



University
of Glasgow

Student Services

SUPPORTING THE UNIVERSITY STRATEGIC PLAN

THE CONTRIBUTION OF STUDENT SERVICES



Student Services will make a significant contribution to the successful delivery of the strategic plan, 'Inspiring people Changing the world, University Strategy 2015-2020',

helping the University of Glasgow maintain its position as a destination of choice for students and other stakeholders.

OUR VISION:

To promote and deliver a wellbeing and engagement culture that places students (and other service users) at the centre of what we do.

To contribute to a world-class student learning experience, to help develop independent, skilled and highly valued graduates who have the confidence to make positive change in society.

HOW WE EMBRACE THE UNIVERSITY'S VALUES:

PASSIONATE

- We are dedicated to providing services to students, developing their skills, encouraging and providing access to opportunities to enhance their graduate attributes.
- We have strong links with other University Services, Colleges, Schools, Research Institutes and student bodies and our services are characterised by these partnerships and collaborations.

PROFESSIONAL

- We have professionally qualified and experienced staff, who deliver specialist services that are, impartial, have integrity, are relevant, up to date and subject to rigorous external scrutiny of professional standards.
- We deliver effectively through partnership working and building synergies and trust, which are part of our ethos.

PROGRESSIVE

- We are committed to the continuous quality improvement of our services.
- We provide accessible services to all students and we work hard to increase access.
- We share our practice and enter into strategic collaborations with partners locally and internationally to increase our impact and enhance the University's reputation.
- We provide open, impartial and realistic information to students so that they can make informed decisions and we can manage their expectations.

STUDENT SERVICES:

CAREERS SERVICE (INCL. STUDENT ENTERPRISE)

Inspiring students to identify their career goals and achieve their full personal, academic & professional potential.

INTERFAITH CHAPLAINCY

Inspiring students and staff to flourish in an inclusive, affirming community whatever religion or belief position they hold.

REGISTRY

Enabling a positive student journey by providing effective administrative services from a student's first steps at the University until graduation.

STUDENT SUPPORT & WELLBEING

Enhancing the student experience through the Living Support function and by delivering strategies, policies and initiatives to improve student support and wellbeing across the university.

COUNSELLING & PSYCHOLOGICAL SERVICES

Supporting students & staff to overcome concerns and difficulties, aid mental health and wellbeing, and to thrive at Glasgow.

INTERNATIONAL STUDENT SUPPORT TEAM

Supporting international students and their families to aid welfare & enhance students' experience while at Glasgow.

STUDENT LIFECYCLE SUPPORT & DEVELOPMENT TEAM

Supporting & developing the University student information system to ensure a positive and empowering MyCampus user experience for staff, students and applicants.

DISABILITY SERVICE

Empowering students & staff with disabilities, learning difficulties and medical conditions, to experience in full what the University has to offer.

PROJECTS & COMMUNICATIONS TEAM

Empowering staff to efficiently manage projects and initiatives & produce excellent communications, enhancing student and staff experience.

STUDENT SERVICES ENQUIRY TEAM

Enhancing the student experience, providing support and access to services throughout the student journey from graduation and beyond.

OUR STRATEGIC OBJECTIVES:

Four key themes inform our work in support of the student journey. These are aligned to Empowering People, Agility and Focus.



CONTINUOUSLY EVOLVING OUR SERVICE DELIVERY

We shall:

- Strengthen student support at key transition points by working in closer partnership with Colleges and the student body to redefine student support arrangements from pre-entry to post exit (*Empowering People, Agility & Focus*)
- Explore and test new models of service delivery by learning from others within and outside the HE sector (nationally and internationally) to ensure seamless delivery for students (*Agility & Focus*)



DEVELOPING OUR TEAMS

We shall:

- Develop our leadership capacity and skills across our services to inspire and motivate staff to achieve and deliver their best by creating opportunities for personal and career development (*Empowering People & Focus*)
- Develop new ways of thinking and a better understanding of others' roles and priorities through secondments, job shadowing and staff exchanges, and introducing a mentoring scheme (*Empowering People & Focus*)



PROMOTING EXCELLENCE

We shall:

- Introduce recognition schemes to enhance motivation and reward collaborative working (*Empowering People*)
- Seek external accreditation and awards for customer service to perpetuate a strong customer service culture and ensure a culture of continuous quality improvement, benchmarking and innovation is ingrained within our delivery ethos (*Focus & Empowering People*)



WORKING SUSTAINABLY

We shall:

- Make responsible use of resources and deliver services that are aligned to the University's priorities (*Focus*)
- Review existing synergies and partnerships and explore capacity for developing more (*Focus & Agility*)
- Explore a range of delivery methods using technology to contribute to the delivery of 24:7 services (*Agility*)