

Unitec Class Representative FAQ's

General Class Rep Questions

Will the class reps be involved with lecturers and other staff?

Yes, as a class rep, you are encouraged to talk with your lecturer and even academic programme manager to voice out the class' concerns and suggestions.

What is the role of a class rep?

The key role of a class rep is to facilitate communication between the Unitec staff and the students of a course. You communicate with both your cohort and relevant staff on any items that are of importance, for example, unfair assignment grading.

Are you expected to help classmates with assignment related questions?

No, you are not required to do that. Please refer them to the course lecturer or course tutors if your classmates have any assignment related questions.

How much work does being a student rep entail?

The role is very flexible. However, it is compulsory for you to attend training and the class rep meetings, after training your role should take up no more than 3 hours a month. You will also need to regularly keep in contact with both your peers and course staff.

What if I'm not a confident speaker, can I still put up my hand to represent my peers?

Yes! It's not a problem because it is possible to interact with your peers through email or Facebook. Just make sure that people are aware of your contact details, and that you are open to receive feedback anytime. However a certain amount of speaking at meetings is required for this role.

Will I receive any training as a class rep and is it necessary to attend the training?

Yes. Class Rep training is compulsory. The Student Voice Coordinator will contact you with additional information once you have registered through the online registration form.

Role Related Questions

How to be an effective class representative while performing academically well?

Communication is key in order to be an effective class representative. At the same time it is crucial that you are able to manage your time well. With that being said, being a class rep does not require an intensive workload.

What happens if people aren't contacting me with issues as often as I think they should?

Communication is key. You need to be able to facilitate conversation using whichever medium you prefer. However, students not contacting you could potentially be a sign that the course is running smoothly.

As a class rep, do I need to be actively interacting with every student from the course?

No this is not necessary. Running polls and feedback forms would be a good indicator of the students' opinion. But it is good to go in front of the class before the start of a lecture and gather a general consensus every so often.

Do you need to attend class often to be a class rep?

It is strongly recommended. This means you are able to physically see what's happening in class and also be available to talk to classmates if they need it. Being a familiar face in class will be helpful for students to come forward to you with any problems, feedback or questions.

If a student went up to you and told you about their personal issue or issues outside of your responsibilities, what should you do?

Briefly listen to their problem and then accordingly, refer them to your lecturer, academic programme manager, Health and Counselling or Student Council. Do not attempt to handle the issue as it is not part of a class reps' responsibility.

Can I be a class rep for two classes?

YES!

Who is the first point of contact whenever you have a class rep related issue?

Your first point of contact should be your lecturer. For bigger issues contact your academic programme manager or, alternatively contact the Student council or student voice coordinator.

How often do you have to speak to your peers?

As many times as you feel is appropriate.

Feedback Related Queries

How can I effectively collect feedback from students through online platforms?

An online feedback form (i.e., Google Forms) can be created, shared via email and social networks, and it is usually more effective to ask open ended questions about how the students are finding the course rather than creating polls or multiple choice option type questions on such a feedback form.

How often should I collect feedback from my class?

Check in on your class at least weekly. It is however essential that you collect feedback at least a week before the scheduled class rep meeting.

How can you go about collecting feedback?

Learning to elicit feedback is a skill you learn while undertaking the role of a class rep. Potential ways in which you can go about eliciting feedback is by holding a class discussion before or after a lecture, sending out anonymous surveys (get your lecturer to help share the link on Moodle), getting students to write their opinion on pieces of paper at the start of the lecture and collecting it at the end. Also directly approaching classmates after the lecture and asking for their opinion works very well.

Who do I go to if I have any course-related feedback?

The lecturer first for any teaching and learning related issues arising from the course. For bigger course issues, you can talk to the academic programme manager. If it is still unable to be solved (or if it ended up being solved) raise the issue with the Student Voice Coordinator for further resolution.

What is the most effective way of gathering feedback for smaller papers?

Requesting 5-10 minutes from your lecturer to stand in front of the class and physically ask for feedback; for smaller papers, digital forms often do not get sufficient response to be worthwhile.

What if the other class rep and I do not agree with some of the feedback we have received?

Check the sample size of the feedback. Additionally, if you know who provided the feedback, you can ask them for more information so that you can better understand their viewpoint. You can also directly ask the class about the feedback and try to gather a consensus from there. If the feedback is frequent, you should still raise it to your lecturer.

What do you do when your class doesn't give any feedback?

Learning to elicit feedback is a skill you learn while undertaking the role of a class rep. Potential ways in which you can go about eliciting feedback is by holding a class discussion before or after a lecture, sending out anonymous surveys (get your lecturer to help share the link on Moodle), getting students to write their opinion on pieces of paper at the start of the lecture and collecting it at the end.

Do I need to create a Facebook Group for my class to collect feedback?

No, you do not need to, but many students find the page very useful, especially when the class rep posts things such as the location of assistance rooms, lecturer office hours and reminders of due dates.

How do I collect feedback from my class?

There are many ways Class Reps can go about collecting feedback from their class, e.g., from using Google forms, Facebook polls, email etc. For the most part, how it is done is usually up to the Class Rep themselves, and we encourage them to get creative with their methods! However, we understand some reps may be uncertain on feedback collection. Therefore, it is recommended Class Reps take into account these possible areas of concern: (a) How are students finding the course content & outline? (b) How are students feeling about how content is delivered by the lecturer? (c) What are the student's thoughts on assessments/tests or exams? (d) What improvements may your peers have regarding aspects of the course? (e) What are the thoughts surrounding Moodle layouts and operations?

Class Rep Meeting Questions

What are Class Rep Meetings?

Class Rep Meetings are a chance for you to connect with Unitec Staff and Your Unitec Student Council to ensure they are aware of what issues or success' are occurring.

How will I know when and where the Class Rep Meeting is?

The student voice coordinator will contact you with the details for these meetings.

In the case of having multiple reps do all reps need to attend the Class Rep meetings?

All reps will need to attend the meeting. It is part of your responsibility as a class rep. If your class has more than one rep ensure both of you are on the same page when presenting your feedback.

What happens if I am unable to attend an Class Rep Meeting?

If you can't make the meetings, you must email the person in charge at least a day before the meeting. Send your apologies as to why you are not able to attend the meeting and send in the course feedback that you have gathered. Remember, all feedback is valuable even if you cannot be physically present to explain it.

Lecturer-related Questions

What are the most effective ways to facilitate dialogue between students and lecturers?

Anonymous surveys and polls work well in being able to gather feedback. Students tend to feel less pressured that way. Standing in front of the class and holding an open discussion without the lecturers is also a good option, particularly if the class is on the smaller side. Also directly approaching classmates after the lecture and asking for their opinion directly works very well.

How should I engage with the teaching staff?

If your course mates have relayed to you issues pertaining to the course, don't be afraid to make time to talk to the lecturer or tutors. It is your job to provide them with emergent feedback, and they know this. They will be receptive. Ensure you do not provide your own personal opinion on the matter as it potentially puts you at a disadvantage now that the anonymity is lifted.

Will being a class rep create conflict between you and the lecturer?

Absolutely not! And in the case that this does happen, ensure that you contact the student voice coordinator – representation@unitec.ac.nz. Lecturers' in fact value class reps that are able to voice concerns on issues that impact the quality of their course.

What is the best way to approach lecturers?

By email as it keeps things professional. But by all means you are allowed to personally approach lecturers to discuss any suggestions or feedback that you have gathered from the class.

Are the teachers open to feedback/friendly?

Yes! The lecturers and academic programme managers are all exceptionally friendly and very keen for feedback and course improvements.