

SCHOOL SUPPORT SERVICE SERVICE DELIVERY ENHANCEMENT ACTIVITIES

Context

The School Support Service (S3) is a single unified team that aims to deliver excellent, consistent and effective local support services across all schools. The S3 works with other university services to deliver coherent and efficient support to all of our service users. Our goal is to provide support to our academic colleagues to release them to concentrate on delivering their schools priorities whilst actively supporting an unrivalled student experience.

The S3 is always looking to improve service delivery. The following document intends to provide a flavour of the enhancements to service delivery made, ongoing and planned. You can also find information about work [here](#)

2016/17 Service Enhancements Delivered

- ✚ [Customer Service Standards](#) published, implemented and monitored
- ✚ Customer feedback mechanisms introduced (included online Novi Survey, postcards system and focus groups)
- ✚ [S3 Service Charter](#) published
- ✚ External Examiner journey revised to minimise customer touchpoints and streamline processing across different professional services.
- ✚ Fit to Sit review undertaken.
- ✚ Fit to Sit guidance updated [here](#)
- ✚ Collaborative working with finance colleagues to improve and map the student debt recovery process
- ✚ Supporting the first university "[hot house](#)" to enable smoother commercial partnership working in one area of the university.
- ✚ Student Journey mapped and used to inform service enhancement
- ✚ TNE/Online Student Journey mapped
- ✚ Daily Dialogue roll out commenced
- ✚ Commercial partner improvement (COCIS)
- ✚ Mobility (Phase 1) delivered
- ✚ Module Questionnaire review
- ✚ PFAAF contribution to project now closed
- ✚ Intranet – What we do clarity on roles
- ✚ Module & Programme Board Guidance finalised

Ongoing Activities

- ✚ Staff Induction improved guidance and expectations
- ✚ Implementation of mytimetable and introduction of resultant operational changes
- ✚ E-submission continued project contribution and implementation
- ✚ Module Descriptor continued project contribution and implementation
- ✚ Who you gonna call? Clarity on school roles/assistance
- ✚ Learning Profiles move to secure distribution (GDPR)
- ✚ HEAR ongoing implementation for June 2018
- ✚ Daily Dialogue continue roll out (next scheduled in area of TBS Oct 2017)

2017/18

- ✚ Production of “helpful” dates for [staff](#) and [students](#)
- ✚ Production of [academic checklist](#) to assist staff
- ✚ Continued [Customer Service Standards](#) implementation and monitoring
- ✚ Build on existing customer feedback mechanisms (iPoints feedback) and explore performance targets that might flow from feedback received.
- ✚ Introduction of uni-desk November 2017 for iPoint with second phase roll out across S3
- ✚ Implementation of the iPoint customer service across all Campuses in light of University Leadership Team Deliverables.
- ✚ Programme Handbook enhancement and production of University generic handbook
- ✚ Key Dates Calendar improvement for usability and further expansion of dates within the calendar
- ✚ Electronic submission of fit to sit forms in relation to deferral and extenuating circumstances
- ✚ Mobility (Phase 2)
- ✚ Single tier system - Board activity – mark upload, guidance, records to embed
- ✚ Internal transfer of students
- ✚ Moderation of assessment
- ✚ RIO/Research improvements

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