

## **Appendix 22 - Student/Staff Liaison Committees**

Each School shall operate a Student/Staff Liaison Committee (SSLC). Depending on the size and/or particular requirements of the School, there can be separate Committees for undergraduate and taught postgraduate students.

SSLC meetings should be conducted in an open and constructive manner. SSLCs are intended primarily to be a forum for discussion; they can take operational decisions about how to make day to day improvements but decisions that would require changes to module and programme specifications, for example, can only be taken by the Board of Studies.

### ***Terms of reference***

1. To serve as an informal arena for students to raise matters of concern with School and professional services staff and for staff to share with students general matters pertaining to the programme(s) and the student learning experience.
2. To consider data and outcomes of student surveys (MEQs, NSS, PTES if relevant,) contribute to the development of action plans and facilitate communication of responses with the wider student body.
3. To consider external examiners' reports and contribute to the development of action plans as appropriate.
4. To develop and articulate the School/Department's approach to the use of captured content (see [Policy for the use of Captured Content](#)).
5. To report to the Board of Studies and raise matters for consideration at the Board.
6. To identify areas of good practice for report to the Board of Studies.
7. To discuss MySurrey Voice analytics, consider any issues and share best practice.

### ***Membership***

#### Chair

Normally the Associate Head of School, Education or a Head of Discipline (where applicable) or a Programme Leader or one of the student representatives

#### Members

- All student representatives for the programmes covered by the Committee
- School Student Societies' representatives, as nominated by these Societies
- The School should decide on the appropriate numbers and designations of staff to be members but should aim to have an even number of staff and students. Staff members should not greatly outnumber student members.
- Professional services staff as required

#### In attendance

Notes of the meeting can either be taken by a member of the CSO Directorate staff or by one of the student representatives.

#### Period of appointment

All members will remain on the Committee for as long as they hold their particular roles.

## ***Operation***

### Frequency of meetings

It is recommended that there are four meetings a year, two per semester to take place several weeks before and after the Board of Studies. Where this is not practicable the second meeting per semester can be a virtual meeting.

### Decision making outside of meetings

Decisions may exceptionally be taken by Chair's action.

At the discretion of the Chair, decisions may also be passed by email circular, or similar electronic means, provided that all members are copied into the electronic exchange.

In such instances, for such a decision to be valid, not less than 50% of the membership must reply to the Secretary to confirm their agreement. The Secretary shall forward a compilation of responses to the Chair and shall confirm to all members that the decision has been passed. A copy of the decision signed by the Chair shall be treated as properly passed by a meeting duly convened and held.

### Reports to

Board of Studies

## ***Guidance on the protocols for Student/Staff Liaison Committees, including template agendas and minutes***

### **Purpose**

Student/Staff Liaison Committees are informal meetings where students can raise matters of concern with staff and where staff can talk to students about their experiences.

### **Membership**

It is important that students feel able to raise matters at the meetings and so the composition of the Committee should be such that staff do not greatly outnumber students. Consideration should be given to having a student chair the meeting. The membership of the Committee is deliberately flexible to allow for the different sizes of Schools/Departments. The Committee should decide which Professional Services staff should attend but bear in mind that such staff might also be attending Boards of Studies and so avoid duplication.

### **Frequency of meetings**

It is recommended that there are four meetings a year, two per semester, the first to take place before the Board of Studies and the second after; this second meeting could be a virtual one to provide an update on matters considered at the Board of Studies. Dates for meetings should be set in advance at the beginning of the academic year and notified to all students (via SurreyLearn).

### **Raising of issues**

Major issues of concern should not wait to be raised at the SSLC meeting but notified to the School/Department as they happen. Students should be asked for topics that need to be addressed ahead of the SSLC meeting so that an informed discussion and possible solutions can be considered at the meeting. This could also flag up whether particular professional services staff should be invited where an issue has arisen in their particular area. Consideration should be given as to whether a pre-meeting with the chair and the reps would be helpful in this respect.

Advance notification will filter out issues that are not within the remit of the School/Department to solve which should be escalated upwards within the Faculty and/or University by the SSLC Chair.

### **Conduct of meetings**

Students and staff should approach the meetings in a constructive manner and be respectful of all views (in accordance with the spirit of the Student and Staff Partnership Manifesto). Students should be aware that it is not always possible to make the changes they request, and staff should report back to students the reasons why a particular change cannot be made. Those reps not able to attend the meeting should be able to send in comments either written to the chair or via another rep. In addition to discussing matters of concern, it is also important to identify areas of good practice for report to the Board of Studies and upwards to the Faculty.

### **Agendas and minutes**

Agendas for the meeting can be produced by the student reps or a colleague from the School/Department. It is up to the School/Department how they want to arrange this and communicate the arrangements to all concerned. Agendas for meetings should be made available in advance of the meeting on SurreyLearn. A template for an agenda is given below; this covers the items that are expected to be covered, although not all of them might be relevant for all meetings. Schools/Departments are free to add additional items, although care should be taken not to duplicate matters that are discussed at Boards of Studies.

Student/Staff Liaison Committees do not require formal minutes, rather brief notes should be made. Individual students should not be identified. A template for meeting notes is given below.

Notes should ideally be produced within 10 days of the meeting, and once agreed by the Chair, published on SurreyLearn with a copy being sent to the Student Union. This helps the Union to take an overview of issues being raised by students across the University. It is important to ensure that the feedback loop is closed following an issue being raised. This might not need to wait until the notes of the meeting are available but could happen via a targeted newsletter or other quick effective way of communicating with students.

## **Template agenda for Student/Staff Liaison Committees**

### **School/Department of [ ] Student/ Staff Liaison Committee**

**The next meeting of the Student/ Staff Liaison Committee will be held at [time] on  
[date] in [location]**

Please send apologies to [*name and email address*]

#### **AGENDA**

1. Apologies for absence
2. Terms of reference and scope of SSLC [*first meeting of the academic year*]
3. Notes of the previous meeting held on [ ]
4. Actions taken in response to issues raised at the previous meeting
5. Matters raised by representatives of each cohort [*year groups, PTY students, postgraduate students, distance learning students, as appropriate. Note that there is merit in varying the order in which these groups report, eg to sometimes have matters raised by final year students prior to matters raised by first year students, and vice versa*]
6. Matters raised by staff members [*to include improvements to the student learning experience, with particular emphasis on future planning, including curriculum development.*]
7. NSS results and action plan [*the first meeting of the year would receive the results and talk about what actions might be required to address any issues; subsequent meetings would receive any updates on action plans*]
8. PTES results and action plan [*the first meeting of the year would receive the results and talk about what actions might be required to address any issues; subsequent meetings would receive any updates on action plans*]
9. Student evaluation of learning and teaching (eg MEQ outcomes).
10. External examiner's reports and responses [*Boards of Studies are formally responsible for considering external examiner's reports and agreeing actions, but the reports should be received here so that all student reps have an opportunity to see them and contribute to any required actions*]
11. Learning resources matters [*some Committees may choose to invite relevant Professional Services staff to these meetings in addition to the Board of Studies*]
12. Use of captured content [*discussion of the School/Department's approach, examples of existing practice for sharing*]
13. What's going well
14. Any other business
15. Date, time and place of next meeting

**Template notes for Student/Staff Liaison Committees**

**School/Department of [ ]  
Student/ Staff Liaison Committee**

**Notes of the meeting of the Student/ Staff Liaison Committee held at [time] on [date]  
in [location]**

**NOTES**

**1. PRESENT (list all members by name and category and asterix those not in attendance)**

Mr X (Chair)	3rd year rep, BSc Policy Making
Dr Y	Module Leader, Change in the Modern World
Ms Z*	1st year rep, BSc International Development

**2. APOLOGIES FOR ABSENCE**

2.1 Apologies for absence were received from Ms Z.

**3. TERMS OF REFERENCE AND SCOPE OF SSLC (paper reference number; give any papers received a unique reference number; numbers run sequentially from the beginning of the academic year)**

3.1 The terms of reference were received and had not been changed from the previous year

**4. Notes of the previous meeting held on [date]**

4.1 The notes were agreed as a true record of the meeting

OR

The notes were agreed subject to the following amendment to note 16.2

“.....”

**5. ACTIONS TAKEN IN RESPONSE TO ISSUES RAISED AT THE PREVIOUS MEETING**

**5.1 Feedback**

The Programme Leader confirmed that feedback was now being returned to students in accordance with University requirements.

**5.2 Lecture Theatres**

The Programme Leader reported that they had met with Estates and that it was not possible to make the necessary improvements this current academic year due to financial constraints. However, a schedule of improvements will take place over the summer.

**6. MATTERS RAISED BY REPRESENTATIVES OF EACH COHORT**

**6.1 First year**

Students are finding the Introduction to World Economics module difficult because of .....and reported that the reading lists are not very extensive.

The Module Leader agreed to .....

## **7. MATTERS RAISED BY STAFF MEMBERS**

7.1 The following were noted:

- Periodic programme review to take place next academic year – a chance for students to input into future developments. Further information to be provided at the next meeting
- Dr K has been awarded a Teaching Excellence Award and will be holding some lunchtime seminars to talk about his ideas for the future development of assessment methods – all staff and students in the School welcome to attend and input to the discussion. Details to be advertised on SurreyLearn

## **8. NSS RESULTS AND ACTION PLAN (paper reference number)**

8.1 The NSS results were received and it was noted that .....

8.2 The following actions for improvement were suggested to report to the Board of Studies:

## **9. STUDENT EVALUATION OF LEARNING AND TEACHING**

9.1 MEQ results for semester ? showed that .... Student reps from year 2 are particularly concerned about .....Dr J agreed to look into this and report back to the next meeting.

## **10. EXTERNAL EXAMINER'S REPORTS AND RESPONSES (paper reference number)**

10.1 Three of the four external examiners' reports due have been received. A common theme this year has been .....Student reps in year 3 suggested that ..... which would be taken to the Board of Studies by the Programme Leader for further discussion.

## **11. CAPTURED CONTENT**

11.1 The Committee was informed that the Policy for the use of Captured Content had been introduced this year and SSLCs were asked to consider the School's approach to the use of digital content within each module.

11.2 It was noted that module XXX provided a good example of some interesting ways to use digital content which could be shared with other modules. Ideas for future developments included ...

## **12. LEARNING RESOURCES MATTERS**

12.1 The Library and Learning Support member updated the Committee on the following developments:

## **13. WHAT'S GOING WELL**

### **13.1 Masters students**

Students have found the induction sessions on academic integrity very helpful.

### **14. PTY students**

Reported via comments sent to the Chair – the new format for the visits from tutors is very successful.

## **15. ANY OTHER BUSINESS**

There were no items of any other business

OR

Student reps from year 3 asked for an update on .....and it was noted that the following arrangements are being put in place:

**16. DATE, TIME AND PLACE OF NEXT MEETING**

16.1 The next meeting will be held at [time] on [date] in [location]