



Student Support Service Annual Reviews: Guidance on reporting process

THE UNIVERSITY
of EDINBURGH

Purpose of Guidance

This document provides guidance for the role of reader of Student Support Service annual quality assurance reports and sets out the key stages in the review process.

Scope: Guidance is not Mandatory

Members of the Student Support Services sub-committee of Senate Quality Assurance Committee. Heads of Student Support Services participating in annual review.

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Document control

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Approving authority

Senatus Quality Assurance Committee

Consultation undertaken

Section responsible for guidance maintenance & review

Academic Services

Related policies, procedures, guidelines & regulations

Student Support Service Annual Report Template
Student Support Service Review Policy

UK Quality Code

UK Quality Code Chapter B4, Enabling Student Development and Achievement

Guidance superseded by this guidance

Guidance for Lead Readers and Additional Readers (3 November 2014)

Alternative format

If you require this document in an alternative format please email Academic.Services@ed.ac.uk or telephone 0131 651 4990.

Keywords

internal review, quality assurance, QA, student support service, annual monitoring, SSSAR, student support service annual report



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1. The role of reader of Student Support Service annual reports

Every Student Support Service included within the framework will be allocated two readers who each produce a feedback report on the service's annual report. All readers are members of the Student Support Service sub-committee of Senate Quality Assurance Committee (afterwards referred to as 'the sub-committee').

Readers are asked to provide a concise report, including promising practice for dissemination and areas for the service to consider for further development. As the annual review reports are linked to the University Service Expectation Review, readers are also asked to focus on the quality of service delivery when considering their feedback reports. The list of readers is available under "Policy and guidance" at: www.ed.ac.uk/academic-services/quality/monitoringandreview/sssqaf

2. Reporting process

Student support services submit their annual reports to Academic Services by the date advised. The support service reports include an update on progress with recommendations from the previous year.

Reports are considered by Readers who are members of the sub-committee.

- **Academic Services** allocates two readers to each student support service report annually and sends the reports to the allocated readers as soon as they are available.
- **Readers** consider key themes arising from the report, including identifying promising practice for wider dissemination, and areas for further development on which the committee may base recommendations to the service. Readers are provided with a report template by Academic Services. Feedback reports are not published as open documents.
- **Readers** submit their reports separately to Academic Services by the deadline notified by Academic Services.
- **Academic Services** produces a composite report including all areas of good practice and areas for development identified by Readers. This is circulated to attendees of the Readers' Meeting prior to the meeting to inform discussion on themes for full sub-committee. Draft recommendations are circulated to Service Directors for comment.
- Service reports are discussed at the sub-committee Readers Meeting. The sub-committee then agrees on the recommendations and commendations arising from the reports and identifies themes for discussion at the full sub-committee meeting.
- **Support service directors** are invited to comment on recommendations prior to the final report to QAC.



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- All sub-committee members (Readers and Heads of Services) are invited to attend the **full sub-committee meeting**, which discusses common themes arising from the annual reports.
- **Academic Services** prepares the final report, including recommendations to the services, for QAC following the full sub-committee meeting. The final report is approved by the Assistant Principal Academic Standards and Quality Assurance before submission to Quality Assurance Committee.
- On approval of the report by Senate Quality Assurance Committee, **Academic Services** confirms the recommendations and promising practice to the relevant services, disseminates promising practice as appropriate, and transmits any actions identified for the wider University to the appropriate quarter.

3. Meetings

There are two meetings annually, the **readers' meeting** and the **full sub-committee meeting**. Meeting dates are published online:

www.ed.ac.uk/academic-services/quality/monitoringandreview/sssqa

Readers attend the readers' meeting where themes arising from feedback reports are identified for discussion at the full sub-committee meeting.

The **full sub-committee meeting** discusses the themes arising from reports and identifies any actions for specific areas of the wider University. Actions identified should be targeted and achievable.

4. Further information

Further information on Student Support Service annual reviews can be found at:

www.ed.ac.uk/academic-services/quality/monitoringandreview/sssqa

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