# 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 2023/24

**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.**
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| * **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.*
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**Measures of Success**

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| 1. **Reflection on user engagement and feedback, service use, partnership working and externality.**

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| **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)*
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| **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?*
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| **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**
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| *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?*
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**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.* *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.*
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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.* *How will the service take these forward?* |

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| 1. **Risk analysis**
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| *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?*
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**May 2023**