

MIT's Student Voice Representative Handbook



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Welcome



**MANUKAU
INSTITUTE OF
TECHNOLOGY**

Tē Whare Tokiure o Manukau

Nau mai haere mai!

Kia ora, thank you for putting your hand up to be a student voice rep! Yay!

Your role as a school rep is super important as you have the privilege of implementing changes to the quality of teaching in your cohort as well as being the voice for your whole school.

Manukau Institute of Technology and the staff share a strong commitment to improving the quality of our learning and teaching environments. Our reps play an important part in ensuring we receive feedback needed for improvement. We appreciate your effort and reading this handbook is just the first step to becoming the best student voice rep you can be.

How to use this handbook

This handbook is a guide to help you throughout your journey as a student voice rep. It will explain how to be a student voice rep and who to reach out to for support.

All student voice reps are required to send their Full Name, Student ID and your Course Code to the Student Voice Coordinator, this allows us to keep track of who the student voice representatives are as well as allow us to contact you for anything that may arise.

If you have any questions about this handbook or anything you may need help with, **contact the Student Voice Coordinator** and they will help you.

To contact the Student Voice Coordinator, send an email to **studentvoice@manukau.ac.nz**

We are super excited to go through this journey with you and help make the MIT experience an amazing one!

Ngā manaakitanga,
The Student Voice Coordinator



The Student Voice at MIT

What do you do now?

Class reps play a vital role in shaping student life at MIT — they amplify the voices of their peers by sharing wins, raising concerns, and bringing fresh ideas to the table, all with the goal of making MIT a better place to learn, grow, and succeed.

There are 3 levels of representation here at MIT that make up the Student Voice;

Student Council

They contribute to the strategic decision making of MIT in the best interests of current and future Students. They also represent and advocate for the views of MIT Students at the highest level: at an institute and national level.

Student Voice Representatives

They represent the views and opinions of students within a specific school (they study in) and also work in partnership with the Student Council and the MIT staff to meaningfully shape the educational experience of our current and future students.

Class Representatives

They represent students in their classroom and ensure that issues, ideas and feedback is raised appropriately and responded to. Also working with other class reps across your cohort to ensure that feedback is appropriately escalated to your student voice rep and academic leads when needed.

1. Register

Send your Full Name, Student ID and Course Code to the Student Voice Coordinator. From there, we will invite you to join the advisory meetings for your campus where you will provide any important updates.

2. Meet with the class reps in your school

Getting to know who your class reps are is important as this is where majority of the feedback is collected from. Ensuring you are visible to them allows you to stay up to date with any repeating issues in the classrooms of your school.

3. Meet with your Academic Lead

This is a very important relationship to have as they will be your first point of contact if any issues arise. Work on the best way to communicate with each other

4. Introduce yourself to your school

Show your class who they can go to for support during their studying journey. It's important to be visible as much as you can.

5. Join all events

Get to know your fellow peers and MIT by joining the events that happen around campus.

6. Reap the benefits!

Being a class rep comes with its perks and benefits. They include:

- Personal and leadership development
- Professional development (Build your CV!)
- Empowerment to speak to issues affecting your learning and the class.
- Strong communication skills and experience in dispute resolution.
- Opportunity to build relationships and networks.



How to be a good school rep?

Be visible

Make sure students know who you are and how to contact you. This can be done by introducing yourself in front of your school and leaving your contact details on the board or anywhere visible.

Be approachable

Make sure students feel comfortable coming to you for questions and feedback.

Communicate

Keep in touch with your academic lead and class reps within your school and stay well informed on issues that may arise.

Keep them updated on anything that happens within your cohorts, around campus and MIT.

Advocate

Be there to support your peers when concerns arise and advocate for them on repeating issues that happen in your school.

Referrals

Refer students to the necessary services needed.

Engage

Attend campus advisory meetings to provide staff with the necessary updates that occur in your school. You can also call your own meetings with the class reps of your school to see how their classes are going.

Listen

Be open to listen to your classmates and keep an open mind when hearing their concerns

Avoid

- Doing too much and overloading yourself with rep work.
- Helping students with their personal problems on your own.
- Dealing with intense advocacy cases.
- Dealing with harassment or serious conflicts.

Remember to refer students to the necessary services provided.

If you have any questions or need help, contact the Student Voice Coordinator at

studentvoice@manukau.ac.nz



Your focus

As a student voice rep, your key role is to communicate any issues relating to yours and your peers experience on campus to staff and/or student council.

Tasks as a student voice rep

• **Gathering feedback**

You must encourage your school to share their views and opinions on their experience. Listen to everything they share, especially those with a different experience to you. Collecting feedback can be through meetings or a simple online form.

• **Acting on feedback**

Once you have all the feedback, summarize it all into a helpful and usable document and present it to staff. This can be done through participating in the advisory meetings where you can present your findings.

• **Reporting back**

For any outcome you must share this with the students, staff and anyone who was involved with the situation. This ensures everyone stays on the same page.

• **Liaise with other reps and staff**

Work with class reps or other student voice reps to identify common issues. Then develop joint strategies to address cross-cohort or school-wide concerns. If there is an issue that affects the whole campus, reach out to your campus rep on Student Council

Attending meetings

There will be an opportunity for you to attend the advisory committee meeting for your campus where you can relay any issues needing to be raised.

Topics to focus on:

- Curriculum
- Learning resources
- Timetabling
- Learning and teaching process
- Assessment and feedback
- Student progression and achievement
- Guidance and support
- Quality enhancement and assurance

Top tips!

- Host informal feedback sessions with staff and/or students (eg., coffee chats, drop-ins, class talks).
- Create a feedback form specific to your school.
- Stay neutral when discussing difficult issues.
- Celebrate all wins with everyone no matter how big or small. Tell students their feedback made a difference.



Contacts for relevant services

Service	Contact details
Campus Security	security@manukau.ac.nz
Career & Employment Solutions	careersolutions@manukau.ac.nz
Chaplaincy & Spiritual Support	thechaplains@manukau.ac.nz
Concerns & Complaints	advisors@manukau.ac.nz
Counselling	counsellors@manukau.ac.nz
Disability Support Services	disability@manukau.ac.nz
International Student Support	internationaladmin@manukau.ac.nz
Library & Learning Services	library@manukau.ac.nz learning.services@manukau.ac.nz
Māori and Pasifika Trades Training	maoripasifikatrades@manukau.ac.nz
MIT Children's Education Centre	child.centre@manukau.ac.nz
Pasifika Development Office	mitpcc@manukau.ac.nz
Student Advisors	wecare@manukau.ac.nz
Student Advocacy & Appeals	advocacy@manukau.ac.nz
Student Council	studentvoice@manukau.ac.nz
Student Life	studentlife@manukau.ac.nz
Student Voice/Clubs & Groups	studentvoice@manukau.ac.nz
Tauira Māori Student Support	tauiramaori@manukau.ac.nz
Wellbeing Coordinators	wellbeing@manukau.ac.nz