

Student Experience Committee Terms of Reference

1. Remit

1.1 The remit of the Committee is to:

- 1.1.1 ensure that the University's academic and non-academic provision anticipates and meets the diversity of needs for all students, and specific student groups (including students with disabilities, part-time students, mature students, international students, BAME students, students with parenting/caring responsibilities, care-experienced and estranged students, students with alternative entry qualifications).
- 1.1.2 provide assurance to the University for its strategic pillar of Student Success; in partnership with students monitor the implementation and achievement of underpinning policies, processes, and actions which enhance the broad student experience across all stages of the student journey, from applicant to graduate.
- 1.1.3 provide an opportunity for students to raise issues and for the Committee to provide a response; receive Student Voice Reports from the Students' Union and seek resolution to issues raised, escalating serious or recurrent issues to the University Executive, or Academic Board as appropriate.
- 1.1.4 provide assurance to the University that the appropriate targets and measures are in place to deliver successful outcomes and experience for all students and monitor progress against stated aims.
- 1.1.5 analyse and review various reports, data sets, indicators, and surveys linked to the broad student experience to identify university-wide priorities, and, working collaboratively with schools, local priorities, making recommendations to Academic Board, and where relevant the University Executive, to deliver overall improvements in student engagement, satisfaction, and experience.
- 1.1.6 have oversight of the mechanisms for gathering and hearing student feedback and guide the appropriate framework for student feedback and engagement across the University.
- 1.1.7 approve annual plans for new student welcome and induction.
- 1.1.8 review investment bids related to the student experience that sit outside of routine business operation, making recommendations to the University Executive, or relevant group, as appropriate.
- 1.1.9 agree, commission, and follow up collaborative strategy, projects, and activity to enhance the academic and non-academic student experience through working groups reporting to the Committee.
- 1.1.10 monitor university processes, including staff development, which identify and disseminate innovation and good practice in excellent, and inclusive learning

and teaching; as part of this, to approve annual nominations for Teaching Fellowship Awards.

1.1.11 have oversight of the University's outward view with regards to the student experience: lead the University's response to sector-wide consultations as appropriate; identify opportunities for collaboration across the LSBU Group; coordinate the University's response to external/sector-wide project and grant funding bids.

2. Membership

2.1 Membership consists of the following:

- Chief Customer Officer (co-chair)
- Pro Vice Chancellor (Education) (co-chair)
- Vice President Education, Students' Union
- Vice President Welfare and Equalities, Students' Union
- School Director of Education and Student Experience (x7)
- Director of Student Services (Student Life and Administration)
- Director of Student Services (Employability, Wellbeing, Sport)
- Director of Academic Related Resources
- Deputy Director of Estates and Academic Environment
- Head of Performance Analysis

In attendance to present the Student Voice report

- Student Voice Manager, Students' Union
- Student academic representative

2.2 In addition to the above membership, individuals from outside the Committee will be invited to attend for relevant agenda items, for example, discussions particularly related to the applicant or graduate experience.

2.3 A quorum consists of seven members including at least one representative from each of Students' Union, Student Services, and an academic school.

2.4 Members must arrange a nominee to attend in their absence.

2.5 The committee meets three times per year, with meetings scheduled to match the release of key data relating to the student experience to allow effective review and analysis. A fourth meeting at the end of each academic cycle will review effectiveness and set ongoing direction.

3. Reporting Procedures

3.1 The minutes (or a report) of meetings of the Committee will be circulated to the Academic Board.

3.2 An annual report from the Committee will be submitted to the Academic Board at the end of each academic year.

Approved by the Academic Board on 17 June 2020