

ANU Students' Association

Course Representative Handbook

A Guide to Academic Representation

ANUSA President
Eleanor Kay

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Welcome



Thanks for volunteering to be a Course Representative!

You are directly contributing to the quality of learning and teaching at ANU. As a Course Representative you're an important, independent advocate who provides feedback to the College and also seeks support and further advocacy from ANUSA if appropriate. This makes you a vital link between your course, your lecturer, ANUSA and PARSA and the University. As a Course Rep, you are able to facilitate immediate improvements in learning opportunities for you and your class. At the same time you will personally benefit from the training and experience of being an advocate and spokesperson for a group of your peers.

The Australian National University (ANU), the ANU Students' Association (ANUSA), and the Postgraduate and Research Students' Association (PARSA) share a strong commitment to improving the quality of education at ANU. Course Reps are at the heart of making that commitment a reality. We value students like you having the opportunity to work in collaboration with staff to improve the learning experience by presenting the concerns and ideas of your peers. Course representatives facilitate a student partnership with the university in the improvement of teaching and learning quality. When you listen to the members of your course, pass on their feedback, and connect students with each other, you are having a real impact on the quality of education at ANU, and the student experience of all students. For that, we say **thank you!**

This Handbook aims to provide you with written guidance on how to be effective in your role, and what support exists along the way. An online version can be accessed via the ANUSA website.

It will be complemented by face to face training sessions and ongoing communication with ANUSA. This being said, if you have any questions, concerns or ideas you are always welcome to contact me at sa.president@anu.edu.au, phone the ANUSA Offices on 02 6125 2444 or drop in to chat to someone in person.

With your feedback it is hoped that Course Representatives can be implemented across the university. We look forward to working with you this year to make ANU even better.

Eleanor Kay
President

ANU Students' Association
sa.president@anu.edu.au

What Happens Now?

This handbook gives you an overview of why Course Reps are important, what your role entails, some handy tips for how to do your role well, and contact details of supports available to you and to the students in your class.

Have a read, and then take the following next steps to make sure you can be an effective Course Rep:

- 1. Have your details accessible**

Your Course Convenor will upload your contact details on Wattle and then pass them on to the school's Student Administrator. The Student Administrators will compile a list of Course reps to send to ANUSA. Your details will be entered into a database that will be accessible from the ANUSA website so you can easily be contacted by your class.

- 2. Meet with your Course Convenor**

Discuss the ways in which you can work together, including how to best elicit and present class feedback; and deal with any issues that might arise during the course. This is an important relationship as they are the first point of referral for the majority of issues.

- 3. Attend Course Rep Training**

There are two sessions of training specifically for each academic college. Sessions are designed to inform and empower you in your role. They show you how you can best serve your class. They include guest speakers and food.

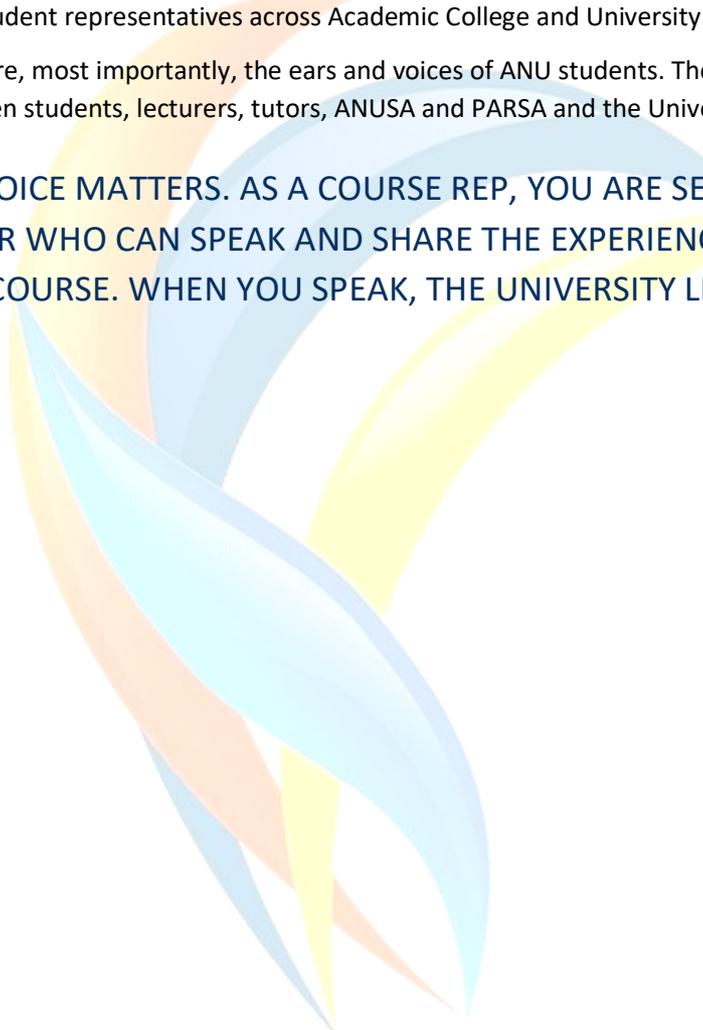
The Importance of Course Representatives

One of the University's primary strategies, as articulated in ANU 2020, is to 'create a holistic educational experience' including 'extended university involvement for students'. As a course representative, your role is important in a number of ways, including:

Support – Course reps provide the first point of contact for other students in their course. They help resolve basic problems, offer guidance and provide support.

Consultation – Course reps provide an important point of consultation when changes need to be made or are being proposed. More specifically, they work within ANU's academic representation structures to provide constructive feedback about teaching quality and assessment, course content and facilities to academic staff and student representatives across Academic College and University committees.

Voice – Course reps are, most importantly, the ears and voices of ANU students. They provide an important link between students, lecturers, tutors, ANUSA and PARSA and the University.



YOUR VOICE MATTERS. AS A COURSE REP, YOU ARE SEEN AS A
LEADER WHO CAN SPEAK AND SHARE THE EXPERIENCES OF
YOUR COURSE. WHEN YOU SPEAK, THE UNIVERSITY LISTENS.

Benefits of Being a Course Representative

Not only are Course Reps enormously beneficial for both the student body, and for the university, it can also be a great opportunity for you to grow in your personal and professional skills.

Professional development

You'll gain so many skills representing your fellow students, including decision making, communication, negotiation, organisation, delegation and advocacy

Personal growth

Course reps grow in their confidence, networking skills and ability to empathise with others. You'll have the opportunity to make a positive difference; and these opportunities will help you learn more about yourself, how you operate and your leadership strength

Course Rep Certificate

If you attend a training session, you can request a Course Rep Certificate at the end of the semester.

Course Rep Service Awards and Student Representation Celebration

At the end of each semester, your classmates have the chance to nominate you for a Course Rep Service Award. These awards recognise Course Reps who have actively contributed to their fellow students' learning experiences.

At the end of Semester 2, ANUSA, PARSA and ANU host a Student Representation Celebration to recognise course reps – all course reps are invited to attend!

Future Steps

If you enjoy being a Course Rep, the skills you learn can be used in other levels of student representation.

College Representatives at ANUSA and PARSA

College Representatives provide an essential student voice within the University decision making process. Being a College Representative is the next step in University representation. College Reps are formal members of College Boards and Education Committees. They can also sit and vote on the ANUSA Student Representative Council, and the PARSA Postgraduate Representative Council. If you're interested in becoming a College Representative, get in contact with the current college reps, or the ANUSA/PARSA President.

ANUSA and PARSA forums and elections

As democratic bodies, ANUSA and PARSA are led and controlled by our members. All undergraduates are members of ANUSA, and all postgraduates are members of PARSA. As a member, you have the opportunity to participate in our meetings and forums, which focus on student issues like education, welfare, housing and public transport. Keep an eye out on our Facebook page for when our next meetings are, or get in contact with the President.

Your Role

How to be an Effective Course Representative

Be visible

Make sure the students you represent know you and how to contact you. Through the duration of the course, stay in contact and consult with your class.

Be approachable

Your role matters and it's important that you're proactive. This means being visible and approachable. You should be known by both students and staff in your course or programme. Generally, course reps rely on making themselves known – usually by addressing the class in lectures, both at the beginning of the course and at regular intervals during the course. We recommend that you make yourself known to support staff, such as course administrators, in addition to academic staff.

Communicate

Keep in touch with your Course Coordinator. Keep them informed about positive aspects of course delivery and assessment; and any arising issues.

Listen

Be available to listen and support students with their concerns.

Engage

Attend Staff/Student Liaison meetings and any Course rep meetings called by your School, College or ANUSA College Representatives.

Promote

Promote your classmates' participation in University-wide reviews and consultations.

Avoid

Avoid overloading yourself with course rep work.

You don't have to deal with large-scale or intensive advocacy cases, nor do you have to deal with harassing or serious cases. You also don't have to counsel students with serious personal problems. There are professional services at the ANU with full time staff able to support students with these cases.

Refer any students who need additional support to ANU Counselling Centre, the Dean of Students or ANUSA and PARSAs Student Assistance.

Contact ANU Counselling

E: counselling_centre@anu.edu.au

P: 02 6125 2442

Contact Dean of Students

E: dean.students@anu.edu.au

P: 02 6125 4184

Contact ANUSA Student Assistance

E: sa.assistance@anu.edu.au

P: 02 6125 2444

Contact PARSAs Student Assistance

E: parsa.assistance@anu.edu.au

P: 02 6125 4187

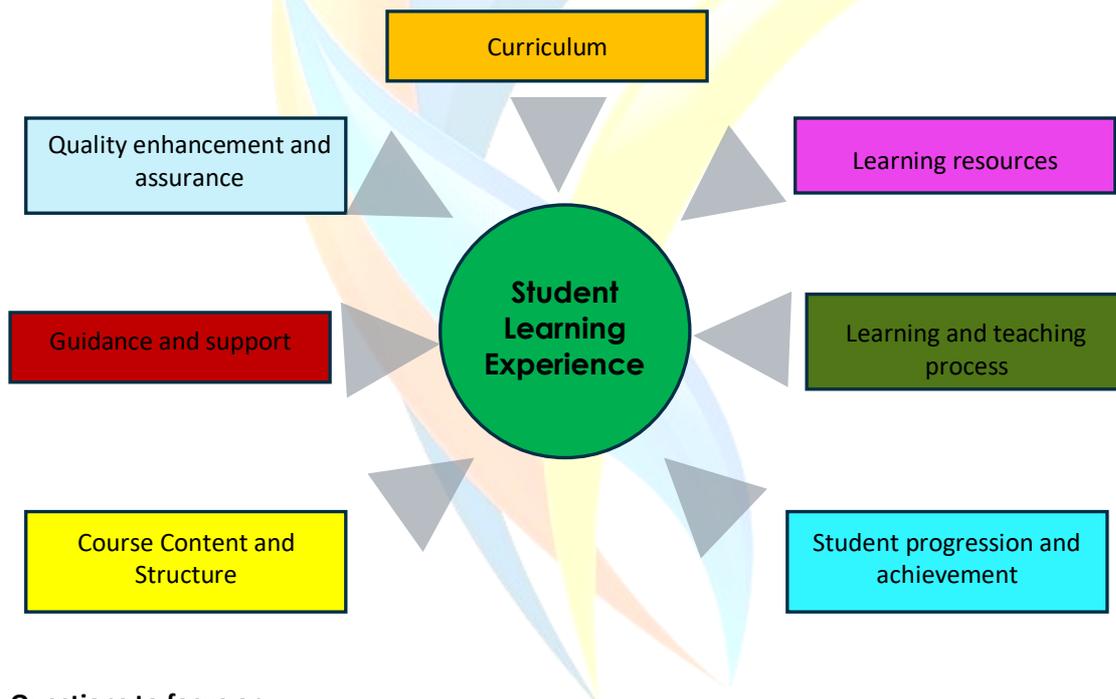
Your Focus

As a Course Rep, your key role is to provide feedback to your lecturers, course coordinators and the University about your fellow classmates' experiences. Furthermore, your role is:

- To continuously improve the student learning experience in partnership with the ANU, ANUSA and PARSA by helping create solutions to problems.
- To represent your fellow classmates' views and opinions on all matters relating to learning and teaching.
- To provide both positive and negative feedback to staff.
- To act as a communication channel between staff and students.

From time to time, students may come to you with a variety of issues. Don't take on an issue alone, the University, ANUSA and PARSA are available to help you create a great student experience in the classroom.

Your focus should be on auditing the course to ensure that it is consistent with university policy. Consider what contributes to the Student Learning Experience and how you can provide feedback on each component to enhance it.



Questions to focus on:

- Does the course follow the stated course aims and objectives?
- Are the course aims and objectives easily understood?
- Have students been consulted when major changes have been made to the course?

Important Things to Know from ANU Policy

Course Content and Structure

Lecture recordings:

Lectures must be recorded. If your lectures aren't being recorded then the Course Convenor/Lecturer is required to have received approval from the Associate Dean for Education from the relevant College.

Course Outline:

Course Outlines must be available two weeks before teaching begins.

https://policies.anu.edu.au/ppl/document/ANUP_000398

Course Outlines can be changed and altered in the first week of semester - so students have time to ask for changes to assessment structures and have that easily approved. As is mentioned in the Assessment Policy (below), course conveners must respond to student concerns and suggestions.

https://policies.anu.edu.au/ppl/document/ANUP_000698

Assessments must have marking criteria or rubrics.

Course Workload

Questions to focus on:

- How manageable is the course workload?

Think about the number of words required in an assessment, number of assignments and amount of class preparation. Does this match what's in the course outline and is it realistic? Are assessments placed well throughout the course to help students balance their workload?

Workloads have an impact upon your wellbeing and your ability to study. If individual students have issues around balancing the course load with their personal lives, don't take their issues upon yourself to resolve. Instead, refer them to the range of resources, programmes and workshops offered by the Academic Skills and Learning Centre.

Contact Academic Skills and Learning Centre

E: academicskills@anu.edu.au

P: 02 6125 2972

The following is a handy policy to know. Follow the link and click on the 'Student assessment (coursework)' policy: https://policies.anu.edu.au/ppl/document/ANUP_004603

As stipulated in the Assessment Design Principles - you need to have 2 or more assessments in a semester (pt 3). Students are also allowed to give feedback and request changes on the assessment schedule before 10% of the teaching period has passed (pt 4).

Additionally, where appropriate and possible, students should be able to submit assignments to be assessed anonymously (pts 12-21).

Note that lecturers do not have to allow late submission, but they must specify in the course guide if a late assessment will not be accepted. A late penalty of 5% per working day is a uni-wide policy (pts 22-25).

You should also note that students from a language background other than English might be eligible for different assessment tasks (pts 29-30).

Students are entitled to feedback that is timely. In particular, students must have the opportunity to receive some feedback before 50% of the teaching period is passed - although this feedback doesn't have to be for an assessment that counts towards their final grade (pts 34-37).

If someone has questions or requires support in requesting special consideration or a deferred examination, please feel free to direct them to the ANUSA or PARSA Student Assistance Unit or the ANUSA Vice President.

Teaching Methods

Issues about any staff should be taken directly to the Course Coordinator. Don't bring any staff-type issues to Staff/ Student Liaison Meetings; and please do not discuss staff-type issues on social media.

Questions to focus on:

- Is lecture content clearly communicated?
- How effectively are support materials and other media employed during teaching time?
- Does the course provide students with the necessary discipline skills to continue their study and work aspirations?

Teaching methods can be personal. Make sure your feedback acknowledges the strengths of individual lecturers and includes encouraging aspects.

If an issue with teaching methods; or frequent clashes with tutors arises, it should be talked about with the Course Convenor quickly. As a Course rep, it's also helpful to include a number of suggestions, such as: Providing PowerPoint handouts, including multimedia in the lecture, recording the lecture, or repeating key points.

Assessment and Feedback

Questions to focus on:

- Are specific assessment items appropriate to the course content?
- Are the assessment criteria and guidelines clearly communicated to students?
- Have students received sufficient feedback?

All course assessments should relate to specific learning objectives in the course outline. Assessment should be weighted fairly and spread evenly. Deadlines for items of assessment should not fall within the exam period or trimester break; and all assessment criteria needs to be clear and accessible to students.

Returned work must have sufficient feedback from the marker. It should be returned in time for students to use the feedback for their next piece of assessable work.

Student ID numbers should be used in any publication of assessment or exam results.

Individual Student Issues

You may find students approach you with a variety of personal issues. For most individual matters:

- Encourage students to talk with their lecturer ASAP; and offer to sit in as a support person.
- In the case of exams, all students are expected to attend and sit these unless they are seriously ill or experience a bereavement of an immediate member of the family.

- If this is the case, advise the student to talk to ANU Health or Counselling, as soon as possible either side of the exam, as they may be able to apply for Special Consideration or a Deferred Exam.

If a student is having issues related to plagiarism, refer them to the ANUSA or PARSA Student Assistance Unit or the ANUSA Vice President and offer to stay with them as a support person. The Course Convenor will contact the student if there is concern that the work in question is potentially plagiarised. The Course Convenor should let the student know the next steps in the process. Because of the severity of the consequences for plagiarism, we strongly recommend contacting ANUSA or PARSA. The ANUSA and PARSA Student Assistance Unit and/or ANUSA Vice President will provide assistance and advocacy.

Contact ANUSA Vice President

E: sa.vicepres@anu.edu.au

P: 02 6125 2444

Contact ANUSA Student Assistance

E: sa.assistance@anu.edu.au

P: 02 6125 2444

Contact PARSA Student Assistance

E: parsa.assistance@anu.edu.au

P: 02 6125 4187

If students are unclear about deadlines, criteria or feedback look at all documentation provided about the assessment, including the course outline. Then talk to the Course Convenor and ask them to clarify any confusion with the class.

If it appears that students are disadvantaged in any way, talk to the relevant ANUSA or PARSA College Representatives about your options.

Teaching Facilities and Academic Support

Questions to focus on:

- Are ANU staff responding to emails in a reasonable manner from students?
- Do students have access to ANU Library and information communication technology (ICT) facilities and resources? If not, contact ANU Library for support.

Contact ANU Library

E: library.info@anu.edu.au

P: 02 6125 4428

Tips For How To Perform Your Role Effectively

Course Rep-Staff Meetings

Course Rep-Staff meetings are an important opportunity for sharing communication between Schools and Course reps. They're typically called and facilitated by the Associate Directors of Education. When these meetings occur, Course reps are required to attend

How to approach the meeting

What to do before a meeting:

- Read the agenda that is emailed to you
- Consult with your class about any relevant information on the agenda.

What usually happens during staff / student meetings?

- Schools might inform class reps about what's happening in the School and College
- Discussions should focus on the School and its students as a whole, not individual staff

Formal Reviews and Consultations

- As a Course rep you might ask the lecturer at the beginning of your course to briefly comment on the last SELS, and any subsequent changes – you can also do this online. The course results are published online and are available to ANU staff and students.
- Course evaluations are facilitated by the Planning & Performance Measurement Division (PPM) and are distributed to all students prior to their last day of class.
- The University takes evaluations seriously. All Schools and Programs are required to address areas of concern highlighted by students
- All Programs in the University must undergo a Program Review once every five years.
- Programs will also be recommended for early review where a majority of the courses within the program attain an agreement rate of <50% for Overall Satisfaction in SELT for the past three years.

Before a meeting

- Where and when is the meeting going to take place?
- Find out what your classmates think about their learning experience.
- Is there anything you want to put on the agenda? Get in touch with the Chair/Secretary.
- Read any of the papers that have been sent round, including the previous meetings minutes.
- Speak to other course reps.

During a meeting

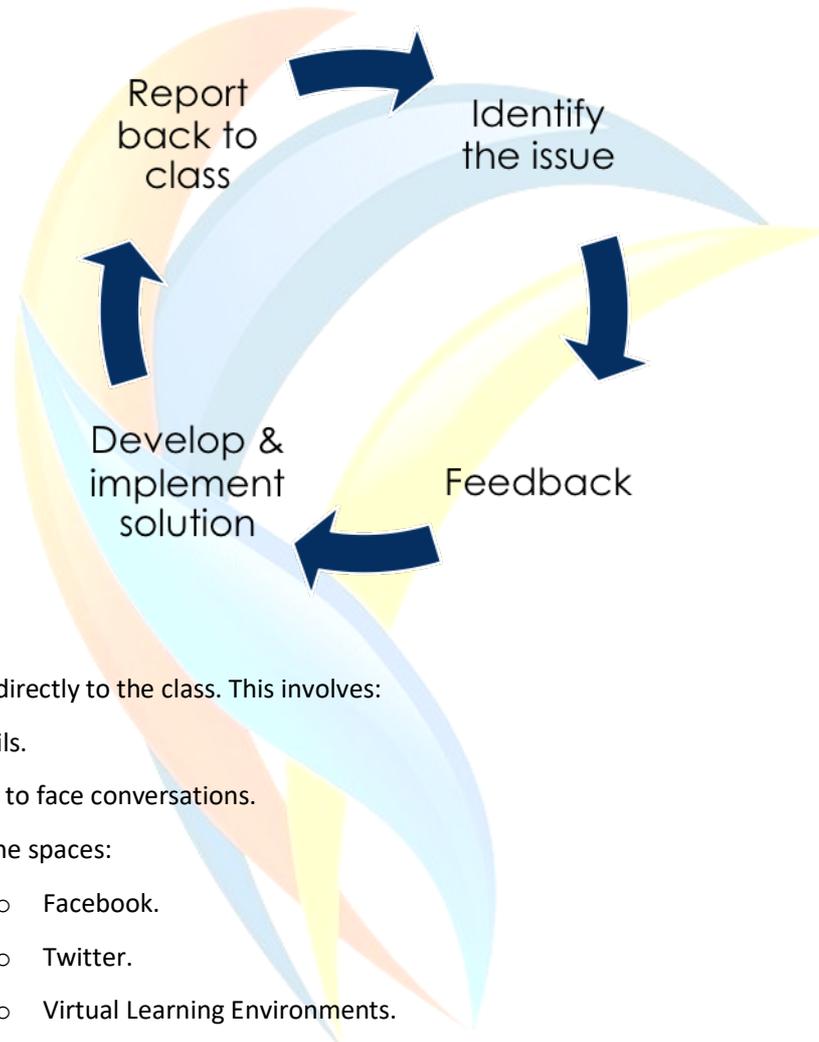
- Always be on time, if you are going to be late let the Chair/Secretary know before the meeting.
- Be prepared to take notes if necessary.
- Remember the A, B, C and D of effective feedback (see page 12 of this guide!)
- Ask questions if you do not understand anything.
- Support other course reps in the meeting.

After a meeting

- Report back to your classmates.
- Check the minutes.
- Do anything you have been asked to do.
- Follow up any areas of concern.
- Did you achieve what you wanted to achieve? If not what are you going to do about it?

Feedback Loop

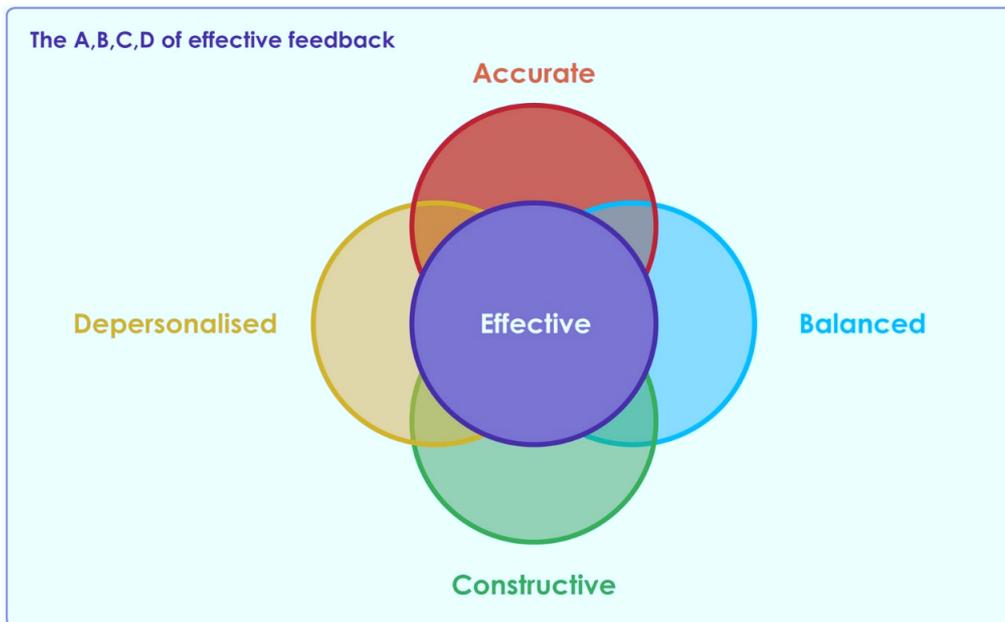
When giving feedback it's important to remember to close the feedback loop.



Closing the loop

- Report back directly to the class. This involves:
 - Emails.
 - Face to face conversations.
 - Online spaces:
 - Facebook.
 - Twitter.
 - Virtual Learning Environments.

The A,B,C,D of Effective Feedback



In each situation below, consider which feedback statement is likely to be more effective at achieving a productive outcome:

A is for accuracy

- I have spoken to some of my class group and we think that there is not enough practical work on the x module.
- I have had a discussion with my class group and we agreed by show of hands that 18/21 feel that there is not enough practical work on the x module.

B is for balanced

- The whole course is really not well put together and the assessments don't fit well with the teaching.
- The theory elements of the course are taught well, are interesting and understandable to the majority (17/20) of the class but the same number feel that it would be helpful to have more practical work to back up the theory. Practical assessments would also help us feel confident that we can perform the tasks well.

C is for Constructive

- As a class we never know what we are supposed to be doing from week to week in our x module classes.
- The class are keen to have a plan of work and assessments given to us at the beginning of each semester in our x module classes.

D is for depersonalised

- After discussion with the class we want to tell you that Mr Smith is a terrible lecturer who never gives assessments back on time.
- After discussion with the class we want to say that the return of assessments in our x module classes is always too late to enable us to learn from our mistakes for the next assessment.

Communication with Students

Face to face contact can be quite restrictive, especially where large numbers of students are involved. As such, to enhance engagement among your classmates Course Reps may wish to consider using a range of online tools. This includes WATTLE Forums, Piazza and social media. These tools can be very helpful. Nevertheless, in using such tools, Course Reps also have to ensure that their use is ethical and that applications like Facebook enhance the learning and do not backfire on the student experience at large.

It is recommended that Course Reps poll their class at the start of their course to determine the most appropriate tool as it may vary from course to course. Some things to consider when choosing the appropriate tool are outlined below.

- **Boundaries** – Some tools such as Facebook blur the lines between your personal and academic lives. This isn't an issue for everyone and can be managed by managing notification settings appropriately.
- **Practicality** – Be mindful in selecting tools which require students to sign up before using them – such as downloading an app – as it will create additional challenges in getting as many of your classmates on the platform as possible. In addition, if students are not familiar with the platform they will likely not engage effectively throughout the Semester.
- **Accessibility** – Be sure to consider the accessibility of any platform for students with vision impairments and who may be using screen readers. For more information visit <http://www.mediaaccess.org.au/web/social-media-for-people-with-a-disability>.
- **International Students** – Consider that some international students do not use Facebook as their main social media avenue (or at the very least are not able to do so when returning home).
- **Copyright** – Be mindful that sharing course content online outside of ANU platforms is potentially a breach of ANU copyright. It is important that course content is only shared amongst members of the Course so ensure your Facebook group is 'Private'. Things that can be shared include links to course descriptions and material published openly on the web.

Tips for working with the most common tools selected are provided below. For any questions about communication platforms contact your ANUSA College Representatives or the ANUSA Vice President.

Contact ANUSA College Representatives:

- o CAP: sa.cap@anu.edu.au
- o CASS: sa.cass@anu.edu.au
- o CBE: sa.cbe@anu.edu.au
- o CECS: sa.cecs@anu.edu.au
- o COL: sa.col@anu.edu.au
- o JCOS: sa.science@anu.edu.au

Contact PARSA College Representatives:

- o CAP: parsa.cap@anu.edu.au
- o CASS: parsa.cass@anu.edu.au
- o CBE: parsa.cbe@anu.edu.au
- o CECS: parsa.cecs@anu.edu.au
- o COL: parsa.law@anu.edu.au
- o COS: parsa.cos@anu.edu.au
- o CHMS: parsa.chm@anu.edu.au

Working with Facebook

- Confirm with your Course Coordinator that you're setting up a class page on Facebook.
- When setting up a Facebook group, make sure your class group is 'private' to maintain class confidentiality.
- Ask your Course Coordinator to post the link on WATTLE so your class can easily access it.
- Make sure it's understood that the Facebook group has been established by you and not the Course Coordinator. Use the page for general course discussion and support. For example, supporting one another through assignments, providing clarity on aspects within the course outline, encouraging one another through various aspects of the programme. The page can also be used to organise study groups and social events.
- Take care to ensure a positive and constructive environment.
 - This means telling students from the outset what is appropriate to post and, if needed, moderating content.
 - This is especially important when potentially sensitive course issues arise.
 - In such cases you might find that a simple question could end up leading to personality attacks or destroying the morale of your class.
 - If this happens, ask students to email you so that the discussion remains one-on-one
- Be careful with content. Content may not always be 100% accurate. When mediating posts, check peoples' sources of information.
- Remember that Course Coordinators and lecturers are often members of these groups and can monitor what's being posted.

Working with Piazza

- Confirm with your Course Coordinator that you're setting up a class forum on Piazza (<https://piazza.com/instructors/anu.edu.au>). Where possible, partner with your Course Coordinator in its implementation and clarify whether they and tutors/demonstrators are willing to be engaged and answer questions as they arise.
- When setting up a Piazza forum, make sure your course details are correct. This includes course name, number (e.g. ENGN 1001) and estimated course enrolment.
- Ask your Course Coordinator to post the sign up link on WATTLE so your class can easily access it. This can be located under 'General Settings' once the forum is set up.
- Follow the same suggestions as for Facebook, listed above – make it clear you run the page, create a positive and constructive environment, and be careful with content.

Problem Solving

If you encounter a problem you're not sure how to solve, or is taking too much of your time and energy, please contact the ANUSA or PARSA Student Assistance Unit or the ANUSA Vice President for support.

3 steps to resolving issues

Clarification

Discuss and clarify specific details with students who raise them, and determine precisely how their learning has been affected. Consider whether the issue is personal or affects the class as a whole. If the issue is personal, refer them to ANUSA or PARSA's Student Assistance Unit.

If the issue affects other students in the class, ask the whole class for feedback. You can approach your classmates directly or ask them to contact you via the relevant forum set up for your class.

Resolution

Request a meeting with your Course Convenor and work together with them to tackle the issue. Briefly state the information you have, advise them of the students' views on the matter, and any proposed solution you may have. In such meetings, be sure to use diplomacy in finding a solution, and take notes so you have a written record. Once a mutually-agreeable solution is reached, report the outcome together to the class.

Referral

If no solution is found, contact your ANUSA or PARSA College Representatives who can make sure the issue is raised to a higher level. This could include further referral to the ANUSA Vice President, the Associate Directors Education, Deputy Dean Education and to the Dean of Students.

Course Rep Functions & Funding

ANUSA has a special fund that can be used to subsidise functions organised by Course Reps.

Events examples subsidies by ANUSA include:

- A contribution towards end-of-course pizzas
- Food and drink for additional tutoring sessions

If you're interested in organising an event for your class, email your ANUSA College Representatives at least two weeks prior to your function. If you wish to organise special tutoring or extra study sessions, study rooms can be booked via ANU Library or ANU Venue Hire:

- Library: <https://library-admin.anu.edu.au/book-a-library-group-study-room/>
- Venue Hire: <https://services.anu.edu.au/campus-environment/venues-functions/anu-teaching-learning-commons-tlc-venue-hire>

Support for you in your Role

You are not alone as you undertake your role. If at any point you feel uncertain about how to solve a problem, or feel overwhelmed by the issue at hand, please reach out for support. The key supports available for you are ANUSA, PARSA, and other services on campus.

ANUSA – Your Student Association

The ANU Students' Association or 'ANUSA' is the peak representative body for all undergraduate students at ANU. If you're an undergraduate student then you're automatically a member of ANUSA.

ANUSA is made up of thirty-nine elected student representatives and a team of professional staff members. This includes 2 Lawyers and 2 Student Assistance Officers who are here to provide free and confidential services to you.

ANUSA is responsible for advocating and furthering the interests of our members to the University. Our three major aims are:

1. Promote the welfare and further the interest of our members, in particular to work for quality and equity in higher education
2. Afford a recognised means of representation for our members both within and outside the university
3. Promote the social life of our members

**TO PUT IT SIMPLY, THE THREE PILLARS OF OUR ORGANISATION
ARE WELFARE, ADVOCACY AND SOCIAL.**

ANUSA – Advocacy

The Course Representative Training and Support system is organised and administered by ANUSA's Academic Advocacy Team in partnership with the University. The Academic Advocacy Team is headed by the ANUSA Vice President and is supported by the ANUSA College Representatives.



**2018 VICE-PRESIDENT
TESS**

Vice President

The Vice President sits on senior university committees and is involved in co-ordinating student appeals. Their focus is on internal education matters such as College policies and information services. If you have a significant concern arising in your course, the Vice President can help you to advocate for a solution.

In 2018, the Vice President is Tess Masters.

Contact ANUSA Vice President

E: sa.vicepres@anu.edu.au

P: 02 6125 2444

College Representatives

ANUSA has a team of two representatives for each Academic College at ANU. College Representatives analyse academic issues of relevance to their College and formulate strategies and campaigns to ensure that the academic interests of students are protected. These academic issues are discussed at ANUSA's College Representative Council meetings where each College representative team delivers a report.

College Representatives sit on the College Education Committee of their respective College, where they can raise significant issues with the key decision makers at the college.

College Representatives can help you with any issues that you feel need to be addressed by the College, particularly issues affecting multiple courses. They're great people to be in contact with, so they know what's going on in classrooms and can advocate effectively to the college for change

Contact ANUSA College Representatives:

| | | |
|---|--|---------------------------------------|
| College of Asia and the Pacific (CAP) | sa.cap@anu.edu.au | Evie Sharman and Mali Walker |
| College of Arts and Social Science (CASS) | sa.cass@anu.edu.au | Amel Saeed and Ben Lawrence |
| College of Business and Economics (CBE) | sa.cbe@anu.edu.au | Simone Richardson and Victor Munagala |
| College of Engineering and Computer Science (CECS) | sa.cecs@anu.edu.au | Jessica Kennedy and Yaya Lu |
| College of Law (COL) | sa.col@anu.edu.au | Campbell Clapp and Angela Chen |
| Joint Colleges of Science (JCOS) | sa.science@anu.edu.au | Janet Zhong and Shoshana Rapley |

ANUSA – Welfare

Student Assistance Unit

The Student Assistance Unit at ANUSA provides support, advice and assistance to undergraduate ANU Students. University can be hard to navigate and the Student Assistance Officers are here to help.

The Student Assistance Officers can help students with academic appeals, academic integrity issues, academic probation, and show cause. If you have students coming to you with these issues, it's best to refer them on to the Student Assistance Officers.

The Student Assistance Officers are professional staff, not current students, and confidentiality is assured. The service is free. Visit the ANUSA Office Monday to Friday, 9am – 5pm, no appointment required.

Contact ANUSA Student Assistance

E: sa.assistance@anu.edu.au

P: 02 6125 2444

Contact ANUSA

You're always welcome to come and visit us in the back of Melville Hall. We're open Monday – Friday 9am-5pm.

E: sa.admin@anu.edu.au

P: 02 6125 2444

F: www.facebook.com/ANUStudentsAssociation/

W: anusa.com.au

PARSA – Postgraduate and Research Students' Association

The ANU Postgraduate and Research Students' Association or 'PARSA' is the peak representative body for all postgraduate and research students at ANU. If you're a postgraduate or research student, you're automatically a member of PARSA.

PARSA is made up of thirty-one elected student representatives and a team of professional staff members. This includes 2 Lawyers and 2 Student Assistance Officers who are here to provide free and confidential services to you.

What does PARSA do?

Welfare

PARSA provides a range of services for its members, including information, representation and referral services in academic matters, and free legal advice for on and off-campus matters. It provides emergency grant allocations for students in need of immediate assistance with living and accommodation issues.

Advocacy

As the representative body of postgraduate students, one of the core functions of the organisation is to promote the postgraduate student voice at all levels of University decision-making. PARSA sits on over 40 committees at ANU. PARSA regularly meets with ANU senior staff to discuss pressing issues and review ongoing projects to ensure the postgraduate voice is heard throughout decision-making processes.

Community-building

As part of PARSA's aim of supporting and connecting postgraduate students, PARSA organises opportunities for its members to meaningfully collaborate and engage with one another. This can include organising family-friendly events during Orientation Week, trips within Australia, organising the ANU Multicultural Festival, and running regular Shut Up and Write (SUAW) sessions. PARSA is actively engaged in building and nurturing relationships among its diverse student community.

PARSA also administers the funding for the Student Extracurricular Enrichment Fund (SEEF), which provides grants to individuals and groups of students for projects that will show benefit to the wider ANU community.

PARSA – Advocacy

One of the goals of PARSA is to improve the lives of students through advocacy. We do this in a number of different ways.

The PARSA President is a member of the ANU Council, and PARSA's President, Officers, and College and General Representatives also sit on a number of university committees, where we ensure that the postgraduate voice, and any concerns our members have, are heard and acted upon.

We've just added an Advocacy and Engagement Officer to our staff team, Tess Corkish (who can be contacted on parsa.advocacy@anu.edu.au) who is significantly increasing our ability to expand our advocacy efforts.

We also ask that you get in touch at parsa@anu.edu.au should you have any concerns or issues about ANU, or your college, that you would like us to help you with. You can also get in touch directly with your college's PARSA representatives on the details below.

College Representatives

Two College Representatives are elected by students from their respective colleges, and are primarily responsible for supporting and advocating for students in their college. They actively input into their

college's Education Committee meetings (and subcommittee meetings as appropriate), and organise social, networking and advocacy meetings for the college.

College Representatives can help you with any issues that you feel need to be addressed by the College, particularly issues affecting multiple courses. They're great people to be in contact with, so they know what's going on in classrooms and can advocate effectively to the college for change. The details of the 2017/2018 representatives are below.

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| College of Health and Medicine (CHM) | parsa.chm@anu.edu.au | Patrick Halton & Rebecca Wardell |
| College of Law (COL) | parsa.law@anu.edu.au | Aley Haenni-Gabriel & Bede Thompson |
| College of Business and Economics (CBE) | parsa.cbe@anu.edu.au | Chahat Chugh & Kai Yang |
| College of Arts and Social Sciences (CASS) | parsa.cass@anu.edu.au | Lauren Sadow & Chris Ross |
| College of Engineering and Computer Science (CECS) | parsa.cecs@anu.edu.au | Usama Elahi & Ankita Gagrani |
| College of Asia and the Pacific (CAP) | parsa.cap@anu.edu.au | Abdullah Youssuf Bashir & Naimah Talib |
| College of Science (COS) | parsa.cos@anu.edu.au | Zoe Tulip & Michel Watson |

PARSA – Welfare

The Student Assistance Unit at PARSA provides support, advice and assistance to postgraduate and research ANU Students. University can be hard to navigate and the Student Assistance Officers are here to help.

The Student Assistance Officers can help students with academic appeals, academic integrity issues, academic probation, and show cause. If you have students coming to you with these issues, it's best to refer them on to the Student Assistance Officers.

The Student Assistance Officers are professional staff, not current students, and confidentiality is assured. The service is free. Visit the PARSA Office Monday to Friday, 9am – 5pm, or contact us for an appointment.

Contact PARSA Student Assistance

E: parsa.assistance@anu.edu.au

P: 02 6125 2603

Contact PARSA

You're always welcome to come and visit us in the back of Melville Hall. We're open Monday – Friday 9am-5pm (except public holidays).

E: parsa@anu.edu.au

P: 02 6125 4187

F: www.facebook.com/PARSAANU/

W: parsa.anu.edu.au

Relevant ANU Services

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| ANU Counselling | The Counselling Centre promotes, supports and enhances mental health and wellbeing within the University community. | 02 6125 2442 counselling.centre@anu.edu.au |
| ANU Health Service | ANU has a fully accredited primary health care facility to provide you with comprehensive health services. Both male and female General Practitioners and Registered Nurses are available for health advice and assistance. | 02 6125 3598 |
| Access and Inclusion | Access & Inclusion assists students who have a disability, medical condition or who are recognised primary carers of a person with a disability to participate fully in their program of study by providing advice, supports and adjustments that minimise the impact of disability in education. | 02 6125 5036 access.inclusion@anu.edu.au http://www.anu.edu.au/students/contacts/access-inclusion |
| Academic Skills and Learning Centre | We help students to develop the key academic skills and communication strategies that are foundational to all academic activity. We assist students from first year undergraduate to final year Phd. | 02 6125 2972 academicskills@anu.edu.au http://www.anu.edu.au/students/contacts/academic-skills-learning-centre |
| ANU Careers | At ANU we are passionate about facilitating student career development and ensuring students have the tools and knowledge to successfully navigate their future careers. | 02 6125 3593 http://www.anu.edu.au/students/careers-opportunities/careers |
| ANU Ally Network | The ANU Ally Network is a visible network of staff and students across the University who support the University's commitment to providing an inclusive and respectful university environment for people who identify as being lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ*). | https://services.anu.edu.au/human-resources/respect-inclusion/anu-ally-network-and-lgbtqi-inclusion |
| Tjabal Centre | The Tjabal Indigenous Higher Education Centre provides a meeting place and support-base for Aboriginal and Torres Strait Islander students and staff at ANU. | 02 6125 4038 tjabal.centre@anu.edu.au |
| Dean of Students | The Dean of Students offers confidential, impartial advice and can help to resolve problems by acting as a neutral intermediary between students and the academic or administrative areas of the University. | 02 6125 4184 dean.students@anu.edu.au |

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| Chaplaincy | The Chaplaincy service is endorsed by the University and is provided by a team of chaplains, including members of the Christian, Muslim, Hindu, Jewish, Baha'i and Buddhist faith traditions. | 6125 4246 chaplaincy@anu.edu.au |
| Student Central | Student Central is the first point of contact for students with enquiries relating to student administration, advice, instructions and support services throughout the student lifecycle. | 135 ANU (135 268) student@anu.edu.au |
| ANU Security | For any Security issues on campus, contact ANU Security for support. In an emergency, always call 000 first. | 02 6125 2249 |
| ANU OK | ANUOK is the official safety and wellbeing app for ANU students. The app features include quick access to ANU Security, a personal safety toolbox, a campus map, transport and parking services and many other personal support resources. | Download it on the App Store! |

Notes

