**PROFESSIONAL SERVICES SATISFACTION SURVEY**

**STUDENT & ACADEMIC SERVICES**

**FEBRUARY 2013**

Student & Academic Services welcomes the opportunity to reflect on the results of the 2011/12 Professional Services Satisfaction Survey. There are clear linkages between the department’s 2012/13 operational plan priorities, the work on University values, our employee engagement action plan and our preparation for Investors in People review in May 2013.

Our response to the Professional Services Satisfaction Survey is informed by three principles which underpin our planning, service provision and employee engagement. Specifically, staff within Student & Academic Services are expected to:

* Work collaboratively and professionally with colleagues
* Provide and respond to all types of feedback
* Recognise and celebrate success

We are therefore delighted with the overall thrust of the feedback from the Professional Services Satisfaction Survey which suggests that:

* “*The department seems to have come out of the restructuring very positively and is a major player within the University. Particular “difficult” areas appear to be professionally managed”*
* *Staff in Student & Academic Services “are an efficient, professional, helpful and friendly team”*
* *“Staff in the department are very professional and responsive and are at the sharp end of University decisions”*

These comments are particularly rewarding since one of the over-riding comments from staff within the department following the employee engagement survey was a wish for “teams to be being respected as highly relevant and valued professional partners”. This is highlighted as one of our employee engagement priorities.

As a department, we are committed to embedding a culture of self evaluation and self-reflection to drive forward quality enhancements. The feedback from the Professional Services Survey provides an opportunity to do this, recognising that it is difficult to draw some conclusions because the results are presented at a very broad level. Our action plan is provided in the same format as the information required for employee engagement.

**Cathy Lambert**

**Director of Student & Academic Services**

**22 February 2013**

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| **PROFESSIONAL SERVICES ACTION PLAN** |  |  |  |
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| **FOR PERIOD OF: CALENDAR YEAR 2013** | **AREA: STUDENT & ACADEMIC SERVICES** |
|  |  |  |  |  |
| **ACTION** | **PRIORITY** | **TO BE ACTIONED BY** | **DEADLINE DATE** | **REVIEW (impact of effectiveness of actions)** |
| **Communication** |  |  |  |  |
| Contact people who have raised specific issues regarding the service (although the one comment related to another area). | High | Director | 22/02/2013 | Individual satisfaction with response. |
| Provide positive feedback to specific individuals and teams who have been mentioned in the Survey. | High | Director | 22/02/2013 | Supports employee engagement and culture of celebrating success and valuing feedback. |
| Continue to stress importance of timely and accurate information the student portal, external web-site and staff intranet to all staff. | High | All staff | Ongoing | Availability of timely and accurate information reduces failure demand. |
| Launch new Student Hub at Merchiston and online Student Hub enquiry system as initial point of contact for students. | High | Head of Customer Services | 31/03/2013 | Evaluate usage of physical and online Student Hub. |
| Ensure all staff are aware of the information that is sent to new students in welcome pack and letters. | Medium | Head of Customer Services | 01/07/2013 | Awareness increased amongst academic staff. |
| Improve understanding between administrative staff in Faculty/School Offices and Student & Academic Services through appropriate user groups, joint training events and regular communication. | Medium | Assistant Director (Recruitment, Admissions & Administration) | 31/08/2013 | Continue to strengthen links between Faculty/School offices and Student & Academic Services. |
| Review communication to students as part of the review of the student portal project, led by Information Services, for September 2013 launch. | High | Assistant Director (Recruitment, Admissions & Administration) | 31/08/2013 | New student portal launched. |
| **Systems & processes.** |  |  |  |  |
| New access rights to SITS screens launched as part of the SITS mid life review and development project. | Medium | Head of Systems & Student Records | 26/02/2013 | Access to information is appropriate to staff roles. |
| **ACTION** | **PRIORITY** | **TO BE ACTIONED BY** | **DEADLINE DATE** | **REVIEW (impact of effectiveness of actions)** |
| New study suspended, transfer and withdrawal processes introduced as part of SITS Mid life review and development project. | High | Head of Systems & Student Records | 28/02/2013 | Improve turnaround times. |
| Improve systems for research students through use of SITS. | Medium | Head of Student Administration | 30/04/2013 | All research students to be transferred into the University's student records system. |
| Review 2013/14 University's key dates calendar in discussion with Faculties. Then explain why deadlines have been set when calendar is released to staff. | High | Assistant Director (Recruitment, Admissions & Administration) | 31/05/2013 | Reduce negative feedback. |
| Review student letters, particularly Module and Programme Board communications, in the light of PBI legislation to ensure these are understood by Tier 4 students. | High | Points Based Immigration Manager | 31/07/2013 | Reduce student queries. |
| Review nomenclature associated with the naming of weeks as part of a review of the structure of the academic year. No changes until September 2014 at the earliest. | Medium | Head of Systems & Student Records | Potentially for September 2014 | Nomenclature is clearly understood by students and staff. |
| **Student services** | **Low** |  |  |  |
| Respond to comments about whether staffing levels are appropriate during peak period to meet services demands through the planning and budgeting process. | High | Director | 01/05/2013 | Measures and indicators presented to demonstrate impact of services. |
| Review student support services for international students through Student Experience Committee with a view to making recommendation to PEG to support the University's international agenda. | High | Director | 01/06/2013 | Understand the extent to which student services throughout the student journey support the University's international objectives. |
| Continue to improve access to core student services at Sighthill and Craiglockhart, for example to counselling, academic skills advice, CV doctors and dyslexia support to be met through casual staffing through regional coherence funding. | High | Assistant Director (Student Development & Wellbeing) | 31/08/2013 | Improve access to student services. |
| **Training and development** |  |  |  |  |
| All teams to undertake regular and appropriate training and development on customer service | Medium | Heads | 31/07/2013 | Enhance the customer experience. |