

## **CM3203 - One Semester Individual Project**

### **Initial Project Plan: How can we better support the student rep system?**

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#### **Project Description:**

This project involves reviewing the current student rep system (current problems/issues and what works well) used within Cardiff School of Computer Science & Informatics for both Undergraduate and Postgraduate students and providing a comprehensive set of recommendations for improvements and better support of the current system based on the findings found.

The student rep system (made up of a student and staff panel) is believed to heavily rely on effective communication in order for it to function. Reps currently communicate with students on their degree, year tutors and the academic rep co-ordinator. The flow of information between all stakeholders is an essential element to the effectiveness of the student rep system.

The overall aim of this project is to find a comprehensive set of recommendations to improve the system that will include a integration of tools or a bespoke (either fully or partially) or package system that can be used by the student rep service to address any current issues identified during my research.

#### **Project Aims and Objectives:**

##### **Primary:**

- To identify and resolve current issue
  - A method to highlight priority items/issues ahead of main meetings
  - Statistical analysis on information collected
  - Using Knowledge Management to find out:
    - What data, information and knowledge do people involved with the student rep service need e.g. the student reps, the students, the staff panel, the student rep co-ordinator
    - What is tacit and explicit knowledge – what can be documented for the future, what will need to be passed on to new reps
- How to best advertise (promote) the student rep service in the future

- Increase student engagement
- Deducing how representative the current results are e.g.) majority participation or some individual's opinions
- Where students currently find out about the service e.g. first lecture, online etc.
- A recommendation of a new system, integration of tools or a suitable package
- Improve the way the school can demonstrate the changes that have happened because of the student rep service
  - Is posters on notice boards sufficient
  - Other ways to inform students e.g. Emailed list

### Secondary:

- Consider timetabling issues regarding staff panel and review the 3 meetings a year of around 25 staff attendees
- Improve the way student reps are selected
  - Provide a standardised method
  - How to highlight the benefits of getting involved

### Work Plan:

[illegible]

**Work Plan Key:**

R - Main review meetings with supervisor

X - Deadlines / due dates

**M** – Milestones

Grey – length of time

**Deliverables:**

- Initial Report
- Questionnaire Forms (Staff & Students)
- Knowledge Management & Statistical findings report
- ~4 Student Profiles (use cases)
- Report on advantages/disadvantages of different packages & proposal
- Initial solutions report (write up of focus group findings)
- A package of solutions to support the student rep system

**Background Information/Research:**

I plan to collect information for this project by:

- An initial poll and questionnaire to provide a basis of information of current service
- An interview of current student reps & meeting attendees to find out their thoughts on the issue
- Talking to different schools in order to see how they run this service
- Interviews to prepare use cases (student profiles) for the student rep service
- Holding focus groups

Some of the processes I plan to use are:

- Conceptual Modelling (Influence Diagram)
- Knowledge Management techniques
- Human Computer Interaction (review of package based systems)
- Statistical Analysis of results collected