

Careers Service

| Service | Standard | Target | Method | Date | Achievement | Benchmark |
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| One to one appointment waiting times | We will see all students and graduates within 3 weeks of them looking for an appointment. | 3 weeks | Students are advised to keep looking at the online appointment booking system as appointments are added every day. If they cannot find an appointment, they are directed to email the Head of Careers | Feb 2021 | No emails received in 2020-21. Appointments system monitored and uptake never at 100%. | Strathclyde 3 weeks Stirling 3 weeks |
| | | | | Feb 2022 | 83% of appointments were within 1 week, 17% were within 2 weeks No emails from students unable to find an appointment. | |
| Appointments booking system | Included in the follow-up survey following a careers appointment are three questions about the ease of making an appointment, the information supplied by the system about the appointment and the ease of finding the location for the appointment. | We aim for at least 70% satisfaction | Follow up survey sent to all attendees one week after an appointment. | Feb 2021 | 2020-21 results so far (end February): 86% got an appointment within a week, 1% waited longer than 3 weeks. | Improvement on previous systems scores of less than 70% |
| | | | | Feb 2022 | 67.7% very satisfied and 33.3% fairly satisfied with the booking system. | |
| One to one appointment impact and quality | We survey all attendees at these services and ask questions about the impact that the appointment has had | We aim for at least a 70% positive response | Follow up survey | Feb 2021 | 87% of those surveyed reported making progress in their career following the appointment. 96% felt motivated to take action and 95% would recommend us to a friend. | Maintaining or improving previous scores in all areas. |

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| | on them moving forward with their career plans. | | | Feb 2022 | 67% felt they had moved forward a lot and 33% somewhat in their career plans. Overall 100% positive in this measure. | |
| Group work and lectures | We survey students who attend any careers education group work or lectures asking them about satisfaction with the session, awareness of next steps, learning about the topic and confidence action on the information provided. | We aim for at least 70% satisfaction | Spotlight survey used in sessions for 1 week twice a year. | Feb 2021 | 100% reported satisfaction in our spotlight survey. | Maintain or improve on previous years' scores. |
| | | | | March 2022 | 87% satisfaction achieved in March 2022 | |
| Employer events | Employers are surveyed about their satisfaction with any event that they attend. They are asked about numbers of students who approached them and follow up asks employers about applications from GCU students. | We aim for an 80% satisfaction level | Initial survey at the end of the event and a follow-up survey a few weeks later. | Feb 2021 | None so far this year. | Maintain or improve on previous years' scores. |
| | | | | Feb 2022 | 43% Very satisfied and 43% satisfied with the Virtual Recruitment Fair. | |
| Response to E Guidance enquiries | We will respond to CareerHub emailed guidance enquiries within 5 working days | We aim to meet this standard in 100% of e guidance emails | Response time measure in Ask us system | Feb 2021 | 100% responded to within this timeframe. | Maintain this level of response time |
| | | | | Feb 2022 | 100% responded to within 1 day | |