

STUDENT EXPERIENCE COMMITTEE

Terms of Reference

1. The Student Experience Committee is responsible for enhancing and monitoring the quality of academic and non-academic life of students. The Committee's scope of oversight extends to all students in all years of study and covers all aspects of student engagement, service delivery and student-related policies and procedures.
2. The Student Experience Committee has dual reporting responsibilities to Academic Board and the Senior Management Team (SMT). The Student Experience Committee will also make recommendations to other committees and groups as required, via the formal reporting lines.
3. Under the authority of the Academic Board and SMT, the Student Experience Committee will have the following powers and duties:
 - a. To operate the Student Module Evaluation Policy, reviewing student feedback and departmental reflections on such feedback and monitoring departmental action plans resulting from such feedback, making recommendations, as necessary to other committees;
 - b. To instigate any other mechanisms for eliciting feedback from students on any matter relating to their academic and non-academic life, as appropriate, and to receive and consider such feedback in a timely way, making any recommendation as necessary any other relevant committee or group to ensure that action is taken in response to feedback;
 - c. To receive reports from Departmental Learning and Teaching Committees on the operation of Student-Staff Liaison Committees for UG and PGT Students, and from the Student-Staff Liaison Committee for PGR Students and the feedback received from students therein, referring any relevant matter to any other relevant committee or group as necessary;
 - d. To monitor and keep under review the frameworks in place for supporting students, including the Academic Advising Policy, Welfare Advisers, buddy system and external mentors;
 - e. To monitor and keep under review the University's systems for providing work placements and internships for students;
 - f. To monitor and keep under review the University's systems for providing careers advice to students;

- g. To monitor and keep under review the University's arrangements for developing its relations with alumni;
- h. To monitor and review all aspects of delivery of services to student across the University from all segments of the student population, including international students, students on exchange, visiting students and students with specific support needs;
- i. To consider and refer any matter relating to health and safety affecting students to the University's Health and Safety Committee;
- j. To receive reports and recommendations from the Year 1 Sub-Committee on the quality of the student experience in Year 1, particularly for student induction, and to make any recommendations on the Year 1 curriculum to the Learning and Teaching Committee;
- k. To receive reports and recommendations from the International Student Recruitment and Support Board on issues which relate to international student support, and to make any recommendations to SMT and/or Academic Board, as appropriate;
- l. To receive reports and recommendations from the Student Accommodation Sub-Committee and to initiative appropriate action under its own authority, or for referral to any other area of the University, as appropriate;
- m. To receive reports and recommendations from the Student Club Affairs Sub-Committee and to initiate appropriate action under its own authority, or for referral other areas of the University, as appropriate;
- n. To make recommendations, as required, to the Academic Board and/or the Senior Management Team on the enhancement of students' experience of the University.

Membership

- 4. The following shall be members of the Student Experience Committee:
 - i. Vice-President Academic Affairs, *ex-officio* (Co Chair)
 - ii. Vice-President Student Affairs, *ex-officio* (Co-Chair)
 - iii. Dean for Learning and Teaching, *ex-officio* (Deputy Chair)
 - iv. Dean for International Affairs, *ex-officio*
 - v. One representative from each programme Cluster/School/Teaching Centre who will normally serve a two-year term
 - vi. Head of Student Affairs, *ex-officio*

- vii. Director of Centre for Academic Affairs, *ex-officio*
 - viii. Chair of Year One Sub-Committee, who will normally serve a two-year term
 - ix. One undergraduate student, one master's student and one doctoral student who will normally serve a one-year term
5. The following people will be in attendance at the Student Experience Committee:
- i. The Head of Registry
 - ii. Head of XJTLU Global (or nominee)
 - iii. The Director of the Academic Enhancement Centre (or nominee)
 - iv. Cluster Administrators, Language Centre Administrator, and the School Manager of the Business School
 - v. Representative from the Careers Office
 - vi. Representative from the Alumni Office
 - vii. Representative from the Student One-Stop Shop
 - viii. Representative from Academic Services Team, Registry
 - ix. The University Librarian (or nominee)
 - x. Representative from MITS
 - xi. Head of PMQA (or nominee)
6. The Secretary to the Student Experience Committee will be a senior member of Professional Services staff from the Centre for Academic Affairs and the Centre for Student Affairs, alternating each academic year.

Frequency of meetings and quorum

- 7. The Student Experience Committee shall meet at least three times per academic year.
- 8. The quorum shall be at least one half of the Committee's membership.

Reporting committees

- Year One Sub-Committee
- Student Club Affairs Sub-Committee
- Student Accommodation Sub-Committee
- Student-Staff Liaison Committee (SSLC) for PGR Students
- Non-Academic Scholarships Evaluation Sub-Committee (ad-hoc reporting to SEC)

Approval and Revision Log

Date	Approved by	Description
22 September 2015	SMT	Terms of Reference for this new Student Experience Committee and its Sub-Committees approved and establishment of new committee structure. Newly-constituted Student Experience Committee and its Sub-Committee will replace existing TOR and membership to take effect 2016/17 (or sooner if possible)
28 October 2015	Academic Board	New membership of the newly-constituted Student Experience Committee approved
<ul style="list-style-type: none"> • 18 December 2015 • 23 March 2016 	<ul style="list-style-type: none"> • Chair's action • Academic Board (received for information) 	"Head of PMQA (or nominee)" added to 'in attendance' list
<ul style="list-style-type: none"> • 10th January 2017 • 22nd March 2017 	<ul style="list-style-type: none"> • Chair's action • Academic Board 	'Dean for International Affairs' added to membership
3 rd July 2017	Administrative change	Reporting committees updated: <ul style="list-style-type: none"> • 'SSLC for PGR Students' added • 'Non-Academic Scholarships Evaluation Sub-Committee' added • 'ISRS Board' deleted; • ISRS updated as "XJTLU Global"