**PROFESSIONAL SERVICE ANNUAL MONITORING REPORT**

**Reporting on Year 2018-19 (completed in 2019)**

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| **Department Name** |  |
| **Author(s) of this report** |  |
| **Date of Completion** |  |
| **SMT Member Approval** |  |
| **Date of SMT Member Approval** |  |

**Timelines:**

* October – early-January 2019: Production of report at departmental level and approval by SMT Lead.
* 10 January 2020: reports to be submitted to the Quality and Standards Office
* Mid-January 2020 (tbc): Professional Services Quality Committee (to consider all reports)
* 5 February 2020: Quality Monitoring & Review Sub-Committee (to consider Overview from the Professional Services Quality Committee)
* 4 March 2020: Education and Student Experience Committee (to consider report from the Quality Monitoring & Review Sub-Committee on professional service areas annual monitoring high-level outcomes)

**GUIDANCE NOTES***(please delete all guidance notes (in italics) prior to submission)*

* *A Professional Service Annual Monitoring report should be produced for each Professional Service Department listed on the QSO website [link to be added].*
* *The same template is to be used for all professional services listed.*
* *The purpose of the Annual Professional Service Monitoring Process is as follows:*
  + *To ensure that professional services departments are responding to student feedback from a range of sources in an effort to enhance the student experience;*
  + *To assess the quality of the student/staff/stakeholder experience through consideration of lessons learnt through delivery of the Service Level Statement / Agreement and consider mechanisms for improvement;*
  + *To identify and manage any risks to the quality of the student and staff experience and ensure appropriate action plans are implemented to address any identified risks;*
  + *To demonstrate the process of communicating changes to students and staff;*
  + *To identify good practice and share it to facilitate quality enhancement.*
* *The Professional Services Quality Committee (PSQC) has oversight of the process.*
* *The SMT Lead has responsibility for ensuring reports are produced for all designated professional services within their area.*
* *The report is to be produced as a whole department activity (led by the Director/Head of Department).*
* *The report should be evaluative and critically self-reflective.*
* *The Overview Commentary section must remain brief and focus on a few key specific areas that require further consideration as highlighted by the review of evidence.*
* *The service should focus on exceptions and not business as usual. The Professional Service Annual Monitoring process is an exceptions reporting process and there is no requirement to provide commentary on all of the evidence reviewed nor to duplicate the Business Planning process.*
* *Deadlines for the submission of reports will be determined by the Quality and Standards Office and must be adhered to in order to enable the feed up of appropriate summary reports through the University committee structure.*
* *The report must be approved by the SMT Lead prior to submission to the Quality and Standards Office.*
* *There may be a requirement for the report to undergo further amendment following consideration by the SMT Lead.*
* *Once finalised the report should remain a live document and the action plan should be reviewed for progress throughout the year via the departmental team meeting. The report should inform the University’s business planning process, drawing on feedback received in-year from students, staff and stakeholders.*
* *Departments are also required to submit Service Level Agreements.* *Departments that already have an SLA should use the existing format. Departments that do not have an SLA are advised to (a) either use the template attached on the proviso that it will change slightly from September 2020, or (b) include the need to develop a department SLA on your action plan, for completion when the new template is released in 2020.*

SECTION 1 - CHECKLIST OF SOURCES OF EVIDENCE

This report should be produced in reference to a range of evidence sources. The importance of the student voice is paramount to this process and the different feedback channels used by the Professional Service department should be listed in the tables below.

The list below is suggested as a starting point, but may be added to depending on the responsibilities of the individual Professional Service department. The report should reference documents provided as part of the evidence base rather than repeat content from the sources of evidence.

The sources of evidence should be compiled into an electronic data pack to be submitted along with the completed report for consideration by the SMT Lead and the Quality and Standards Office. *(Please indicate with a Y / N / N/A in terms of documentation referenced.)*

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| **Evidence Source (add new rows as needed)** | **Y / N / NA** |
| Previous Year’s Business Plan |  |
| Data on performance against SLS/As (where relevant) |  |
| Student Survey data – National Student Survey (NSS), UK Engagement Survey (UKES), Postgraduate Taught Experience Survey (PTES), Postgraduate Research Experience Survey (PRES), Destinations of Leavers from Higher Education (DLHE)/Longitudinal Employment Outcomes (LEO) (where relevant) |  |
| Complaints |  |
| i-zone Data |  |
| Feedback from staff and other stakeholders (surveys, e-mail feedback or more informal channels) |  |
| Reports required for External Reporting Mechanisms (where relevant) |  |

Where additional sources of evidence or feedback have been used they should be listed below:

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If any of the above evidence sources have not been reviewed in order to produce the report (except in cases where it is clear above that it may not be applicable to all departments) please provide an explanation below:

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SECTION 2 – OVERVIEW COMMENTARY

*Provide a* ***brief*** *summary of the key developments during the last academic year that are not business as usual activities and the key emerging issues arising from:*

* *quality concerns from previous Business Plan which have not been resolved (carry over in action plan)*
* *the review of evidence*
* *the Department’s consideration of the assessment of the impact and delivery of the Business Plan*
* *the Department’s delivery against the Service Level Statement / Agreement.*

*It is not necessary to comment where there are no particular developments or issues to note. The purpose of this overview commentary is to focus on areas that require further consideration and attention by the department and/or institution (exception reporting) rather than providing a detailed commentary on all aspects. Actions for the action plan below should emerge from the issues discussed here.*

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SECTION 3 – UPDATE ON LAST YEAR’S ACTION PLAN

*Insert last year’s action plan with updated progress noted.*

*If there are actions to be carried forward to the forthcoming academic year, give reasons explaining why this is so and ensure they are included on the carried forward action plan for the forthcoming academic year.*

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| **Carried forward from last year** | | | | | | |
| **Item** | **Issue** | **Origin of Issue** | **Action planned** | **Evidence needed for completion** | **Responsibility for action** | **Status**  ***(complete / in progress / carried over)*** |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |

SECTION 4 – NEW ACTION PLAN

*Formulate an action plan for the forthcoming academic year. Please delete and add lines to the table as appropriate. The actions should be:*

* *High-level, measurable actions*
* *Drawn from the issues emerging from student feedback, as identified in the Overview Commentary section of this report*
* *Owned by a named post holder(s)*

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| **New items for 2019-20** | | | | | | |
| Item | Emerging Issue from student and/or staff feedback | Origin of Issue | High-level action planned  **(For transfer to Business Planning Action Plan)** | Evidence needed for completion | Responsibility for action | Projected completion date *(month/year)* |
| *Example* | *Students surveys provide information that last-minute timetabling changes are not communicated quickly enough* | *Student feedback from Annual Programme Monitoring reports 2018-19*  *NSS outcomes for organisation & management* | *1) Put in place a clear & consistent communication plan for timetabling changes, so students know*  *-why changes might be made*  *-when they will be notified*  *-how they will be notified*  *2) Review the Timetabling & Rooming Strategy to ensure it does not facilitate late timetabling changes.* | *Changes are communicated to students using a consistent method*  *Late changes to published student timetables reduced by 10% by 2021 (measured through KPIs).* | *Timetabling and Rooming Office* | *Implementation September 2020.*  *Review in June 2020.* |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |
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SECTION 5 – EXAMPLES OF GOOD PRACTICE

*Please provide details of any examples of good practice relating to your department that you wish to bring to the attention of other professional service departments and academic Schools / Faculties / University.*

*Focus on innovations that have had an impact on the student/staff experience and do not include activities that are business as usual. This can also include good practice identified by external sources and good practice that is transferable.*

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