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.
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)