Class Representative Modular Feedback Procedure

It is the responsibility of the Class Representative to begin the process of formally submitting Modular Feedback. Modular Feedback can be any of the following issues

- Inaccessible Lecture/ Reading List Materials
- Issues regarding **in-semester** examinations, quizzes, assessments (Wk 1-13)
- Issues regarding unfair treatment of individual(s) (Refer to SISC)
- Issues regarding inappropriate/ out-of-date/ discriminatory/ biased modular content without good reason and/or prior explanation for its usage (e.g. of good reason: used in a context to form an argumentative, historically accurate, multi-dimensional context that is not targeted at any individual studying the module)
- Issues regarding remote accessibility
- Issues regarding appropriate supports for students registered with the Disability/ Access Office(s) (In Conjunction with Disability Rep at ULSL Student Council).
- Module Registration (In conjunction with Academic Registry)
- Personal Issues (Refer to SISC/ Support Services)
- Any other issue that **both** the module leader and the Class Representative(s) agree should be discussed to achieve better attendance, participation, or modular outcomes for the students.

The Class Representative should collect quantifiable feedback and be able to present it to the Module Leader in a meeting. This should be **statistically valid** (i.e. at least 25 responses; AND/OR 50% +1 of the module participants; AND/OR a representative sample of the impacted individuals) and **presented in a report, of which a template is available from the LRO**. This report will contain the following information

- Class/ Module Size
- Size of Sample
- Method of Data Collection
- Method used to ensure Statistical Validity
- Summary of Problem Raised (max 250 words)
- Summary of Quantifiable Data proving this is a class issue (Attach survey + results)
- Summary of Qualitative Data to supplement the Quantifiable Data (optional)
- Action Points to resolve the issue (fill out by the students)
- Recommended Course of Action (filled out by Module Leader)

The Class Representatives should inform the Department Representative of the need to create a meeting and share the report and all supplementary/ supporting materials to help them understand the full issue, so that they can create a Summary of the issue, which they will read back to you and the Module Leader at the beginning of the meeting to ensure it is wholly accurate.

As a guide the issue can then be escalated if any of the below occur

- Module Leader does not respond within 5 working days
- Class Representative do not agree to the Recommended Course of Action
- If the Recommended Course of Action proposes an escalation.

The issue can be escalated to the following individuals

1. Department Representative for an academic query
2. Faculty Representative for an issue that correlates within 3+ modules in the same faculty.
3. SISC for any personal related issues including bullying, harassment, stress.
4. Leadership and Representation Office if the Class Representative(s) are not responding/ giving an incomplete report.
5. Full-Time Student Officer if one of the previous 4 avenues are deemed inconclusive or if recommended by any of the other streams.