

WELCOME TO



LEICESTER STUDENTS' UNION

COURSE REP TRAINING MASTERCLASS 2:
SSCS AND AMPLIFYING VOICES



Plan of the Session

Using the SU Website

What is an SSC & how to prepare for it

How to Chair

Getting your Point Across

Top Tips



Commonly Used Terms

Student Terms:

UG - Undergraduate

PGT - Postgraduate Taught

PGR - Postgraduate Research

Cohort - A group of students working towards a common degree at the same time

College Acronyms:

CSE - College of Science and Engineering

CLS - College of Life Sciences

CSSAH - College of Social Sciences

CB/ULSB - College of Business

School Acronyms:

CMS - Computing and Mathematical Sciences

GGE - Geography, Geology and the Environment

AMC - School of Arts, Media and Communications

HYPiR - History, Politics and International Relations

SAAH - School of Archeology and Ancient History

ULSB - University of Leicester School of Business

UoL - University of Leicester

Other Acronyms:

PTO - Part Time Officer

SSC - Student Staff Committee

SEC - School Education Committee

AMM - Annual Members Meeting

DL - Distance Learner/Learning

CB - Campus Based

EDI - Equity Diversity and Inclusion

Never be scared to ask what an acronym means!

Using the SU Website

What is it and how can you use it?

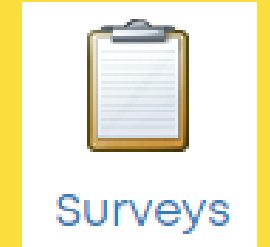


What can you use the SU website for?



Messages

- You can use this function to email all the students you represent
- This means you can update them on SSCs and any feedback you are looking to collect without having to type out all of their emails
- This covers you under data protection laws and is an easy way to send mass emails

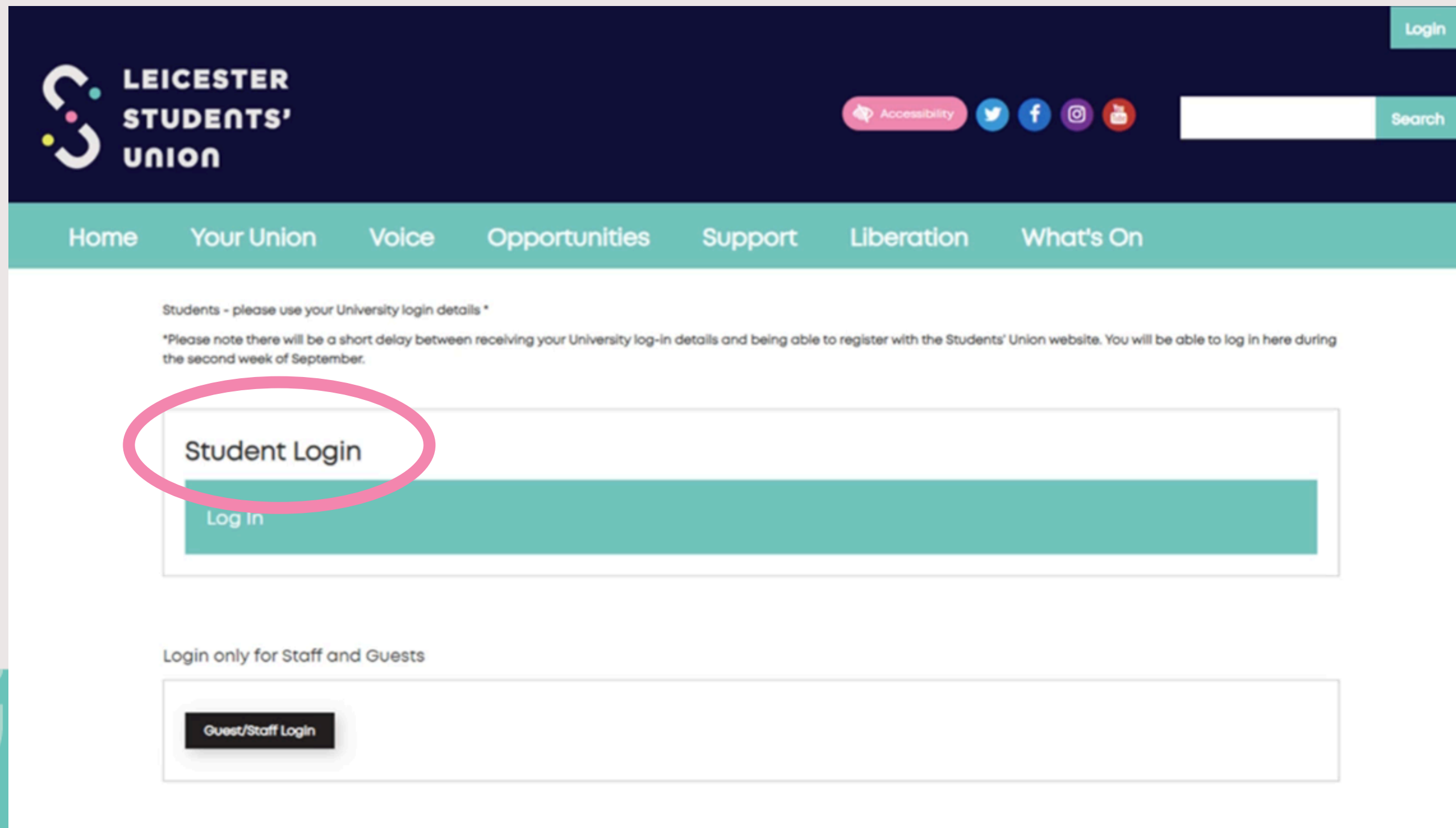


Surveys

- You can use this function to create your own surveys (you will then need to use the messaging system to send them out)
- This allows you to collect data from students you represent without putting you at risk of breaking data protection laws
- You can also use it to generate summaries and detailed reports

How to access these features

You must be logged in using your student account to access these features - it is your university email which we give permissions to for the website



The screenshot displays the Leicester Students' Union website interface. At the top left is the logo for Leicester Students' Union. To the right of the logo are social media icons for Twitter, Facebook, Instagram, and YouTube, along with an Accessibility link. A search bar is located on the right side of the header. Below the header is a navigation menu with links for Home, Your Union, Voice, Opportunities, Support, Liberation, and What's On. The main content area features a message for students: "Students - please use your University login details *" and a note about a short delay in receiving university log-in details. A "Student Login" button is highlighted with a pink oval, and a "Log In" button is visible below it. Below this, there is a section for "Login only for Staff and Guests" with a "Guest/Staff Login" button.

LEICESTER STUDENTS' UNION

Accessibility

Search

Home Your Union Voice Opportunities Support Liberation What's On

Students - please use your University login details *

*Please note there will be a short delay between receiving your University log-in details and being able to register with the Students' Union website. You will be able to log in here during the second week of September.

Student Login

Log In

Login only for Staff and Guests

Guest/Staff Login

Using the website tools

The screenshot shows the Leicester Students' Union website interface. At the top left, there is a user profile 'Good morning Anya' and a 'Basket' icon with a '0' notification. The main header features the 'LEICESTER STUDENTS' UNION' logo and an 'Accessibility' button. A navigation bar includes links for 'Home', 'Your Union', 'Voice', 'Sports & Societies', 'Community', 'Advice', and 'Jobs'. A large banner reads 'WELCOME to our Students' Union' with the subtext 'The away from home'. On the right, there are 'Admin', 'Edit', and 'Log out' buttons, along with a search bar. A dropdown menu is open under the 'Admin' button, listing various administrative functions. The 'MSL Membership System' option is circled in pink.

- Activities Dashboard
- Adverts Admin
- App admin
- Blog Admin
- Directory Admin
- Elections Admin
- Events Admin
- Forum Admin
- Ideas Admin
- Jobs Admin
- Messaging Admin
- News Admin
- Poll Admin
- Profile Admin
- Referenda Admin
- Shop Admin
- Signup Admin
- Skills Training Admin
- Surveys
- Volunteering Admin
- Website Admin
- Activities
- All PGT Students
- MSL Membership System
- Physics Year 1
- University of Leicester Students' Union
- Voice
- Website

Once you've logged in you should be able to click on the admin button

A drop down menu will appear

On this you should see the group you represent

Click on that option to take you to the admin page

Using the website tools

Good morning Anya | Basket 0 | Admin | Edit | Log out

LEICESTER STUDENTS' UNION

Accessibility | Twitter | Facebook | Instagram | YouTube | TikTok | Search

Home | Your Union | Voice | Sports & Societies | Community | Advice | Liberation | What's On | Jobs

Physics Year 1 (change)

Admin tools

Go to home page

Messages	Website pages	News	Events	Tickets	Messages	Members	Groups	Signups
Surveys	Polls	Products	Sales Reports	Resources	Finances	Activities	Elections Admin	Survey Admin

The Admin page will have a few options on there but the only ones you need to think about are *Messages* and *Surveys*

Using the messaging tool

Home Your Union Voice Sports & Societies Community Advice Liberation What's On Jobs

Physics Year 1 (change)

Messaging

Back to admin tool **Send email** My Message Centre

Drafts

Show my drafts only

i There are no draft messages.

Sent items

Show messages sent during: Last 7 days Show previews **Apply Filter**

i There are no sent items for this period.

In the messaging screen, you'll be able to see all the messages you and your fellow course reps have sent

To send a new email you need to click the send email button

Using the messaging tool

Send Email

From

Anya Sier <su-repteam@le.ac.uk>

Anya Sier <as1571@leicester.ac.uk>

Reply to

Anya Sier <su-repteam@le.ac.uk>

Anya Sier <as1571@leicester.ac.uk>

To

Subject

Attachments

To send the email out to your cohort, you'll need to select recipients

Using the messaging tool

Recipients

[Back to message](#)

Filter by name: [Search](#) [Clear](#) Only show opted-in recipients

i The list includes all recipients. People who have opted out will not receive an email but will still see the message in the Message Centre.

Lists A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

List

- Rep (1 person)
- Year 1 Students (129 people)

Individuals

A

- Student 1
- Student 2
- Student 3
- Student 4
-

[Add Recipients](#)

[Remove All](#)

From this page you can select whether you would like to email students in your cohort or your fellow reps

Using the messaging tool

Subject

Attachments

+ Add attachments

This message has no attachments

Google campaign tracking

Track this email - Campaign: (no subject) | Source: 10297

Note: Open rate tracking is enabled by default. Only check this box if you would like to use campaign tracking in Google Analytics

Template

 Apply template

Message Text

B I **Format**

Save as draft **Cancel** **Send preview**

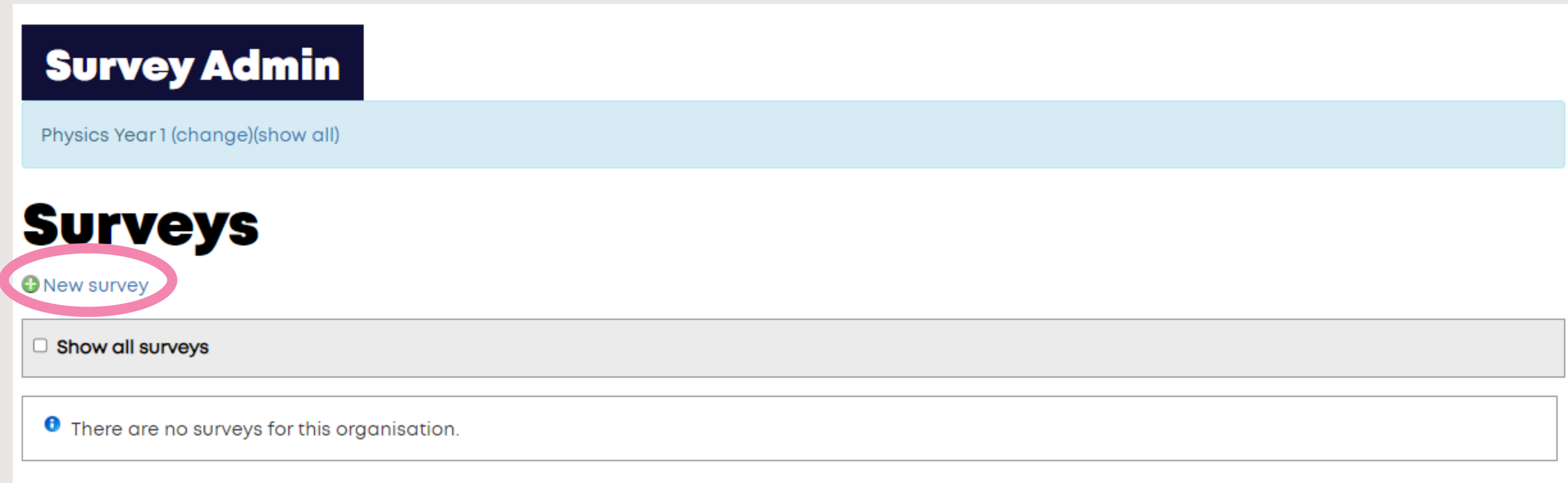
The last step is to put in your subject and message text

You can add attachments using the attachments section

You can also send a preview to yourself to see how it will look before you send it to everyone

The last step is to double check for any spelling mistakes and send it off

Using the survey tool



The screenshot displays the 'Survey Admin' interface. At the top, there is a dark blue header with the text 'Survey Admin' in white. Below this, a light blue bar shows 'Physics Year1 (change)(show all)'. The main section is titled 'Surveys' in large, bold black font. A pink oval highlights a green plus icon followed by the text 'New survey'. Below this, there is a grey bar with a checkbox and the text 'Show all surveys'. At the bottom, a white box with a blue information icon contains the text 'There are no surveys for this organisation.'

When you enter the survey tool, you can view all your previous surveys and start a new one

Using the survey tool

Edit Survey

New Survey

Surveys Details Sections Questions Notifications Reports

Details

Title *

Organisation

Short name

Members Only

Anonymous

Responses

Date range * →

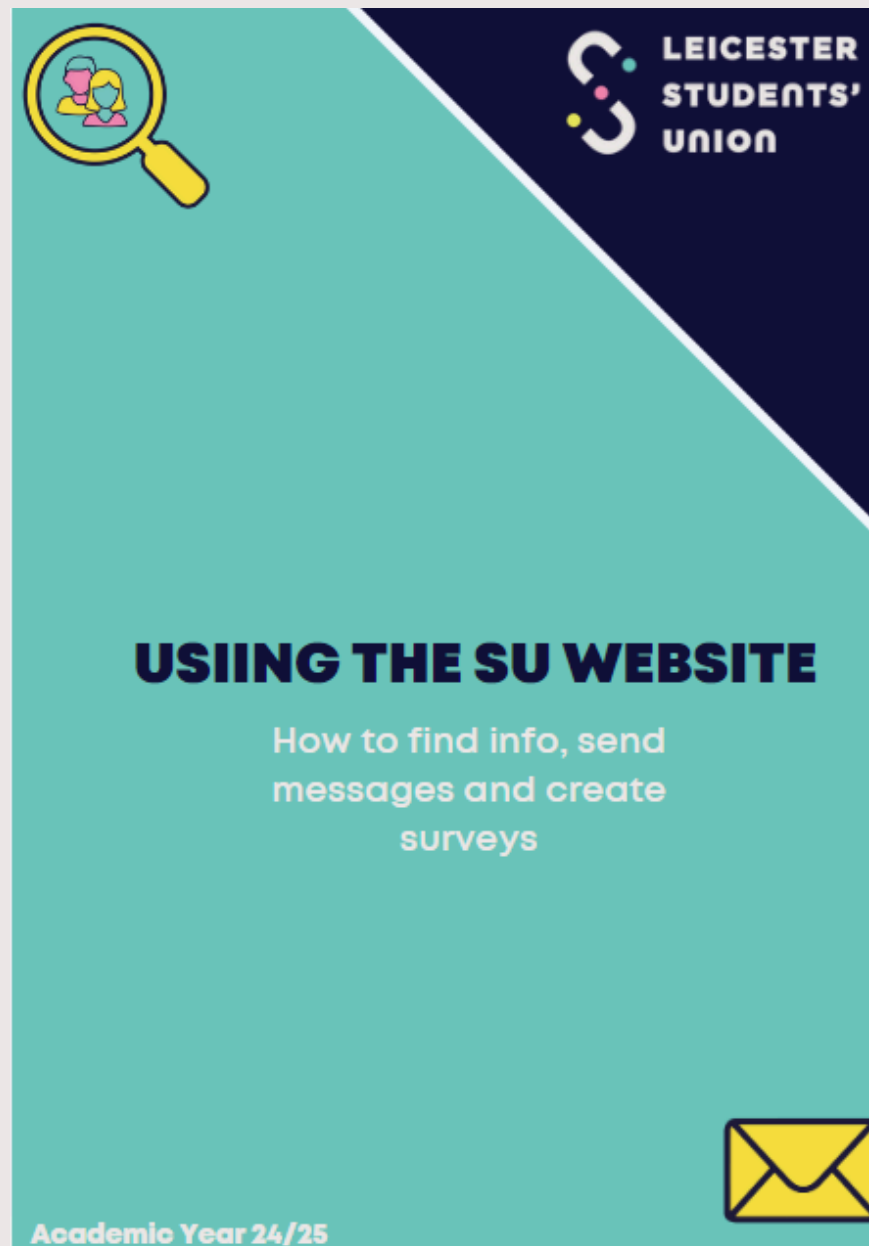
Response type

Save **Cancel**

Before you can add in questions, you need to give your survey a title, and decide which dates it will be open for

You need to have made a section before you can add any questions in but you don't need more than one section

Guide to using the Website!



We've also put together a Guide to help you with using the website

It goes through, with written instructions, what we've just covered - so if you learn better that way, or simply want to check you're doing it right - please check it out!

You can find the guide on the Blackboard page (Course Reps: ADX159) in the Useful Resources section.

We're also always on hand if you have any questions, or need any help with using the website!



What is an SSC?

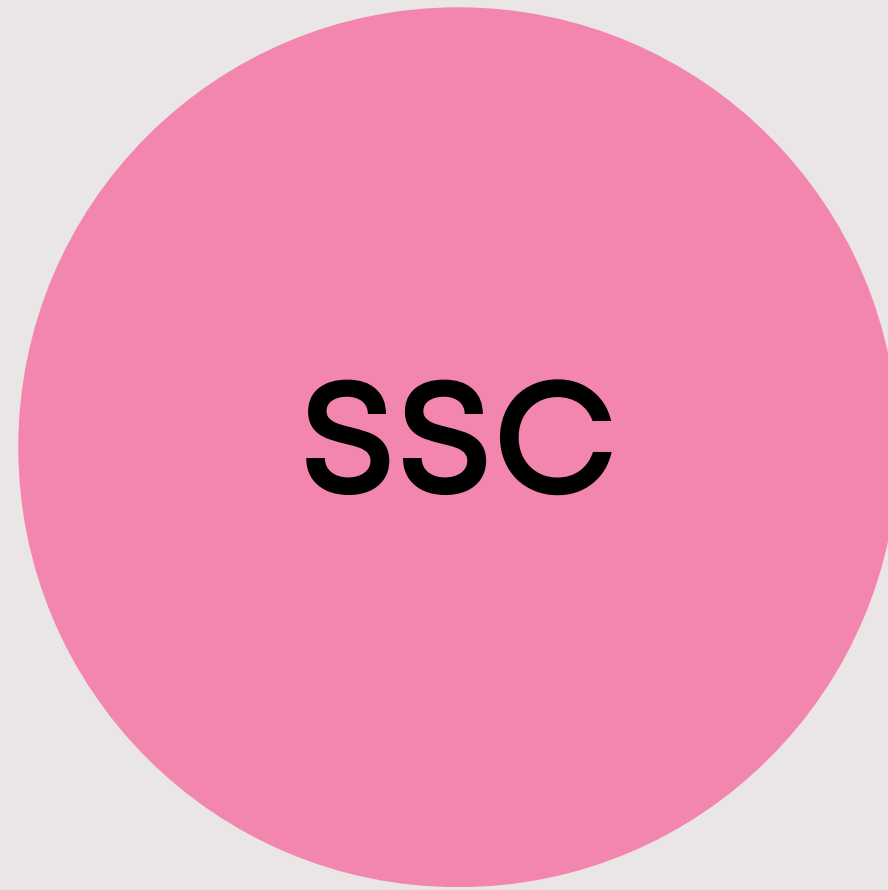
Who attends and how do they work?





SSLC

**Student Staff
Liaison
Committee**



SSC

**Student Staff
Committee**



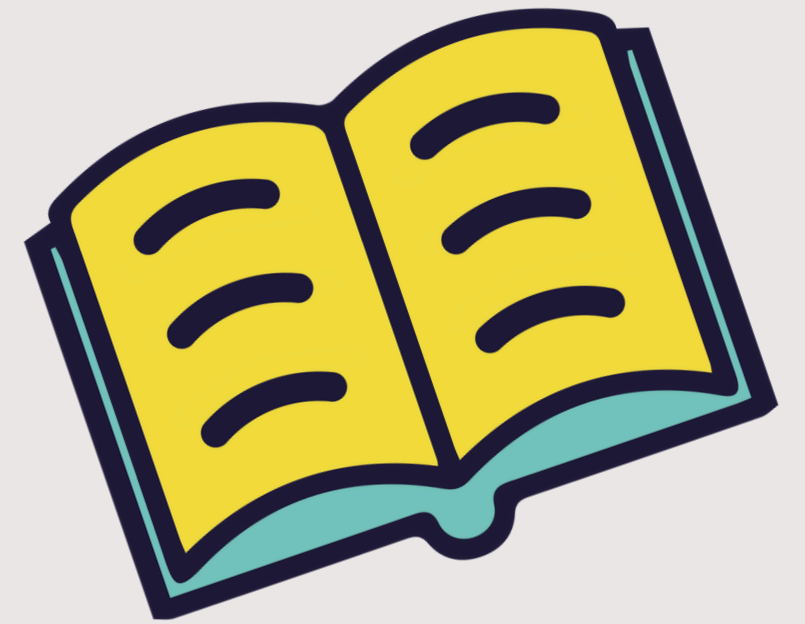
SVC

**Student Voice
Committee**



Why do we have SSCs?

- To provide a clear and easy to access way for students to give feedback to staff
- To provide a space for students and staff to have discussions around student experience
- For students to have input in future curriculum developments
- To help foster a positive and constructive working relationship between staff and students
- To consider the external examiners report
- To make recommendations to the School Education Committee



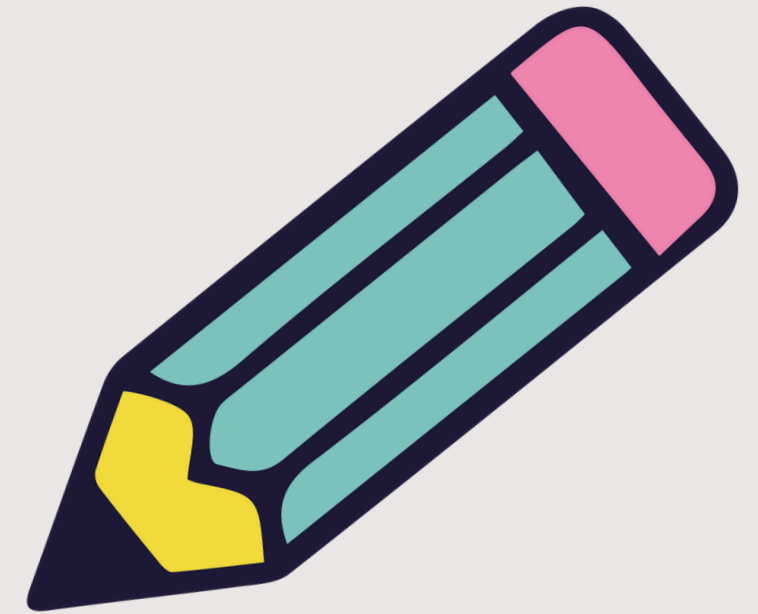
What is your role in an SSC?



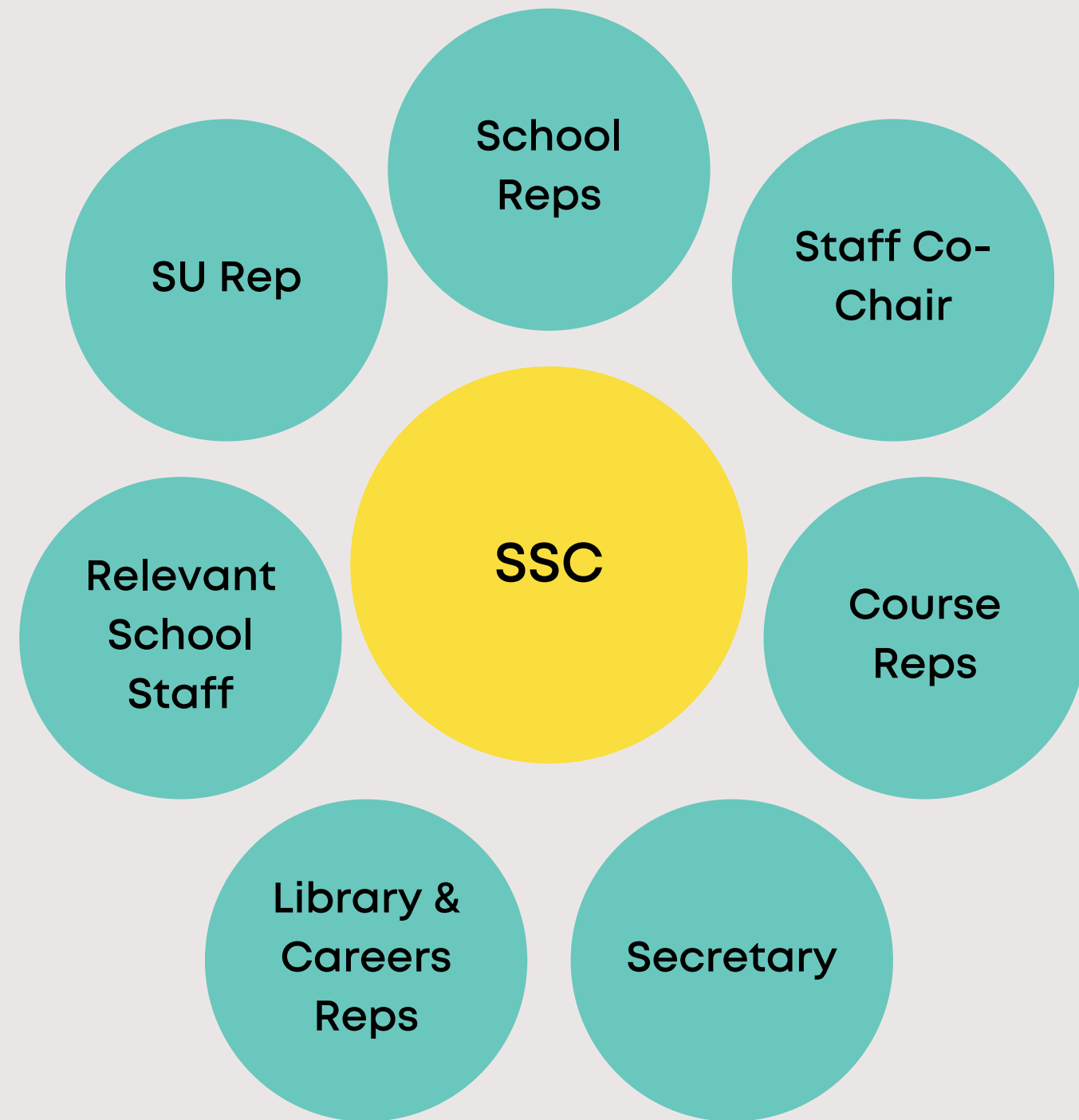
- To represent your subject and year group to the best of your ability and ensure that you are representing all of the students under your role
- To make yourself known to your peers and fellow course reps
- To attend all of the SSCs scheduled or send apologies with an update if you cannot attend (more on this later)
- To work with the School Reps to report back to your cohort after the meeting
- To keep up to date with the action tracker and make sure any actions you have been given are completed by the next meeting

What is the staff role in an SSC?

- To provide an appropriate and timely response to any feedback raised
 - This could be by the following SSC or longer for complicated feedback
- Ensure that action points are communicated to members of the committee
- Undertake further discussions outside of the committee where relevant
- To plan the meetings and make sure everyone is invited
- To ensure the minutes are circulated ahead of the next meeting



Who attends SSCs?



Alongside the Staff Chair, there will be a Student Chair

- This may be decided at the end of the first SSC or at the beginning of each SSC

Relevant staff members will be:

- Programme leads
- Year leads
- Senior Tutor
- EDI Rep

There will also be a library rep and careers rep present

If you want more specifics on the staff who attend your SSCs, email su-repteam@le.ac.uk and we can let you know

What actually happens in an SSC?

- In the first SSC, the staff chair will start the meeting and go over the terms of reference (This just defines what the purpose of the meeting is)
- The chair will then go through the agenda for the meeting
- The student chair will be decided or elected at the end of this meeting or the beginning of the next one in most Schools
 - In some schools a student will chair the first SSC too
- It is important that you prepare what you are going to bring up in the SSC ahead of the meeting so you can make sure that what you are saying is representative of your whole cohort

SSC Agendas

University of Leicester School Of ... Student Staff Committee

The next meeting of the SSC will be held on ... at ... in ...

1. Apologies for absence
2. Code of practice (First meeting only)
3. External examiners report (First meeting (or when it becomes available) only)
4. Approval of the previous minutes
5. Matters arising from the previous minutes
6. Matters raised by student representatives (Separated by year group, programme, cohort, by positive and negative feedback or a combination)
7. Course Development
8. Library matters
9. IT matters
10. Careers matters
11. Student society matters
12. Equal opportunities
13. Matters raised by staff members
14. Any other business
15. Date of the next meeting

SSC Agendas

Apologies for Absence

This is where everyone who has sent in apologies is listed and any notes they have will be brought up under the appropriate agenda point later

Code of Practice

This will only be covered in the first SSC. It goes over the expectations on the committee and its purpose

External Examiners Report

This is where you go over the report made last academic year by the external examiners (more on this later)

Approval of the Previous Minutes

This is where the previous SSC minutes are confirmed and you can bring up any changes needed

Matters Arising

This is where actions which came up in the previous SSC are discussed and any updates are given

Matters Raised by Student Representatives

This takes a different form in each school but it is your chance to bring any feedback you have collected. It is generally split by year/programme or into a positive and negative section

Course Development

This won't be on most agendas but covers any changes to the curriculum brought forwards by staff or students

SSC Agendas

Library Matters

This is where you'll receive updates and can give feedback on Library services. This includes: The library, centre for academic achievement and online availability of books and papers (there will be a rep from the library team there)

IT Matters

This section is for any feedback you have on the university or School IT services

Careers Matters

This is for any feedback for the university careers service (There will be a rep from the careers team there)

Student Society Matters

This is for any committee members if they are there

Equal Opportunities/ Equity, Diversity and Inclusion

This is where any matters to do with accessibility or equal opportunities should be brought up. There will be more on this in Masterclass 3

Matters Raised by Staff Memebers

This is where the staff will bring up anything for your attention or ask for feedback in specific areas

Any Other Business (AOB)

This is for anything that was not covered by any of the previous minutes (Some SSCs will ask for AOB content ahead of the meeting)

Date of Next Meeting

This is where the date of the next meeting is announced (if it is known)

SSC Minutes

- It is vital that you go through the SSC minutes once they are available, this is so you can:
 - Check it is an accurate representation of the discussions that took place
 - Check for any actions you have to make sure you complete them before the next SSC
 - Check for any actions staff members have agreed to so you can follow up with them if needed
 - See who was present in the meeting so you can catch up any fellow reps who missed the meeting



SSC Minutes

- You may need to work with your School Rep to share with your cohorts key points from the SSC
- This could involve:
 - Lecture shout outs
 - Sending emails
 - Sharing information on any subject or year WhatsApp groups
 - Helping summarise parts of the meeting



How to prepare for an SSC

What do you need to do before your SSCs?



Gathering Feedback

Reach out to your cohort to gather feedback in advance of the SSC

Listen to the feedback you receive

Get consent to take the feedback forwards

Discuss the desired outcome

Take notes on feedback and outcomes

Summarise your notes in your SSC

Take notes on any actions or feedback from staff in the SSC

Make sure that the students who gave you the feedback hear back from you on any actions or responses from staff in the SSC

Make sure any feedback you collect remains anonymous



Gathering Feedback

- Being professional and organised will help you get your point across and is a good skill to learn for future employment
- It might be helpful to collate all of the feedback you want to bring up into one place or document to have on hand in the meeting
- You'll need to be able to summarise the headlines but also have detail on hand for if you get asked any follow up questions
- For example, it's no good reporting that students are having an issue with the reading list, if you don't know what the actual problem is – is it a technical issue, or an issue with the books themselves?
- Being able to provide a quick summary is important and will keep the meeting running to time

It is vital that you know what feedback you want to bring up ahead of the SSC partly to remain professional but also so you can send it to the meeting if you can't attend for any reason (more on this in a moment)

What if you can't attend?

- If you can't attend an SSC for any reason, it is important that you let the secretary of the meeting know ahead of the meeting - this is called sending apologies

Subject: Apologies for SSC on Wednesday

Main text:

Good morning,

I won't be able to make the SSC on Wednesday due to a clashing commitment.

I've attached a word document with my feedback for the meeting, please share this with the committee and let me know if I receive any actions.

Best wishes,

Anya

What if you can't attend?

- There are lots of reasons why you may need to send apologies but you don't need to give a reason unless you would like to
 - (Sometimes it is useful to let staff know if it is due to clashing teaching as other reps may also not be able to attend)
- You should always prioritise your studies so if you are trying to pick between attending teaching or attending a Rep meeting or event, attend your teaching.
- Sending apologies is also important as it shows you are engaging in your role and counts as attendance when looking at accreditation

Sending your feedback along with your apologies ensures that the students you represent get their representation whether you can attend or not and ensures that any feedback gets to the right staff

How to chair an SSC

What is chairing, how to do it and why you should do it?



What is a chair?

- The chair of a meeting is the person nominated to:
 - keep the meeting to its agenda
 - make sure the meeting runs to the right time
 - keep the committee on topic
- The main task is to follow the agenda and make sure everyone gets a chance to speak and have their voice heard in the meeting
- In other meetings the chair will sometimes have more duties and tasks but in SSCs the above is the main job of the chair of the meeting



In summary: As a chair, all you'll need to do is follow the agenda, keep the committee on track and make sure everyone gets a chance to speak

What will you get out of chairing?

Enhanced skills for you CV and experience for future jobs

Such as confidence, organisation and assertiveness

Accreditation points

Chairing an SSC will give you one accreditation point and help you gain a merit or distinction accreditation

An improved space for student voice

With a student chair engaging in a meeting, SSCs become more comfortable spaces for all of you to share feedback knowing a peer is the one steering the direction of the meeting.

These are **STUDENT** staff committees and should be run by students for students - their primary purpose is for you to share your cohort's voice

Final Points

Chairing an SSC isn't scary!

We're always here to support and help you as well so if you have any questions ahead of chairing a meeting, just drop into our office and we can help :)

You'll have a staff member present to support you and you don't have to chair more than one meeting if you don't want to

Getting Your Point Across

How do you make sure your voice is heard?



How do you get your point across?

Be clear and precise

If staff understand what you want to achieve it will be easier for them to help you achieve it

Know what outcomes you want

Knowing what the desired outcome of the feedback is will help give direction to your point and help you be clear

Use examples and evidence

This will back up your points and show that you're not just bringing your own opinion forward

Keep a positive and optimistic attitude

This will help you with your clarity and make it easier for you to compromise and discuss any feedback

Actively listen to responses

This will help you discuss the feedback and help both parties come to an understanding

Be polite and kind

It is always important to be kind and polite when talking to anyone - especially when having a discussion

Extra things to keep in mind

It might be difficult for staff in your school or programme to enact change sometimes

This can be due to university regulations, accrediting bodies or other things that are out of staff control

Getting as much evidence as you can and presenting this coherently to staff is vital

Showing that you've done your research and it's something that a large proportion of the student body agree with will help staff understand where you are coming from

Sometimes, it isn't possible to find a solution

Sometimes feedback you're giving won't have a solution but it's still important that staff know the student body's thoughts and that it is noted

There are ways to be assertive that are not rude

It's important that in trying to come across as assertive and knowledgeable that you are not being rude or inconsiderate

There may be need to compromise and that's okay

Part of getting your point across is accepting that you may need to compromise to get to a solution that works for both staff and students

Staff may have heard the feedback you are giving before

There may be reasons that you don't know about for staff to have not changed something before. This is why it is so important that you close the loop

Top Tips

What can you do to be successful in your role?



Make sure to check your emails and calendar regularly

Learn who organises your SSCs so you know who to send apologies to

Make sure to check where each SSC is being held

Don't worry if you feel nervous - this is normal and you'll get more confident

You don't need to go into a meeting with all the answers

Make sure to arrive on time to SSCs so you don't miss anything

Make sure to listen to what staff are saying so you can feed back to your cohort

Remember that you need to represent your WHOLE cohort



Have your notes easily accessible

Read the minutes after each meeting - make sure to keep track of actions

Try to leave your emotions out of any discussions

Be confident to discuss but remember that confidence will build with time

Remember that staff feedback isn't targeted at you specifically

Everyone in the SSC has chosen to be there - staff are willing to listen

Always be open to compromise

The Academic Rep team are always here to help - don't struggle alone



ANY QUESTIONS?

