

For EQC

Item xxx

20/01/2021

Access restrictions: < n/a >

From: Ruqaiyah Javaid, SU Vice President Education

Subject: Programme Representative Training Report 2020-21

Status: Final version

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Sponsor: N/A

Executive summary

This paper is a report on the recruitment and training of Programme Reps:

- Rep recruitment and breakdown,
- Statistics from live training sessions,
- Moodle training launch and usage,
- Evaluation and feedback received,
- Recommendations for future training.

Action(s) required from the Committee:	The Union would like the committee to note and discuss the report and consider the recommendations.
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The table below outlines which committees/groups have already seen the report and the resulting outcome/action from discussions.

Committee date	Committee title	Outcome/action	Action date	Paper version number

Programme Representative Training Report: December 2020

Contents:

Introduction:	2
Total Number of Programme Reps Elected:	2
Live Training Statistics:	3
Moodle Launch and Statistics:	4
Evaluation:	4
Recommendations:	6

Introduction:

The Programme Representative system at City, University of London operates in collaboration between City Students' Union (the Union) and the schools of City, University of London (the University). For the Academic Year 2020/21, there have been a number of changes to the system, in response to the ongoing COVID-19 pandemic.

Firstly, before the start of term it was decided that last year's cohort of Programme Reps would be 'rolled over', which meant all Programme Reps from 2019-20 (excepting opt-outs) had their terms in office extended for the academic year. This measure was implemented in order to address a need for timely feedback from the beginning of term.

Programme Rep elections for all unrepresented courses were hosted online via the Students' Union Website as per the recommendations of the Student Representation Review.

Total Number of Programme Reps Elected:

The total number below includes: Rolled over reps, reps elected via the Students' Union Website and reps elected at a course level. The nomination process for Programme Reps ran from the 28th September until the 9th October; elections were held until the 16th October and results were communicated to schools from the 19th October.

47 Courses ran their election of Programme Reps through the Union's website. 146 Programme Reps were elected and the results sent to schools. All courses that had not conducted an election via the website were encouraged to continue seeking nominations and to hold an election in class by a democratic method. Some courses continued to seek nominations throughout October and November. Many courses experienced difficulties gathering nominations earlier in the term.

School	2020-21	2019-20	2018-19	2017-18	2016-17	2015-16	2014-15
Business School	190	185	187	169	159	163	160
SASS	192	222	211	214	202	186	190
SHS	169	140	145	173	153	156	149
SMCSE	157	94	127	63	100	87	92
CLS	144	98	89	108	87	62	79
Total Elected	852	739	759	727	701	654	670

These numbers are accurate as of the 14th December 2020. The Rep rollover has contributed to the significant increase in Programme Reps.

For Rep demographics by level of study, please see the table below.

Level of Study	2020-21 (Figures)	2020-21 (%)
UG	505	59.3%
PG	330	38.7%
PG(R)	16	1.9%
Other: (Foundation etc.)	1	0.1%
Total Elected	852	-

Unfortunately, not all data sheets differentiate between PGT and PGR, so our numbers do not accurately reflect the number PhD or Research Programme Reps at City.

There is one student listed as Other, this is a foundation student that does not have a UG or PG code attached to their email address. Other students on foundation courses may be included in the UG Figure.

Live Training Statistics:

Programme Rep training was conducted between the 19th and 30th October, Weeks 4 and 5 of the Academic year. The sessions were hosted as online webinars on Zoom. Five induction sessions were held for newly-elected Programme Reps, and five Refresher training sessions for Retuning Programme Reps. In week 5 there were an additional five sessions scheduled, open to any Reps that had not been able to attend in week 4.

School	Total Reps 2020-21	Trained 2020-21	% 2020-21	Trained 2019-20	% 2019-20	Trained 2018-19	% 2018-19	Trained 2017-18	% 2017-18
Business	190	86	45%	115	62%	95	51%	105	62%
SASS	192	55	29%	80	36%	116	55%	34	16%
SHS	169	17	10%	55	39%	75	52%	37	24%
SMCSE	157	30	19%	62	66%	45	35%	17	27%
CLS	144	69	48%	47	48%	23	26%	17	16%
Blank	-	2	-	-	-	-	-	-	-
Total	852	259	30%	359	49%	354	47%	210	30%

Despite the increase in Reps recruited, the number and percentage of Reps trained has gone down severely. It has been noted that, often, the number of reps that completing the register at a session were fewer than the number attending, accounting for some of the discrepancy. We know that at least 260 Programme Reps attended a session. Other contributory factors include screen fatigue among the student cohort and the roll-over of previously serving reps who may have wished not to attend duplicate training. The table below indicates that refresher training was far less-attended than new induction training, which may also owe to their scheduling (17:00 – 18:00 PM).

73% of Reps that attended training sessions attended Induction training and only 12% of Reps attended Refresher training. Sessions were not exclusive and Reps were welcome to attend any they felt was at a suitable time for them; Induction sessions were scheduled at 2:00-3:30pm whilst Refreshers were held at 5:00-6:00pm.

Session	2020-21 (Figures)	2020-21 (%)
Induction (1 st Year Reps)	118	73%
Refresher (Returning Reps)	32	12%
Catch Up (Extra Sessions)	36	14%
No Response	3	3%
Total	259	-

Moodle Launch and Statistics:

We have launched our Programme Rep training as a bespoke module on Moodle. Here Reps can access resources and complete their training if they were not able to attend a live session.

This training follows the same core content as a live session, with slides and recordings included, followed by 1-2 quizzes to test Reps understanding of the section.

As of December 14th, current usage is:

Usage	2020-21 (Figures)
Accessed	125
Partial Completion	18
Fully Completed	10

The Moodle module was launched on November 18th and the launch was communicated via the Programme Rep Newsletter and to Schools via an email to quality offices. More will need to be done to increase usage and completion rates, but we are pleased that over 120 Programme Reps have accessed the platform. All Programme Reps were encouraged to use the platform over the term break and we will decide whether further promotion is required at the beginning of term 2.

The Students' Union Programme Reps Community (2020/21)

My Moodle | MDU_SU_PROGRESS_2020-21

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Quick Links

- Students' Union
- Qualnotes

Activities

- Forums
- Quizzes
- Resources

General

News forum

Welcome to the Students' Union - online Programme Representatives Moodle page.

As your Students' Union Representation Team, we would like to welcome you to this Moodle space and we hope you enjoy using it this year.

If you have any questions about this page, please make sure to let us know by emailing studentrep@city.ac.uk.

This is your space to access resources, see updates and complete your Programme Rep training if you have not been able to attend a live session.

The main section of this Moodle page is the online equivalent to our induction training, each section will consist of a brief description of the section; the slides from the section of training, a 10-15 minute video and a quick quiz.

You do not need to complete online training if you attended and registered at one of our induction or refresher training sessions on Zoom.

As you will see, an important part of the role is updating the Union with your experience this year. There are 2 forms that we have set up to make it easier for you to keep us up to date on your work:

Our Issues Form - the place to go tell us about the feedback you receive and issues you encounter. Tell us about feedback about Assessments and Feedback, Timetabling, the Student Experience and many more.

To complete the form or find out more - [Click Here!](#)

Our Wins Form - telling us about the wins you have achieved is really important, but what is a win? Your wins are any positive change you have created in your course, either through SSLC meetings, Student Experience Committees, Board of Studies Meetings or even a conversation with your peers or academic!

To complete the form or find out more - [Click Here!](#)

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News forum

Open all Close all

Resources and Links:

- Programme Rep Online Training:
 - 1) The Role of a Programme Rep: Activities: 2 Resources: 2 [View](#)
 - 2) Meetings: Activities: 1 Resources: 2 [View](#)
 - 3) Scenarios: Activities: 1 [View](#)
 - 4) Feedback and Updating Students: Activities: 2 Resources: 2 [View](#)
 - Support
 - Complete

Evaluation:

Feedback was collected from live training and Moodle training.

121 Feedback responses were given for the live sessions. Feedback was collected on a Qualtrics form, sent to all registered attendees. The feedback form consisted of a Likert table covering key elements of the training, overall rating for the training session, the most and least relevant activities and 2 short answer questions.

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree
I understand my role:	54.39%	41.23%	4.39%	0.00%	0.00%
The training staff were engaging:	47.37%	47.37%	4.39%	0.88%	0.00%
The training staff made the information easy to understand:	50.00%	47.37%	2.63%	0.00%	0.00%
The training staff made me feel welcome and part of a team:	57.89%	30.70%	11.40%	0.00%	0.00%
The PowerPoint was useful and clear.	52.21%	39.82%	7.96%	0.00%	0.00%
I was able to access the online session easily:	57.89%	36.84%	0.88%	2.63%	1.75%
I know where I can get support if I need it:	39.82%	46.90%	11.50%	0.88%	0.88%
I understand how being a Programme Rep can enhance my employability skills:	41.59%	47.79%	8.85%	0.88%	0.88%
The training met my expectations:	37.17%	45.13%	13.27%	3.54%	0.88%

The only questions that received less than 88% positive responses were “I know where I can get support if I need it” with 86.72% Positive responses and “The training met my expectations” with 82.3% Positive response rate. We will seek to improve these areas. We are pleased to note that over 88% of Reps understand how the role will enhance their employability skills and over 57% of Reps strongly agreed that the training staff made them feel welcome and part of the team, as we are keen to not only help Reps stand out in their employability but also to build community amongst our student leaders.

The average rating for training was 8.28 out of 10. Those that attended induction sessions rated the training as 8.13, those that attended Refresher as 8.92 and the additional dates were rated as 8.47.

Most/Least Relevant Training Offered	Most relevant (% Votes)	Least relevant (% Votes)
Understanding the Role	33.63%	21.43%
Meetings	15.04%	8.16%
Scenarios	31.86%	15.31%
Feedback Collection/Updating Students	15.93%	8.16%
Support for you	3.54%	11.22%
Other:	0.00%	35.71%

Understanding the Role and Scenarios were rated highly relevant both this and last year, indicating useful continuity in quality of training.

35.71% rated Other as the least relevant section, indicating via free text largely that they felt no section was not relevant, indicative of the usefulness of all training offered.

When asked how the session could be improved, reps said that ‘more interaction’ between Reps in the session and ‘shorter sessions’ or ‘adding breaks’ would be helpful as students found they were not able to speak to other Reps easily or that they lost focus and found it exhausting to have a long session.

When asked what the best part of training was, many Reps felt that explanations given in the session were helpful, along with ‘the Presentation’ and ‘scenarios’.

Programme Reps that completed the Moodle were asked 3 questions: How useful they found the training, anything they would like to see added or done differently, and any issues they anticipate encountering this year.

6 of the 10 respondents said they found the Moodle 'Very Useful', 3 said 'Somewhat Useful' and 1 said 'Neither', which we take as overall positive feedback.

Reps said they would like to see more case studies added to the training, but all other responses were positive or blank.

In problems reps expected to encounter, the following were noted:
Reps expected retrieving feedback and contacting and communicating with their cohorts to be difficult in their online environments.

We will continue to monitor this question as more Reps complete the training via Moodle, but it is clear Reps may need constant support from courses and the Union when seeking feedback from students.

Recommendations:

Further Promotion of the Programme Rep Moodle will be done; however, it would be good for courses and the Union to do some promotion before teaching resumes in late January. This will ensure a higher percentage of Reps are trained than the current number before SSLCs and SEC/Fs in term 2.

The development and promotion of the Programme Rep Moodle should be prioritised earlier in the academic year for 2021-22 to provide earlier access to resources for reps who attended.

It is recommend that the schedule for Programme Rep training is adjusted, particularly if the recruitment of Reps takes longer as it did this year. It may be beneficial to host training in weeks 4 and 5 as usual and then 2 or 3 sessions in week 7 or 8, which will capture Reps who are elected late into their roles, whilst not increasing the number of hours/sessions held dramatically.

The Representation team will review the order of sections in training, particularly if the 'Support available to you' can be included earlier in the training, as this section has the poorest feedback of all the sections, and is the final section of training and may be when Reps are losing focus/exhausted from the long training session.