

## **Student Experience Committee**

### **Purpose**

The Student Experience Committee (SEC) shall have oversight of all non-academic aspects of the student lifecycle and to develop appropriate policies and initiatives to enhance the student journey, this will also include requirements from external bodies such as The Office for Students.

### **Status**

The Student Experience Committee acts under delegated authority from the Academic Board as one of its sub-committees and delegates duties to a series of sub-committees as determined by LIBF's Academic Governance Structure and may advise and be advised by, where appropriate, other sub-committees of the Academic Board.

The proceedings of The Student Experience Committee are conducted in accordance with the 'Standing Orders of the Academic Sub-Committees of the Board of Governors'.

### **Meetings**

The Group will meet a minimum of two times a year to manage and transact business relevant to the enrichment of the student experience.

### **Reporting**

The Student Experience Committee reports to the Academic Board after each meeting.

Sub-committees (e.g. Student Staff Liaison Committee) provide updates to The Student Experience Committee when and where appropriate.

### **Terms of Reference**

The Student Experience Committee will manage and transact the following business:

1. Strategies and policies
  - a. Approve, monitor and review the Student Enhancement Strategy, Student Recruitment Strategy and the Careers and Employability Strategy and any associated milestones.

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b. Contribute to other strategies and policies relating to the student experience and to ensure they are fit for purpose, current and aligned with legislation and external reference points.

## 2. Student Enhancement and Feedback

a. To anticipate and prepare for new opportunities related to non-academic elements of the student lifecycle; identify and disseminate good practice to enhance the student experience.

b. To provide a forum for discussing and resolving issues impacting on student-related support services and systems.

c. To identify the needs of specific groups of students that may be underrepresented (as defined by OfS) and ensure that these are addressed.

d. Support the process for gathering student feedback via formal (NSS, module, SSLC) and informal routes; and review student feedback and highlight areas for action.

e. To monitor the impact of student enhancement activities to ensure they continue to enhance the student experience including identify value for money.

## 3. External Compliance and Data

a. Receive, monitor and review data, reports and plans from the appropriate sub committees responsible for considering external compliance.

b. Ensure that any new/temporary external requirements, policies, and guidelines are adhered to, supported by plans/reports/data as appropriate (e.g. SNC).

c. To adopt a data-driven or information-driven approach to continuous improvement of the student experience and student outcomes through internal and external metrics (Graduate Outcomes, NSS, HESA, OfS).

d. Consider student data in relation to admissions (and widening access, inclusion and participation), progression, retention and completion, in relation to student enhancement, value for money, equality and diversity and LIBF target groups.

## 4. Reports

a. Contribute to relevant sections of programme annual monitoring and programme periodic review reports as applicable.

### **Membership**

*Ex officio:*

Managing Director, Higher Education (Chair)

Head of Quality, Internal Assurance

Programme Manager, Higher Education

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Dean

Apprenticeships Programme Manager

Head of Careers & Employability

Counsellor

Manager, Library Services

Committee Officer, Quality, Policy and Regulation

*Student Reps*

*By invitation:*

Other members from The London Institute of Banking & Finance staff where applicable

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