Student Services KPIs[1]

Client Service

Strategies:

- Provide quality services that contribute to positive personal, academic and career outcomes for staff, students and graduates.
- Recruit, retain and develop appropriately qualified and experienced staff
- Engage in practice at individual, service area and unit level, in a manner committed to continuous improvement, informed by self-reflection, program evaluation, and research.

KPI and Targets	Measurement and Reporting
Client Satisfaction: Client satisfaction on all measures at 80% or higher. Favourable outcomes identified and reported for all services and programs. Accreditation of Health Service achieved every three years. Number of complaints (-ve indicator) or compliments (+ve indicator)	***Measured by:*** - Whole of Student Service Evaluation every 3 years - service and program evaluation on regular basis - accreditation processes (eg Health Service). - Have Your say submissions - Postcard box feedback - Unsolicited feedback ***Reporting:*** - Triennial Evaluation Report - Semester Issues Reports to Senior Officers - Items in VC's Report to Council. - Other reporting eg HEPPP

Accessibility

Strategies:

- Enhance the visibility of Student Services to students and staff on all campuses
- Provide resources on-line to complement face to face services and programs
- Ensure students with disabilities can access all services, programs and on-line resources
- Offer email contact options for students

KPI and Targets	Measurement and Reporting
Client and Stakeholder Awareness: Student awareness of services (*agree* or *strongly agree* that they know what SSV offers) is 60% or higher Student awareness of specific services (*agree* or *strongly agree* that they know what SSV offers) is 60% or higher Staff awareness of services (*agree* or *strongly agree* that they know what SSV offers) is 60% or higher. Employer awareness of services and programs offered by the CES Student (*agree* or *strongly agree* that they know what CES offers) is 80% or higher	***Measured by:*** - whole of Student Service Evaluation every 3 years - service and program evaluation on regular basis - accreditation processes (eg Health Service). - Have Your say submissions - postcard box feedback - unsolicited feedback ***Reporting:*** - triennial Evaluation Report - semester Issues Reports to Senior Officers - items in VC's Report to Council. - other reporting eg HEPPP
Client and Stakeholder Satisfaction:	***Measured by:***

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[1] These KPIs also reflect broad strategic priorities outlined in **SSV Futureview** each year

Client and stakeholder satisfaction with range, scope and quality on-line resources 80% or higher Client satisfaction from students with disabilities with on-line resources, services and programs 80% or higher	▪ whole of Student Service Evaluation every 3 years ▪ service and program evaluation on regular basis ▪ Have Your say submissions ▪ postcard box feedback ▪ unsolicited feedback *Reporting:* ▪ triennial Evaluation Report ▪ semester Issues Reports to Senior Officers
Flexible Contact Points for Services 5% student contacts received by email, fb or twitter posts	***Measured by:*** ▪ service and program evaluation on regular basis *Reporting:* ▪ triennial Evaluation Report ▪ semester Issues Reports to Senior Officers

Responsiveness

Strategies

- Tailor services and programs to client and stakeholder needs, within available resources.
- Deploy resources to ensure timely access to our services, according to client need
- Build capacity to deliver services through interns, Student Mentors and Student Partners

KPI and Targets	Measurement and Reporting
Range of Cohort Specific Programs 20 % of programs delivered in-Program or for specific cohorts	***Measured by:*** ▪ service and program evaluation on regular basis ***Reporting:*** ▪ triennial Evaluation Report ▪ semester Issues Reports to Senior Officers
Cohort Specific Satisfaction Client satisfaction on all measures at 80% or higher. At or above national average for ratings on ISB At or above national performance for Indigenous student support.	***Measured by:*** ▪ service and program evaluation on regular basis ▪ ISB ratings (annual) ▪ Indigenous support performance (annual) ***Reporting:*** ▪ triennial Evaluation Report ▪ semester Issues Reports to Senior Officers ▪ other reporting eg HEPPP ▪ DEEWR reporting (ICS)
Diverse Staff Profile Representation in SSV staffing profile of staff from diverse backgrounds, equals or exceeds the profile for the University.	***Measured by:*** Annual staffing snapshot. ***Reporting:*** Annual report against KPIs
Maximising Responsiveness Capability Wait time for scheduled face to face services on each campus within agreed standards. Numbers of: ▪ Interns – minimum 4 per year ▪ Student Mentors – minimum 60 per year ▪ Student Partners – minimum 30 per year	***Measured by:*** Weekly Wait Time reports ***Reporting:*** ▪ Annual report against KPIs ▪ Semester Issues Reports to Senior Officers

Relevance

Strategies:

- Maintain and enhance strategic interventions to assist students from all backgrounds to succeed, at all stages of the student life cycle.
- Actively engage in collaborative working relationships with other stakeholders (internal and external) to strengthen the learning community
- Facilitate staff and student engagement within the University community, and with external stakeholders (eg employers, support agencies).
- Contribute to scholarship and professional disciplines related to our work
- Proactively contribute to the University's positive public profile.
- Raise the awareness of senior officers to the needs of students from all backgrounds, and to issues affecting the wellbeing of all members of the University community.

KPI and Targets	Measurement and Reporting
Visibility of SSV Staff to University Community SSV staff attend minimum of eight meetings of School Committees or Group level meetings each year. SSV staff represented on minimum of ten relevant committees and working parties each year. Semester Report and Issues Papers submitted to senior officers each semester.	***Measured by:*** Annual reviews of staff Learning and Development Objectives ***Reporting:*** - triennial Evaluation Report - semester Issues Reports to Senior Officers
Visibility of SSV Staff to External Communities 5% increase in managed employer contacts each year Increase in scale or quality of educational partnerships activities each year All SSV staff participate in some way in events which showcase the University to the broader community (eg Open Day, Careers Fairs, graduations, Schools visit to campus etc)	***Measured by:*** Annual reviews of staff Learning and Development Objectives ***Reporting:*** - semester Issues Reports to Senior Officers - items in VC's Report to Council. -
Professional Contribution Minimum of three conference papers or journal articles per year Inclusion of contribution to University's responses on sector wide issues At least three executive memberships on peak bodies annually. 80% of professional staff members of professional associations.	***Measured by:*** Annual reviews of staff Learning and Development Objectives ***Reporting:*** - semester Issues Reports to Senior Officers - items in VC's Report to Council.

Climate

Strategies:

- Maximise the contribution of staff from all backgrounds and all levels, and assure satisfaction, performance and career development.
- Ensure staff have appropriate and regular training in cross cultural competencies, and for working with students from diverse backgrounds
- Observe the principles of sustainability in our work practices.

KPI and Targets	Measurement and Reporting
SSV Staff Satisfaction 80% staff satisfaction rating on majority of 9 indicators on SSV Climate Survey; >50% on all indicators Staff satisfaction on measures relating to workload and quality of working environment higher than Griffith average.	*Measured by:* - whole of Student Service Evaluation every 3 years (SSV Climate Survey) - Organisational Climate Surveys (other) *Reporting:* - triennial Evaluation Report - annual reporting against KPIs - Climate Survey Reports (other)
SSV Staff Career Development Four secondment/HDA opportunities each year (internal and external to SSV) 1% of SSV Budget allocated to professional development for staff Uptake by all SSV staff of training related to diversity and cross cultural competencies at least biennially.	*Measured by:* Annual reviews of staff Learning and Development Objectives *Reporting:* Annual reporting against KPIs
Sustainable Work Practices Staff leave balances are maintained below required levels. Monthly monitoring of timesheets for all staff, including managers (90% compliance with exception reports) SSV performance in green audit every three years equals or betters benchmark average on all criteria	*Measured by:* - HR reports on leave balances - Monthly filing of signed timesheets form auditing - Green Audit process (Campus Life or other audit tool) *Reporting:* Annual reporting against KPIs.