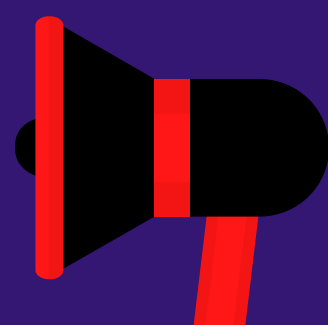# INSIGHTS FROM THE STUDENT EDUCATION COMMUNICATIONS PANEL

## TRANSPARENCY

- There seems to be a culture of avoiding addressing contentious issues that affect students, eg postgraduate exam deferral hunger strike, UCU strikes.

- Honestly communicating to the students on what the university can/cannot do about certain issues, what is being done, is important. Silence from the university speaks a lot in such issues.
- Addressing issues upfront that what is affecting the student community rather than waiting for the student community to ask for information.

## DIVERSITY AND INCLUSION

Institutions frequently place a greater emphasis on virtual representations of diversity and inclusion and less emphasis on action. While LSE has done more than most to promote diversity and inclusion in its community, we believe, however, that more emphasis can be placed on its diversity in educational efforts. LSE must do more to ensure that its curriculum and educational examples are diverse enough to ensure that students of all ethnicities and racial groups feel included in the classroom and find their coursework relevant. These initiatives will not only promote diversity and inclusion, but will also improve overall class performance.
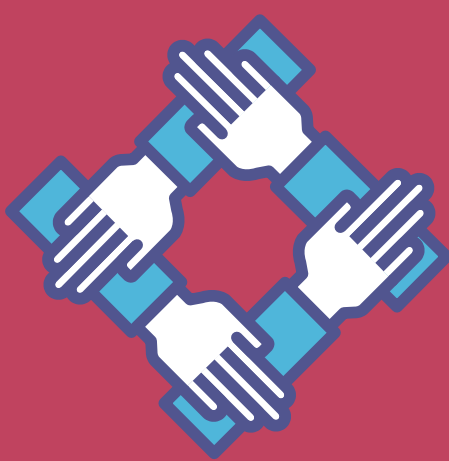
## AWARENESS AND SENSITIVITY

When communicating with students about contentious topics, we have agreed the school should discuss with the SU more closely. Often the SU has a better grip of the general opinion of the student body, and would help to avoid situations where the students feel like they have to lobby the school to talk about an issue, such as Ukraine, before LSE would release a statement. In addition, running pieces of communications past the SU, or a specific panel of students, could help avoid situations where statements by the school come across slightly cursory to the students.

## CLARITY
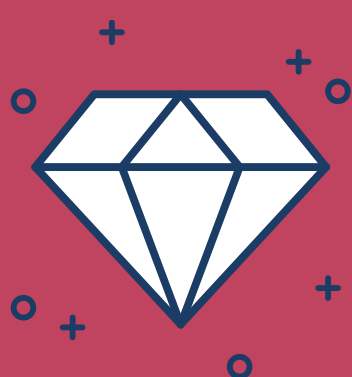
- The frequency of communication can be reduced in certain cases, for instance, COVID health check ins. Too many emails can be overwhelming and prevent students from accessing information that may be of actual use to them.
- Certain emails such as student newsletters are too long and address themes which are not connected to one another. Splitting up the topics will allow relevant information to reach relevant students.