Student Enquiries, Advice and Events Department Performance Standards for week commencing the 22nd February 2021

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| **Service** | **Measure** | **Target** | **Result** | **Method** |
| **Email enquiries to the Campus Life Desk** | We will supply an initial response to emails sent to: [studentsupport@gcu.ac.uk](mailto:studentsupport@gcu.ac.uk) within 3 working days | 95% | 100% | Sample week |
| **The Campus Life Desk Helpline** | Our service desk will be staffed as advertised, excluding planned closures. | 100% | 100% | Sample week |
| **Student Funding Applications** | Users will receive a response within 3 weeks of applying | 95% | 98% | Sample week |
| **Digital Inclusion Applications** | Users will receive a response within 3 weeks of the closing deadline | 95% | 100% | Sample week |
| **Scholarship Applications** | Users will receive a response within 3 weeks of the closing deadline | 95% | 100% | Sample week |
| **US Federal Loan Applications** | Users will receive a response within 3 weeks of applying | 95% | 100% | Sample week |
| **Emails to the Funding Team** | We will supply an initial response to emails sent to: [funding@gcu.ac.uk](mailto:funding@gcu.ac.uk); [scholarships@gcu.ac.uk](mailto:scholarships@gcu.ac.uk); [usfederalloanadmin@gcu.ac.uk](mailto:usfederalloanadmin@gcu.ac.uk); digitalinclusion@gcu.ac.uk within 5 working days  Users will receive a satisfactory service | 95% | 97% | Sample week |
| **Increase awareness of the Funding Team** | Monitor application and user stats | 10% | 37% | Annual application levels |
| **Global Buddies** | Feedback will be positive | 90% | 100% | Annual statistics |
| **Increased downloads on Induction App** | Monitor downloads on app | 10% | 19% | Annual App downloads |
| **Increased engagement on Induction App** | Monitor engagement on app | 10% | 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](mailto:coronavirushelpline@gcu.ac.uk) within 1 working day  Users will receive a satisfactory service | 100% | 100% | Sample week |