

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 Walbrook'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'.

The Student Experience Committee will consider the Office for Students' (OfS) guidance on freedom of speech, promoting the widest possible definition compatible with the law, to ensure open discourse within the Walbrook community.

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.

b. Contribute to other strategies, policies and Code of Practice Chapters 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 Walbrook 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)

Director of Student Support and Wellbeing

Senior Apprenticeships Officer

Higher Education Quality Assurance Manager

Head of Careers & Employability

HE Recruitment and Admissions Manager

Professional Counsellors

Manager, Library Services

Project and Operations MENA – Senior Manager

HE Committee Officer, Quality, Policy and Regulation (Secretary)

Academic Lead, Research Centres

Head of Teaching and Learning Excellence

Student Representatives

In attendance:

Head of Quality, Higher Education and Apprenticeships

By invitation:

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

Updated July 2024