

**The University of Melbourne**  
**Senior Management Portfolios**

**Melbourne Experience Group**

The Provost is accountable to the Vice-Chancellor for operational matters which enhance the Melbourne Experience of students.

The Melbourne Experience Group (MEG) provides advice to the Provost on the matters relating to the quality of the student experience and on ways how it might be enriched, taking account of changes in student needs and expectations, Government policy and other environmental factors. The group provides advice to the Provost on further implementation of the Melbourne Student Services Model including priorities for programs, services, and facilities to enhance the quality of the physical and virtual environment for students contributing to the 'Melbourne Experience' of all undergraduate and postgraduate students.

**Relationship to University Committees and Portfolio Heads**

On advice from the MEG, the Provost may refer issues to University committees which have significant policy, resource or academic implications, or other portfolio heads for issues relevant to their portfolio.

The Provost may establish further advisory groups to provide information and recommendations to the MEG.

**Membership**

Provost or nominee (Chair)

President of the Academic Board or nominee

Pro Vice-Chancellor (Teaching Learning & Equity)

Vice-Principal and Academic Registrar

Pro Vice-Chancellor (Graduate Research) or nominee

Two Student Centre Managers nominated by the Provost

Two Deans appointed annually by the Provost

Director, Academic Enrichment Services or nominee

Director, Student Wellbeing Services or nominee

Director, Student Management Services or nominee

Deputy Vice-Chancellor (Global Relations) or nominee

Director, Centre for the Study of Higher Education or nominee

Chief Executive Officer, Melbourne University Student Union Ltd

President of UMSU Incorporated

President of the University of Melbourne Graduate Students Association

President of Melbourne University Overseas Students Society

A representative of the Heads of Colleges

Co-opted members as required

## **Terms of Reference**

The MEG advises the Provost on all aspects of the student experience (other than those curriculum management matters for which the Melbourne Model Committee is responsible or matters of academic policy which are the responsibility of the Academic Board), including but not limited to:

1. The scope and nature of the 'Melbourne Experience', taking account of the changing expectations of an increasingly diverse student body and the Growing Esteem strategy;
2. Strategies to differentiate the unique qualities of campus-based learning at the University of Melbourne;
3. Optimal ways of providing for student needs in the provision of learning resources, working and recreational spaces, and other facilities which contribute to the quality of the student experience;
4. Monitoring implementation of the Melbourne Student Service Model, including student centres, and related strategies for improving the quality of the University's administration of student services;
5. Strategies for developing a greater sense of cohort between students outside the formal learning environment and for optimising their level of engagement with the University;
6. Any initiatives designed to improve the student experience and engagement with their learning communities; and
7. Requirements for student IT and other electronic support services such as the student portal, policies and Uni Life directories

## **Reporting**

The Provost refers operational matters unable to be resolved at the portfolio level to Senior Executive, and provides a summary of decisions for the information of Senior Executive.

Decisions taken by the Provost, and other information of interest to the University community will be communicated to the relevant stakeholders via means appropriate to the audience.