

**SENATE**

**Subject: Changes to the Terms of Reference and Membership of Student Experience Committee and Student Experience Team**

To seek Senate and Council approval for amendments to the Terms of Reference and Membership of Student Experience Committee and Student Experience Team. The changes have occurred in light of the disbandment of Residential Provision and Management Sub-Committee.

JA June 2012

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**SENATE**

## Subject: Student Experience Committee Terms of Reference.

## Terms of Reference

To provide strategic leadership and co-ordination for the delivery and enhancement of the student experience (excluding aspects related to learning and teaching) in line with the objectives of the University’s strategic plan.

1. To ensure that appropriate mechanisms are in place to seek the views of all students on their experience
2. To monitor the quality of the experience at the University in relation to that offered elsewhere.
3. To ensure that the University is proactive in seeking opportunities to enhance the student experience, including developing strategies to promote the welfare and well being of students, and responds quickly to any deficiencies identified.
4. To co-ordinate the provision of an integrated and comprehensive network of services and support, provided by a variety of departments, which meets student needs in an effective manner.
5. To ensure that the University and Loughborough Students’ Union collaborate closely and effectively in delivery of the student experience including in the provision of services to students.
6. To ensure that services and support are of the highest quality possible, are appropriately integrated with students’ academic experience and that they respond quickly to changes in student needs.
7. To ensure that initiatives to develop the experience, including services and support, meet appropriate ethical, professional and legal standards.
8. To be responsible for the formulation and dissemination of policy.

9. To support the Sports Strategy Group in taking forward the agenda for increasing student participation in all levels of sport.

1. To advise Senate and Council on strategy relating to the student experience and the resourcing of student services.

11. To advise Student Experience Committee on all matters pertaining to the well-being of users of the University’s accommodation.

**Composition**

Pro-Vice-Chancellor (Teaching) (Chair)

Chief Operating Officer

Director of Student Services

FM Assistant Director - imago

Academic Registrar

Director of Internationalisation Strategy

Director of the Graduate School

Director of Information Technology Services (or nominee)

Director of Sports Development Centre or nominee

Head of International Office

Senior Warden or nominee

Students' Union President

Students' Union Vice-President (Education)

A student appointed by the Students' Union

Co-opted members

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**SENATE**

## Subject: Student Experience Team Terms of Reference and Membership

**Student Experience Team - Terms of Reference**

To provide an effective delivery and enhancement mechanism for the Student Experience Implementation Plan and a practical forum for co-ordination of services to students.

1. To co-ordinate the delivery and development of activities which contribute to all aspects of the student experience (excluding learning and teaching and sport);

2. To support the Sports Strategy Group in taking forward the agenda for increasing student participation at all levels of sport;

3. To monitor and further develop mechanisms for collecting feedback on the student experience, ensuring these are fit for purpose;

4. To consider analyses of student and staff views and recommend appropriate action;

5. To consider issues raised by the Students' Union and student service/support areas relating to the student experience and recommend appropriate action;

6. To keep under review the main activities relating to student services to ensure both quality and comprehensiveness are maintained;

7. To advise Student Experience Committee on all matters relating to the student experience, making recommendations on matters of strategy or policy for approval by the Committee;

8. To consider the Annual Reports from the Student Services sections and to refer these on to the Student Experience Committee;

9. To keep under review the management of the University’s residential accommodation and the facilities provided, including the catering facilities, and to advise Student Experience Committee and other relevant committees on policies related to the provision and development of such facilities within the context of the University’s Strategic Plan.

10. To advise Student Experience Committee on all matters pertaining to the well-being of users of the University’s accommodation.

11. To keep under review the services provided by the Wardens, including the Community Wardens, and to ensure that appropriate performance standards are set and met.

**Membership**

Chair: Director of Student Services Nigel Thomas

Academic Registrar Dr Jennifer Nutkins

Director of Internationalisation Strategy Prof. Chris Backhouse

Director of International Office Tony Westaway

Dean of Graduate School’s nominee Dr Jill Thurman

Director of IT Services nominee Simon Clarke

Head of Counselling and Disability Services Dr Manuel Alonso

Head of Careers and Employability Service Jenny Jones

Head of Student Support Centre Liz Chahal

FM Assistant Director – imago Debbie Grant

Senior Warden or nominee Prof Paul Conway

Sports Development Centre Dawn Cooper

University Librarian Ruth Jenkins

President of the Student’s Union Rebecca Bridger

Student’s Union representative TBC