

# **Student Voice Group**

## **Terms of Reference and Membership**

**Name of group:** Student Voice Group (SVG)

**Title:** Terms of reference and Membership  
(revised 17/04/2024)

**Type:** Sub-group of the Education Committee

**Nature:**

- To provide a strategic overview of activities to capture the voice of our students, support operational plans to implement surveys, and assist feedback-loop mechanisms.
- To review the feedback from our students and recommend actions in response that support the University's strategic plan to enhance student experience and outcomes.

**Timing:** Typically meets 3 times per year in April, September, and December.  
A smaller core group convened by the chair may meet more regularly during the period of the NSS campaign.

**Purpose / role of the group:**

1. To contribute to and recommend, to Education Committee and Student Life Committee, an annual calendar of activities that will capture the voice of applicants and students via internal and external surveys as well as informal feedback and focus groups (April meeting).
2. To approve operational action plans for the implementation of each survey (April meeting).
3. To support efficient and effective delivery of operational action plans (outside of each meeting).
4. To receive updates on progress towards the operational action plans that implement each survey (December meeting).
5. To review the results of the TB1 MEQs (by circulation).
6. To review outcomes and themes identified from the student voice (prior to the September meeting); this will include but not be limited to feedback from Module Evaluation Questionnaires (MEQs) and the National Student Survey (NSS).
7. Use the student voice outcomes to identify areas for improvement and recommend strategic actions to Education Committee, which responds to the feedback and further enhance the experience & outcomes for our students (September meeting).
8. To submit recommendations to Education Committee after each meeting.

**Membership:**

Executive Director, Student Services (Co-Chair)  
Pro-Vice Chancellor – Education (Co-Chair)  
Associate Dean (L&T) or Student Voice representative from each Faculty  
Head of Resource and Planning from each Faculty  
Head of Quality Assurance & Enhancement  
Student Services Director  
Director of Student Development and Graduate Success  
Head of Home Recruitment and Admissions  
Head of Overseas Recruitment and Admissions

Representative from I&TS  
Representative from Internal Communications  
Representative from Union of Kingston Students  
Representative from Planning  
Two representatives from Student Services  
Representative from LTEC  
Representative from Student Wellbeing  
Student Voice Manager (clerk)  
Student Voice Assistant (2<sup>nd</sup> clerk)