

TERMS OF REFERENCE

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| Name | Student Voice Committee |
| Purpose | To manage and enhance the processes for gathering student feedback; to review student feedback and make recommendations for service improvements based on feedback; to manage the process for responding to student feedback |
| Main responsibilities | <ol style="list-style-type: none"> 1. To own, and periodically review, the procedures for obtaining central and unit-level feedback on BU academic programmes. 2. To coordinate BU initiatives and activities for obtaining student feedback, including liaison with SUBU on associated activities. 3. To oversee the implementation of centrally administered, and/or supported, student surveys and feedback activities 4. To consider issues identified through central student feedback mechanisms (such as NSS, PTES, PRES etc) and to make recommendations to the relevant committees regarding appropriate action to address these. 5. To monitor actions taken to address issues raised at university level by students. 6. To receive relevant extracts from the School Student Forums 7. To oversee communication mechanisms and messages to students on actions taken to address University level issues 8. To review sector practices to identify and disseminate best practice in student feedback approaches. |
| Duration | Permanent |
| Chair | School Representative (typically an Associate Dean or Student Experience Champion) |
| Secretary/Clerk | Secretary: Clerk: SSS Information Officer |
| Membership | <p>Core members</p> <p>Deputy Vice-Chancellor (ex-officio)</p> <ul style="list-style-type: none"> • School representative from each School (typically the Student Experience Champion) • Head of Student Engagement (SUBU) • Research & Information Manager (SUBU) • Representation & Democracy Manager (SUBU) • Students' Union Sabbatical Officer (s) • Students' Union Sabbatical Officer (Lansdowne Campus) • Educational Development and Quality representative • Business Intelligence representative • Marketing and Communications representative • Senior Learning Technologist • Academic Partnerships representative • Student Services representative • Academic Administration Manager • Head of Service Excellence • Centre of Excellence in Learning representative • Head of Library Services <p>Co-opted members for specific meetings:</p> <ul style="list-style-type: none"> • Library and Learning Support representative • Estates representative • IT Services representative • Market Research and Development Manager • Project Managers • Graduate School representative |
| Quorum | 50% + 1 |

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| Usual Number of Meetings | Variable |
| Reporting Line | Education and Student Experience Committee |
| Minutes | Education and Student Experience Committee |
| Sub-Committees | None, but various task and finish groups may be established as necessary |

Policy and Committees use only:

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| Final approval by: | | Version number: | |
| Approval date: | | Notes: | |
| Date of last review | | Due for review: | |