



Purpose and Function

The Student Experience Group is established to provide high-level oversight and coordination of those student supports including but not limited to operational systems and services, pastoral care and extra-curricular activities which contribute to the holistic UCD student experience across academic, civic, cultural, mental, and physical performance and wellbeing strands.

Terms of Reference

- To assist in the development of the Student Experience Theme of the UCD Strategy, develop an implementation plan for this theme, and monitor and review the progress of the UCD Strategy 2025 to 2030 in achieving the University's educational objectives.
- To report to the University Management Team (UMT), on an annual basis, progress updates against the University's Strategy Implementation Plan.

To oversee and ensure a coordinated and integrated approach to delivery of student support services. This remit includes but is not limited to the following areas:

- Campus accommodation
 - Library and IT services
 - Registry helpdesk services
 - Health and welfare services
 - Study support services (e.g. maths and writing support centres)
 - Facilities for childcare
 - Campus safety and access
 - Social facilities and event management
 - Societies Consultative Forum/Athletic Union Council
 - Programme and school/college offices (pastoral, non-academic supports only)
 - Counselling and advice (Student Counselling Service)
 - Cultural events (e.g. performances, recitals, and exhibitions)
- To oversee and ensure compliance with the *Child Protection Policy* and the *Framework for Promoting Consent in Higher Education*.
- To ensure a culture of quality, leadership, innovation and integration in delivery of student support services.
- To consider and recommend to UMT steps to resolve any matters impacting negatively on the student experience.
- To comment and advise UMT on proposals that
 - encourage student engagement with the University;
 - foster a sense of UCD community;
 - enhance the quality of the student experience;
 - enable students to actively contribute to the wider community.
- To comment and advise UMT on good practice in integrated student centred service and

support delivery.

- To consider and respond to issues referred to the Group by UMT relating to the University's student support services.

Composition

The following shall be members of SEG:

- The Deputy President, Vice-President for Academic Affairs and Registrar (Chair)
- The Bursar's nominee
- The Dean of Graduate Studies
- The Dean of Learning and Teaching
- The Dean of Students
- The Director of Institutional Research
- The Librarian, or nominee.
- The Chief Technology Officer, or nominee
- The Director of Registry
- The Director of Buildings and Services or nominee
- The Students Union Education Officers (Graduate and Undergraduate)
- The Students Union Welfare Officer
- Head of the Student Advisers Group
- Nominee of the Directors of School and College Offices Group
- Nominee of UCD Global
- The Graduate Research Programme Manager
- Nominee of the Student Societies
- Nominee of the Sports Clubs

The Group may co-opt representatives from across the University as appropriate.

Group Support

The SEG shall be supported by University Secretariat.

Conduct of Business

- The SEG shall meet at least twice a year.
- The meetings shall be convened by the Chair with a minimum of seven days' notice of a meeting.
- The members of the Group may not nominate others to attend meetings on their behalf.

Reporting Responsibility

- The SEG shall report to the UMT, with reports indicating items for decision by the UMT and items for communication to the UMT. Items for decision should be accompanied by the recommendation of the Group.