

## School Support Service Feedback survey results June 2017

This document reports on the results from the June 2017 completions of the S3 feedback [survey](#). It is the fourth monthly report SMT have received and members are asked to reflect on any enhancements necessary to ensure the information presented is useful (noting that the original reason for starting monthly reports was to ensure a shared understanding of response rates, the data provided by the survey and any corrective action suggested was necessary).

### Respondents

During June 2017 seven people completed the survey and categorised themselves as:

Academic	1
Professional Service Other	1
Students	3
External to Edinburgh Napier University	2

The survey gives the option for people to leave contact details should they wish to. No respondent took this option.

SMT are asked to:

1. Consider the responses reported in this paper and determine any action arising from them.
2. Note that work with IS is ongoing to ensure that by the start of session we have a quick view into customer feedback (similar to the thermostat gauge employed by IS) of iPoint service delivery.
3. Consider whether monthly reporting remains the most useful mechanism for SMT to monitor feedback received and determine corrective action needed.

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School Support Enhancement Lead (July 2017)

School Support Service Feedback survey results June 2017													
Please select the category that best describes you	S3 is linked closely to my own area of work	The services provided by S3 are easily accessible	Info about the standard of service provided readily available	Timely service delivery	Staff within S3 are customer-focused	Staff within S3 provide a high quality service	Staff within S3 treat their customers fairly and without prejudice	S3 is good at consulting with its internal customers	S3 is good at engaging with its internal customers	When S3 promise to provide a service they deliver	When problem arise S3 deals with them effectively	S3 provides information in a clear and accessible way	S3 staff are positive and friendly
PS – non S3	A	A	A	A	SA	SA	SA	A	A	SA	A	SA	SA
Student	D	N	N	D	N	A	SA	A	A	SA	A	A	A
Student	A	A	A	N	N	A	N	N	N	N	N	N	N
Student	N	N	D	D	N	A	SA	N	SA	D	N	SA	SA
Academic	A	A	A	A	A	A	A	A	A	A	A	A	A

External to uni	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA
External to uni	SA	A	A	SA	SA	SA	SA	A	A	SA	A	SA	SA

**One student and one academic responded with qualitative comments in relation to question "If you have answered disagree or strongly disagree to any of the above it would be very helpful if you could provide a little more detail here. We are committed to making positive changes to improve our delivery and your feedback is key to this."**

- Academic: "The level of service pretty much depends on the individuals involved. There is little sense of a system that works consistently (including in picking up poor actions by team members and ensuring they are not repeated)"
- Student: "The staff are all excellent, however, they seem over worked and stressed much of the time as they seem to be asked to perform miracles without appropriate resources to do so. I refer particularly to organising tickets, transport etc. for conferences and the like. There is too much to do for 1 person, please employ more staff to help!"

**Both academics provided the following comments in relation to the question "Is there an area (or areas) of celebration you would like to highlight? "**

- External to Edinburgh Napier University; " Support staff replied to my queries quickly and were helpful."
- Student: "The staff are excellent at doing their best to help."
- External to Edinburgh Napier University: "Friendly efficiency"

**In response to the question "Do you have any suggestions on how the School Support Service could have been more helpful or the service delivered to you could have been improved?" the responses read:**

- External to Edinburgh Napier University : "Instead of the support service emailing students about their course choices it would be more convenient if they could be filled out on part of the website."
- External to Edinburgh Napier University : "XXX is very helpful. I would give her a raise.."
- Student: "Employ more staff to help!"

**END**