



STIMU Institutional Staff-Student Liaison Committee (Institutional SSLC)

Terms of Reference (TOR)

1. Purpose and Mandate

The Institutional Staff-Student Liaison Committee (Institutional SSLC) serves as STIMU's central body within the institutional Student Voice & Experience System. Repositioned from a periodic feedback committee, its primary strategic objective is to drive student loyalty, retention, belongings, satisfaction, achievement, pride and advocacy.

The institutional SSLC ensures that students are actively listened to, actionable issues are tracked and resolved, positive achievements are recognized, and executive and academic leadership remain visibly and meaningfully connected to the student experience across all programmes and campuses.

2. Scope and Authority

The committee provides oversight, prioritisation, and coordination across the following functional areas:

- **Academic Experience:** Teaching, learning delivery and feedback quality.
- **Student Services & Support:** Institutional administration, student communication, welfare, and central support functions.
- **Employability & Career Development:** Industry exposure, internships, professional networks, and career guidance.
- **Student Experience & Community:** Institutional culture, diversity, inclusion, sense of belonging, and overall campus life.
- **Quality Enhancement:** Identifying recurring cross-programme issues, sharing institutional good practice, and driving continuous improvement initiatives.

Operational Boundary: The Institutional SSLC identifies and prioritises student-experience needs but remains strictly separated from direct event-planning or activity execution, which is delegated to the designated student service department.

3. Membership and Composition

The committee maintains parity across disciplines, academic levels, and delivery campuses (Yangon and Mandalay), adhering to the core principle that **student representatives must outnumber staff representatives** at every meeting.

Category	Role/ Designation	Representation/ Campus
Committee Leadership	• Chair: Dean • Co-Chair: HoD (Staff Co-Chair) • Co-Chair: Lead Student Representative (Student Co-Chair) • Secretary: Class Coordinator	Institutional Leadership
Academic & Operational Staff Representatives	• Program Leaders • Course Coordinators • Administrator • Industrial Coordinators • Department Heads	All Faculties (Yangon & Mandalay Campus) and Departments
Student Representatives	• Level 7 Student Representatives • Level 6 Student Representatives • Level 5 Student Representatives • Level 4 Student Representatives • Level 3 Student Representatives	Yangon Campus
Student Representatives	• Level 7 Student Representatives • Level 6 Student Representatives • Level 5 Student Representatives • Level 4 Student Representatives • Level 3 Student Representatives	Mandalay Campus
Ad-Hoc/By Invitation	• Any other academic, administrative, or technical staff requested to speak on a specific item (attendance for single meeting only) • Senior Executive Leadership (selective attendance for recognition and strategic matters)	Senior Management/Spe cial Subject Expert

4. Governance and Escalation Structure

The committee operates within STIMU's structured hierarchy:



All items raised must be categorized under the Mandatory Action Register and governed by standard response targets:

- **GREEN** (Minor Programme/Operational Issues): Resolve locally at the Program SSLC Level, normally within **7 working days** where applicable
- **AMBER** (Recurring/Significant Cohort or Campus Issues): Escalated to the Institutional SSLC for an institutional management action plan, normally targeted for resolution within **14 working days**
- **RED** (Safety, Serious Welfare, Widespread Dissatisfaction, Retention/Reputational Risk): **Immediate escalation to the Executive Management and Board** oversight under institutional emergency/safety policies

5. Operating Cycle and Responsibilities

The committee executes a closed-loop operating methodology.

1. **LISTEN** (Continuous representative listening across campuses)

2. **VALIDATE** (Distinguish individual vs. recurring/systemic issues)

3. **ASSIGN** (Assign specific owner, RAG priority, and strict deadline)

4. **ACT** (Execute operational fix or provide a justified decision)

5. **CLOSE THE LOOP** (Communicate :”You Said → We Did/We are Doing/We Cannot Do + Why”)

6. **MEASURE** (Track impact via pulse surveys and feedback)

Duties of Members

- **Student representatives:** Freely present constructive feedback, gather views across diverse cohorts, communicate resolutions back to their peers, and participate as active partners in institutional enhancement
- **Staff Leads & Service Team:** Own specific action points, deliver operational resolutions within agreed deadlines, provide transparent justifications when changes are not viable, and refrain from defensive postures.

6. Meeting Schedule, Agenda, and Reporting Protocols

(1) Meeting Cadence and Duration

- **Frequency:** The Institutional SSLC meets once per tri-semester (March, July, October)
- **Duration:** Standard formal meetings are scheduled for 60 to 90 minutes to maintain focus and efficiency.
- **Quorum:** Minimum 50% of listed staff leads and 50% of student representatives, with total student attendance exceeding staff attendance.

(2) Standard Agenda Structure

Formal Institutional SSLC meetings follow a structured cycle addressing strategic, operational, and campus-wide matters:

- **Formalities & Matters Arising:** Review of previous minutes and verification of closed Action Register items.
- Teaching & Academic Matters
- Campus Operations & Facilities
- Internships, Industry Engagement & Site Visits
- Student Life, Social & Community
- Any Other Business (AOB)

(3) Reporting and Communication Loop

- **Minutes and Action Plan:** Every meeting produces formal, minuted proceedings paired directly with an updated Mandatory Action Register assigning every approved task a named owner, priority, and completion deadline.
- **LMS & Transparent Publishing:** Approved minutes and the summary action plan must be published openly to all students and staff on the LMS within 7 working days post-meeting.
- **Feedback Loop:** Summary outcomes are communicated across campuses using the “You Said → We Did/We are Doing/We Cannot Do + Why” framework.
- **Executive & Board Escalation:** Quarterly dashboards and summary of recurring trends and critical items are submitted directly to Academic Board and Management.

7. Key Performance Indicators

The success and effectiveness of the Institutional SSLC are evaluated against the Student Loyalty Dashboard:

- Student Retention Rate: Maintained against institutional baseline and improvement targets.
- Overall Student Satisfaction: Tracked across programmes and campuses.
- Sense of Belonging & Pride: Positive trend analysis through semesterly student pulse surveys.
- Perception of Student Voice: Measurable student agreement with the indicator: "The institution listens to students".
- Advocacy & Referral: Measurement of student willingness to recommend STIMU.
- Action Resolution Rate: Percentage of actionable SSLC issues successfully closed within agreed target timelines.
- Critical Issues Target: Target of zero unresolved RED escalation issues.
