



## Part I: Preliminary Business

1. Academic Committee Terms of Reference, Constitution and Membership 2022-23 (1-01)
  - 1.1. Academic Committee (AC) approved its Terms of



smaller departments, and there was a suggestion to work with faculties to look at different ways to operationalise the vision of belonging.

- h. Some work around the strategy involved the rethinking of the meaning of student life as well as consideration of the meaning of being a student at UCL.
- i. Equity was considered to be important given some UCL students came from schools where student life was not considered holistically.
- j. In relation to students with disabilities, the UCL Library was praised for the work it had undertaken in this area under UCL's Grand Challenges scheme.

6.3. AC endorsed the UCL Student Life Strategy.

7. UCL Student Complaints Annual Report 2021 (1-05)

7.1. Claire Hartill, Acting Head, Regulations and Casework Team, and Zoe Harrison, Casework Manager, introduced the UCL Student Complaints Annual Report 2021. The key points made were:

- a. The number of formal complaints submitted had decreased by 33% compared to 2020 where the impact of the Covid-19 pandemic had led to an unprecedented number of complaints being submitted.
- b. In 2021, UCL experienced a higher number of non-academic student complaints relating to the industrial action and the "tail-end" of Covid-19 pandemic complaints.
- c. The report now included statistics on complaint numbers by student headcount.
- d. In 2021, a high number of complaints submitted were from those departments that offered professional accreditation on their programmes of study.
- e. UCL's compensation payments increased in 2021 and amounted to some £75k which was its highest level to date.

7.2. During discussion, the following points were made:

- a. In relation to the complaint numbers by student headcount, the Chair considered that the correlation between departments and their National Student Survey (NSS) scores against the number of complaints made required closer examination.
- b. It was noted that those areas would be covered in the Education Plans to be produced by departments next session.

7.3. AC received the UCL Student Complaints Annual Report 2021.

Part III: Other Business for Approval or Information

8. Review of UCL Education Governance Structures (1-06)

8.1. AC noted the review of UCL's Education Governance Structures that had been approved by Education Committee.

9. Academic Committee Annual Report to Academic Board and Council 2021-22 (1-07)

9.1. AC approved the Academic Committee Annual Report 2021-22.

10. Annual Report for Session 2021-22 – Education Committee (1-08)

10.1. AC approved the Education Committee Annual Report 2021-22.

11. Annual Report for session 2021-22 – Library Committee (1-09)

11.1. AC approved the Library Committee Annual Report 2021-22.

12. Annual Report for session 2021-22 – Research Degrees Committee (1-10)

12.1. AC approved the Research Degrees Committee Annual Report 2021-22.

13. Office for Students (OfS) Business Plan 2022-23 – Student and Registry Services (SRS) Compliance Summary (1-11)

13.1. AC received the OfS Business Plan 2022-23 – SRS Compliance Summary (1-11) <img alt="UCL logo" data-bbox="930 595 995 615"/>

