CCLS Trade Mark Law and Practice
Student Staff Liaison Committee
27 November 2020

Minutes

Staff members present:

Michelle Dean (MD) (Chair)	Teaching and Learning Services Co-ordinator Student Support and Engagement
Laura Edgar (LE)	Senior Lecturer Director of Taught Programmes
Apostolos Chronopolos (AP)	Programme Director
Jack Osbourne (JO)	Exams and QA Administrator
Pia Cronin (Secretary)	Teaching and Learning Services Administrator Student Support and Engagement

Student members present:

| Sharon Mutizira (SM) |
| Sophia Pryanka Kapur (SK) |

Apologies for absence:

| Tanja Hofer |

Part 1 – Preliminary Items	
1(a)	**Welcome and introduction for new members**
2020.001	Students were welcomed and thanked for their contribution, all attendees introduced themselves
1(b)	**Apologies for Absence**
2020.002	Tanja Hofer
1(c)	**Minutes of the previous meeting**
2020.003	None recorded, this is the first meeting of this year
1(d)	**Report on matters arising and actions taken**
2020.004	None recorded, this is the first meeting of this year
1(e)	**Terms of reference and membership**
2020.005	These were circulated prior to the meeting. There were no comments
1(f)	**Admissions, induction and enrolment**
2020.006	Comments were invited from the students on the admissions, induction and enrolment process.

2	• Students expressed that the start of the year was quite disorganised, in part because so many students were not fully enrolled and so they had to use a guest log in. Staff explained that because many students had not yet completed enrolment, either because they had not yet submitted the required documentation, or because they applied late. • Sophia Kapur (SK) will pass on names of students that had difficulties with the process. • Students were invited to speak about induction, but said that they did not have one. AC explained that there was an introductory session. • It was felt that communication across the system is slow. Students said they were not aware of the arrangements for the Fundamentals of Law exam up to a week before the exam. JO explained that because students were still enrolling very late, the exam which was meant to be scheduled for 28 October was but rescheduled. However, this was arranged quite some time before.

Part 2 – Student feedback, Programme Delivery and other matters	
2(a)	**Programme/module developments and amendments**
2020.07	There were no developments and amendments to report.
2(b)	**Learning and teaching matters**
2020.08	• Students felt that the beginning of the Design and Copyright classes were more of a seminar style but because of access to resources (students were sometimes sent them the day before) students were unable to prepare making the seminars awkward. There was a lot of prior knowledge assumed. Students felt they needed lectures at this stage. • Students felt that the resources for the Trademarks module were good and there was enough time to prepare. • AC suggested that we organise extra tutorials in the second semester. Students agreed this would be well received. AC agreed to speak with colleagues to arrange this. • A preference was expressed from students for lecturers to send ppt slides rather than PDF files of the slides which are difficult to make notes on. It was suggested that students ask the lecturers directly to provide this. • Students felt that the pre-recorded materials on the Trademarks module was repetitive, students would prefer less pre-recorded materials and have longer sessions on the weekend for live lectures. AC expressed his preference for this also and explained that this was done as it was uncertain how live lectures would go, now that it is familiar there will be less of a need for pre-recorded classes. • Students felt that there was some confusion around the structure of the Trademarks module. AC explained that the first part was theoretical, the theory was then consolidated with lectures from external practitioners. In an alternative structure it would have been difficult to catch up with readings in time to hear from the practitioner.

		• In order to prevent confusion it was asked that lecturers said who the post they are writing applies to. • AC suggested that separate pages would be good and said he will suggest that colleagues manage the QMplus pages themselves at their meeting on Monday
2(c)	Assessment and feedback	
2020.09	• Students asked for improved communication about when assessments would be held. • For the Fundamentals of Law and professional Ethics exam which was multiple choice, some of the spelling in the latin was incorrect, as well as the correct answer of another question. Student were informed that marks would be revised but this has not yet happened. It was agreed that AC will find out from Sharon. • Students pointed out that they had not yet been informed of a date for Designs and Copyright and Trademark B yet. JO explained that dates had been set from the beginning of the Semester. JO will ask Sharon to send out communication on exam dates.	
2(d)	Academic support	
2020.10	No feedback. Student are happy with the support they are received.	
2(e)	Organisation and communication	
2020.11	• Students pointed out that at the beginning of the semester there was an excel spreadsheet with a timetable, there have been updates to this but they have not yet seen a comprehensive update and the spreadsheet contains broken links. Sharon had ssaid this would be updated at the end of October, as would personalised timetables but nothing has yet been provided. LE agreed to follow up on this. • Students felt that communication was slow, both from Professional Services staff and academics. Some academics prefer replying to questions on the forums only and not email but they would prefer email. • MD pointed out that if students do not get a reply from Sharon after two or three days they can contact PG Law office, we will then contact Sharon for a response.	
2(f)	Learning resources • Library facilities / materials (books, journals etc.) • QMplus • QReview • Updates from faculty E-learning forums • IT	
2020.12	• Students felt that they would like more user friendly handouts (see point in 2b referring to ppt slides over PDF • It was felt that audio and video cuts out a lot on collaborate and on one occasion a lecture had to be cancelled for this reason. It was felt that Teams works better for larger groups.	

	• Students expressed that sometimes navigation is difficult on QMplus because of the amount of content and it takes a while to scroll to the relevant section • When asked about the use of noticeboard students explained that they don't get notified if a student posts only when a staff member does. JO explained he received an email from e-learning today which may explain this and agreed to circulate it. • Students reported they have not accessed the library yet and so have no feedback
2(h)	Student feedback • NSS • UKES • PTES Module evaluations and responses to results
2020.13	• Module evaluations for this first semester will be out next week could course reps were asked to encourage students to return them. It was emphasised that feedback is anonymous. • It was agreed that module evaluations should be open for eight weeks.
2(i)	Consideration of Student Experience Action Plan (SEAP), Student Experience Action Matrix (SEAM) or Taught Programme Action Plans (TPAP)
Part 3 – Any Other Business	
2020.14	• MD agreed that she would make it clear who the contacts are for support for IP students, publishing details on the noticeboards. • PC agreed that Student guidance sessions will be advertised to IP students • PC will make sure that IP students can access the student handbook
Part 4 – Date of the next meeting	
2020.xxx	TBC Friday 12 February 2020 15:00-16:30

Action Sheet: Student-Staff Liaison Committee

Minute	Action	Responsibility	Timescale	Action status	Issue resolved?
2020.06	• Sophia Kapur (SK) will pass on names of students that had difficulties with the process.	SK	Before next meeting	Complete	
2020.08	• AC suggested that we organise extra tutorials in the second semester. Students agreed this would be well received. AC agreed to speak with colleagues to arrange this. • AC will suggest that colleagues manage the QMplus pages themselves at their meeting on Monday	AC	Before next meeting	Final arrangements being made. For Cert IP it is going to take place next year. AC to continue	
2020.09	• AC to find out from Sharon Watson what the situation is with the revised results for the Fundamentals of Law and professional Ethics exam • JO will ask Sharon Watson to send out communication on exam dates for Designs and Copyright and Trademarks B. •	AC JO	Before end of this semester	Complete	

2020.11	• LE to find out from Sharon Watson what the situation is with a revised timetable and personalised timetables for students.	LE	Before end of this semester	Electronic Timetables not running.	
2020.12	• JO to forward email to all present about notifications from noticeboard posts	JO	Before end of this semester		
2020.13	• MD agreed that she would make it clear who the contacts are for support for IP students, publishing details on the noticeboards. • PC agreed that Student guidance sessions will be advertised to IP students • PC will make sure that IP students can access the student handbook	MD PC	By 04 December 2020	Complete	