**Education and Student Experience Committee – summary of meeting held on 08.12.22**

1. **Student frontline services review**

The Committee was updated on the ongoing work of the frontline services project group. This project was launched to explore a range of services across College that are designed to meet a wide range of student needs. The Committee approved the following recommendations:

* **Cross-campus needs and future service model** – this will seek to explore and design a service delivery model for students at multiple campuses. This may be both physical and remote/digital.
* **South Kensington space** – (i) to develop a short-term plan for location of services during the moves taking place as part of the space review; (ii) to develop opportunity for office space as part of the Sherfield, Faculty and Central Library buildings’ project, which best addresses immediate needs; (iii) to define a long-term vision for the location or co-location of multiple front-facing student services.
* **Student communications relating to frontline student service delivery and administration** – using a two-phased approach, this would review email communications for incoming students across departments, faculty and central services and give consideration for other communication media and channels that might better suit students.
* **Service variation assessment** – exploratory research project to better understand the service landscape and identify best practice opportunities that may be applied elsewhere an any disparity of support experienced by students.

The proposals and a project report will now go to Operations Committee.

1. **New sub-committees**

The group commented on the Terms of Reference for, and approved the formation of, three new sub-groups:

* Student Activities Board
* I-Explore/CLCC Steering Group (replacing I-Explore Module Innovation Group)
* Admissions Committee

1. **Strategy updates**

The Committee discussed the education pillar of the forthcoming College Strategy, which would be considering the question of what would be distinctive about the education and student experience offered by Imperial College London over a 10–20 year timeframe.

1. **Updates from other committees**

The Committee received updates from the following meeting groups:

* Student Experience Forum
* Teaching and Learning (Product) Board
* Student Lifecycle Administration Board
* QAEC
* Senate

It was suggested that, at future meetings of the Teaching and Learning (Product) Board, it would be useful to include an assessment of the financial implication of changes made to systems, and ACS agreed that this would be considered going forward where possible.

The next meeting of Education and Student Experience Committee will take place on 19 January.