



STUDENT REPRESENTATIVES GUIDE
LONDON CAMPUS



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1. WELCOME NOTE

Congratulations on becoming a Student Representative!

Student representatives play a vital role in communication between their peers to staff, departments and faculties. As student representative, you will ensure that all students can get their say on issues affecting their studies.

As well as having the opportunity to give a meaningful contribution to the School, being a student representative gives you the opportunity to get involved and make a difference. It gives you a high profile with staff and fellow students. It helps to develop skills for future employment. Also, it gives you the chance to build up your communication skills and gain confidence speaking in public. And it is a useful addition to your CV: it shows that your achievements aren't just academic, something that employers are definitely looking for.

We hope you enjoy your role and look forward to working with you.

Florence Mele,

UK Director of Student and Academic Services

2. WHAT DO REPRESENTATIVES DO

Responsibilities of student representative include:

- ✓ Communicating with students on a regular basis and collecting feedback regarding their academic experience
- ✓ Attending Student representative meetings with programme directors, with the campus Dean
- ✓ Attending Board of Studies when applicable and meetings with regulatory/accreditation bodies
- ✓ Representatives present all student opinions at all meetings they attend, raise issues and work with relevant staff to find solutions. The student representatives are expected to provide constructive feedback i.e. highlighting both strength and weaknesses and making suggestions.
- ✓ Providing feedback to students on the outcomes of all meetings attended
- ✓ Working in partnership with School's management on enhancement of the student experience (careers, events, societies)
- ✓ Encouraging student feedback through different mechanism, including student surveys.
- ✓ Identifying areas of good practice within the School in order to make sure that these continue and expand
- ✓ Not discussing personal problems or issues of a student unless the wellbeing of the student in question is at risk. If a student wants to discuss personal problems or issues, student representatives will need to refer them on to a more appropriate source of help.
- ✓ Maintaining a professional standard of behaviour in meetings.
- ✓ Ensuring that all views put forward to the management or Agora are representative of the views of students on their course of study, rather than a personal view.
- ✓ Relaying any information to staff and students accurately, in a timely and effective manner
- ✓ Producing a report to the Board of Studies/Course Board

Hints and Ideas

- ✓ Talk to fellow students
- ✓ Be observant
- ✓ Talk to Reps in other courses to find out if there are any ongoing issues and what's going on for them
- ✓ Make it easy for people to contact you as their representative
- ✓ You can mainly bring issues related to quality of teaching methods and resources, course content, facilities and study resource BUT you CANNOT discuss performance of individual students, personal problems, and disciplinary issues including appeals/complaints. The School has separate policies to deal with individual student matters. You are expected to maintain confidentiality about any information related to students or staff to which you may have access during the course of their responsibilities.

3. MEETINGS ATTENDED BY STUDENT REPRESENTATIVES

Mandatory meetings

- **Meetings with Academic Directors**
Academic Director and programme administration staff meet student representatives at least once per semester. These meetings give student representatives the opportunity to bring to attention any matter relating to the course, or to the student relationship with the School.
- **Meetings with Dean of School**
This meeting provides an opportunity to student representatives to meet the UK Dean directly and voice opinions and experience about the School facilities and academic programmes. This meeting takes place once per semester.

Ad hoc meetings

- **Course Boards/ Board of studies**
Student representatives from each campus are invited to attend a Board. They only attend the unreserved section of the Board, where they present students' opinions about the delivery of the programme.
- **Meetings with external quality and accreditation bodies**
External quality and accreditation bodies always consider student opinions and views and hence requests to meet with students when they visit the School. Student representative are informed of any such meeting well in advance.

- **Meetings with members of Agora**

The mission of Agora is to play an informative as well as participative role to improve education and student life at ESCP Business School. Agora represents the opinion of the students of the School, on all campuses and from all programmes. Its tasks are realised in a representative and collaborative manner together with the stakeholders of the School.

Hints and Ideas

- ✓ Prepare well for a meeting
- ✓ If you are unable to attend, provide apologies by emailing the correct member of staff.
- ✓ Talk things through with your fellow Reps and reps on other courses
- ✓ Get as informed as you can by seeking information informally through School staff
- ✓ If you need more evidence, consider using Survey Monkey or a similar tool
- ✓ Back up your argument with student views that you can refer to officially.
- ✓ Send an email out to your fellow students updating them on what issues you have raised and what the outcomes were.

4. STUDENT REPRESENTATIVES' REPORT

Student Representatives of all programmes are required to submit a comprehensive report at the end of each semester of study. This report captures their feedback on the programme, modules, administration, resources and teaching. This report is discussed during the Board of Studies/Course Board Meetings.

There is a template available that student representatives are required to complete. It will be sent to you by your Programme Administration team along with the guidance on how to complete it.

5. BEING A STUDENT REPRESENTATIVE: WHAT'S IN IT FOR YOU?

Apart from the enormous sense of satisfaction, through this role, student representatives gain valuable skills and experience for their CV. This experience as a representative boost their chances for employment in future.

Communication skills: From presenting information in meetings and lectures to writing reports and emails, student representatives learn a lot about putting their point across effectively. They are also able to demonstrate experience of effective listening in order to gain the fullest picture of the situation.



Organisational skills: Student representatives need to develop effective time management and organisational skills to make sure their duties as student representative can fit in their work and studies.

Networking skills and confidence. To be an effective representative, student representatives need to develop useful contacts in order to raise issues at the appropriate level and get their voice heard. These contacts may help student representatives in both a representative and a personal capacity. The stronger and more numerous their contacts are within the School the more people they may be able to ask for references.

6. USEFUL CONTACTS

There are many people throughout the School who can help you in your role as a student representative. Your lecturers and other support staff can assist in enhancing your student experience. A few useful contacts are:

Florence Mele: UK Director of Student and Academic Services

Email: fmele@escp.eu

Solene Hoyez: Student Experience & Events Manager

Email: shoyez@escp.eu

Programme Administration team is located on the Second Floor

Careers Services Office: Room G08