SBS SVM Process Timeline: timings and responsibilities

This timeline summarises the key stages involved in planning, running and following up Student Voice Meetings (SVMs) in SBS. It separates staff responsibilities from student/student rep responsibilities so that expectations and deadlines are clear.

Timing / stage	IAG responsibilities	School Rep responsibilities	Academic Responsibilities	Student Rep responsibilities	Key outputs / notes
Once Student Reps are confirmed	Send a welcome email to new Student Reps with the Student Rep handbook and details of how Reps know how to contact their cohort. Ensure listservs are set up for each programme (and year group).	Share key dates, role expectations and details of the introductory meeting.		Read the welcome information; attend Student Rep training; check whether there are other Reps on the same programme/year and agree how to work together.	Student Reps start to understand their role and learn how to gather feedback from their cohort.
Organise the Introductory session	Before the SVMs start, work with the Academic Chair and School Rep to make arrangements for the Introductory session.	Plan agenda for the introductory session. Fun activities that allow Reps to get to know each other, as well as an opportunity to brief students on mechanisms for	Programme directors, Director of Education and Deputy Directors attend introductory session, allowing PDs to get to know their reps.	Participate in the Introductory sessions, along with Programme Directors and other key staff (Director of Education, Deputy Directors, PS colleagues)	Student Reps understand their role and know how to gather feedback from their cohort. Reps are familiar with other Reps on their programme. Staff and students interact in an informal

		gathering feedback and what sort of feedback to bring to the SVMs (and how to raise feedback elsewhere, if more appropriate).			environment to encourage community building and address power imbalance.
Approximately one month before each SVM	Create the feedback tracker; send Reps a feedback template; invite agenda items and schedule reminder emails; order catering where required.	School Rep can advise Reps on mechanisms for gathering and reporting feedback to the SVM.		Begin gathering feedback from cohorts; use the feedback template; prepare any agenda items for submission.	Feedback collection opens.
Two weeks before the SVM	Confirm the agenda with the Chair; liaise with standing item leads such as Library and Inclusive Education; contact Media Services for microphones/portable PA where needed.			Continue gathering feedback and remind cohort of the deadline.	Draft agenda in progress; standing items confirmed; AV requirements arranged.

At least one week before the SVM / feedback deadline	Monitor Hub inbox for incoming feedback; acknowledge receipt; move feedback emails to the appropriate folder; update the feedback tracker; identify relevant staff who need to provide responses and contact them.	Review the tracker ahead of the meeting in advance of co-chairing the meeting.		Submit feedback to the Hub email account by the stated deadline, including name, year, programme, details of the feedback and the correct subject line.	Feedback deadline reached; all received feedback logged on the tracker. Feedback will be reviewed and names may be redacted where appropriate.
After feedback deadline has passed	Review the tracker and request responses to student feedback from relevant staff such as Unit Coordinators, Programme Directors or service leads; grant edit access to the feedback tracker as needed.		Director of Education and Deputies PDs and unit coordinators review student feedback and provide responses as appropriate, with an indication of who has provided it.	If requested, attempt to clarify feedback.	Staff responses added to the tracker before the meeting where possible.
A few days before the SVM	Send polite follow-up emails to staff who have not yet responded to		Director of Education and deputies can also	Read the agenda and feedback tracker before the meeting; check staff	Final agenda circulated; attendance process

	the feedback; finalise agenda once feedback and responses are ready; circulate agenda and feedback tracker to staff and Student Reps; clear the Qualtrics attendance form and prepare QR code posters.		attempt to obtain a response from staff.	responses received so far; let the Hub know if unable to attend.	ready; QR code materials prepared.
On the day of the SVM	Bring attendance QR code sheets/posters; ensure room, catering and AV arrangements are ready; take notes during the meeting for the minutes.	Co-Chair the meeting, along with Deputy Director for Student Experience. Volunteers from among the course reps can also co-chair.	Director of Education, Deputy Directors and PDs attend the meeting (PDs do not attend Year 1 meeting if there is no feedback from their programme). Unit coordinators of units mentioned in feedback are invites.	Attend the relevant SVM session; raise submitted feedback points; contribute to discussion; sign in using the attendance QR code.	Meeting takes place; attendance captured; notes taken for minutes and actions.

Immediately after the meeting	Write concise minutes; include an action table with owners; ask the relevant Chair to approve before circulation.		Chair reviews minutes. Feedback tracker remains open for further comments from staff.	Review minutes once circulated and follow up on any actions assigned to Reps where relevant.	Draft minutes produced, checked and approved. Outstanding items followed up.
After minutes are approved	Circulate minutes to Student Reps and SVM staff; upload approved notes to the student SharePoint site for all students to access; update the feedback tracker and ensure it is linked to Sharepoint for all Students to view; prepare a short summary for the student newsletter, which includes a link to the Sharepoint and the full tracker and meeting minutes.			Share outcomes with cohorts and continue gathering any emerging feedback for the next meeting.	Minutes shared; SharePoint updated; attendance logged; newsletter summary prepared.

Before the next SVM	Repeat the process, ensuring all stakeholders are informed of dates, deadlines and responsibilities in good time.		Reporting of key outcomes / student concerns at School Teaching Board amd Programme Committee as appropriate.	Continue gathering cohort feedback and submit items by the next stated deadline.	Cycle continues for the next Student Voice Meeting. Awareness of Student Voice and concerns raised amongst Academic staff.