Guidance document: Student Staff Liaison Committee (SSLC) meetings for Course Reps

Introduction
This document is aimed at supporting Course Reps in their role within the Student Staff Liaison Committee (SSLC). The SSLC will "act as the official forum for liaison between students and staff on issues related to the management and student experience of the course including matters relating to curriculum content, learning, teaching and assessment and learning resources."

It will aim to improve the quality of teaching, learning and assessment, the student experience and student satisfaction and student engagement in course design, course delivery and decision-making processes. It's an opportunity for both students and staff to identify and address areas of concern.

What does the SSLC do?
(a) Receive and discuss reports from Student Representatives

(b) Receive and discuss matters relating to the delivery of the course's constituent modules including (where relevant) ideas for revision to the curriculum

(c) Receive and discuss matters relating to the support available to students registered for the course

(d) Receive and discuss various management information which relates to the course including outcomes from student feedback mechanisms such as National Student Survey results, Student Experience Survey and Module Evaluation results and other data such as external examiners' reports

(e) Discuss and contribute to the development of Course Action Plans and other relevant documentation

Minutes of the SSLC meetings will be distributed online to relevant students and staff no later than 15 working days following the meeting. SSLCs will meet at least once per semester. Additional meeting can be requested and arranged with approval of the Chair.

Co-chairing
The newly developed ARU framework for academic partnership envisages students as co-chairs on a number of university committees. SSLCs are a very obvious place to pilot this within faculties for 2017/18 and Course Reps interesting in taking on these roles are strongly encouraged to send an expression of interest to both the department and Students' Union.

Scheduling
The department is responsible for scheduling and servicing the SSLC meetings. The first SSLC meeting of the academic year will take place after Course Reps are in place and have received their training. This should be no earlier than teaching week 6. Where possible, Course Reps should ask for and be given time in class to gather information from their peers to input to the SSLC. Other feedback tools should also be considered.

Meetings should be scheduled (and, where possible, with at least 20 days' notice provided) with the aim of maximising the number of Course Reps that are able to attend.

Gathering feedback and reporting

Course Reps are encouraged to use the 'keep-stop-start' format in their report. The following themes should be considered during consultation with peers and the completion of the report:

- **Quality of teaching** including teaching methods and curriculum content
- **Assessment** including deadlines and submission, adequacy of feedback and the appropriateness of the overall balance of assessment activities
- **Academic support and skills development** including opportunities for developing employability skills and other personal development opportunities
- Any **barriers to the inclusiveness** of the course including hidden and/or unexpected course costs or accessibility of teaching and materials
- **Organisation and management** including timetabling and communication
- **Learning resources** including the library, IT, learning environment, Canvas and other teaching/learning resources
- **Placements** including feedback from service users, employers and those supporting L&T in practice, as applicable
- **Facilities**
- **Personal tutoring**
- **Other student experience** including wider non-course specific issues

Students who are unable to attend an SSLC are expected to give their apologies and submit a written report. Written reports should be e-mailed to the relevant individual who is responsible for servicing the SSLC and will be shared with all members ahead of the meeting. For distance-learning students, course teams are encouraged to use online tools such as Skype and similar approaches to facilitate more interactive student representation.

Students and staff will make every effort to avoid identifying individuals. Any specific concerns which cannot be explored without identifying individuals should be raised confidentially and in advance with the Chair who will provide guidance on how they should be addressed.

Staff should endeavour to provide timely updates to Course Reps on feedback raised, ideally within 10 working days of the meeting. Actions from the SSLC should be communicated to students, for instance in class or using Canvas to post meeting reports.

Further information

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