TERMS OF REFERENCE

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	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 faculty 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	Faculty representative (typically an Associate Dean or Student Experience Champion)
Secretary/Clerk	Clerk: Student Services Information Officer
Membership	**Core members** **Deputy Vice-Chancellor (ex-officio)** • Faculty representative from each faculty (typically the Student Experience Champion or ADSE) • Head of Student Engagement (SUBU) • Research & Information Manager (SUBU) • Representation Manager (SUBU) • Students' Union Sabbatical Officer(s) • Academic Quality representative • Business Intelligence representative • Marketing and Communications representative • Senior Learning Technologist • Academic Partnerships representative • Student Services representative • Education Service Manager • Head of Service Excellence • Centre of Excellence in Learning representative • Head of Library Services • Academic Services representative **Co-opted members for specific meetings:** • Library and Learning Support representative • Estates representative • IT Services representative • Market Research and Development Manager • Project Managers • Graduate School representative
Quorum	50% + 1
Usual Number of	Variable

Meetings	
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:

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