Results of Annual Assessment 2020: Information Services have proudly retained and improved upon performance in the externally assessed, evidence based CSE Government Standard.

Delayed (due to COVID) we hosted a two-day MS Teams remote assessment in February 2021. Our assessor met online with our customers to test and verify the evidence we presented in which we showcased some of the fantastic work achieved by the whole department in 2020 to support the University through the pandemic.

CUSTOMER SERVICE EXCELLENCE

The CSE annual cycle

CSE Assessment Report

Action Plan

Customer Feedback

Continuous Improvement

Embed in Business As Usual

Staff Interviews & Customer Journeys

Evidence Collation & Presentation

The CSE assessment

To achieve CSE we must evidence compliance against 57 separate elements across 5 criteria:

➢ If we are non-compliant even in one element we fail the assessment
➢ Up to 9 Partial Compliances are allowed which must be cleared at the next assessment
➢ To achieve a Compliance Plus or Good Practice we must exceed the standard expected – viewed as exceptional or exemplar to others

➢ __14__ Compliance Plus elements and __13__ good practices awarded

Customer Journeys

- Staff transition from on campus to remote working:
  - Laptops, online tools and teaching, softphones, exams and IT security

- Supporting students to study and research safely:
  - Library policies and resources, moving support online, return to campus and nursing student applications.

Customer Feedback

- Staff and student customers of the customer journeys

- Service delivery partners

- School Support Service, P&F, Academics, Student Recruitment, Global Mobility

- Research student, UG students, IS student helpers, Student Ambassadors, ENSA

Action Plan

- We cleared all our previous Partial Compliances (1) and Areas for Improvement (3)

- We will focus on reviewing and improving our Service Standards for the next assessment (1 Partial Compliance noted, albeit due to COVID restrictions)

- In consultation with stakeholders and customers

Our CSE criteria assessment quotes

Customer Insight:

"The Covid-19 pandemic required you to utilise... customer profiling to better understand and serve your main customer groups quickly, efficiently and effectively"

The Culture of the Organisation:

"You demonstrated a strong commitment to customer focus during the Covid-19 pandemic"

Information & Access:

"You have involved customers in UX Focus Groups and use technology to track the information accessed by customers"

Delivery:

"You were able to demonstrate that you benchmark your performance information such as the National Student Survey... to improve your service"

Timeliness & Quality of Service:

"You have reviewed and set standards for a comprehensive range of customer service standards involving stakeholders in this process"

We need your feedback!

We need to know what you want, what you think we do well, what you think we don't do so well. This will help us ensure that we're meeting and exceeding your expectations and providing the service you and your students need to achieve your goals.

To provide feedback, please email us:
For IT Feedback: **ISServiceDesk@napier.ac.uk**
For Library Feedback: **library@napier.ac.uk**

CUSTOMER SERVICE EXCELLENCE

CSE