My name is Louise Dowson and I am currently in my second year studying BA Special Educational needs and inclusion. I have been in this role for almost a year, and have enjoyed making sure all of our students’ voices are heard. Throughout my role I have helped in a range of areas, such as the lack of sanitary bins in the female toilets and the difficulties experienced with the WiFi at the beginning of the new academic year. I would like to continue to make changes across the university to make sure all of our students have the best possible time here. The main reason I ran for this role last year was to make sure our students knew they had someone on their side. I feel that since being in this role, I have achieved this by being there for students when they felt no one would listen. I believe that I am both dependable and approachable, which are key characteristics which I can offer to all students in order to make sure they have the best possible time at Northampton. Within my studies I have noticed that some students have found it difficult to communicate with their lectures. Therefore, my goal is to try and help create a way for students to develop relationships with their lectures so that they do not feel ashamed to reach out for assistance.