# C:\Users\shunter5\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\UoE_Stacked Logo_Black_v1_160215.jpgStudent Support Services Annual Review

The report should be the output of a reflective process, focusing on activities **over the past academic year**. It should focus on the student experience and activities that relate to student use of the service. The report should be brief, no longer than 10 pages. The [Student Support Services Annual Review policy](http://www.ed.ac.uk/files/atoms/files/sssqaf-policy.pdf) contains an overview of the process.

**Service Value Assessment: Academic Year 2017/18**

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| **Service:** |  |
| **Submitted by:** |  |
| **Date:** |  |

Reflection on Previous Review

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| 1. Summary of the impact of activities from the previous academic year on the student experience and how these contribute to University Strategy
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| * *Update on actions and their impact on the student experience in relation to priorities outlined in and areas for consideration identified from last year’s report (areas for consideration will be added here by Academic Services).*
* *Include links between activities and the University’s Strategic Plan and/or to other key University strategies as appropriate.*
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Measures of Success

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| 1. Reflection on user engagement and feedback, usage, partnership working and externality
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| ***User engagement and feedback*** *Summarise and reflect upon how service users were engaged and their feedback was gathered/satisfaction was measured giving a brief description of the mechanisms used for evaluation.* |
| ***Analysis of service usage*** * *Briefly outline key trends, associated risks, impact on the student experience, and action taken.*
* *Provide a brief overview of and reflection on the number of users (if quantifiable) e.g. number of enquiries received, number of visitors. Include coverage and reach, for example, student groups (UG, PGT, PGR) and demographics (male/female, other available demographic information). Highlight in particular over or under use by particular student groups.*
* *Provide a brief overview of and reflection on key measures/performance indicators (e.g. input/output statistics, turnaround/throughput times, results against any specific Service Level Agreement measures, student satisfaction data).*
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| ***Partnership working (particularly working with Schools and Colleges)*** * *Outline internal or external collaboration that has supported service delivery. Include opportunities, and any examples, of working across boundaries.*
* *Summarise and reflect upon the approach taken to understanding what supports collaboration and plans to address identified gaps where there is a need for closer collaboration.*
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| ***Externality*** * *Summarise and comment upon external* ***recognition****, for example in professional networks and/or awards.*
* *Summarise external* ***benchmarking*** *activity. Indicate any comparators with equivalent services in other universities or in other sectors. Include any professional body guidelines, policies, legal frameworks that impact on the service (including external accreditation where relevant).*
* *Provide an outline of any major actions undertaken as a result of learning from external benchmarking or accreditation activity.*
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| 1. Staff development activity
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| *Outline key staff development activity that has been undertaken to support service delivery and the resulting impact on the student experience. Also indicate any identified gaps in skills/knowledge with possible adverse impact on the service.* |

Opportunities and Enhancements

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| 1. Reflection on service, changes, new ways of working and efficiencies
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| *Using the information above, provide a holistic reflection of the service, including what has worked well and what has not. This should include:* * *A brief overview of and reflection on any new developments and their impact on service delivery (doing new things).*
* *A brief outline of and commentary on changes made to activities/processes/practices/policies, in response to feedback/reviews/external drivers (doing the same things in a new way).*
* *A summary of any learning, efficiencies and effectiveness achieved from these changes (include anything that has ceased).Reflect on how the service is delivering within existing resources. Include opportunities for building efficiencies, for example increase in volume of use/demand for the service.*
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Actions

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| 1. Key priorities for the coming academic year
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| *Summarise the top 3 – 5 priorities based on the analysis and reflection above and how these will be taken forward.* |

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| 1. Risk analysis
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| *Indicate any specific risks to achieving your service’s core activities, and the approach to mitigating risks.*  |

**August 2017**