# Terms of reference for user group

## ****Purpose****

The purpose of the \_\_\_\_\_\_\_\_\_ user group is to provide independent, actionable feedback on Oxford’s internal digital tools and processes. This feedback will support the enhancement of user experience, inform product development, and improve overall service delivery through user-driven insights.

## ****Scope****

The user group will engage with various Oxford staff members who interact with the University’s internal digital systems and processes. Members will participate in activities such as usability testing, completing surveys, providing feedback on prototypes, engaging in interviews, and testing new features or updates. This feedback will be used to guide improvements in functionality and user satisfaction.

## ****Membership****

* **Eligibility:** Any Oxford staff member who interacts with internal digital tools and processes may join the user group.
* **Composition:** The group will consist of a diverse pool of staff members representing different departments, roles and abilities to ensure broad and varied feedback.
* **Rotation:** Membership will be refreshed periodically to prevent reliance on the same individuals and reduce involvement fatigue. This ensures fresh perspectives and an ongoing supply of varied feedback.

## ****Objectives****

The key objectives of the group are:

* **Improving internal tools and processes:** Provide feedback to help enhance the efficiency, accessibility, and usability of Oxford’s internal digital tools and processes.
* **Enhancing user experience:** Provide insights that can lead to a better overall experience for staff interacting with digital systems at Oxford.
* **Supporting product development/service delivery:** Offer staff-driven feedback to inform the development of new products or updates to existing digital tools, ensuring they meet user needs effectively.

## ****Responsibilities****

Members of the user group are expected to:

* Participate in usability testing sessions, surveys, prototype feedback, interviews, and discussions as appropriate.
* Provide honest, constructive, and actionable feedback on digital tools and services.
* Engage with new features or updates in a controlled environment to assess usability, functionality, and satisfaction.
* Respect the confidentiality of any sensitive or early-stage product information shared during the process.

## ****Meetings and Engagement****

* **Frequency:** The group will meet regularly, but participation is not required at every session. Engagement will depend on the feedback required and the member’s availability.
* **Format:** Sessions may include usability testing, surveys, interviews, and workshops. Feedback may be provided through digital forms, group discussions, or individual interviews.
* **Engagement channels:** Communication and feedback will occur through email, online platforms, or in-person meetings, depending on the type of engagement required.

## ****Feedback process****

* All feedback provided by members will be collated and analysed to identify key trends and areas for improvement.
* Insights and recommendations will be shared with product development teams, service delivery teams, and relevant University departments.
* Action plans based on feedback will be developed and tracked to ensure continued improvement of digital tools and services.

## ****Data protection and confidentiality****

* All personal data collected as part of the user group’s activities will be handled in compliance with the **UK General Data Protection Regulation (UK GDPR)** and the **University of Oxford’s Data Protection Policies**.
* Data collected (such as survey responses, usability testing insights, or interview feedback) will be anonymised where necessary and stored securely to protect participants’ privacy.
* Participation in the group is voluntary, and members have the right to withdraw at any time. Any personal data will be deleted upon request, in accordance with data retention policies.
* Information shared during feedback sessions, particularly regarding early-stage developments, must be treated as confidential. Participants should not disclose details of products, services, or changes discussed unless explicitly permitted.
* The University will ensure transparency regarding how user group feedback is used and will provide regular updates on actions taken as a result of the insights gathered.

## ****Reporting and accountability****

* Regular updates will be provided to senior leadership to ensure transparency and show the impact of user group feedback on product development.
* A designated group coordinator or facilitator will manage the user group, track participation, and ensure feedback is processed and communicated effectively.

## ****Terms and review****

* The terms of reference for the group will be reviewed annually to ensure they remain aligned with University objectives and user needs.
* Membership will be refreshed periodically to maintain diverse and dynamic participation.

## Version Control and Review Cycle

Document owner: User Experience Centre of Excellence  
Review Cycle: Annually or in response to significant regulatory or organisational changes  
Last Reviewed: 21/03/2025  
Next Review Due: 21/03/2026