact Staff

If you haven't already, introduce yourself to your Course Coordinator/ Lecturer:
Discuss the ways in which you can work together, if there are any areas they are wanting to improve in, the ways in which you will be gathering feedback, and how to best relay this feedback with them.

Be Visible

Ask your lecturer to put your contact details on your class Blackboard page so other students can contact you if they have any concerns (this is mandatory – please see Class Representative System Policy for reference).

Contact Peers

Send out an email to your peers introducing yourself and asking them to contact you if they have any feedback.

Traffic Light System

You will be notified in week 3 to complete your Traffic Light System multiple-choice question via blackboard. This tool is used to quickly identify and resolve any early concerns within the first few weeks.



Great

There are no concerns within the course.
You will not hear from me.



Average

There are some concerns that will be able to be fixed.
I will be in contact to check everything is going smoothly in the next few weeks.



Concern

There are some major concerns within the course.
I will be in contact straight away.

Gather Feedback

The easiest and simplest way to gather feedback from your class is to send an email via Blackboard asking for any feedback about the paper. Other alternatives include creating a Facebook page for your class to provide feedback (please use University social media guidelines), or asking your lecturer for 5 minutes of alone time with the Class to fill out a physical feedback form/ have a discussion.

Please gather both:

- Positive aspects of the course that students feel should be implemented again for the next semester.
- Any aspects of the course that students feel should be changed or improved upon for the next semester.

Check for Other Reps in your Paper

If there are multiple Class Reps for a class, it is a great idea to work together and collate all of your feedback into the one departmental meeting. You can find out who else is a Class Rep for a paper here: ousasupporthub.org.nz/study/class-reps/

Collate your Feedback

Put together a document collating all of the feedback you received from your peers. This is your time to filter out any inappropriate or unprofessional language. This should be a professional document that clearly identifies what went well in the course, and what could be improved, written in a helpful and positive way.

Departmental Meeting

Book in a departmental meeting with your department – it is recommended that you have one departmental meeting with your lecturer/ department before mid semester break (some departments prefer to have these later in the semester and that is fine). If any major concerns come to your attention prior to this meeting, please go directly to your Lecturer/ Course Coordinator with these concerns as they arise (in a positive way), so that they can get resolved quickly. If you are not comfortable with doing this please email the Student Voice Coordinator and they can support you through this. It is your job to rule out any hostility or negativity, and to work in partnership with the teaching staff as a way to better the teaching and learning at the University. You both have the same goal!

E-Diary Entry

As the semester wraps up you will be asked to write a quick summary of your time as Class Rep via our Class Reps Blackboard page. This allows us to support you and future Class Reps of your paper in identifying any trends and ensuring the Student Voice system is working well.

End of Semester

Once you have completed all of your Class Rep duties, a Student Voice reference letter and certificate will be sent to your email. You will also be in the running for some awesome prizes, volunteering opportunities and events that only OUSA volunteers can attend.

Need Any Help?

If you have any questions about your role, or are needing any kind of support, please don't hesitate to get in touch with the Student Voice Coordinator at classrep@ousa.org.nz

Week	Class Reps To Do
1 - 2	Register
3+	Blackboard / online training / traffic light system
4+	Get your name out there / contact staff and peers and start seeking feedback from your peers (Blackboard email / class Facebook / in class)
Before mid-term	Book in departmental meeting with your teaching staff
Mid-term	Gather and collate feedback/ check if there are any other reps in your paper
After mid-term	Attend departmental meeting and relay all feedback to teaching staff
Towards the end of semester	Complete E-diary entry via Blackboard
End of semester	Receive reference letter and certificate from OUSA