

The University of Edinburgh
Senatus Quality Assurance Committee

21 May 2020

**Student Support Services Annual Review:
2019/20 Reporting Process**

Description of paper

1. Proposal to streamline the Student Support Services Annual Review (SSSAR) process and revise the reporting template for 2019/20 reporting. Outlines the suspension of normal annual reporting processes due to the Covid-19 outbreak and proposes implementing an interim process to review and reflect on 2019/20.

Action requested / recommendation

2. For approval.

Background and context

3. Student Support Service review assures the quality of the student experience with regard to services. It is part of the University's annual quality monitoring processes.

Discussion

4. The Covid-19 outbreak and resulting Government restrictions have meant that this year is significantly different to the previous year. It has also had significant impacts on the University's Student Support Services' operations.
5. Quality Assurance Agency Scotland's expectation is that the sector will still carry out its annual quality monitoring process but recognises that these may be different.
6. Academic Services proposes that SSSAR reporting for 2019/20 should be streamlined to focus on impacts of industrial action and Covid-19. This will reduce the reporting burden on services and also fulfil expectations for compliance.

7. Reporting template

A revised reporting template is attached as Appendix 1. Academic Services proposes that this is circulated to services before the end of May with a reporting deadline in mid-November. Services will be invited to submit their reports from the end of August to a new SharePoint site, which will facilitate sharing of experience and practice with other services. As reports will focus on the extraordinary impacts of Covid-19 they will be shortened to a five page maximum.,

Reviewing reports

Academic Services proposes that there is no formal reader reporting for this year. Instead, Academic Services will review all reports and the SSSAR sub-committee

external member and the Students' Association Vice-President Education will also be invited to review the reports to highlight areas of good practice for sharing. This will ensure expectations on externality and student voice set out in the UK Quality Code are met.

Meetings

It is also proposed to hold an event, to celebrate the effort of Student Support Services during the pandemic and share good practice, after the reporting process is complete. Therefore, there will be no formal SSSAR sub-committee meetings for this reporting cycle.

Resource implications

8. Resource involved in setting up a new SharePoint site will be met from within existing Academic Services resources. The streamlined reporting process will mean less work for service heads and also for sub-committee members.

Risk management

9. Academic Services has not identified any risks in the proposed changes.

Equality & diversity

10. The proposed changes will mean that services are not specifically asked to consider impacts of changes to their services on different groups of students as part of the reporting process this year. The Committee should consider equality and diversity during their discussions

Communication, implementation and evaluation of the impact of any action agreed

11. Academic Services will communicate with Student Support Services and implement agreed changes to reporting for this cycle. Academic Services will evaluate the impact of changes for this year to inform any future review of the SSSAR process.

Author

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13 May 2020*

Presenter

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Freedom of Information

The paper is open.

Student Support Services Annual Review



THE UNIVERSITY
of EDINBURGH

Service Value Assessment: Academic Year 2019/20

Completing the report

- The report should be the output of a reflective process, focusing on
 - activities **over the past academic year**,
 - the student experience and
 - activities that relate to student use of the service.

- The report should be brief, **no longer than 5 pages** and should reflect on specific changes implemented in response to disruption during industrial action and Covid-19. Focus on what worked well, what worked less well and what you might continue going forward.

Text in *italics* is for guidance; please replace it with your own content.

The [Student Support Services Review Policy](#) contains an overview of the process.

Service:	
Submitted by:	
Date:	

Reflection on 2019/20

Summarise the impacts of industrial action and Covid-19 on how the Service operated in 2019/20.
<ol style="list-style-type: none"> 1. <i>A brief outline of and reflection on any new developments in response to industrial action/Covid-19 and their impact on service delivery (doing new things).</i> 2. <i>A brief outline of and reflection on changes made to activities, processes, practices or policies, in response to industrial action/Covid-19 (doing the same things in a new way).</i> 3. <i>What has worked well (include any partnership working activity):</i> 4. <i>What worked less well:</i> 5. <i>What changes might you continue going forward:</i>