

## **Engaging with Academic Reps on MS Teams - Guidance for Departments**

### *How will reps use MS Teams?*

- Reps will be given the capacity to communicate with other academic reps in their department, including department and school reps through MS Teams
- Channels will be overseen by members of the Student Voice Team in order to moderate conversation, however their involvement will be minimal and reps will be encouraged to manage their own channel as far as possible
- Reps will be encouraged to use MS Teams as their primary form of communication, however we expect they will still want to use other platforms such as social media to reach as many students as possible
- Reps should submit their activity to [Your Impact](#) so we can reward them and shout about their achievements

### *What's the best way to engage with reps on MS Teams?*

- As reps will be encouraged to use MS Teams as their primary platform, this or email is the best way to reach reps this year
- Before asking reps to begin a project or gather feedback, we would encourage you to reach out to the SU first to check that this isn't something we are already carrying out
- Now that the university experience is mostly online, it's easy for students to start feeling like they always have to be available or 'on'. We would encourage you to facilitate reps' digital wellbeing by not messaging reps outside of normal business hours or expecting immediate responses
- MS Teams channels are a space for students and reps to talk to each other in the same kind of way that they would in a classroom or common room; we will train reps in identifying and giving effective feedback and will not ask them to tell us what was said in those spaces. We ask that departments treat these spaces in the same way

### *What can departments expect of reps?*

- Reps should be regularly engaging with the students they represent in MS Teams, in accordance with their own personal digital boundaries
- Reps should behave professionally online, using appropriate language and 'tone', although some reps might need guidance with regards to where to take a piece of feedback
- A large part of reps' roles is closing the feedback loop, and we expect them to do so to the best of their ability; they should be informing students of what they've done with the feedback they've gathered and any changes that have been made as a result

### *What can departments expect of RHSU?*

- We'll keep you in the loop with regular updates about academic representation so you're aware of what's going on on our side
- We'll invite you to staff networking sessions, so you can talk to other staff members invested in academic representation and receive verbal updates from us
- We'll monitor what reps are up to in their roles and on MS Teams, so we can give them a nudge if they're not engaging or pick up on issues that we need to take forward as an SU

If you have any questions or queries throughout the year, you can reach us at [voice@su.rhul.ac.uk](mailto:voice@su.rhul.ac.uk) and a member of the Voice team will be happy to help you. Likewise, if you are using an online space that is working really well, let us know and we can spread your best practice to other members of staff!