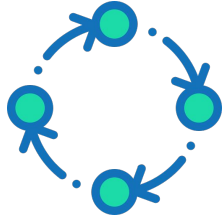


Unitu Student Rep Training

with **Anish Bagga**



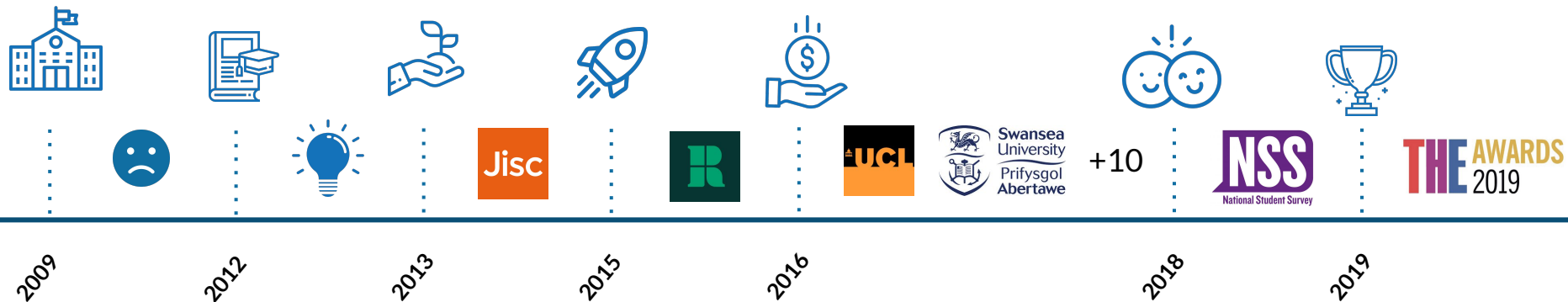
Overview



What is Unitu?

Unitu is a student voice app that helps students, staff and reps collectively work together on improving the student experience in **real time** and **transparently**.

Our story



Diane Bray
Department Head of Psychology

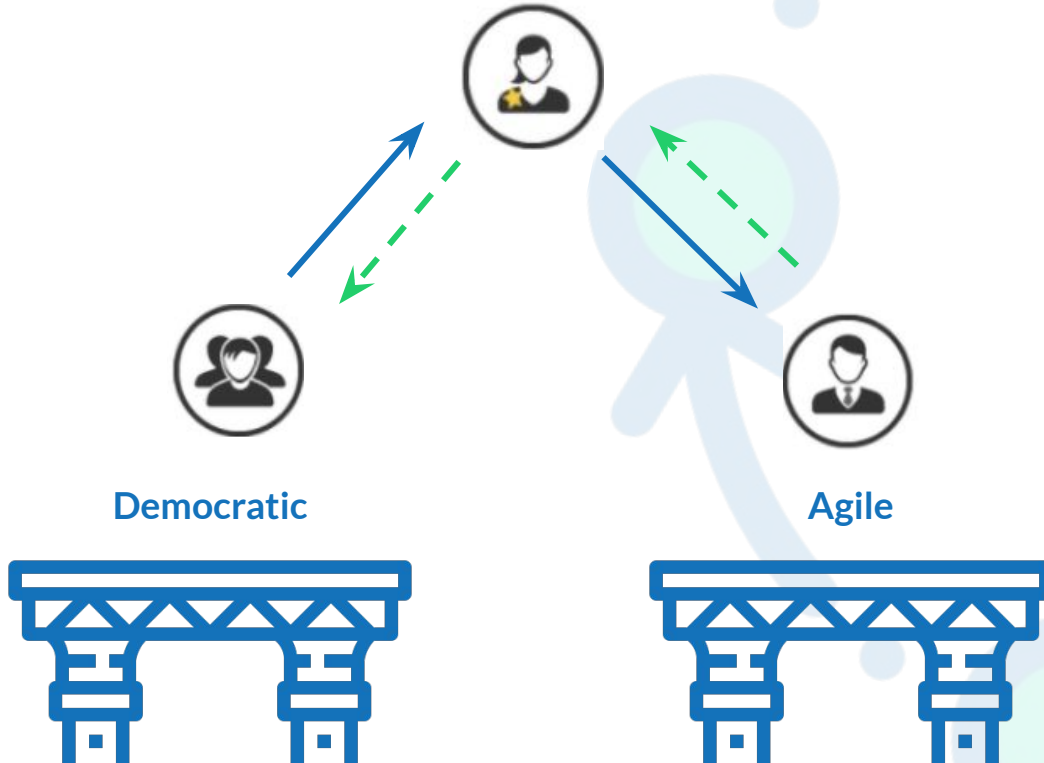
highly recommended by external and internal reviews. They stated it implemented University

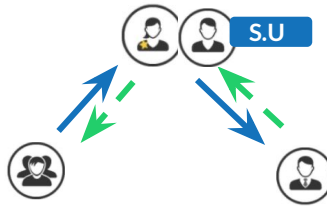
“Thanks to this platform, we were able to respond to student issues usually within 48 hours. We believe this intervention has been recognised as Technological or Student Voice NSS score of Digital Innovation by 14%”

Times Higher Education

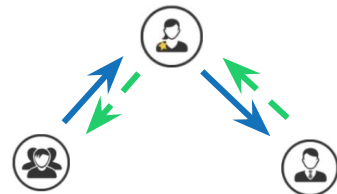
Dr Graham Roberts
UCL, Tutor

What is the Student Rep System?

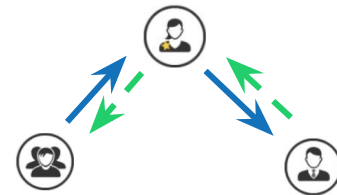




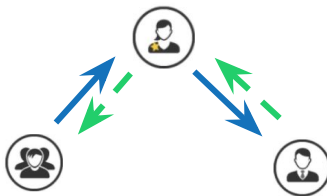
University Level



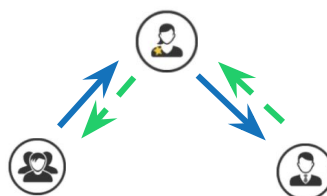
Faculty X



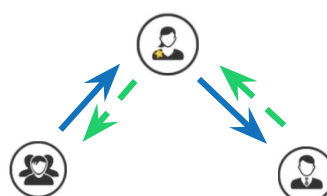
Faculty Y



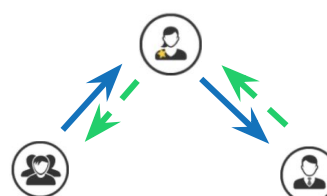
Dept. A



Dept. B

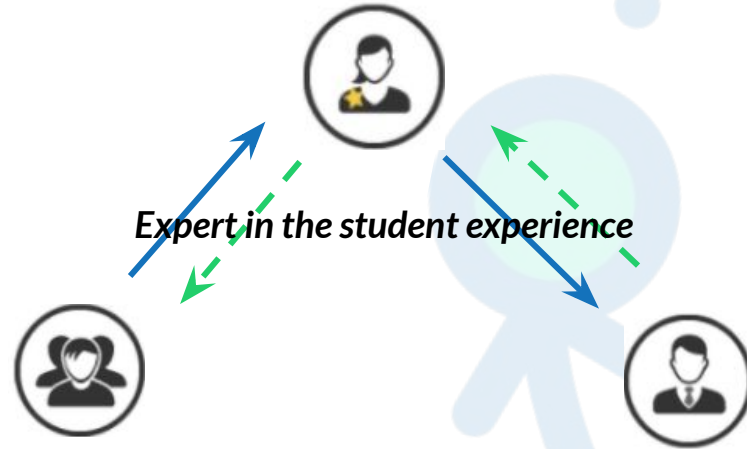


Dept. C



Dept. D

Defining your role as a rep

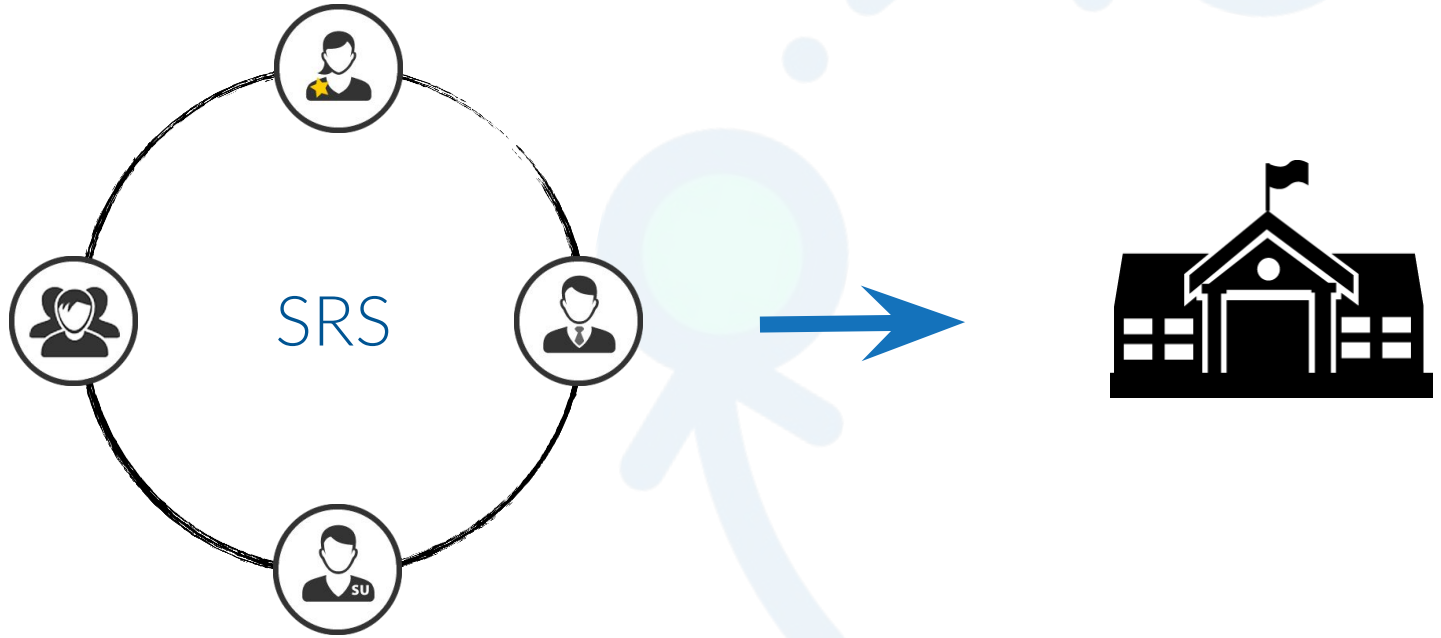




“Your role as a rep is to represent the student voice by **continuously** collecting **representative** feedback and **helping staff** create positive change.”

Responsibilities as a rep





Challenges to the rep system



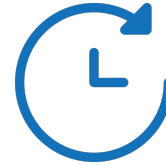
Lack of awareness



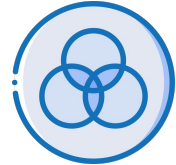
Lack of engagement



Lack of representation

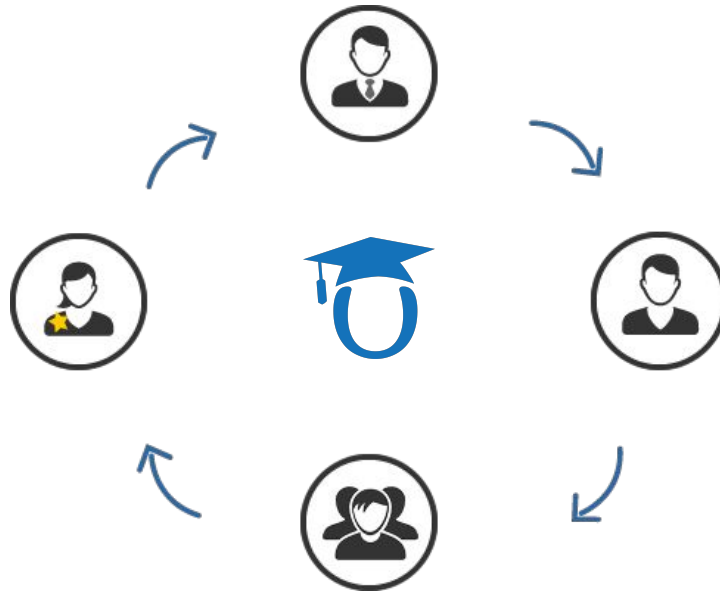


Lack of response



Lack of visibility

Unitu Demo



5 Stages of being an effective rep

Aware

Engage

Respond

Escalate

Change

Generating Awareness



**Adding a
profile picture**

Generating Awareness



**Post an
introduction**

Generating Awareness



Lecture Shout Out

Generating Awareness



Social media shout out

Generating Awareness

Hi everyone,

The department has introduced a really useful platform for us to have questions answered and issues resolved in real time by senior staff on our programme and department.

You can post and comment anonymously, which I think is really helpful.

We as reps are here to support and escalate representative feedback through the platform quickly.

It's called Unitu - all students accounts are already created by the department, so no need to sign up to anything.

To log in go to this link: uni.unitu.co.uk.



Generating Awareness



Adding a
profile picture



Post an
introduction



Lecture
Shout Out



Social media
shout out

Increasing Engagement



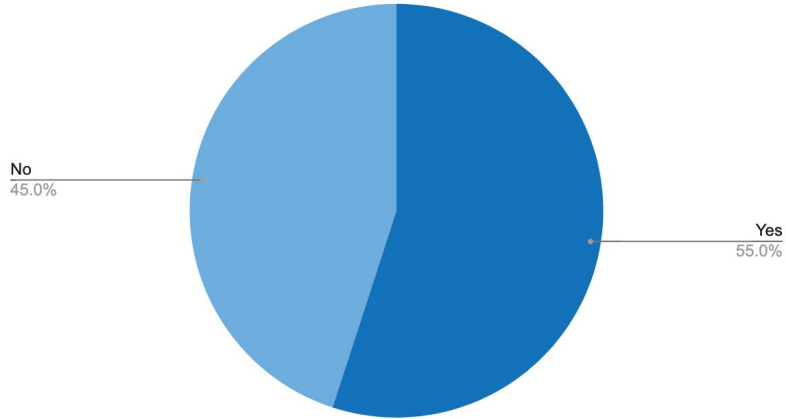
Increasing Engagement



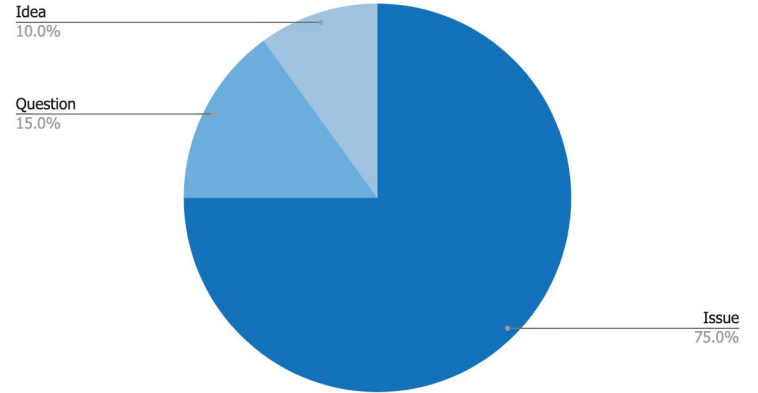
Post a genuine concern

Stats on highly engaged posts by reps

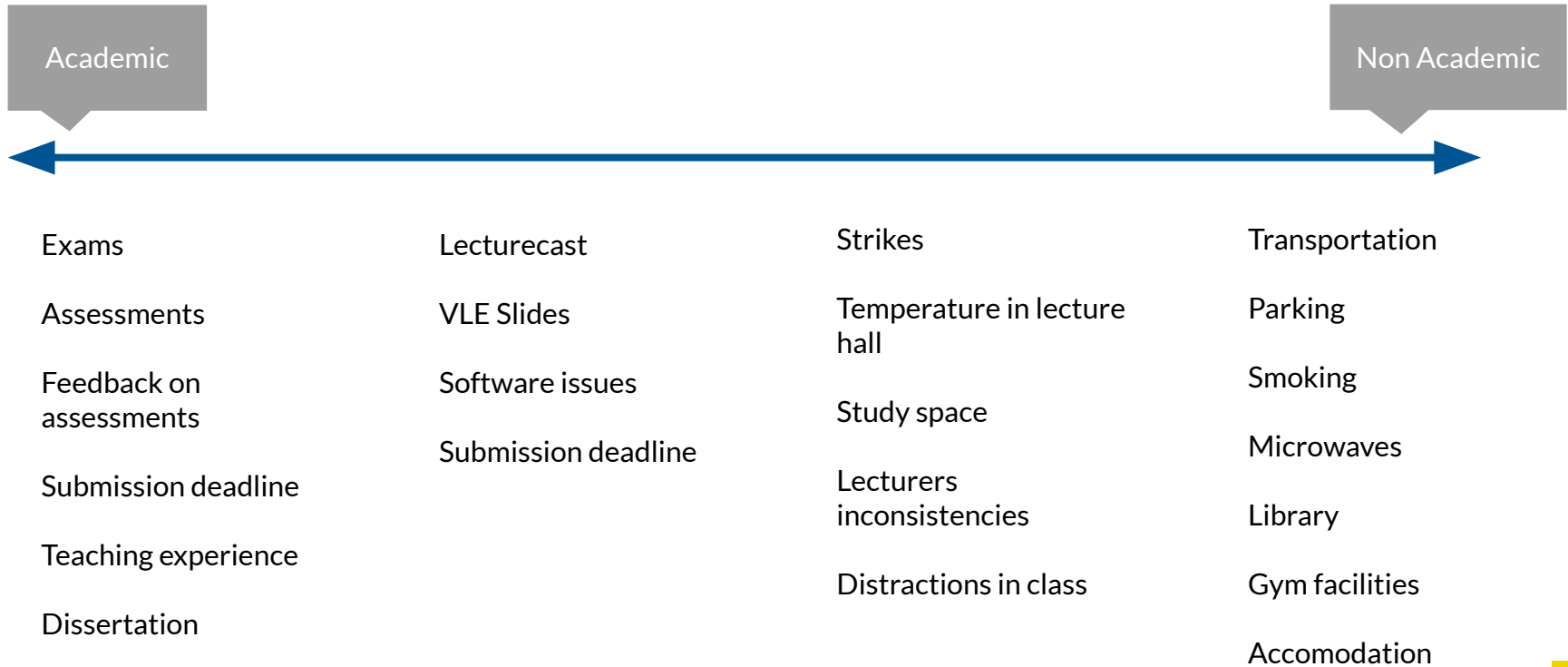
Posted Anonymously by Reps



Feedback Type



Topics with most engagement



Increasing Engagement



**Unitu sends out targeted
push and email notifications**

Increasing Engagement



Send link via social media

Generating Awareness

Hey everyone,

I know that many have been experiencing **issues** with **lecture cast recording**. There is a post created on Unitu, our student voice platform. The more votes and comments we gather on it, the faster I as a rep will be able to escalate it to staff on Unitu to engage and resolve the **issue**.

Here's the link to the post: **[url]**

If you have any issues logging in, let me know.



Increasing Engagement



Boost

**Send a personalised email to
your peers**

Generating Awareness

Subject: Lecturecast issues for bsc sociology

Hey everyone,

I know that many have been experiencing issues with lecture cast recording. There is a post created on Unitu, our student voice platform. The more votes and comments we gather on it, the faster I as a rep will be able to escalate it to staff on Unitu to engage and resolve the issue.

If you have any issues logging in, let me know.

Please give a thumbs up and comment if you'd like to see this issues solved by staff.

Thanks,

Anish Bagga

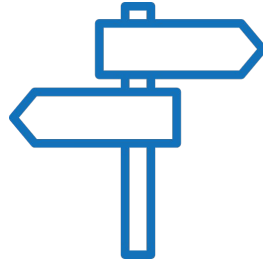


Boost

Responding to students



Responding to students



Signposting

Responding to students



Expected Response Time

Responding to students



Closing a feedback post

Escalating feedback posts



Moderating feedback



Moderating feedback

Unitu's moderation system

Comment



Anonymous Commenter #1 - 23 seconds ago

It's all crap tbf.

Like

Report

Post

Deadline

Too many deadlines in the same week



Anonymous - 17 hours ago · Report



Description

Hi all, I'd like to raise a concern that I believe other students are experiencing. We have 4 deadlines all in the same week.

It would be great if this could be seen by staff so we can get some input if this can be changed.

Moderators on Unitu

Reps



Moderate in the private and public area

Staff



Moderate in the public area

Unitu



Moderate if no action has been taken

3 Strike Policy



Strike 1:
Warning



Strike 2:
Anonymity Disabled



Strike 3:
Account Suspension

unitu.co.uk/content-policy/

Escalating feedback posts



Escalating feedback posts



Escalating feedback

Helping staff create change

Aware

Engage

Respond

Escalate

Change

Helping staff create change



Increasing votes



Maintaining dialogue

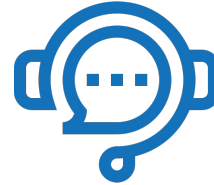


Use Unitu in the meetings

Seeking support



support@unitu.co.uk



Live chat support

Student Ambassador Programme



<https://unitu.co.uk/ambassador-programme/>

Conclusion

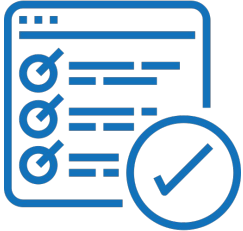


Certificate for completing rep training

Conclusion



Next steps



Complete the tasks



Give us feedback



Questions?

Thank You

Presented by Anish Bagga
anish@unitu.co.uk