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

Service Value Assessment: Academic Year 2022/23

**Guidance on 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 10 pages**. Focus on changes from the previous year’s report, reflecting on what is working well and what needs further development.

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

The [Student Support Services Review Policy](https://www.ed.ac.uk/files/atoms/files/sssar-policy.pdf) contains an overview of the process.

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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.** |
| * **Update on actions** *(from priorities outlined in last year’s report and their impact on the student experience).* * **Update on areas for further consideration** *(identified from last year’s report and their impact on the student experience):* * *Indicate how activities link to the University’s Strategy 2030 and/or to other key University strategies as appropriate.* |

**Measures of Success**

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| 1. **Reflection on user engagement and feedback, service use, partnership working and externality.** | |
| **User engagement and feedback**  *(Users are defined as students and academic/business units)*  *Reflect upon:*   * *how user feedback was gathered/satisfaction was measured and* * *what mechanisms were used for evaluation.* * *how the service is closing the feedback loop (giving feedback on user feedback)* | |
| **Analysis of service use**   * *Briefly outline key trends, associated risks, impact on the student experience, and action taken.*   + *Include numbers if quantifiable (for example, numbers of enquiries or visitors) and*   + *coverage and reach (for example, student groups: UG, PGT, PGR), demographics (for example, gender) and*   + *over or under use by particular student groups.* * *What are the key performance indicators (KPIs) relating to the student experience and what plans does the service have to develop KPIs?*   + *Provide a brief overview of and reflection on key measures/performance indicators, for example:*     - *input/output statistics,*     - *turnaround/throughput times,*     - *results against any specific Service Level Agreement measures,*     - *student satisfaction data.* | |
| **Partnership working: with Schools, Colleges and other services**   * *Outline internal or external collaboration that has supported and/or enhanced service delivery. Include opportunities, and any examples, of working across boundaries.* * *Summarise and reflect upon:*    + *activity to support collaboration,*   + *where more collaboration is needed and*   + *how will the service address gaps in partnership working?* * *Outline internal customer service activity:*   + *How is the service supporting Schools and Colleges to deliver their academic business?* |
| **Externality**   * *External recognition and benchmarking:*   + *Summarise and comment upon external* ***recognition*** *(for example, in professional networks and/or awards).*   + *Summarise any external* ***benchmarking*** *activity. Reflect on any changes to relevant professional body guidelines or sector developments.*   + *Outline any major actions undertaken as a result of learning from external benchmarking or accreditation activity.* |

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| 1. **Staff development activity** |
| *How is the service developing its staff and measuring the impact of staff development on the student experience?*   * *Outline key staff development activity undertaken to support service delivery and the resulting impact on the student experience.* * *What are the gaps in skills/knowledge that may affect service delivery or impact on the student experience? How will the service address any skills gaps?* |

**Opportunities and Enhancements**

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| 1. **Reflection on service, changes, new ways of working and efficiencies.** |
| *Using the information above, provide a holistic reflection of the service.*  *What has worked well and what has not? Include:*   * *A brief outline of and reflection on any new developments and their impact on service delivery (doing new things).* * *A brief outline of and reflection on changes made to activities, processes, practices or policies, in response to feedback, reviews or 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.* |

**Actions**

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| 1. **Key priorities for the coming academic year** |
| *Summarise the top 3 – 5 priorities based on the analysis and reflection above.*  *How will the service take these forward?* |

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| 1. **Risk analysis** |
| *Indicate any specific risks to achieving the service’s core activities, and the approach to mitigating risks.*   * *What are the service’s challenges and what actions are needed to address them (both by the service and by others)?* * *How is the service engaging with the issues that are likely to have a positive impact on the student experience?* |

**May 2023**