

'Student Experience Committee' - Membership and Terms of Reference

Section 1 - Establishment

Background

(1) The Student Experience Committee is a management committee of the University being established to ensure a single point of governance for all student experience activities, and specifically those which are covered by the [Higher Education Standards Framework \(Threshold Standards\) 2021](#) and [Education Services for Overseas Student \(ESOS\)](#) legislation which fall outside of the University's academic governance process. Higher degree by research student experience matters are outside the scope of this committee, however the undergraduate and postgraduate coursework student experience for both domestic and international students are covered.

Purpose

(2) The purpose of the Student Experience Committee is to provide a single point of governance for all student experience matters and to ensure a shared understanding of the impact of various activities on the student experience. The Student Experience Committee will be responsible for the following student experience activities and ensuring compliance against the relevant Higher Education standards as follows:

- a. wellbeing and safety,
- b. student grievances and complaints,
- c. representation, information and information management, and
- d. identification of student voice and participation in curriculum and accreditation processes,

as well as progress against the following institutional performance measures:

2022 University performance measures:

6. Student Success	First year progress rate to be less than 2 percentage points below sector average for each broad field of education
9. Market share of students studying from CSU's regional footprint	Achieve 42% by 2020, all modes, all campuses
10. Indigenous Australian student participation	Increase in proportion to revised target

Operational measures:

3.2 Student satisfaction	Per 'Student Support' QILT SES questions
3.4 Quality of Service	Call Abandonment rate
3.5 Net Promoter Score	
3.6 Conversion performance for Pathway Programs	

Section 2 - Glossary

(3) Nil.

Section 3 - Membership

(4) The membership of the Student Experience Committee shall comprise of the:

- a. Deputy Vice-Chancellor (Students) - who shall act as chair
- b. Executive Director, Division of Student Services
- c. Pro Vice-Chancellor (Learning and Teaching) (or nominee)
- d. Executive Dean, Faculty of Science (or nominee)
- e. Executive Dean, Faculty of Business, Justice and Behavioural Sciences (or nominee)
- f. Executive Dean, Faculty of Arts and Education (or nominee)
- g. Chief of Staff, Office of the Vice-Chancellor
- h. Director, Uni Life, Division of Student Success
- i. Executive Director, Division of Facilities Management (or nominee)
- j. Executive Director, Division of Information Technology
- k. Director, Division of Student Administration
- l. Executive Director, Division of Future Students
- m. Executive Director, Division of Library Services
- n. Pro Vice-Chancellor (Community and Global Engagement)
- o. Director, Student Safety and Wellbeing
- p. Director, Student Communication
- q. University Ombudsman
- r. A representative from Study Group Australia
- s. A Faculty Administration Manager representative
- t. Student representatives including the President of the Student Senate (or nominee), and other students as determined by the Student Senate.

(5) The Deputy Vice-Chancellor (Students) will determine an appropriate person to act as secretary to the Steering Committee.

Section 4 - Functions and responsibilities

Functions of the committee

(6) The role of the Student Experience Committee is as follows:

- a. Ensure that overall the student experience is positive and contributes to overall student success.
- b. Within the framework of the relevant policies, monitor and review reports from student experience operational areas, sub-committees and working parties to ensure that issues are appropriately escalated and resolved.
- c. Inform the Student Communication team of potential emerging issues.
- d. Provide a forum for all relevant stakeholders to consider and discuss student experience matters in order to enhance student outcomes.
- e. Receive reports from committees and other panels/fora related to student experience and make

recommendations arising from such reports that enhance our approach.

- f. Seek, through analysis of data, an overall improvement in the student experience across all modes of delivery.
- g. Make recommendations to the Vice-Chancellor's Leadership Team as appropriate to facilitate an improved student experience.

Responsibilities of the committee chair

(7) The Student Experience Committee chair is the Deputy Vice-Chancellor (Students). Should the Deputy Vice-Chancellor (Students) be unable to attend a committee meeting, a delegate shall chair the meeting.

(8) The responsibilities of the Student Experience Committee chair are as follows:

- a. Agrees the agenda for each meeting.
- b. Ensures that agendas and supporting materials are delivered to committee members in advance of each meeting.
- c. Makes the purpose of each meeting clear to members and explains the agenda at the beginning of each meeting.
- d. Clarifies and summarises discussions throughout each meeting.
- e. Keeps the meeting moving by putting time limits on each agenda item and limiting the overall length of time of each meeting as appropriate with reference to the agenda for each meeting.
- f. Encourages broad participation from members in discussion by calling on different members for input.
- g. Ends each meeting with a summary of discussions and assignment of actions.
- h. Monitors membership and attendance at meetings.
- i. Ensures that relevant recommendations are made to the Vice-Chancellor's Leadership Team for endorsement.

Responsibilities of committee members

(9) Individual Student Experience Committee members have the following responsibilities:

- a. Understand the goals, objectives and desired outcomes of student experience at Charles Sturt University.
- b. Understand and represent the interests of relevant stakeholders.
- c. Ensure decisions align with organisational strategy.
- d. Manage the efficient and effective use of resources.
- e. Ensure organisational policy is adhered to.
- f. Actively participate in meetings through attendance, discussion, review of minutes, papers and other committee documents.
- g. Support open discussion and debate and encourage other committee members to share their insight.
- h. Undertake assigned actions as agreed at each meeting.

Section 5 - Meetings

Quorum

(10) At any meetings of the committee, a majority of the total number of members shall constitute a quorum.

Frequency of meetings

(11) Meetings are to be held once every two months.

Agenda, meeting reports and papers

(12) The draft agenda is prepared by the committee secretary, approved by the committee chair and circulated one week prior to the scheduled committee meeting.

(13) The meeting chair may request submission of supporting documentation for consideration by the committee for certain agenda items.

(14) Minutes of each meeting of the committee will be recorded by the secretary to the committee and submitted to the chair within 10 working days for endorsement and submission to the Vice-Chancellor's Leadership Team.

(15) The Student Experience Committee receives reports and makes decisions as appropriate in relation to the following matters, received either via the relevant accountable officer or sub-committee/working party, which impact on the student experience:

- a. Student safety and wellbeing
- b. Student grievances and complaints
- c. Student representation, information and information management
- d. Hearing the student voice and measuring Net Promoter Score
- e. Ensuring opportunities for students to participate in University decision-making processes
- f. Orientation
- g. Residential schools
- h. Student Services and Amenities Fee (SSAF) expenditure
- i. Timetable
- j. Examinations
- k. Open days and other prospective student marketing activities
- l. Graduation
- m. Information technology (as specifically related to the student experience, e.g. the Student Portal)
- n. Campus facilities and infrastructure (as specifically related to the student experience outside of learning, teaching and research spaces) including sporting facilities, food and beverage areas, residential accommodation and recreational spaces
- o. Matters impacting the student experience of specific cohorts of students (e.g. international, First Nations, regional and remote, low SES)
- p. Other non-academic related student experience activities

(16) The committee will not be responsible for matters relating to the planning for or admission of students as this is the responsibility of the Load Planning Steering Committee. Similarly, all curriculum matters will be dealt with by existing faculty and academic committees (although any issues raised may be referred to those committees for action).

Proxies

(17) Should committee members be unable to attend a meeting, they may choose to nominate another person from their respective faculty/division/office to attend on their behalf. In this instance, it is expected that the committee member shall provide a briefing to their nominated representative prior to the scheduled meeting.

(18) In addition, from time to time, the committee chair may allow attendance by additional Charles Sturt University staff members by allowing a right of audience and debate for a particular meeting.

Status and Details

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Unit Head	Sandra Sharpham Executive Director, Student Experience
Author	Deborah Bardon +61 2 63386411
Enquiries Contact	Division of Student Experience