

Results of Annual Assessment 2023: Upon performance in the evidence based external assessment, Information Services have proudly retained the UK Government Accreditation - Customer Services Excellence.

In March 2023 we hosted, first since 2019, an on-campus CSE assessment. Our assessor met our customers in person to test and verify the evidence we presented in which we showcased some of the fantastic work achieved by the whole department in 2022 to support students, researchers, academics, and professional staff.



The CSE annual cycle



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 awarded

0 Partial compliances and areas of improvement elements

6 areas of good practice and developments

Our evidence

Areas assessed

- Hybrid office setup
- Broadcasting suite
- Library spaces improvements
- Digital accessibility
- Students' drop-in sessions
- Working for IS as a Student Helper
- Improvements to phishing message reporting process
- Eduroam for Trams
- Modern Apprentice's experience
- Staff and students' engagement to develop services

Customer Feedback

The assessor met with IS colleagues and our customers from:

- Service delivery partners
- Property and Facilities
- Academic staff,
- Student Administration,
- Disability and Inclusion
- Students
- IS student helpers

Action Plan

- We will design new Service Standards
- We will showcase areas of good practice and developments during the next assessment:
 - Staff engagement survey actions
 - Modern apprentices' scheme
 - Review of Service Level Agreements in the UniDesk
 - Special Collections and Archives
 - Eduroam for buses
 - University Digital Strategy

Our CSE criteria assessment quotes

Customer Insight:	"You have an in depth understanding of various customer groups"
The Culture of the Organisation:	"Your staff are appropriately empowered to make decisions and take action to be customer focused on service delivery"
Information & Access:	"You have understood the need to provide information that customers need, in the place and at the times best suited to their needs"
Delivery:	"You were able to demonstrate that you benchmark your performance against that of similar or complementary organisations and have used that information to improve your service"
Timeliness & Quality of Service:	"You hold a number of standards and awards and are involved in a number of sharing best practice networks"

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**

