

**(School of Business and Management)
Undergraduate Student Staff Liaison Committee
27/11/2019**

Minutes

Staff members present:

Professor Stefan Krummaker (SK)	Chair and Associate Dean (Taught Education)
Dr Nima Heirati (NM)	Programme Director BSc Marketing and Management
Dr Tarek Virani (TV)	Programme Director (3 rd Year) Bsc Business and Management
Dr Ishani Chandrasekara (IC)	Programme Director BSc Accounting and Management
Dr Patrick McGurk	Programme Director BSc Business Management (Apprenticeship)
Aktar Hussain (AK)	Quality Assurance & Programmes Manager (Undergraduate)
James Boote (JB)	Student Engagement Manager
Helen Green (HG)	Employer Engagement and Internships Coordinator
Iain Mcloughlin (IM)	Careers Consultant
Ripa Parvin (RP)	Student Support Officer
Richard Evans	Faculty Liaison Librarian (Humanities & Social Sciences)

Student members present:

Vlada Skripotchkina	Business Management (BSc) Year 3 - Rep
Mathilde Narmo	Business Management (BSc) Year 3 - Rep
Anais Bertling	Business Management (BSc) Year 3 - Rep
Naveena Dhera	Marketing and Management (BSc) Year 1 - Rep
Dionne Hughes	Marketing and Management (BSc) Year 2 - Rep
Laura Zavorova	Marketing and Management (BSc) Year 2 - Rep
Okan Saglam	Accounting and Management (BSc) Year 1 – Rep
Samman Naeem	Accounting and Management (BSc) Year 1 - Rep
Sultana Azmi	Accounting and Management (BSc) Year 3 - Rep
Mohammad Amin	Business with Law (BSc) Year 2 - Rep

Apologies for absence:

Dr Androniki Triantafylli (AT)	Senior Tutor
Mohammed Juned Miah	Accounting and Management (Bsc) Year 2 - Rep
Farzana Haque	Accounting and Management (Bsc) Year 2 - Rep
Jacob Tsibre	Marketing and Management (BSc) Year 1 - Rep
Georgi Stoyanov	Business Management Year 2 - Rep

Part 1 – Preliminary Items	
1(a)	Welcome and introduction for new members
2019.001	Chair welcomed students and staff to the meeting.
1(b)	Apologies for Absence
2019.002	Apologies from Senior tutor (AT), A&M course reps (FH, JM), M&M course rep (JT, B&M Yr 2 (GS).
1(c)	Minutes of the previous meeting
2019.003	Minutes from previous meeting approve.
1(d)	Report on matters arising and actions taken
2019.004	Matters arising discussed and actions completed.
1(e)	Co-Chair Nomination and Confirmation
2019.005	Chair extends a thank you to Co-Chair (DH) and the course rep involved in Year 1 Transformation Project (AB). Student Union provide specific training for co-chairing. JB to send Co-chairs training slots and liaise with SU
Part 2 – Programme Delivery and other matters	
2(a)	Learning and teaching matters (module evaluations)
2019.006	Chair states historical response rates of 20% on our request for module feedback on student experience. Would like to encourage course reps to communicate others to complete module evaluations. A lot of changes made subsequently are from SSLCs and module evaluation forms. Chair would like to hear what students have enjoyed and also identify weaknesses and areas for improvement.
2019.007	Chair also mentioned a module where students ran their own survey and collected their own feedback which is not the right way as we have a formal process for module evaluations.
2019.008	JB shared recent incident where student shared QR code to a WhatsApp group for students to join to give feedback about staff. This group was designed to share comments about staff and this is not appropriate as it is unmoderated and unfair. There are formal processes around module evaluations; roles as course reps are crucial, if students have commentaries about challenges within lectures, course reps are there in the classes and can assess and make judgement calls on whether this can be resolved informally or formally. Informal mechanisms (Whatsapp groups) can be undermining to formal mechanisms we have in place. We can create forums on QMPlus where you can discuss issues with peers.
2019.009	Chair suggests to avoid informal means and follow formal methods where we can follow up with urgent matters. IC mentioned an incident last year where the Whatsapp group invited an external to be a part of the conversation. IC suggests to avoid putting yourselves in a vulnerable position or at risk.

2019.010	Chair also mentioned a Year 1 WhatsApp group which contained high levels of racial abuse and again reiterated to trust the formal ways of gathering feedback and looking into issues.
2019.011	NH states module evaluations are confidential and have absolute freedom to express your opinion.
2(a)	Learning and teaching matters (Strike/UCU Industrial Action)
2019.012	SA (A&M Course Rep Yr 3) BUS326 module is affected by the strike. Two seminars and lecture have been missed that is essential to questions in the 100% assessment. Some students are worried they are not able to answer the questions. SA is not asking to reschedule missed lectures but for the MO to make a slot for students to ask questions about assignment.
2019.013	Chair has stated part of the Industrial Action Recommendation by the Union is not to reschedule anything. The MO would be back in office from the 6 th December. To clarify, outside of the Strike there is “Action short of strike” means colleagues are working to contract but are not working out of hours. Office hours are in their contractual workload. Chair recommends SA to get in contact with MO once they are back.
2019.014	Chair recommends to await the MOs return. Chair also adds wherever the assessment is directly affected by the strike, we can consider moving the deadline. He also reminds all that if deadlines are moved, it would reduce time to revise for January Examinations.
2019.015	SA reports the essay is due 13 th December and have asked if students can meet her after the strike and MO refused. IC is to pick this up with BUS326 MO on the 6 th December.
2(b)	Assessment and feedback (and January Examinations)
2019.016	AB – Business and Management Yr 3 Understands the timing of the exams were trying to meet the demands of students. But there were some complaints from students about exams falling on the 6 th and 7 th January – timing was too close.
2019.017	SA (A&M Course Rep Yr 3) Same concerns for examinations on the 7th and 9th January. She also added the same thing happened for two in class tests for two modules, students were stressed about having to revise for one and prepare for the next.
2019.018	JB summarized the process the Exams team went through to organize this. JB to circulate a summary of information about exam sittings to course reps.
2019.019	Chair would like to hear from 2 nd and 3 rd years about levels of stress and how it has differed from last year in regards to the examination period. He is hoping the new January examination period has balanced things especially when it comes to mental health and stress reduction. The Chair also addressed SA’s concerns about the two in class tests and timings and that it will be different next year.

2019.020	<p>SA (A&M Course Rep Yr 3) BUS354 – MO accidentally released the solutions to the questions to a student. This was released before the test. SA has stressed the disadvantages this has on students. IC to take this up with the BUS354 MO as soon as possible.</p>
2019.021	<p>This issue was sent to the Associate Dean of Education, Head of Department, Programme Director and Teaching and Learning Manager and after further investigation with the Module Organiser there was no evidence to suggest that that any students were released solutions to the test ahead of the exam.</p>
2019.022	<p>DH (Co Chair) Some students are frustrated over the January exam period, but there are a lot of students who are very happy with this as opposed to having all exams in the summer period. So majority feedback has been good. IC has also reported Accounting students are very happy as most religious students would have been fasting during the summer period, having this breakup has been good.</p>
2019.023	<p>VS (B&M Yr 2) Good feedback – BUS007 BUS220 modules are well organized and structured. Good feedback about Ian and his careers workshops and his help with CVs.</p>
2019.024	<p>Chair has reiterated if students have good feedback regarding modules they should put this in module evaluations.</p>
2019.025	<p>SA has also said TV's modules are well taught as he makes the subject fun to study.</p>
2019.026	<p>VS (B&M Yr 2) Complaints regarding BUS245 – multiple choice In class test where there were more than three errors. It has missing questions and not with the right answers within the multiple choice answers. Marks out of 25, the MO has agreed to mark out of 22 now.</p>
2019.027	<p>Chair suggests to raise this with Professor Liam Campling, UG Chair of Exam Board, as we need his perspective and how to deal with this within Queen Mary Regulations. TV to raise this with UG Chair of Exam Board after the UCU strikes and to include Suki Sian into the correspondence. Examination papers are moderated and approved, but to check this again with Liam Campling.</p>
2019.028	<p>SA (A&M Course Rep Yr 3) BUS340 – emails regarding her deliverance of lectures, students are struggling to understand her and the topic itself is difficult. Students from Chinese backgrounds understand her but it is not the case for non-Chinese background students. Looking through QReview videos and is still quite difficult. The MO sometimes forgets is hard to follow.</p>
2019.029	<p>JB states if it is something to do with the pedagogy or method of teaching, the pace and volume of content in a class then that is something to</p>

	<p>consider. But in an international environment, there are different ways of teaching with different accents. Chair recommends to talk with the MO and give friendly feedback.</p>
2019.030	<p>OS (A&M Yr 1) BUS139 Multiple choice In class test – same question was presented more than twice in the test.</p>
2019.031	<p>AH explained there may have been an error on the system or perhaps an upgrade in the system may have generated this problem. Marks have been released and the Chair suggests to get the UG Chair of Exam Board into this issue. IC to take this up with BUS139 MO to discuss.</p>
2019.032	<p>LZ (M&M Yr 2) BUS226 3,000 word essay 100% due 15.11.19 – student reported to having more time on this as some students had other midterms happening around this time. Attendance of this module has dropped two people.</p>
2019.033	<p>NH surprised this was not raised before the SSLC, as if it is 100% weighted assessment the deadline should have been set at the end of the semester rather than week 8. This was raised to the UG team but not picked up and may have been lost in translation. AH was not aware of this matter. NH to raise this issue with the MO of BUS226.</p>
2019.034	<p>ND (M&M Yr 1) BUS136 - No QReview for lectures, a student was recording the lecture, the MO said this is not allowed. ND would like to know is there a policy regarding recording of lectures. NH spoke with MO about this, he explained the logic behind QReview recordings and not using slides because attendance was not high. He communicated this to students clearly and possibly would offer more office hours to students who need more guidance. NH to discuss this with BUS136 MO again.</p>
2019.035	<p>SN (A&M Yr 1) BUS129 - Lecture slides and QReview will be unavailable, MO made this clear from the start that he is doing this so attendance will be high. Teaching style is difficult to follow and process. JB stresses that readings should be done before the lectures and seminars and reading is made available on QMPlus pages. After doing attendance monitoring, checking tasks to prepare for the seminars – this means 80% are not looking at this. Less than 20% are looking at the key readings, if readings are not done students will not understand the lectures. SN responded the same way with her cohort and expressed it is important to read before the seminars. Chair has again expressed if students are concerned about something to approach the MO and speak about it.</p>
2019.036	<p>MA (Business with Law Yr 2) BUS242 – there is a structured routine per week (weekly deadlines) that the MO prefers students to follow. In order to progress with the assignment, students need to get literature articles and cases approved, the strike has caused disruptions to this especially if students are strictly</p>

2019.037	<p>following his structured routine. The deadline is 13th December and the MO is only answering emails till the strike action is finished. Students can be following articles that are wrong as MO was not available to approve which consequently would mean students would only have a few days to rectify any mistakes.</p> <p>Chair encourages rep to approach MO regarding this type of structured routine.</p> <p>DH (Co-Chair) Some students have raised some issues about BUS242. The seminar tutor may have said a large amount of students did not pass this module. NH intervened with these rumours as he was the internal moderator for this module last year. If assessments are marked harshly or will affect students' progress there are processes to take some action. NH reported there were high proportions of fail marks but actions took and marks were raised. DH appreciates there are moderators in place to stop fail rates, but if a tutor has been communicating high failure rates on this module – then it is still being said. NH to raise this with BUS242 MO (following on action from last SSLC)</p>
2(c)	Welcome Back Week Activities and Academic Support
2019.038	<p>JB reported a range of activities were organised for welcome back week. Very low attendance on this and assumes this was bad timing. Course reps agreed it was bad timing in the semester (week 8). Looking ahead to next semester, JB asked all if they would like something in the beginning of term – which all agreed would be best.</p> <p>JB to organise refresher sessions for start of next term.</p> <p>TV trying to organise Yr 3 meetings with 3rd year students, they are not showing up. So just wanted to verbalise there will be a separate meetings about this and brainstorm ideas to get them to attend.</p>
2 (d)	Organisation and Communication
2019.039	<p>AB – Business and Management Yr 3 Wanted to confirm the graduation dates communicated online is correct so students can start planning. The chair confirmed the information online is correct and those dates can be used to plan around.</p>
2019.040	<p>MN - Business and Management Yr 3 Wanted to know the latest to receive dates for the graduation dates. AH confirmed students will receive dates in advance.</p>
2(e)	Learning Resources
2019.041	<p>RE reported back about the book rations, basic formula is 10 student per copy of a book unless a lecturer organises otherwise. On top of that, colleagues monitor to see if there are enough copies of a book by running reports to see if there are any holds/reservations of a book. If there are a lot of holds on a book that means there are not enough copies. Also reiterated that the Library will be open over the Christmas closed period.</p>

2019.042	<p>AB – Business and Management Yr 3</p> <p>Wi-Fi ebbs in and out and the printer server is down a lot. Some noted near Scape building.</p> <p>RP to follow up with the IT team to see if there are any Wi-Fi issues.</p>
2019.043	<p>NH announces this will be his last SSLC meeting as he will be leaving QMUL at the end of the semester.</p> <p>The Chair exchanges a profound thank you to NH for his work over the last three years.</p>
2019.044	<p>In regards to informal channels to collecting feedback, JB asked course reps if they are comfortable with the idea of promoting within formal channels for submitting feedback. Course reps were comfortable with this.</p>
2019.045	<p>(PM) Non-credit module – marketing student couldn't attend due to clashes. Are running catch-up day on Friday 17th January, when 2nd year student definitely do not have any exams. Lots of things around, interviews, LinkedIn and Assessment Centres.</p>
Part 3 – Any Other Business	
2019.046	No other items to discuss.
Part 4 – Date of the next meeting	
2019.047	The committee noted that the time and date of the next meeting will be February 12 th , 9 – 11am in Queens' Building room W206.

Action Sheet: Student-Staff Liaison Committee

Action Point	Action	Allocated to	Action Status	Explanation of Action Taken
Preliminary Items	JB to send two dates for training, co-chair to agree one. JB to confirm session with Brad Coales	Co-Chair	Completed	
2b	IC is to pick this up with BUS326 MO on the 6 th December.	IC	Completed	
2b	JB to circulate a summary of information about exam sittings to course reps.	JB	Completed	
2b	IC to take this up with the BUS354 MO as soon as possible.	IC	Completed	
2b	TV to raise this with UG Chair of Exam Board after the UCU strikes (BUS245)	TV	Completed	
2b	IC to take this up with BUS139 MO to discuss.	IC	Completed	
2b	NH to raise this issue with the MO of BUS226.	NH		
2b	NH to discuss this with BUS136 MO again.	NH		
2b	NH to raise this with BUS242 MO (following on action from last SSLC)	NH		
2c	JB to organise refresher sessions for start of next term.	JB		
2e	RP to follow up with the IT team to see if there are any Wi-Fi issues.	RP	Completed	No issues

