

Course Rep Feedback Platform – Guide for Course Reps

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Introduction

The Course Rep Feedback Platform gives you one place to view and manage feedback from the students you represent. This guide will explain how to use the platform, including how to view students, review feedback, add updates and change the status of submissions.

Your Dashboard

When you log in, you'll find:

- Links to useful resources, including training and Student Rep toolkits
- A list of the course(s) and study mode(s) you represent

Viewing Your Students

The Students tab contains a list of all the students you represent. You can search for a student using their first name, last name or email address.

Managing Feedback

The Feedback tab contains feedback submitted by students you represent. You can:

- View all submitted feedback
- Search and filter feedback by title, status or type
- Open individual submissions to see the full details
- Change the status of feedback to Open, In Progress or Closed

You can expand each feedback submission to see more information and add an update or change its status

Any updates you add will be visible to students on the student-facing platform.

Good Practice

- Check the platform regularly so that new feedback is not missed.
- Keep updates clear, professional and constructive.
- Add an update when there is new information or progress.
- Check whether students have already raised the same issue and encourage them to use the thumbs up feature to support existing feedback rather than submitting duplicates.

