

Student Enquiries, Advice and Events Department Performance Standards

| Service | Measure | Target | Result | | Method | Comments |
|--|--|--------|------------------------|--------------|---------------------------|----------|
| Email enquiries to the Campus Life Desk | We will supply an initial response to emails sent to: studentsupport@gcu.ac.uk within 3 working days | 95% | Feb 2021 March 2022 | 100% 100% | Sample week | |
| The Campus Life Desk Helpline | Our service desk will be staffed as advertised, excluding planned closures. | 100% | Feb 2021 March 2022 | 100% 100% | Sample week | |
| Student Funding Applications | Users will receive a response within 3 weeks of applying | 95% | Feb 2021 March 2022 | 98% 99% | Sample week | |
| Digital Inclusion Applications | Users will receive a response within 3 weeks of the closing deadline | 95% | Feb 2021 March 2022 | 100% 100% | Sample week | |
| Scholarship Applications | Users will receive a response within 3 weeks of the closing deadline | 95% | Feb 2021 March 2022 | 100% 100% | Sample week | |
| US Federal Loan Applications | Users will receive a response within 3 weeks of applying | 95% | Feb 2021 March 2022 | 100% 100% | Sample week | |
| Emails to the Funding Team | We will supply an initial response to emails sent to: funding@gcu.ac.uk ; scholarships@gcu.ac.uk ; usfederalloanadmin@gcu.ac.uk ; digitalinclusion@gcu.ac.uk within 5 working days Users will receive a satisfactory service | 95% | Feb 2021 March 2022 | 97% 98% | Sample week | |
| Increase awareness of the Funding Team | Monitor application and user stats | 10% | Feb 2021 March 2022 | 37% 39% | Annual application levels | |
| Global Buddies | Feedback will be positive | 90% | Feb 2021 March 2022 | 100% 100% | Annual statistics | |

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| Increased downloads on Induction App | Monitor downloads on app | 10% | Feb 2021 19% March 2022 -23% | Annual App downloads | Decrease expected, as downloads from previous year were extremely high due to a full online delivery as a result of the COVID-19 pandemic |
| Increased engagement on Induction App | Monitor engagement on app | 10% | Feb 2021 10% March 2022 36% | Annual guide sessions per users | |
| Email enquiries to the coronavirus mailbox | We will supply an initial response to emails sent to: coronavirushelpline@gcu.ac.uk within 3 working days Users will receive a satisfactory service | 100% | Feb 2021 100% March 2022 100% | Sample week | |