

STUDENT REP SUPPORT AND ENQUIRY PATHWAYS

SOAS, UNIVERSITY OF LONDON

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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 THE FOLLOWING FORUMS FOR RESOLUTION.

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STAGE ONE: DIRECT RESOLUTION / ENQUIRY

IF YOU HAVE A QUERY OR AN ISSUE YOU WOULD LIKE TO RESOLVE, YOU SHOULD CONTACT THE RELEVANT TEAM/SERVICE DIRECTLY IN THE FIRST INSTANCE. PLEASE USE THE BELOW GUIDE TO HELP IDENTIFY WHO YOU SHOULD CONTACT AND TO SEE THE AVAILABLE RESOURCES/LINKS YOU ARE ABLE TO SIGNPOST STUDENTS TO.

STUDENT FEEDBACK PANEL (SFP)

MEETS ONCE A MONTH DURING TERM TIME. ALL 'SCHOOL-LEVEL STUDENT REPRESENTATIVES' (1X PER DEPARTMENT) ARE INVITED TO ATTEND THESE MEETINGS AS CORE MEMBERS. CHAIRED BY THE HEAD OF STUDENT EXPERIENCE, ENGAGEMENT AND RETENTION AND WITH MEMBERSHIP COMPRISING OF ACADEMIC AND PROFESSIONAL SERVICES STAFF, SCHOOL-LEVEL STUDENT REPS AND THE STUDENTS' UNION. SFP PROVIDES A COLLABORATIVE SPACE FOR ENGAGEMENT WITH STUDENT FEEDBACK FROM SOAS' FORMAL AND INFORMAL FEEDBACK MECHANISMS, AS WELL AS FROM OUR KEY REPRESENTATIVE AND STUDENT VOICE GROUPS.

FOR REPS: AS A REP YOU SHOULD SEEK TO RAISE KEY AREAS OF FEEDBACK WITH YOUR DEPARTMENTAL SCHOOL-LEVEL REP, WHO WILL COLLATE AND RAISE THIS AT THE NEXT AVAILABLE SFP MEETING ON YOUR BEHALF.

FOR SCHOOL-LEVEL REPS: YOU SHOULD REACH OUT TO AND COLLECT FEEDBACK FROM THE OTHER REPS WITHIN YOUR DEPARTMENT AND BE PREPARED TO BRING THIS TO THE NEXT AVAILABLE SFP MEETING. A RESOLUTION OR RESPONSE MAY BE PROVIDED AT THE MEETING OR OUTSIDE OF THE SESSION - YOU SHOULD SEEK TO COMMUNICATE THIS TO YOUR FELLOW REPS AND COHORT.

THE MEETING SCHEDULE FOR SFP CAN BE FOUND IN THE [STUDENT REP GOOGLE CALENDAR](#).

YOU CAN CONTACT THE CLERK OF SFP - MATTHEW CLARK (STUDENT ENGAGEMENT OFFICER) - AT: MC113@SOAS.AC.UK

STUDENT-STAFF FORUMS

STUDENT-STAFF FORUMS ARE TYPICALLY HOSTED ONCE A TERM AND ALL STUDENTS WITHIN THE DEPARTMENT ARE INVITED TO ATTEND. THESE 'OPEN HOUSE' EVENTS ARE AN OPPORTUNITY FOR STUDENTS TO DIRECTLY PROVIDE FEEDBACK ON DEPARTMENTAL STUDENT EXPERIENCE AND RAISE IMPORTANT ITEMS FOR DISCUSSION AND CONSIDERATION. IF YOU HAVE A QUESTION REGARDING YOUR DEPARTMENT'S STUDENT-STAFF FORUMS YOU SHOULD CONTACT YOUR [STUDENT SUPPORT OFFICER](#).

DEPARTMENTAL MEETINGS

DEPT MEETINGS TYPICALLY TAKE PLACE TWICE A TERM. ALL REPS WILL BE INVITED TO THESE MEETINGS AND SPACE WILL BE PROVIDED IN THE AGENDA FOR REPS TO PROVIDE FEEDBACK AND RAISE ITEMS FOR DISCUSSION. CHAIRED BY THE HEAD OF DEPARTMENT AND ATTENDED BY PROFESSIONAL SERVICE AND ACADEMIC STAFF. THESE MEETINGS ARE YOUR CHANCE TO PROVIDE FEEDBACK ON YOUR COHORT'S ACADEMIC STUDENT EXPERIENCE AND WORK WITH THE DEPT TO DEVELOP SOLUTIONS TO STUDENT CONCERNS. IF YOU HAVE A QUESTION ABOUT YOUR DEPARTMENTAL MEETINGS YOU SHOULD CONTACT YOUR [DEPT STUDENT SUPPORT OFFICER](#).



DEPARTMENTAL STUDENT SUPPORT OFFICER

FOR MOST STUDENT SUPPORT QUERIES YOU SHOULD CONTACT YOUR DEPARTMENTAL STUDENT SUPPORT OFFICER (DSSO).

TO FIND THE CONTACT INFORMATION FOR YOUR STUDENT SUPPORT OFFICER, PLEASE [CLICK HERE](#).



MODULE / COURSE CONVENOR

IF YOU ARE EXPERIENCING ISSUES OR HAVE QUERIES REGARDING:

- LEARNING RESOURCES (I.E. READINGS ON THE BLE, SLIDES IN LECTURES ETC.)
- COURSE CONTENT
- MODES OF ASSESSMENT IN A MODULE
- MODULE ASSESSMENT DEADLINES
- THE LEARNING AND TEACHING EXPERIENCE IN THE 'CLASSROOM'

THEN YOU SHOULD CONTACT YOUR MODULE CONVENOR IN THE FIRST INSTANCE.

MODULE CONVENOR CONTACT INFORMATION CAN BE FOUND ON THE RELEVANT MODULE PAGE ON THE [BLE](#).



STUDENT ADVICE AND WELLBEING

[STUDENT ADVICE AND WELLBEING](#) PROVIDES A RANGE OF SPECIALIST AND PROFESSIONAL SERVICES FOR STUDENTS, COVERING:

- FINANCE ADVICE
- IMMIGRATION/ INTERNATIONAL STUDENT ADVICE
- HOUSING ADVICE
- DISABILITY AND NEURODIVERSITY SUPPORT
- WELLBEING SUPPORT
- PROFESSIONAL MENTORING
- MULTI-FAITH SUPPORT

TO CONTACT THE TEAM: EMAIL STUDENTADVICEANDWELLBEING@SOAS.AC.UK TEL: +44(0)207 074

DISABILITY AND NEURODIVERSITY TEAM

PROVIDES SPECIALIST GUIDANCE AND SUPPORT FOR STUDENTS WITH LONG-TERM PHYSICAL OR MENTAL HEALTH CONDITIONS, LEARNING DIFFERENCES AND NEURODIVERSE CONDITIONS. [CLICK HERE](#) FOR MORE INFORMATION OR EMAIL DISABILITIES@SOAS.AC.UK



ACADEMIC DEVELOPMENT

OFFERS ACADEMIC AND STUDY SKILLS TRAINING FOR UNDERGRADUATE AND POSTGRADUATE TAUGHT STUDENTS.

TO FIND OUT MORE, [CLICK HERE](#). TO CONTACT THE TEAM, EMAIL: ACADEMICDEVELOPMENT@SOAS.AC.UK



LIBRARY SERVICE

A LIBRARY FAQ CAN BE FOUND [HERE](#).

IF YOU HAVE QUERIES ABOUT ELECTRONIC JOURNALS, PLEASE CONTACT ELECTRONIC@SOAS.AC.UK

THE ENQUIRY DESK CAN HELP YOU LOCATE MATERIALS AND RESOURCES, CONTACT LIBENQUIRY@SOAS.AC.UK

1-TO-1 ONLINE TUTORIALS WITH ONE AN EXPERT SUBJECT LIBRARIAN CAN BE BOOKED BY CONTACTING THE [SUBJECT LIBRARIAN](#) MOST RELEVANT TO YOUR STUDIES.

IF YOU HAVE ANY FURTHER QUESTIONS ABOUT THE LIBRARY PLEASE EMAIL READERSERVICES@SOAS.AC.UK OR [CLICK HERE](#).



REGISTRY

FOR QUERIES ABOUT:

- EXAM ENTRIES
- TIMETABLE
- RESULTS,
- OFFICIAL TRANSCRIPTS AND CERTIFICATES

PLEASE EMAIL EXAMS@SOAS.AC.UK

FOR QUERIES ABOUT YOUR TUITION FEES, PLEASE EMAIL FEES@SOAS.AC.UK

IF YOU HAVE A QUERY REGARDING SCHOLARSHIPS AND FUNDING PLEASE CONTACT:

SCHOLARSHIPS@SOAS.AC.UK
FUNDING@SOAS.AC.UK



I.T.

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

TELEPHONE: 020 7898 4950
E-MAIL: ITSERVICEDESK@SOAS.AC.UK

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

DOCTORAL SCHOOL

IF YOU ARE A PG RESEARCHER YOU CAN CONTACT THE DOCTORAL SCHOOL AT DOCTORALSCHOOL@SOAS.AC.UK

THE SOAS RESEARCH STUDENTS' ASSOCIATION (RSA) REPRESENTS DOCTORAL RESEARCHERS AT SOAS. TO CONTACT THE RSA EMAIL: RESEARCHSOC@SOAS.AC.UK



THE HUB

FOR GENERAL ENQUIRIES YOU CAN CONTACT THE STUDENT HUB VIA EMAIL AT STUDENTHUB@SOAS.AC.UK OR VIA [SID](#).

THE HUB CAN HELP YOU WITH:

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



MITIGATING CIRCUMSTANCES

FOR QUERIES RELATING TO MITIGATING CIRCUMSTANCES PLEASE CONTACT MITIGATING@SOAS.AC.UK

FOR MORE INFORMATION, PLEASE [CLICK HERE](#) TO VISIT THE MC FAQ PAGE.



CAREERS SERVICE

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

FOR ALL ENQUIRIES PLEASE EMAIL CAREERS@SOAS.AC.UK

FOR MORE INFO, [CLICK HERE](#).