

Student Staff Liaison Group meeting expectations:

Student Staff meetings are an important forum for students and staff to discuss student feedback about what works well on the course and what could work better, including making recommendations for improvement and working in partnership to solve issues. Items discussed within Student Staff meetings should align with the [SPARQS Student Learning Experience Model](#)

This document is to support all those involved in meetings to have a shared understanding of expectations when attending in person and online meetings.

General Tips for Student-Staff Meetings:

- **Positive Attitude:** Approach meetings with a positive and collaborative mindset.
- **Be Mindful of Others:** Be aware of different communication styles and cultural backgrounds.
- **Respectful Disagreement:** It's okay to disagree with others, but do so respectfully and constructively.
- **End on a Positive Note:** Thank everyone for their time and contributions.

When discussing issues in meetings:

- Listen actively and empathetically to understand different perspectives.
- Focus on finding solutions rather than just highlighting problems.
- Maintain a respectful and constructive tone, even when addressing challenging topics.
- Use appropriate language, avoid personal criticisms and avoid naming staff, refer to the module or job title and how the student experience is affected.

Tips for engaging with meetings:

Before the Meeting:

- **Punctuality:** Respond to any diary invitations from the Chair and Secretary so they know who'll be attending. Arrive on time, or even a few minutes early, to show respect for everyone's time.
- **Preparation:** Review the agenda and any relevant materials in advance to contribute meaningfully. If you have feedback for the meeting, but can't attend, send your feedback to the chair via email. If you have questions about the agenda, email the Chair and Secretary to seek clarification.
- **Professionalism:** Be professional in meetings, this approach sets the tone for productive conversations and positive change. If your meeting is online, ensure the space you are in is comfortable, well-lit, quiet and free from background noise

During the Meeting:

- **Active Listening:** Pay attention to the speaker and show engagement by making eye contact (if in person) or using appropriate body language (if virtual).
- **Respectful Communication:** Speak clearly, avoid interrupting, and be mindful of your tone and language. Remember the '[ABCD of effective feedback](#)' when sharing student views and remember to keep information anonymised and confidential.
- **Stay Focused:** Avoid distractions like phones or side conversations, and keep the discussion on topic. *If using your phone to take notes, you should inform the Chair and all other meeting participants*
- **Follow the Agenda:** Stay aligned with the meeting's purpose and time constraints.

- **Share the Air:** Ensure everyone has a chance to speak and contribute their ideas.
- **Take Notes:** Note down important points, action items, and decisions made during the meeting.
- **Ask Questions:** If something is unclear, ask for clarification at the appropriate time.

After the Meeting:

- **Action Items:** Follow up on any tasks or responsibilities assigned to you.
- **Share Meeting Minutes:** Share meeting minutes or summaries with all attendees. It may also be useful for minutes to be posted on Course VLE sites, or emailed directly to students depending on what has been discussed and actions to be taken.