

Title: Mystery Visitor Project Interim report
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 Circulation: Service Ethos Project Steering Group
 Action: *Feedback on final report headings*

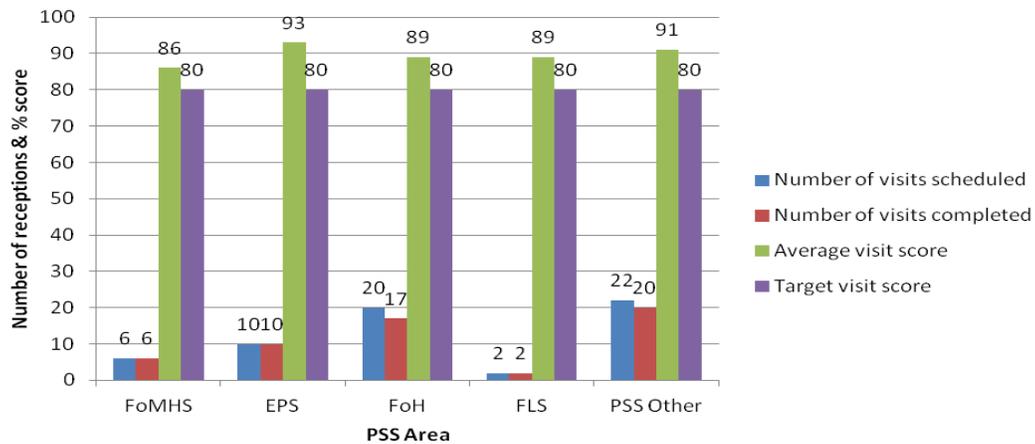
1. The project so far

1.1 At present we have nearly delivered half of the total visits scheduled (56/ 117), this is a 17 visit increase on the originally proposed 100 as a result of additional requests to include more reception areas that were not originally within the delivery plan. Information was received from schools / directorates regarding additional reception areas they would like included within the project. IW is delivering a half an hour slot to Student Experience Leads at the 11th March conference.

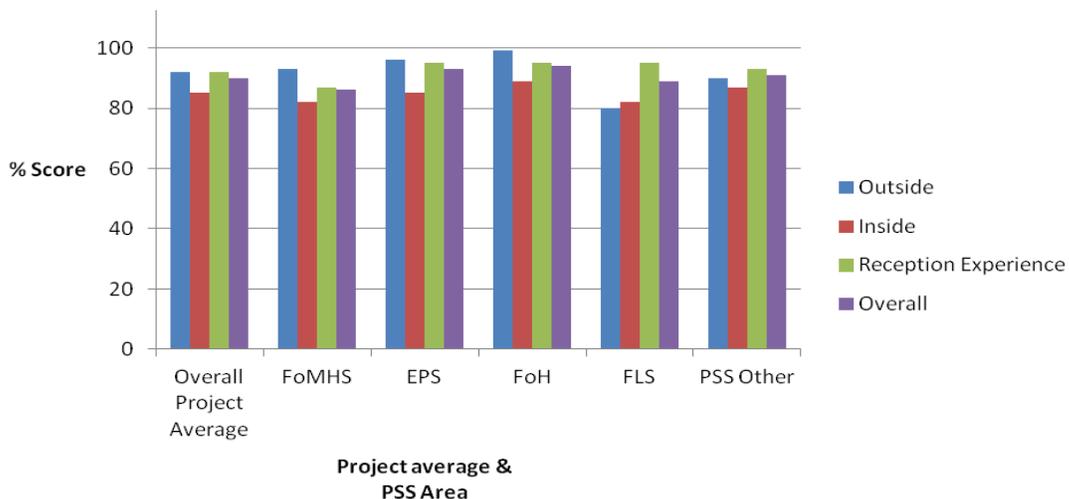
2. Profile of mystery visitors recruited

Mystery Visitor profile - breakdown			
Staff (recruited for Food on Campus visits only)	Student		
	Undergraduate	Postgraduate	International Student (i.e. non Home/ EU student)
3	16	7	5

2.1 Graph illustrating key deliverable to date for Mystery visitor project



2.2 Graph illustrating key scores across core 3 themes (Outside, Inside, Reception experience)



2.2. Successes

- Positive engagement from Student Experience Leads with perceived buy-in and satisfaction from informal feedback received
- Visit demand increasing throughout project (e.g. School of Arts Languages and Cultures requested additional 8 visits across reception area in the school, two other schools requested additional visits and Residences requested additional 6 visits), project total cost is higher than forecast as a result
- Clear evidenced based themes emerging and two Student Experience Leads have already investigated purchasing name badges for staff to help visibility

2.2 Challenges

- IT issues with permission levels of website access varying across different areas of PSS
- Format of reports from company (i.e. PDF versions as opposed to word format)
- Scale of project and staff resource (this was addressed by being able to have great support from the project office)

3. Final Report

In order to identify impact of the project and any future actions and end of project report will be compiled consisting of the following headings. Please can you confirm you are happy with the following themes:

1. Title
2. Terms of reference
3. Acknowledgements
4. Summary
5. Contents
6. Introduction
7. The procedure/methods of investigation
8. The findings
9. Conclusions
10. Recommendations
11. Appendices

Key (Graph Acronyms)

PSS – Professional Support Services

FoMHS – Faculty of Medical and Human Sciences

FoH – Faculty of Humanities

FLS – Faculty of Life Sciences

EPS – Faculty of Engineering and Physical Sciences