

# Undergraduate Academic Representatives



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## This manual will:



Provide undergraduate Academic Representatives with information on their role, their responsibilities, and the purposes of the **Academic Representation** Network.



Describe how to use online resources to support and record their achievements.



Offer advice on how to be an effective Rep. how to work with students and staff, and the personal benefits of being an Academic Representative.

## **Frequently Asked Questions**

How many meetings do I have to attend and how long are they? See information on Key Events and Responsibilities on page 15

Which other Reps will I be working with?

See Student Roles on page 7

Who's there to help me?

Useful contacts are listed on page 20

What do I need to do as an Academic Representative?

Details on How to be an Academic Rep are on page 11

What difference can I make?

Read an Academic Rep's Case Study on page 9

#### Introduction

Welcome to the Academic Representation Network of Imperial College Union. You are now part of a 500-strong team of student representatives, and speak on behalf of hundreds of your student peers - representing them to Departmental and College staff, to Imperial College Union, and to the wider world.

We are grateful to each and every one of you for volunteering and dedicating your time to improving the academic standards and social community of your department. Without your collective work in assuring and enhancing the student experience, Imperial would not be able to offer an education worthy of the world class institution that it is. Everyone at Imperial, including the President and Provost, recognises the importance of the Academic Representation Network in improving and maintaining the academic standing of Imperial College London.

In return for your efforts, we provide you with training to make sure you are as effective and knowledgeable about your role as possible, as well as supporting you throughout the year. Being an Academic Representative is a fantastic opportunity for personal and professional development, as well as allowing you to truly make an impact on the student experience.

This training manual is the primary resource for achieving that. It is complemented by in-person training sessions in the first weeks of the academic term, as well as a conference later on in the year, online resources, and the availability of staff and fellow student volunteers for advice and guidance.

We hope you have an amazing time this year, and make the most of all the opportunities that Imperial offers you. If you ever have a question or need some advice, feel free to pop in and see the Deputy President (Education) or send them an email.

## The Academic Representation Network

The Academic Representation Network - or "Rep Network" for short - brings together student volunteers and departmental staff in order to improve teaching, research and supervision at Imperial.

Think back to when you first applied to Imperial College London, Many of you will have looked up university league tables, such as the Guardian University Guide or the Times Higher Education World University Rankings. In each of these tables, College does very well - usually placed in the top ten in both UK and global rankings. These rankings reflect the high quality of teaching and research at Imperial, and this quality is one of College's most precious assets.

Imperial's quality is also important on a national level as one of the UK's foremost scientific institutions. It is regularly audited by Government agencies, external examiners, funding bodies and its own internal assurance processes - but these top-down quality checks can be as infrequent as once every five years. They are only part of the picture when it comes to maintaining College's academic standing.

#### COLLEGE'S MISSION

"Imperial College embodies and delivers world class scholarship. education and research in science, engineering, medicine and business "

The Rep Network is one of the ways College maintains the quality of its teaching, by offering access to a decentralised, distributed network of trained student volunteers "on the ground" - the Academic Representatives.

The Rep Network allows for quick, student-led feedback on every lecture slide, every assignment, every handout, and every lab demonstration - which number in the thousands across College.

This "bottom-up" approach to quality is important as it is the only way to account for the complexity and diversity of College's academic activities. Over 8500 people are taking undergraduate study at Imperial College London, across sixteen departments and multiple campuses.

#### The Academic Rep Network

Those studying Medicine at Charing Cross have a completely different academic experience to those studying Computing in the Huxley Building or Civil & Environmental Engineering in the Skempton Building.

Through the Rep Network, a department can access a team of Academic Representatives - or "Reps" for short specific to its courses and democratically elected by its students. When used effectively, the Rep Network is a vital tool in keeping departments at the cutting edge of teaching and research in their field.

#### **EXAMPLE OF AN** ACADEMIC REPRESENTATIVE

"I would strongly encourage anyone and everyone to get involved with student representation. You can really make a difference to the quality of your fellow students' experiences, and there are many perks along the way. For the more pragmatic among you, employers lap this stuff up too...! I've got to know many students and staff in my department better through the work I do, and it is really satisfying to know I've left a real mark on the department."

Freddie Barker Mathematics Departmental Representative & RCSU Welfare Officer, 2012/13

#### **Student Roles**

#### Year Representative (Year Rep)

Annual time commitment: 1-1.5 hrs/ week: 20-48 hrs/vr

Every year in every department will have at least one - usually two - Year Representatives. Elected in the first few weeks of the academic year, they consult with their peers, attend staff-student committees, and build a relationship with the course staff.

They coordinate feedback between students and staff, and report up to the Departmental Representatives.

#### Academic Affairs Officer (AAO)

Annual time commitment: 2hrs/week: 60-80 hrs/vr

The Academic Affairs Officers (AAOs) coordinate the work of the Departmental Representatives in their Faculty. They attend Faculty Teaching Committees and other high-level meetings, and are also officers of their Constituent Union - for example, Royal College of Science Union.

There are six AAOs in total; they report up to the Deputy President (Education) and also the President of their Constituent Union

#### Departmental Representative (Dep Rep)

Annual time commitment: 1-3 hrs/week: 40-90 hrs/vr

Every department has at least one Departmental Representative: some have two. They coordinate the work of the Year Representatives in their department. monitor department-wide issues that affect multiple year groups, and are in regular contact with senior departmental staff such as Heads of Department and Directors of Undergraduate Study.

They coordinate communication between Year Representatives and staff, and report up to the Academic Affairs Officer of their Constituent Union

#### Deputy President (Education)

Annual time commitment: Full-time role

Flected in an all-student vote to take a year out of their studies, the Deputy President (Education) attends a number of senior College committees and leads on education policy and operations within Imperial College Union.

Contact details are available online via the Rep A to Z on the Union website.

#### **Staff Roles**

#### Senior Tutor

The Senior Tutor is responsible for academic and pastoral care of undergraduates in their department. They administer the personal tutor system and can help individual students with academic and non-academic problems.

Contact them about: personal tutoring, welfare provision, withdrawal/disciplinary proceedings.

#### Head of Department

Responsible for both undergraduate and postgraduate provision in their subject, the Head of Department (HoD) is the most senior member of staff.

Contact them about: issues unresolved with other staff members

#### Director of Undergraduate Studies (DUGS)

The DUGS is responsible for undergraduate teaching, working with the Senior Tutor, Admissions Tutor, Study Abroad Coordinator, Careers Adviser and many other roles across the department. They develop and maintain the departmental curriculum and assessment procedures, and attend staff-student committees

Contact them about: Curriculum suggestions, course problems, outreach and exchange programmes.

#### Undergraduate Administrator/ **Education Manager**

The non-academic centre of each department, the administrators manage record-keeping, documents and communication within their department.

Contact them about: Mailing lists, timetabling, departmental resources.

Role titles can vary slightly from department to department. Contact details are available online via the Rep A to Z on the Union website.

## Why become an Academic Rep?

#### The primary reward of being a representative is in the satisfaction of having made a difference.

College is not a business that provides education as a product; it is a scientific and learning community where students play an active part in the creation and improvement of the teaching they receive.

Becoming an Academic Representative places you at the heart of College's academic life, giving you the opportunity to help shape how College develops and adapts to changing educational and social needs

Only a stagnant institution will be free of problems that need resolving: in one of the world's top universities there will always be a need for vigorous and effective student representation. Even the most satisfied students will have issues to raise: in fact, it is often the very best, most effective staff and students who make the most use of the Academic Representation Network. That's why College recognises the importance of the Rep Network, and is grateful for your efforts.

#### **EXAMPLE OF AN** ACADEMIC REPRESENTATIVE

"Sitting on board meetings with esteemed members of Imperial's Faculty is very exciting especially when your opinions and concerns are being treated equal to the Faculty's opinions. A little bit of effort goes a long way in making the course fit everyone's needs and expectations more and more every year."

Anju George Medicine Years One. Two and Graduate Entry Academic Affairs Officer, 2013/14 Medicine Year Representative 2011/12 and 2012/13

#### Personal & professional development

But there's even more in it for you. Alongside the knowledge that you will have made a difference to how well you and your peers have been taught, being a representative is an excellent way to work on your own skills and experiences - your personal and professional development. Your time as a Rep can have benefits that last long after you walk across the Royal Albert Hall stage and start the next stage of your career.

Being an effective representative means being proficient in teamwork, time management, interpersonal communication, leadership, lobbying, and problem-solving. Crucially, you are not learning these in the abstract - you will be experiencing them first-hand in tackling issues with real consequences. Employers value that experience above almost everything else.

#### Imperial Plus

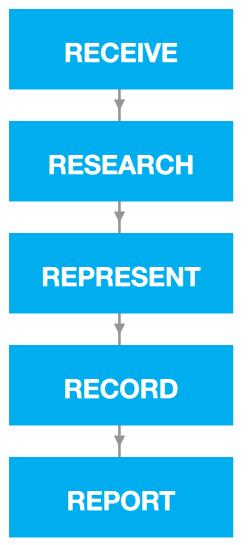
Any student volunteering with or via Imperial College Union - including all Academic Representatives - can register for Imperial Plus. Developed to help our volunteers clearly identify the skills they gain through volunteering, Imperial Plus will help you reflect on their value and how they enhance your employability.

Your time will be recognised with an Imperial Plus Volunteer Certificate for 25, 50 or 75 hours of volunteering & reflection, Alternatively, after 100 hours plus attendance at a number of specialised workshops, you could receive the Imperial Plus Volunteer Accreditation, and later work towards an Institute of Leadership and Management Level 5 Qualification in Volunteer Management.

## How to be an Academic Representative

You are responsible for making sure the student voice is heard within your department.

The basic principles of being an effective Academic Representative are:



#### **RECEIVE**

The first step to being an effective Rep is to be well-known by the students who rely on you. Once you are elected, make yourself known using emails, Facebook, and lecture shout outs, and make clear to students that you are always available by email and are approachable in person.

#### Three methods:

- When elected, ask a lecturer for two. minutes at the start or end of a lecture to introduce yourself, and any other Academic Representative in the same role as you.
- ▲ Ask a Departmental Administrator to have an explanation of your role added to the next email being sent out.
- Put your role and contact details as your email signature - it will appear at the bottom of every email you send.

#### **RESEARCH**

Three methods:

You represent your entire constituency - whether that's a year group, a department, or an entire faculty - and not just your personal opinion. Take care to verify that you are accurately conveying the views of the entire group, and not your

It is your responsibility to find out as much as you can about any issue raised to you. How many students does it affect? Has there been a recent change that caused it? What possible solutions are there? Use Facebook groups, small surveys and discussions with your peers to find out as much as you can - to prepare you for raising the issue in person with a member of staff.

- ✓ If you have access to a Facebook group for your department or your vear group, ask guestions and seek feedback there. These groups tend to be popular, with hundreds of members and considerable daily activity. Use a survey app if necessary.
- ▲ The Deputy President (Education) and Union staff are available for advice and support, and have experience of College and departmental policies. You are welcome to contact them at any time - their contact details are available at the end of this manual.
- Look through previous staff-student committee minutes - available in the SSC Papers Library in eActivities - to see what previous discussion there has been on recurring issues.

#### Three methods:

REPRESENT

own take on the situation

- Emphasise your research and consultation when in discussions with departmental staff.
- ▲ Let your constituency know what you are planning to say before each staffstudent committee, so they can give vou feedback beforehand.
- Take care not to give the impression you are only representing yourself avoid phrases like "I think..." or "In my opinion...".

#### **RECORD**

#### REPORT

It is important that the work of our Academic Representatives is recorded and shared across the whole network. Record all of your goals and your ongoing tasks in the eActivities SMART Goal tracker which will allow your colleagues to see your progress and enable you to track your work from any computer or device.

#### Three methods:

- Use the Union's SMART Goal tracker to keep on top of your tasks and objectives. It is fully explained later in this manual and online.
- ✓ Keep vour Departmental Representative(s) and Academic Affairs Officer up to speed with major issues, in case you need to escalate them later.
- ▲ Keep your role-related notes together, whether that's on paper or in electronic form. This will aid the handover process to your successor later on in the year.

If you've made a change, shout about it. Tell your peers through email or in person, log the task as completed online, and report back to your staff-student committee. This is called "closing the feedback loop", and it's one of the most important aspects of your role.

The changes with the most impact will be added to the Union's "You Said. We Did" records, disseminated to other departments and may be included in the Union's annual Impact Report.

#### Three methods:

- ✓ If you've consulted students through Facebook or other online methods, let them know the outcome of any work vou have done.
- ✓ Send a termly update email to your constituency - keep it short, focus on the changes you have made, and remind the students that you are available.
- ▲ Let the Union's Representation Coordinator know of any major successes - we will highlight big wins in our all-Rep emails, and the most active Reps may receive a Union Award at the end of the year.

#### Online Resources

Imperial College Union has developed eActivities, a suite of online resources for its student volunteers, two of which are designed for Academic Representatives - SMART Goals and Papers. eActivities is accessible by browser and requires no special installation, meaning it can be used from desktop and mobile devices.

#### **SMART Goals**

Academic Representatives are encouraged to write down their objectives in the form of SMART Goals. Goals can be given a description, category, completion date and progress bar.

Departmental Representatives can view the goals of the Year Representatives in their department, and create goals for them. This enables them to oversee and manage the work of their department's representatives quickly and efficiently, with all goals recorded in one central database.

#### **Papers**

Academic Representatives attend several meetings in the course of their role, such as staff-student committees. departmental representation meetings. faculty teaching committees, and more. Departmental Representatives and Academic Affairs Officers are asked to

upload all papers from these meetings to the Papers function, to create one central, accessible and enduring store of these documents. All meeting papers - agendas. minutes, and supporting papers - should be uploaded.

Both functions are accessible at eactivities.union.ic.ac.uk, under Administration > Representation. There. an step-by-step user's guide is available on the right-hand side of the screen.

#### **Survey Statistics**

When important surveys - such as the National Student Survey - are running, Imperial College Union will provide live or regularly-updated interactive infographics of turnout. These will show departmental rates, and offer comparisons to final and equivalent-week turnout from the previous academic vear.

Academic Representatives should use this information to encourage turnout in their department, and as a guide of when to increase or decrease publicity to their students. The statistics pages will be disseminated to representatives as necessary throughout the year.

## **Key Events and Responsibilities**

The tasks of an Academic Representative vary from department to department, but there are a number of tasks all Reps have in common.

#### Academic Representative Elections

- ▲ Departmental Representatives and Academic Affairs Officers
- October
- Two hours

Year Representatives are elected in the first weeks of every academic year. Dep Reps and AAOs help advertise and promote the elections through social media, emails and lecture shoutouts

#### **Rep Training**

- ▲ All Academic Representatives
- November
- ✓ Two to four hours

The Union invites all Academic Representatives to training sessions held in early November. Dep Reps and AAOs are also invited to workshops, and online training and extra resources are made available to everyone.

## Staff-student committees (SSCs)

- Year and Departmental Representatives
- ▲ Throughout year
- Six to twelve hours

Year Reps and Dep Reps are expected to attend the regular SSCs organised by their department. They are up to twice a term and are the main forum for Reps to raise issues and discuss matters with departmental staff

#### Rep Week #1

- ▲ All Academic Representatives
- ▲ Late November 2014
- One to two hours

Twice a year, the Union holds Rep Week, to promote the Academic Representation Network and gather issues from students for Reps to work on. Reps are asked to volunteer at a stall and give lecture shoutouts.

#### **Promoting SOLE**

- ▲ All Academic Representatives
- ▲ Throughout year
- ▲ Two to four hours

SOLE (Student OnLine Evaluation) is College's internal survey to check student opinion of the teaching they have received. Run each term, Academic Representatives are asked to promote SOLE to their peers through social media, emails and lecture shoutouts.

#### **Rep Conference**

- ▲ All Academic Representatives
- ▲ February 2015
- Four hours

We are holding a Rep Conference - an afternoon in the Spring term where all Academic Representatives and also senior College staff are brought together to discuss educational quality, College strategy, and other important topics.

#### Rep Week #2

- All Academic Representatives
- ✓ Mid February 2015
- One to two hours

A second Rep Week is held in February, to readvertise the Rep Network and promote the Dep Rep and AAO elections, part of March's Big Elections.

#### **Promoting the National** Student Survey (NSS)

- Year Four Representatives
- ✓ February-April
- Two hours

The NSS is a survey run across almost everv university and college in the UK. It measures academic quality and the student experience, and the results are used to determine league table results. Academic Representatives are asked to promote the NSS through social media, email and lecture shoutouts.

#### The Big Elections

- ▲ All Academic Representatives
- ▲ February to March
- One to two hours

The 'Big Elections' are when the student body elects its most senior student officers and representatives for the next academic year - including the Sabbatical Officers, such as the Union President. Dep Reps and AAOs are elected in the Big Flections.

#### **Education &** Representation Board (ERB)

- Departmental Representatives & Academic Affairs Officers
- ✓ Throughout the year

Dep Reps and AAOs are invited to FRB which acts as a forum for issues relating to educational policy to be presented to the Union Council for debate and campaigns to promote educational policy passed by the Union Council.

#### Student Academic Choice Awards (SACAs)

- ▲ All Academic Representatives
- November March
- Two to four hours

The SACAs are the Union's annual awards for excellence in teaching & research supervision. Academic Representatives are asked to promote SACA nominations using social media emails and lecture shoutouts, and are asked to sit on the judging panels for the awards - and are invited to the ceremony.

#### Handover

- All Academic Representatives
- April to June
- One to two hours

All Academic Representatives are asked to write a handover document for their successor, covering ongoing issues, hints and tips. Dep Reps and AAOs are also expected to arrange a meeting with their successor and introduce them to key departmental staff

#### **Faculty Teaching** Committee

- Academic Affairs Officers
- ▲ Throughout the year
- Six to eight hours

Academic Affairs Officers are expected to attend the Teaching Committee for their faculty, where interdepartmental issues are discussed

#### SSC Summaries

- ▲ Departmental Representatives
- ✓ Throughout the year
- One hour

Departmental Representatives are asked to upload SSC papers to the Papers function on eActivities. This enables the Deputy President (Education) to produce a twice-yearly summary of all SSCs for senior College committees

Each department and faculty has slightly different meeting structures, particularly the Faculty of Medicine, which may differ from the above examples.

#### EXAMPLE OF AN ACADEMIC REPRESENTATIVE

"Being a rep takes time and effort but I've found it really rewarding and learned so much. Running a team of 14 reps requires a lot of management skills and you have to keep up morale to get the best for students. Writing agendas, minutes and chairing meetings teaches you a lot of good skills for professional life. I've also had to work closely with senior staff and learn how to be very diplomatic – sometimes members of staff don't take well to criticism!"

Will Brown

Chemical Engineering Departmental Representative, 2012/13 and 2013/14

Chemical Engineering Year Representative, 2010/11 and 2011/12

## Non-academic & welfare issues

While our Academic Representatives are empowered to suggest and make changes to academic and welfare provision in their department, they are not intended to support individual students through situations such as academic appeals or mental health problems. College and the Union offer a number of professional, trained services to support students through personal difficulties.

The Advice Centre advice@imperial.ac.uk 020 7594 8067, extension 48067 imperialcollegeunion.org/advice	<b>Contact for:</b> Academic, housing, money and consumer rights advice
College Tutors college-tutors@imperial.ac.uk imperial.ac.uk/collegetutors	<b>Contact for:</b> Advice on complaints and appeals regarding College departments and/or staff
Counselling Service counselling@imperial.ac.uk 020 7594 9637 imperial.ac.uk/counselling	<b>Contact for:</b> Mental health advice and support
Disabilities Advisory Service disabilities@imperial.ac.uk 020 7594 9755 imperial.ac.uk/disabilities	<b>Contact for:</b> Physical and/or mental health disabilities; advice on rights and available support, including bursaries and equipment.
International Student Support international@imperial.ac.uk 020 7594 8040 imperial.ac.uk/international	Contact for: Visa and integration advice
Health Centre 020 7594 9375 imperialcollegehealthcentre.co.uk	Contact for: Non-emergency medical advice

If in doubt, contact Nigel, the Student Advisor, immediately on advice@imperial.ac.uk or extension 48067

In case of emergency, call College Security on extension 44444 / 020 7594 4444; they will contact emergency services if necessary.

If someone is a risk to others or to themselves, call College Security immediately.

## **Checklist**

#### Checklist



Do you know who the following people are, and how to contact them? All of their details are available via the Rep A to Z on the Union website.

- ▲ Deputy President (Education)
- ▲ Representation Coordinator
- ▲ All other Reps in your department
- ▲ Head of Department
- Director of Undergraduate Studies
- Undergraduate Administrator

Have you introduced yourself to the above people?

Have you familiarised yourself with the eActivities functions?

Do you know which committees you are expected to attend?

Do you know how to put items on the agenda of these meetings?

Have you put meeting dates and deadlines into your calendar?

Have you familiarised yourself with SMART Goals?

Are you aware of any students you represent on other campuses?

Do you know how to communicate with the students you represent?

Have you sent an introductory email?

Have you done a lecture shout out?

Have you introduced yourself in the relevant departmental Facebook group?

Have you logged into the Union website and looked at the 'Who is my Rep' section?

#### **Useful Contacts**

Andrew Keenan Education & Welfare Manager a.keenan@imperial.ac.uk 020 7594 5387, extension 45387 Andrew supports the Deputy President (Education) and Deputy President (Welfare), and is responsible for supporting the Academic Representation Network, Liberation Officers. Advice Centre and campaigning activity.

**Contact Andrew about: Running** large-scale campaigns, working with Liberation Officers

Nigel Cooke Student Adviser advice@imperial.ac.uk 020 7594 1514, extension 41514

Nigel staffs the Union's Advice Centre, offering professional, impartial and free advice to students on a range of issues - from academic problems to housing, money and consumer rights issues.

Contact Nigel about: Academic appeal and withdrawal procedures: to refer a student with personal problems for professional support.

Ally Cott Systems Coordinator club.web.enquiries@imperial.ac.uk 020 7594 6412, extension 46412

Ally is responsible for eActivities, speak to him if you discover an error with the system, he cannot help with financial content queries.

## **AAOs and Departmental Representatives**

CGCU	Academic Affairs Officer	James Murphy	james.murphy12@ imperial.ac.uk
ICSMSU	Academic Officer (Years 4, Biomedical science and Pharmacology)	Cyin San	chunyin.san12@ imperial.ac.uk
ICSMSU	Academic Officer (Years 1, 2, & GE)	Usama Asif	usama.asif11@ imperial.ac.uk
ICSMSU	Academic Officer (Years 3, 5 & 6)	Salma Haddad	salma.haddad11@ imperial.ac.uk
RCSU	Academic Affairs Officer	Zoe Hsu	zoe.hsu12@ imperial.ac.uk
RSMU	Academic Liaison Officer	Emma Toms	emma.toms11@ imperial.ac.uk
CGCU	Aeronautics	Michael Williamson- Taylor	michael.williamson- taylor11@imperial.ac.uk
RCSU	Biochemistry	Alexander Nash	alexander.nash12@ imperial.ac.uk
CGCU	Bioengineering	Sihao Lu	sihao.lu12@ imperial.ac.uk
RCSU	Biology	Sinziana Giju	ioana.giju13@imperial. ac.uk
CGCU	Chemical Engineering	Rachel Hounslow	rachel.hounslow11@ imperial.ac.uk
CGCU	Chemical Engineering	Emilie Lunddahl	emilie.lunddahl12@ imperial.ac.uk
RCSU	Chemistry	Annina Sartor	annina.sartor11@ imperial.ac.uk
CGCU	Civil Engineering	Jineesha Mehta	jineesha.mehta11@ imperial.ac.uk
CGCU	Computing	Robert Zhou	robert.zhou12@ imperial.ac.uk
RSMU	Earth Science and Engineering	Simon Brau	simon.brau11@imperial. ac.uk

RSMU	Earth Science and Engineering	Robin Thomas	robin.thomas11@ imperial.ac.uk
CGCU	Electrical and Electronic Engineering	Dario Magliocchetti- Lombi	dario.magliocchetti- lombi11@imperial.ac.uk
CGCU	Electrical and Electronic Engineering	Jack Heaffey	jack.heaffey11@ imperial.ac.uk
CGCU	Electronic and Information Engineering	Samuel Kong	samuel.kong11@ imperial.ac.uk
CGCU	Joint Maths & Computing	Thomas Taylor-Hall	thomas.taylor-hall12@ imperial.ac.uk
RSMU	Materials	lacopo Russo	iacopo.russo12@ imperial.ac.uk
RCSU	Mathematics	Arijit Gupta	arijit.gupta12@imperial. ac.uk
CGCU	Mechanical Engineering	Parikshat Singh	parikshat.singh12@ imperial.ac.uk
CGCU	Mechanical Engineering	Robert O'Keeffe	robert.okeeffe12@ imperial.ac.uk
RCSU	Physics	Clark Baker	clark.baker12@ imperial.ac.uk

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