

Student Staff Liaison Committee

Programmes: BA Business Studies with Foundation Year

Campus: London and Manchester

University: University of Suffolk

Date: Wednesday 19th May 2021

Time: 12:30 PM

Room: via Zoom video conferencing

AGENDA

Membership: Student Representatives from all programmes, Programme Leader, Academic teaching staff as available, administrative staff.

Present:

Anand Walser – Programme Director

Norul Ahmed – Academic Administrator (taking minute notes)

Kyle Anderson-Brooks – Academic Administrator

Student Representatives:

Henry Idehen - Group A (JUL 18, UOS LON)

Bodunrin Hundeyin – Group A (JAN 20, UOS MAN)

Junaed Ahmed - Group A (SEP 19, UOS LON)

Samuel Onyema - Group C (JAN 19, UOS LON)

Nina Petrie - Group A (OCT 18, UOS LON)

Jafrin Khan – Group B (JAN 19, UOS LON)

Nana Owiredo – Group A (JUL 19, UOS LON)

Noe Bapeck – Group A (OCT 18, UOS LON)

Thomas Okoye – Group A (JAN 20, UOS LON)

1. Introductions and confirmation of the role of Student Reps

The new and existing student reps were welcomed to the meeting. The Chair reminded them that it is their role to represent the views of their peers and to act as a channel for communication between the management of the School and students. They are not expected to take action on feedback from students although their support for fellow students is much appreciated. Student Reps were referred to the student rep training presentation (see minutes of previous meeting)

2. **Minutes of the previous meeting held on 23rd February 2021** were agreed as an accurate record of the meeting.

3. **Matters arising not elsewhere on the agenda** - none

4. **Feedback from student representatives** (and issues raised by students)

Action/Comment	Response
One of the representatives went on to ask when will face to face teaching resume.	Anand explained that the organization is still waiting for further guidance from the government and students will be informed as soon as the institution receives further information.
One of the reps informed of some difficulties in getting touch with TA's in regard to getting some help/feedbacks with assignments.	Anand has advised when emailing TA's students would also email the lecturer who is teaching that module - that way the chances of getting a response is higher. Kyle went onto adding that students should contact the specific TA who is responsible for that module – he asked student to send him an email and he will notify all the reps who the TA;s are for their current studied modules.
It was mentioned by one of the representatives that a lot of students are complaining it is difficult to get in contact with LSC via the 'allenquiries' mailbox – e.g. they do not get a reply.	Kyle advised that if students can email allenquires@lsclondon.co.uk , or if assignment related they can email exams@lsclondon.co.uk for more assistance. Kyle did elaborate and say that due to the sheer number of emails received on a daily basis sometimes emails are overlooked or

	lost in the process – he also gave out his personal email address just in case students do not get a reply from the ‘allenquiries’ mailbox.
One of the reps mentioned that there are some students in they’re year group who are waiting to do some re-sits and they have not received any further information about this.	Kyle advised that he has spoken to Suresh in Exams department, and they are arranging these re-sits to be completed after the AFB. Kyle also advised that re-sits will be set around end of July – mid August period.
One of the student representatives mentioned that re-sit for IB is not out yet which was for previous semester but for current semester both RM and AFB results are out, why is this? The rep also went onto say when are they coming back to school (Jul 18) intake?	Kyle informed that IB re-sit results were released yesterday alongside the AFB and RM results, it may not be on the portal, but it should be on ‘MySuffolk’ so to check there. Kyle informed the student that they are returning to school W/C 28 th June 2021.
One of the student representatives wanted to know when to apply for student finance for upcoming year so that some of their colleagues do not apply late.	Kyle advised that it all depends on when the intake started, all students will have different starting point (Sep, Oct, Jan, July etc.) The best time to apply will be 2 weeks to a month after they finished the third semester so that they can apply the right course code, otherwise it can delay the application.
Another student representatives wanted to ask about Exam due 29th June, they want to know what if on the day there are issues with network – due to fact some students are out of the UK, what assistance will be available, will students be capped, marked down or will they fail outright?	Anand advised to use a laptop instead of a mobile phone for the exams- plan ahead and find a suitable place where students will not be disturbed and with good network coverage. Keep the mobile as a backup in incase there are issues with laptop.
Student representative mentioned about attendance percentage not showing accurately	Kyle advised that although attendance is automated from student name and number it still needs to be manually updated on the system to reflect the actual attendance, it can

when they have attended class; they look on the portal and the attendance has not been updated.	take up to 48 hours after the session has finished for this to be reflected. Only when the student has received a text message to say they were absent and they were present then they can contact us, and we will investigate.
One of the student representatives said that there some students have applied for Universal Credit, students want to know what finance help they can get? They also asked if there is a health and welfare officer at LSC?	Kyle stated that Rabindra is contactable for students with special educational needs. Students should contact student finance anything to do with finance related queries via email at; studentfinance@lsclondon.co.uk then they should be able to assist, Soumaia is knowledgeable about other benefits students can apply if they need further financial help such as Universal Credit.

5. **Academic issues- Teaching Staff** - No specific issues were raised by staff.

6. **Management and Administrative Issues** – none to report

7. **Update on University matters** – none to report

8. **Any other Business** – none to report

9. **Future SSLC Meetings**

September 2021 (Date to be confirmed)