

## TERMS OF REFERENCE

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