

Student Feedback Panel (SFP): Membership and Terms of Reference

Purpose

As part of SOAS' commitment to excellence in and the continual improvement of learning and teaching delivery and service provision across the School, the Student Feedback Panel (SFP) was established in 2018. The membership of SFP includes academic and professional services staff from across the School, School-level Student Representatives and the Students' Union, which allows for effective dialogue between diverse members of the SOAS community across organisational boundaries and academic disciplines.

SFP provides a collaborative space for engagement with student feedback from SOAS' formal and informal feedback mechanisms, as well as from our key representative and student voice groups, such as the Students' Union and SOAS' School-level Student Representatives, in order to effectively and dynamically address student concerns and put in place initiatives to enhance the student experience across a broad range of areas.

The membership of SFP will also be asked to make interventions in, provide feedback on and monitor the operational and logistic aspects of SOAS' current and future feedback and feedback review initiatives, such as the annual Teaching Excellence and Student Experience Planning (TESEP) process, the delivery of the National Student Survey (NSS), the Postgraduate Taught Experience Survey (PTES), the Postgraduate Research Experience Survey (PRES) and the Student Evaluation of Modules (SEM) process at SOAS. This may also include discussions around how we collectively respond to student feedback and inform students of the changes we make across the School.

As such, SFP is a space for collaboration and discussion regarding both our current and future feedback initiatives, as well as a space for providing student feedback throughout the academic year.

Terms of Reference

The Student Feedback Panel (SFP) will report to the Student Experience and Outcomes Committee (SEOC). For the 2021-22 academic year SFP has a remit to review and provide recommendations on the following areas:

1. Management of all internal and external student feedback surveys, including the annual sector surveys NSS, PTES & PRES;
2. Produce and discuss reports on student feedback surveys throughout the year;
3. Implement and monitor the effectiveness of the Student Rep scheme;
4. Receive and share recommendations for improving the student feedback cycle within the academic Departments;
5. Receive regular updates from Student Representatives on the student experience within their academic Department;
6. Receive regular updates from Student Representatives on their experience of the scheme;
7. Recommend any changes to the student feedback survey questionnaires;
8. Organise and run student feedback surveys on specific areas of student journey, as commissioned by SEOC, TELSOC or the Executive Board.

Membership

The membership of the Student Feedback Panel (SFP) will comprise:

Chair:

Billy Reed: Head of Student Engagement, Experience and Retention

Secretary:

Matthew Clark: Student Engagement Officer

Members:

Claire Ozanne (Deputy Director and Provost)

Monika Nangia: Director of Student and Academic Services

Ilana Webster-Kogan: Associate Director of Student Experience & Outcomes

Lucia Rodriguez Pedroso: Students' Union Co-president - Democracy and Education

Antonia Bright: Students' Union Research and Representation Coordinator

Aveline Perez De Vera: Senior Planning Officer - Strategic and Operational

Sophie Elgood: 1x Academic Support Manager

12x School-level Student Representatives

1x Research Students Association Representative

Frequency of Meetings:

SFP will meet once a month during the 2020-21 academic year and is currently scheduled to meet on the following dates:

- Wed 24th Nov 2021 (3-4pm)
- Wed 15th Dec 2021 (3-4)
- Wed 26th Jan 2022 (3-4pm)
- Wed 23rd Feb 2022 (3-4pm)
- Wed 30th Mar 2022 (3-4pm)
- Wed 27th April 2022 (3-4pm)
- Wed 25th May 2022 (3-4pm)
- Wed 15th June 2022 (3-4pm)

The meeting schedule for SFP can also be found on the Student Rep Google Calendar, available [here](#). All Reps have access to this calendar.

All SFP meetings are hosted on Microsoft Teams and School-level Reps will be contacted to attend directly by the Secretary for SFP.

Governance:

The Student Feedback Panel (SFP) will report to:

- The Student Engagement and Outcomes Committee (SEOC)
- TELSOC - if requested to do so.

Communications:

The Secretary for SFP will share the agenda, minutes taken and supporting Actions Log with all SFP members. Reps will be invited to contribute to the agenda and finalised agendas will be shared no later than one week prior to a scheduled SFP meeting. Minutes and the Actions Log will be shared at the first available opportunity after a meeting has taken place.

If you have a question regarding the organisation of or your attendance at a SFP meeting, please contact the Secretary for SFP - Matt Clark (Student Engagement Officer) - at mc113@soas.ac.uk