

REPRESENTATIVES SUPPORT AND ENQUIRY PATHWAYS

SOAS, UNIVERSITY OF LONDON

STAGE TWO: ESCALATION

IF YOU WERE UNSUCCESSFUL IN RAISING AND/OR RESOLVING AN ISSUE OR QUERY DIRECTLY WITH THE RELEVANT TEAM MEMBER, AS A REP YOU ARE ABLE TO ESCALATE MATTERS AT THESE FORUMS...

STAGE ONE: DIRECT RESOLUTION / ENQUIRY

IF YOU HAVE A QUERY OR AN ISSUE YOU'D LIKE TO RESOLVE, YOU SHOULD FIRSTLY CONTACT THE RELEVANT TEAM/SERVICE DIRECTLY. USE THIS GUIDE TO HELP IDENTIFY WHO TO CONTACT AND BECOME FAMILIAR WITH THE AVAILABLE RESOURCES / LINKS TO REFER STUDENTS TO.

NEW: COLLEGE ASSEMBLIES FOR REPS

CHAIRIED BY THE COLLEGE STUDENT VOICE ASSISTANTS, THIS FORUM IS A STUDENT-LED SPACE FOR DISCUSSING FEEDBACK ACROSS THE DEPARTMENTS OF EACH COLLEGE. ISSUES MAY BE ESCALATED FROM HERE TO THE SFP. IDEAS AND METHODS OF REPRESENTATION CAN BE SHARED AND EXPLORED. THIS IS A SPACE TO GET TO KNOW OTHER REPS. **SUPPORTED BY THE S.U.**

STUDENT FEEDBACK PANEL (SFP)

MEETS TWICE A TERM. ATTENDED BY COLLEGE STUDENT VOICE ASSISTANTS. FOUNDATION REPS ARE ALSO INVITED TO ATTEND. CHAIRIED BY THE HEAD OF STUDENT EXPERIENCE, ENGAGEMENT AND RETENTION, WITH A MEMBERSHIP THAT INCLUDES ACADEMIC AND PROFESSIONAL SERVICES STAFF, AND THE S.U, THE SFP IS A COLLABORATIVE SPACE FOR ENGAGEMENT WITH STUDENT FEEDBACK.

NEW: DEPARTMENT FEEDBACK COMMITTEES

FORMERLY THE STUDENT-STAFF FORUM, A MEETING SPACE FOR COURSE REPS AND STAFF OF EACH DEPARTMENT TYPICALLY HELD ONCE A TERM. AN OPPORTUNITY TO PROVIDE DIRECT FEEDBACK ON STUDENT EXPERIENCE AND RAISE IMPORTANT ITEMS FOR DISCUSSION AND CONSIDERATION. QUESTIONS CAN BE DIRECTED TO THE DEPARTMENT STUDENT SUPPORT OFFICER. **SUPPORTED BY SEER.**

DEPARTMENT MEETINGS

CHAIRIED BY THE HEAD OF DEPARTMENT, MEETS TYPICALLY TWICE A TERM. DEPARTMENT REPS ATTEND ALONGSIDE PROFESSIONAL SERVICES AND ACADEMIC STAFF. THE AGENDA INCLUDES TIME FOR REPS FEEDBACK, AND REPS CONTRIBUTE ON ANY ITEM. FEEDBACK ON YOUR COHORTS ACADEMIC EXPERIENCE, AND WORK WITH THE DEPT TO DEVELOP SOLUTIONS. **DEPT MEETING QUERIES TO YOUR DSSO.**

NEW: STUDENT EXPERIENCE FORUM (SEF)

THESE FORUMS ARE OPEN TO **ALL STUDENTS** TO DISCUSS KEY AREAS OF IMPROVEMENT (IT CAN BE ABOUT ANY SERVICE AREA), AS SELECTED BY STUDENTS. THE PURPOSE IS THE CO-CREATION OF POTENTIAL SOLUTIONS, WHICH SEER WOULD THEN WORK ON, AND FEED INTO OTHER COMMITTEES.

THERE IS NO REQUIREMENT ON REPS TO ATTEND - BUT IT'S USEFUL TO BE AWARE OF.



DEPARTMENT STUDENT SUPPORT OFFICER

FOR MOST **STUDENT SUPPORT QUERIES** YOU SHOULD CONTACT YOUR DEPARTMENTAL STUDENT SUPPORT OFFICER (DSSO). **FIND CONTACT INFO [HERE](#).**



THE STUDENT HUB

FOR GENERAL ENQUIRIES CONTACT THE HUB VIA EMAIL AT **STUDENTHUB@SOAS.AC.UK**, OR VIA **SID**.

THE HUB CAN HELP WITH:

- REQUESTING STUDENT LETTERS
- SIGNING OFF FORMS
- MITIGATING CIRCUMSTANCES ADVICE
- FINDING OUT ABOUT HEALTH AND WELLBEING
- REPLACING A STUDENT ID CARD
- ENROLMENT QUERIES
- INTERNATIONAL STUDENT QUESTIONS
- MAKING APPEALS AND COMPLAINTS
- GENERAL ENQUIRIES



I.T.

THE IT SERVICE DESK IS THE FIRST POINT OF CONTACT FOR I.T. QUERIES AND REQUESTS.

TEL: **02078984950**

EMAIL: **ITSERVICEDESK@SOAS.AC.UK**

TO FIND OUT MORE **CLICK [HERE](#).**

DISABILITY AND NEURODIVERSITY

SPECIALIST GUIDANCE AND SUPPORT FOR STUDENTS WITH LONG-TERM PHYSICAL OR MENTAL HEALTH CONDITIONS, LEARNING DIFFERENCES AND NEURODIVERSE CONDITIONS.

CLICK **[HERE](#)** OR EMAIL **DISABILITIES@SOAS.AC.UK**



MODULE / COURSE CONVENOR

IF YOU EXPERIENCE ISSUES OR HAVE QUERIES ABOUT:

LEARNING RESOURCES (READINGS ON BLE, SLIDES IN LECTURES ETC.)

COURSE CONTENT **MODES OF ASSESSMENT & DEADLINES**

THE LEARNING AND TEACHING EXPERIENCE IN THE 'CLASSROOM'

THEN FIRSTLY CONTACT YOUR MODULE CONVENOR DETAILS ARE ON THE MODULE BLE PAGE.



STUDENT ADVICE AND WELLBEING

SAAW PROVIDES A RANGE OF SPECIALIST AND PROFESSIONAL SERVICES COVERING:

- **ADVICE (ON FINANCE; HOUSING; IMMIGRATION/ INTERNATIONAL STUDENTS)**
- **SUPPORT (DISABILITY & NEURODIVERSITY; WELLBEING; MULTI-FAITH)**
- **PROFESSIONAL MENTORING**

EMAIL: **STUDENTADVICE ANDWELLBEING@SOAS.AC.UK**

TEL: **02070745015**



LIBRARY SERVICE

A LIBRARY FAQ IS ONLINE **[HERE](#)**.

FOR QUERIES ABOUT **ELECTRONIC JOURNALS**: **ELECTRONIC@SOAS.AC.UK**

THE ENQUIRY DESK HELP WITH **LOCATING MATERIALS**: **LIBENQUIRY@SOAS.AC.UK**.

1-TO-1 TUTORIALS WITH AN EXPERT CAN BE BOOKED. CONTACT THE RELEVANT SUBJECT LIBRARIAN.

FURTHER QUESTIONS CAN BE DIRECTED TO **READERSERVICES@SOAS.AC.UK** OR **CLICK [HERE](#)**.



REGISTRY

FOR QUERIES ON:

- **EXAMS**
- **TIMETABLE**
- **RESULTS**
- **OFFICIAL TRANSCRIPTS & CERTIFICATES.**

EMAIL: **EXAMS@SOAS.AC.UK**

FOR QUERIES ON **TUITION FEES: FEES@SOAS.AC.UK**

FOR QUERIES ON **SCHOLARSHIPS AND FUNDING:**

SCHOLARSHIPS@SOAS.AC.UK

FUNDING@SOAS.AC.UK



ACADEMIC ADVISORS

THEY ARE THERE TO DISCUSS PERSONAL ACADEMIC PROGRESS AND PROVIDE SUPPORT AND ADVICE ON ANY ACADEMIC CHALLENGES YOU FACE. THEY CONTACT YOU AT THE START OF TERM 1, AND MEET YOU 3 TIMES A YEAR.



ACADEMIC DEVELOPMENT

ACADEMIC AND STUDY SKILLS TRAINING FOR UG AND PGT STUDENTS.

CLICK **[HERE](#)** FOR MORE INFO OR EMAIL: **ACADEMICDEVELOPMENT@SOAS.AC.UK**

DOCTORAL SCHOOL

PG RESEARCHERS CAN CONTACT THE DOCTORAL SCHOOL AT **DOCTORALSCHOOL@SOAS.AC.UK**

THE **RESEARCH STUDENTS' ASSOCIATION (RSA)** CAN BE EMAILED AT **RESEARCHSOC@SOAS.AC.UK**.



MITIGATING CIRCUMSTANCES

FOR QUERIES ABOUT 'MIT CIRC'S' CONTACT **MITIGATING@SOAS.AC.UK**.

FOR MORE INFO **CLICK [HERE](#)** TO VIEW THE FAQ'S.



CAREERS SERVICE

OFFERS A RANGE OF CAREERS SUPPORT, GUIDANCE, EVENTS AND WORKSHOPS.

EMAIL **CAREERS@SOAS.AC.UK**

OR **CLICK [HERE](#)**.