

## School Support Service Feedback survey results May 2017

As agreed by the S3 Management Team the S3 feedback [survey](#) design changed in March 2017 to help us gather more information. The survey was re-launched through a Napier news intranet announcement and through local advertisement among S3 staff at meetings.

The following paper reports on the results of survey responses in May 2017. It is presented to SMT to try and help ensure a shared understanding of response rates and of the data provided by the survey.

### Respondents

During May 2017 5 people completed the survey as follows:

Academic	2
Professional Service Other	2
Student	1

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. Continue to encourage completion of the surveys within their areas.
3. Note that the campus focus groups to help gather additional feedback from our academic customer group have now been held and a report will be presented to a future SMT.

V Heathwood  
School Support Enhancement Lead (26/05/2017)

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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 by S3 is readily available	S3 delivers services in a timely manner	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	SD	SD	SD	SD	SD	SD	SD	SD	D	SD	SD	SD	SD
Student	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA
Academic	A	SA		SA	A	SA	SA	Neither	A	A	SA	A	SA
PS – non S3	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA	SA
Academic	Neither	Neither	D	D	D	SD	A	SD	SD	SD	SD	Neither	Neither

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**The two academics 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."**

"I don't see how most of these statement actually apply to our School Support Services. I do not think "S3" as you refer to them see us or students as "clients" or "internal customers". This survey shows a real lack of understanding of what our School Support Service do and how amazing they do considering the stress put on them."

"S3 was implemented without proper consultation with the internal customers. Lip service has been given to issues and concerns raised. The reality is that it has increased the workload for academic staff. The problem lies with the management grades (ie 6 and above) who are disconnected from the Schools and seem to spend all of their time at non-productive meetings."

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

"Yes. Our staff are amazing in handling any situations, despite the increasing pressure on them and constant hit on moral that they endure."

"The hard work put in by those working in the School Offices."

**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 academics advised:**

"No. Our school support services (meaning our school office, as other services, I believe do not offer completely satisfying support) are great. May I however reflect on the fact that I dont see how most of the statements I had to fill in actually apply to School Support

Services. I do not think that "S3", as you refer to them, see us or students as "clients" or "internal customers". Other statements are also just wrong. This survey shows a real lack of understanding of what our School Support Service do and how amazing they do considering the stresses put on them."

"Scrap the centralised management and get the resource back into the Schools."

**In responding to the same question the student explained:**

"I asked the school of computing how will my final 4-years bachelor mark will be calculated over all the modules. They didn't have the information and I have to ask a teacher. But that's is just a detail among an usually brilliant service."