

Developing our Service Ethos

Objectives

To ensure that all student facing PSS staff deliver an exceptional experience to students at The University of Manchester through the following three work streams;

- 1) Development of the 'Ask Me' brand as a tool for cultural change;
- 2) Identification and definition of leadership roles throughout PSS, ensuring clear lines of accountability exist in the delivery of an exceptional student experience;
- 3) Working in partnership with students to develop a framework for monitoring and evaluating the delivery of an exceptional student experience throughout PSS.
- 4) Development of a training package to support operational units in developing, implementing and monitoring service standards and behaviours

Steering Group

Dr Pat Sponder, Sponsor
Yvonne McLean, Project Manager
Katy Woolfenden, Library
Paul Dixon, STDU
Kenny Nolan, Estates
Helen McGlashan, Residential Services
Chris Renshaw, SPORT
Nicky Snook, School of Chemistry
Philippa Wilson, School of Social Sciences
Paul Govey, Student Communications
Jane Hallam, AHC
Kaz Dyson, UMSU

Project Team

Yvonne McLean, Project Manager
Sarah Hartley, Project Officer
Donna Wilkinson, STDU
Imogen Williams, SPORT
Nikki Farrow, Residential Services
Peter Morris, Student Communications

Deliverables / Milestones

- 1) 'Ask Me' brand is defined and rolled out – end of Sep 2012
- 2) Student experience leads identified – End of Sep 2012
Role of student experience leads defined – End of March 2013
- 3) - 'Mystery Visitor' framework to assess PSS functions in place - End of Jan 2013
- Report written and information fed into performance assessment - June 2013
- 4) - Identify training / organisational needs – End of March 2013
- Design training programme / interventions – End of April 2013
- Implement training programme / interventions – End of May 2013

Handover to identified Business as Usual Sep 2013

Stakeholders

- All PSS staff
- All students
- University of Manchester Students' Union

Benefits

- Contributes to an increase in student satisfaction as measured by the National Student Survey (NSS) and the Student Barometer.
- Improvement in performance data as measured by project.

Resources

0.1 FTE Project Manager / 0.2 FTE Project Officer / 0.6 FTE Project Team
(excluding STDU resource)

Scope

In Scope:

- 1) Any training related to 'Ask Me'
- 2) All student experience lead roles
- 3) 'Mystery Visitor' assessments services within PSS only
- 4) All PSS staff

Out of Scope:

- 1) General publicity / resources for 'Ask Me'
- 2) Changes in job descriptions or management structures
- 3) Assessing teaching experience or Academic community

Dependencies / Success Criteria

- Services, Information, Advice & Guidance to Students project
- Welcome Week & Student Induction project
- Staff Training and Development Unit
- Clearly defined values and behaviours
- Engagement with students
- Ask Me Campaign

Risks

- Possible confusion / duplication / omission of work due to overlaps in work.
- Lack of clarity on values and terminology (student focused, customer service, partnership working etc) could become a barrier to success.
- NSS results August 2012 could negatively impact staff morale.

Time Frame

To be completed by September 2013