

Student Experience Committee (SEC) Terms of Reference – 2020

Purpose and Function

To provide oversight of: orientation and progression; learning environment; diversity and equity; wellbeing and safety; student grievances and complaints; monitoring, review and improvement; delivery with other parties; and academic governance in relation to domains 1.3, 2.1, 2.2, 2.3, 2.4, 5.3, and 6.3 of the [Higher Education Standards Framework \(Threshold Standards\) 2015](#).

The Student Experience Committee will report to Academic Senate, making recommendations with regards to:

Orientation and Progression (HESF 1.3):

- Ensuring successful transition into courses of study is achieved through orientation programs that are tailored to the needs of student cohorts and include specific consideration for international students adjusting to living and studying in Australia.
- Ensuring there are specific strategies that support transition, including assessing the needs and preparedness of individual students and cohorts, and providing access to informed advice and timely referral to academic or other support (shared ToR with ULTC).
- Ensuring students have equivalent opportunities for successful transition into and progression through their course of study, irrespective of their educational background, entry pathway, mode or place of study (shared ToR with UAC, UCUPC & ULTC).

Learning Environment (HESF 2.1)

- Ensuring facilities, including facilities where external placements are undertaken, are fit for their educational and research purposes and accommodate the numbers and educational and research activities of the students and staff who use them by:
 - *promoting an engaging and inclusive experience for all students through the enhancement of campus environments and use of space, virtual spaces and technology, and a culture which promotes sense of belonging, safety and wellbeing.*

Diversity and Equity (HESF 2.2)

- Supporting an enriched student experience, by ensuring institutional policies, practices and approaches to teaching and learning are designed to accommodate student diversity, including the under-representation and/or disadvantage experienced by identified groups, and create equivalent opportunities for academic success regardless of students' backgrounds (shared ToR with UAC & ULTC).

Wellbeing and Safety (HESF 2.3)

- Ensuring all students are advised of the actions they can take, the staff they may contact and the support services that are accessible if their personal circumstances are having an adverse effect on their education.
- Ensuring timely, accurate advice on access to personal support services is available, including for access to emergency services, health services, counselling, legal advice, advocacy, and accommodation and welfare services.
- Ensuring the nature and extent of support services that are available for students are informed by the needs of student cohorts, including mental health, disability and wellbeing needs.
- Ensuring a safe environment is promoted and fostered, including by advising students and staff on actions they can take to enhance safety and security on campus and online.

- Ensuring there is a critical-incident policy together with readily accessible procedures that cover the immediate actions to be taken in the event of a critical incident and any follow up required.

Student Grievances and Complaints (HESF 2.4)

- Ensuring current and prospective students have access to mechanisms that are capable of resolving grievances about any aspect of their experience with the higher education provider, its agents or related parties.
- Ensuring there are policies and processes that deliver timely resolution of formal complaints and appeals against academic and administrative decisions without charge or at reasonable cost to students, and these are applied consistently, fairly and without reprisal.
- Ensuring institutional complaints-handling and appeals processes for formal complaints include provision for confidentiality, independent professional advice, advocacy and other support for the complainant or appellant, and provision for review by an appropriate independent third party if internal processes fail to resolve a grievance.
- Ensuring decisions about formal complaints and appeals are recorded and the student concerned is informed in writing of the outcome and the reasons, and of further avenues of appeal where they exist and where the student could benefit.
- Ensuring if a formal complaint or appeal is upheld, any action required is initiated promptly.

Monitoring, Review and Improvement (HESF 5.3)

- Ensuring all students have opportunities to provide feedback on their educational experiences and student feedback informs institutional monitoring, review and improvement activities (shared ToR with URC & ULTC).

Academic Governance (HESF 6.3)

- Ensuring students have opportunities to participate in academic governance (shared TOR with Academic Senate, UCUPC, URC & ULTC).

In addition, the Student Experience Committee will:

- Actively enable engagement with and empower student voice and promote activity to facilitate student partnerships, participation, feedback, representation and leadership.
- Provide advice and recommendations on strategies, policies and initiatives to address the needs of students and enhance the student co-curricular experience at the University of Tasmania.
- Where relevant, refer matters to other Academic Senate Committees.
- Advise on other matters referred to the Committee by the Vice-Chancellor and/or Academic Senate.

Membership of Student Experience Committee

Member	Incumbent
Chair Executive Director, Student Experience	Ms Steph Taylor
Deputy Chair Chair/ Deputy Chair of Academic Senate	Assoc Prof Kristyn Harman
Provost (or nominee) <i>Note: Prof Jane Long does not attend this committee</i>	Grant Kennett (nominee)

Academic Executive Director (or nominee)	Prof Mitch Parsell
Deputy Vice-Chancellor (International) (or nominee)	Mr Rob Wilson (acting) (nominee: Ms Josie Gawron)
Pro Vice-Chancellor (Research Training) (or nominee)	Prof Tracey Dickson (Acting Dean of Graduate Research) – <i>until 10 May 2020</i> Prof Peter Frappell (Acting Dean of Graduate Research) – <i>from 11 May 2020</i> <i>Nominee: Ms Shauna-Lee Ward since 3/6/20</i>
Director, Student Retention and Success	Adjunct Associate Prof Jane Skalicky
Associate Dean (Learning and Teaching)	Dr Seedwell Sithole
Deputy Chair, Executive Director, ISD	Mr Mike Hunnibell
Pro Vice-Chancellor (Aboriginal Research and Leadership) or nominee tbc	Dr Greg Lehman
Executive Director, Student Operations (or nominee)	Mr Andrew Gillies
CIO	Mr Adrian Dillon
University Librarian	Ms Janette Burke (nominee: Ms Wendy Hoyle)
Four members appointed by Academic Senate (2 members of Academic Senate and 2 members from the broader academic community) one of these members must be from a remote campus*	
Academic Senate member	Dr Mohammed Salahudeen (31 December 2021)
Academic staff member	Mr Heinrich Oosthuizen (31 December 2021)
Academic Senate member	Dr Renee Ross (31 December 2020)
Academic staff member Associate Head (Learning and Teaching, Health Sciences)	Ms Tracy Douglas (Launceston)* (31 December 2020)
Student representatives	
Student President TUU (or nominee)	Mr Braydon Broad (as at 1/12/19)
Postgraduate President (or nominee)	Ali Ghahremanlou
Campus President North	Mr Joji Kinivuwai (as at 1/12/19)
Campus President South	Ms Sophie Crothers (as at 1/12/19)
Observer	
Director, Digital Futures, Academic Division	Mr Tyson Wienker
Secretariat	
Secretary	University Governance

The Committee may not make arrangements for alternates but may make co-option arrangements for members with specific expertise.

Observers may be invited with the Chair's permission.

Chair and Deputy Chair

The Student Experience Committee is chaired by the Executive Director, Student Experience.

The Deputy Chair is the Chair or Deputy Chair, Academic Senate.

In the absence of both the Chair and the Deputy Chair, the Chair may appoint an Acting Chair from the membership who assumes the same rights and responsibilities accorded to the Chair, including attendance at meetings to speak to the Report of the Committee.

Executive Committee

The Student Experience Committee will have an Executive Committee, empowered to act executively between meetings where urgent business requires such action, and to form ad-hoc working parties on such matters as determined by the Executive Committee.

Executive Committee actions and approvals are reported to the Student Experience Committee at its next scheduled meeting.

The Executive Committee comprises:

- Executive Director, Student Experience as Chair of Student Experience Committee or an Acting Chair appointed by the Chair.
- Any other two members of the Committee appointed by the Chair.

Quorum

A quorum consists of one half of the membership plus one. Where there is no quorum the Committee may still meet to ensure that the work of Committee continues. Any recommendations made at such meetings would need to be endorsed by a subsequent meeting where a quorum was present. Equivalent quorum and approval requirements apply to resolutions without meeting (via electronic communication).

Secretariat arrangements

A member of University Governance will act as Committee Secretary. The Committee Secretary maintains minutes of meetings of the Committee and a record of reports and associated material as part of the official University records.

Schedule of meetings

The Student Experience Committee normally meets between 4-6 times per year.

Videoconferencing facilities are used wherever possible to minimise travel requirements.

The Committee should not meet unless there is sufficient business to warrant a meeting being held. When there is insufficient business to justify a committee meeting but there is an urgent matter for consideration, the Committee Secretary may gain a decision by consulting committee members via electronic communication.

Working Parties

The Committee may establish working parties to assist its work.

Reporting

The Student Experience Committee reports to Academic Senate subsequent to each of its meetings.