

Student Experience Committee
(a joint standing committee of Council and Senate)

Terms of reference

1. To inform the development, and monitor the implementation and achievement, of the University's strategic aims and the underpinning strategies, plans and activities for the student experience with a view to maximising positive outcomes for our students, recommending to Council and Senate as appropriate.
2. To ensure the University's provision for the student experience represents the diversity of needs for specific student groups (e.g. international, part-time, mature, distance learners, visiting, disabled, ethnic minority and students studying off campus) through identification of key considerations and provision of advice accordingly.
3. To consider and advise on University performance in relation to the broad student experience, including through reviewing survey outcomes and other indicators, and seek to identify actions for improvement, as appropriate.
4. To receive and consider relevant reports to inform the work of the Committee and identify and advise on any issues arising. (Reports may be submitted in relation to, for example: Colleges, student services, student discipline, student complaints, Estates, Students' Union, Commercial Services).
5. To maintain oversight of the University's student disciplinary framework and student complaints processes and ensure they remain fit-for-purpose, to approve minor changes and to recommend major changes to Senate and/or Council for approval, as appropriate.
6. In accordance with delegated authority, to approve minor policies and procedures related to the student experience (including policies and procedures concerning the Students' Union and Colleges) and to recommend major policies and procedures to Senate and/or Council for approval, as appropriate. To monitor and report on progress with implementation of agreed policies.
7. To report to Senate and Council, as appropriate.

Committee Composition

(ex officio)

President, Students' Union
University Representative with Responsibility for the Colleges
Director of Estates, Facilities and Commercial Services
Director of Library Services and Learning Development
Director of Students, Education and Academic Services
Director of Strategic Planning and Deputy Secretary
Dean for Equality, Diversity and Inclusion
University Academic Dean
Associate Academic Dean for Students
Chief Information Officer (or nominee)

(Note that the Pro-Chancellor and Vice-Chancellor are ex-officio members of the committee in accordance with Ordinance 12)

(appointed)

Chair, appointed in accordance with the Nominations Committee, based on the recommendation of the Vice-Chancellor
one Council lay member, appointed in accordance with the Nominations Committee process
one College Principal, appointed by the Chair
one College Manager, appointed by the Chair
two Lancaster University Students' Union Vice-Presidents, appointed by the President of the Students' Union
two Junior Common Room (JCR) Presidents, appointed by the President of the Students' Union
one Postgraduate Board member, appointed by the President of the Students' Union
one postgraduate research student, appointed by the President of the Students' Union
two academic staff and two Professional Services representatives (from a Faculty or Department), one from each Faculty, appointed by the appropriate Faculty Dean

(in attendance)

Chief Executive Officer, LU Students' Union
Advocacy and Governance Manager, Students' Union
Director of the Doctoral Academy
Associate Director (Student Wellbeing and Inclusion)
Head of Student Support and Wellbeing

Secretary (Strategic Planning and Governance)

Procedures

The Standing Orders set out a standardised approach to committee procedural arrangements, including membership terms, quoracy and declaring interests. All members are encouraged to read the Standing Orders available on the [Governance website](#).

The Committee shall meet three times a year and shall report as appropriate to Senate and Council.

The Chair of the Student Experience Committee will allocate as Deputy Chair the Director of Students, Education and Academic Services.

The Secretary of the Committee will be a member of staff from Governance Services.