


**SSCC: Student & Staff
Consultative Committee**





- 1. What is SSCC**
- 2. Before The Meeting**
- 3. The Meeting**
- 4. After The Meeting**
- 5. Resources & Support**
- 6. Task Provision**



INTRODUCING YOURSELF



**WHO YOU
ARE**



**WHAT
YOUR
MAJOR**



**HOW TO
CONTACT
YOU**



What is SSCC?

The Role of Student Staff Consultative Committees

SSCCs enable staff and students to identify areas for future academic program improvement.

They often deal with program-related issues, including:

- course and program structure
- workload
- teaching methods
- access to resources and facilities

IMPORTANT NOTE: SSCCs **do not** deal with official complaints or grievances about academic programs, staff or students.



Key Activities



**COLLECT
FEEDBACK**



**CO-CREATE
SOLUTIONS**



**DISSEMINATE
RESULTS**

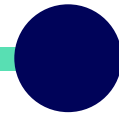
Rough Timeline for the SSCC School of Communication & Design School of Science & Technology

Week 1 to 3



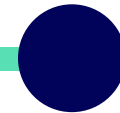
- Recruit & train new Student Representatives

Week 4-5



- Collect & record feedback
- Prepare for the meeting

Week 6



- Attend the SSCC meeting



Before The Meeting



FEEDBACK

CURRICULUM

LEARNING &
TEACHING

LEARNING
RESOURCES

STUDENT
PROGRESSION

ASSESSMENT

TIMETABLING

QUALITY &
STANDARDS

STUDENT
EVENTS

SUPPORT
SERVICES

ASSIGNMENT
HELP

CAREER
PROSPECTS

STAFF

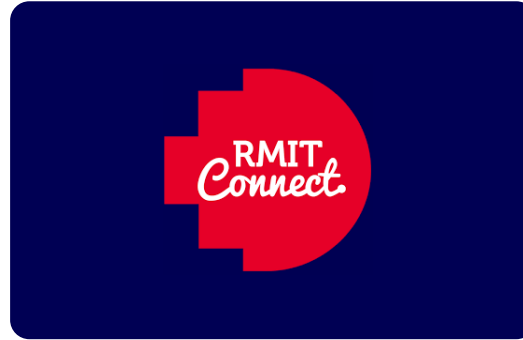
WHAT DO I DO WITH THE FEEDBACK?



FACILTIATE (MEETING)

Can it wait till the next meeting?

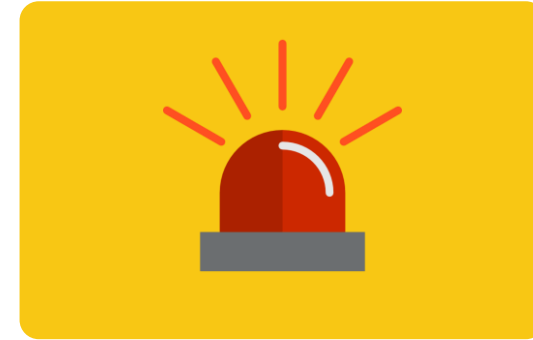
Make sure you make a note of it for the agenda!



REFER

Can it be solved quickly by contacting the relevant staff?

Refer to a service considerately



ESCALATE

When an issue could result in harm or instant impact

Academically:
Program Manager



COMPLAINTS

SSCC IS NOT THE PLACE



COMPLAINT

Dissatisfaction

- with a decision or action by a staff member of RMIT
- with the behaviour of an RMIT student or staff member

- 1. Try to resolve informally**
- 2. Lodge formal complaint**



DIFFICULT CONVERSATIONS



**LISTEN
AND BE
RESPECTFUL**

**YOU'RE NOT A
COUNSELLOR**



**IT'S OK TO
NOT KNOW
THE
SOLUTION**



**REACH
OUT TO
SUPPORT
SERVICES**



GOING TO THE MEETING



1. COLLATE YOUR DATA INTO THEMES

2. BRAINSTORM POSSIBLE SOLUTIONS

3. MEET UP WITH YOUR FELLOW SSCCs

4. EMAIL YOUR ITEMS THROUGH





Click going to the
invite





BLOCK YOUR CALENDAR OUT AS SOON AS YOU CAN.



Preparing for meetings checklist

Meetings work better if all the participants are well prepared:

- ✓ **Confirm the time and location**
 - ✓ **Read the Agenda**
 - ✓ **Follow up any items you're unsure of**
 - ✓ **Prepare any comments or suggestions you want to raise at the meeting**
- 
- 



The Meeting

(yes that means phones away)



FUN MEETING VOCAB



CHAIR

The person who chairs a meeting makes sure that the meeting runs smoothly and efficiently.



AGENDA

A list of items to be discussed at a meeting.



MINUTES

Documents summarising attendees, discussions & what happened during the meeting.

AGENDA

SSCC meeting:	Psychology (Social Science) and Social Science Honours
Programs represented:	BP112, BH016
Date:	Thursday 23 March, Semester 1 2017
Time:	12.30pm to 1.30pm
Location:	37.02.03
Staff representatives:	<Staff representatives>
Student representatives:	<Student representatives>
Apologies:	<Apologies>

1. Welcome
2. Confirmation of previous minutes
3. Business from previous minutes
 - 3.1. Item
 - 3.2. Item
4. General business
 - 4.1. Course and program structure
 - 4.2. Assessments and workload
 - 4.3. Teaching
 - 4.4. Resources and facilities
 - 4.5. Timetabling
 - 4.6. Work-integrated learning
 - 4.7. _____
 - 4.8. _____
5. Other business
 - 5.1. _____
 - 5.2. _____
6. Date, time and location of next meeting
 - 6.1. DATE, TIME, LOCATION

Your items!



AGENDA EXAMPLE



During the Meeting

Meetings work better if all the participants are well prepared:



✓ **Be respectful**

✓ **Represent your student body**

✓ **It's ok to not know the answer**

✓ **No complaints, only feedback**



IF YOU CAN'T ATTEND LAST MINUTE



**SOMETIMES
THINGS
HAPPEN AND
YOU CAN'T
MAKE IT**



**LET A
FELLOW REP
OR MEETING
ORGANISER
KNOW ASAP**



**SEND
THROUGH
YOUR NOTES
BEFORE
THE MEETING**



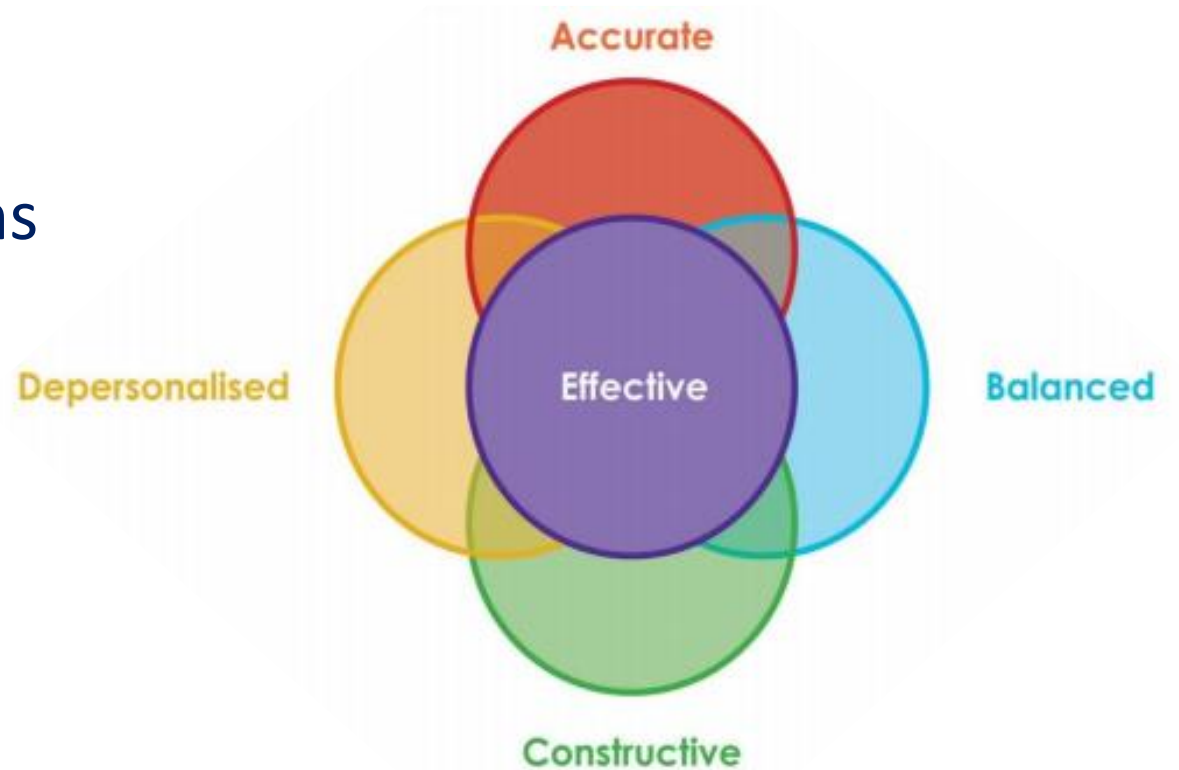
How do I make my case?





The ABCD of effective feedback

- Accurate:** Don't discuss on negative comments to staff, even if you think that a member of staff has done something wrong.
- Depersonalised:** Even if students think that a member of staff has done something wrong, focus on the issue, not the person.
- Constructive:** Don't just say "no" or "yes", provide suggestions for improvement.
- Balanced:** Don't focus only on the negative, but also on the positive.
- It's difficult to receive negative feedback and identify best practice.
 - Don't comment on the person as an individual.
 - If you raise an issue, make a suggestion at the same time.
 - Focus more on the defensive and reject your suggestions out of hand experience.



Helpful tips to further make your case



You're an expert at being a student!

It can be handy to state:

- Issue
- Courses affected
- Number of people you've spoken to
- Solutions proposed
- Who these solutions involve
- How you can measure impact



TAKING YOUR ISSUE FURTHER

Sometimes issues can arise that are beyond the scope of SSCC



You can contact

- SGS RMIT Vietnam Academic Officer

Email: sc.sgsacademic@rmit.edu.vn



After The Meeting



YOU'RE NOT DONE YET!



- The most important part is relaying the outcomes back to the students
- Let them know what actions are being taken to mediate or resolve their issue
- You can do this through
 - Email
 - Talk to them personally
 - Lecture Announcements

MAKE SURE YOU FOLLOW THROUGH ON YOUR ACTION ITEMS



Through SSCC you have built skills in

- Time management
- Communication
- Public Speaking
- Negotiation
- Leadership
- Problem Solving
- Networking

A sample sentence describing your accomplishment:

“collaborated with students and academic staff to implement a new social science course design allowing for more electives in the program”



Student Resources & Support





- Fees and commonwealth assistance loans
- Enrolment & Timetabling
- Graduation and academic statements
- Legal advice
- Welfare assistance
- Equitable Learning Services





- Safeguard and improve the academic standards.
- Ensure a favourable academic environment for students.
- Protect and enhance the student rights and welfare.



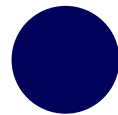
[Facebook.com/rmitvn.sc.sgs](https://www.facebook.com/rmitvn.sc.sgs)



Task Provision

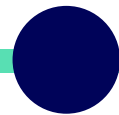


16/11



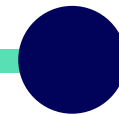
- Training Session

16/11 – 22/11



- Collect & record feedback
- Provide the consolidated feedback to Tri

2/12



- Attend the SSCC meeting

Tuan's email: sc.sgsacademic@rmit.edu.vn

Tri's email: s370



Collecting feedback for SCD & SST

- 1st year Representatives: Collecting feedback related to the general courses of most SCD & SST programs.
- 2nd & 3rd year Representatives: Collecting feedback related to the core courses of the program.

SCD Student Representatives List

Program	Name	Email
Professional Communication	Vo Truong Duy	s3740803@rmit.edu.vn
	Ho Ngoc Minh Tu	s3751323@rmit.edu.vn
Design Studies	Ngo Viet Dung	s3752242@rmit.edu.vn
Digital Film & Video	Dao Xuan Vu	s3757308@rmit.edu.vn
Digital Media	Nguyen Quy Nhat Ha	s3818246@rmit.edu.vn
Fashion Enterprise	Pham Thi Bao Tram	s3678512@rmit.edu.vn
Languages	Tran Bao Chau	s3740803@rmit.edu.vn
	Tran Hung	s3645107@rmit.edu.vn

SST Student Representatives List

Program	Name	Email
Electrical & Electronic Engineering	Utkarsh Sarbahi	s3743258@rmit.edu.vn
	Nguyen Thanh	s3634815@rmit.edu.vn
Information Technology	Vo An Huy	s3804220@rmit.edu.vn
	Ninh Trong Hoang	s3695412@rmit.edu.vn
	Nguyen Duc Dung	s3803749@rmit.edu.vn
	Tran Quang Huy	s3680599@rmit.edu.vn

SST Student Representatives List

Program	Name	Email
Robotics & Mechatronics Engineering	Tran Minh Hoang	s3818101@rmit.edu.vn
	Jaeyoung Cho	s3750234@rmit.edu.vn
	Nguyen Ngoc Anh Thy	s3877751@rmit.edu.vn
Software Engineering	Nguyen Tan Thanh	s3634815@rmit.edu.vn
	Mach Dieu Bang	s3689744@rmit.edu.vn
	Khang Duong	s3635116@rmit.edu.vn



Thank you

WELCOME TO THE SSCC COMMUNITY !

