

**you
started
Email Guide
it**

YOU SAID IT. WE HEARD IT.

As a rep, students tell you what's working, what's not and what needs to change. Our job is to take that feedback into the places where decisions are made.

You Started It is all about taking that feedback and the actions as a result and making sure students know what's changing.

Closing the feedback loop is one of the most important things you can do as a rep. If students have taken the time to tell you about something, they should know what happened next, even if the answer is that things are still being worked on.

This template can help you turn conversations and feedback into a quick, clear update for your cohort. It shows students that their voices are being heard and helps build trust in your role.

TOP TIPS

Keep it conversational

→ You don't need to sound formal or use lots of university jargon.
Write like you're talking to your cohort.

Be specific

→ Tell students exactly what the issue was, who you've raised it with and what happened as a result. Avoid vague updates like "I've passed this on."

Close the feedback loop

→ Not every piece of feedback will result in an immediate change. That's okay! Let students know what stage it's at, what you're waiting for or what the next step is.

Give credit to your cohort

→ Where something has changed because students spoke up, say so! Make it clear that their feedback helped make it happen.

Share the good and the bad

→ Feedback isn't just about problems. You can also tell your cohort when something is working well or when positive feedback has been shared with staff.

Keep it short

→ You don't need to write an essay. A few clear paragraphs covering what you told me → what I've done → what's happening next is enough.

Signpost where appropriate

→ If there's somewhere students can find more information, provide a link or tell them who they can contact if they want to find out more.

EMAIL STRUCTURE

I wanted to share a quick update on some of the feedback you've been giving me and what's happened since.

You told me: [Issue]

I've: [Raised/discussed/shared it with...]

Next steps: [Outcome]

Thanks to everyone who's taken the time to share their views. Keep them coming, whether it's something that's going well or something that needs improving.

EXAMPLE

Hi everyone!

I wanted to drop you an email with an update on some of the feedback you've been giving me and what's happened as a result. You told me that not having lockers in our space was causing a barrier to your learning as you didn't have anywhere to store your items when you were in the labs.

Since then, I've raised this at the most recent SSLG and we discussed this with both our course lead, and wider department. As a result, they have agreed to install several lockers for your use! This is a great win and started because of you and your feedback.

Thanks to everyone who's taken the time to share their views. Keep them coming, whether it's something that's going well or something that needs improving.

EXAMPLE

Hi everyone!

I wanted to drop you an email with an update on some of the feedback you've been giving me and what's happened as a result. You told me that not having lockers in our space was causing a barrier to your learning as you didn't have anywhere to store your items when you were in the labs.

Since then, I've raised this at the most recent SSLG and we discussed this with both our course lead, and wider department. As a result, they have agreed to install several lockers for your use! This is a great win and started because of you and your feedback.

Thanks to everyone who's taken the time to share their views. Keep them coming, whether it's something that's going well or something that needs improving.



THE FALMOUTH
& EXETER
STUDENTS'
UNION