

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

<b>Service</b>	<b>Measure</b>	<b>Target</b>	<b>Result</b>	<b>Method</b>
<b>Email enquiries to the Campus Life Desk</b>	We will supply an initial response to emails sent to: <a href="mailto:studentsupport@gcu.ac.uk">studentsupport@gcu.ac.uk</a> within 3 working days	95%	100%	Sample week
<b>The Campus Life Desk Helpline</b>	Our service desk will be staffed as advertised, excluding planned closures.	100%	100%	Sample week
<b>Student Funding Applications</b>	Users will receive a response within 3 weeks of applying	95%	98%	Sample week
<b>Digital Inclusion Applications</b>	Users will receive a response within 3 weeks of the closing deadline	95%	100%	Sample week
<b>Scholarship Applications</b>	Users will receive a response within 3 weeks of the closing deadline	95%	100%	Sample week
<b>US Federal Loan Applications</b>	Users will receive a response within 3 weeks of applying	95%	100%	Sample week
<b>Emails to the Funding Team</b>	We will supply an initial response to emails sent to: <a href="mailto:funding@gcu.ac.uk">funding@gcu.ac.uk</a> ; <a href="mailto:scholarships@gcu.ac.uk">scholarships@gcu.ac.uk</a> ; <a href="mailto:usfederalloanadmin@gcu.ac.uk">usfederalloanadmin@gcu.ac.uk</a> ; <a href="mailto:digitalinclusion@gcu.ac.uk">digitalinclusion@gcu.ac.uk</a> within 5 working days Users will receive a satisfactory service	95%	97%	Sample week
<b>Increase awareness of the Funding Team</b>	Monitor application and user stats	10%	37%	Annual application levels

<b>Global Buddies</b>	Feedback will be positive	90%	100%	Annual statistics
<b>Increased downloads on Induction App</b>	Monitor downloads on app	10%	19%	Annual App downloads
<b>Increased engagement on Induction App</b>	Monitor engagement on app	10%	36%	Annual guide sessions per users
<b>Email enquiries to the coronavirus mailbox</b>	We will supply an initial response to emails sent to: <a href="mailto:coronavirushelpline@gcu.ac.uk">coronavirushelpline@gcu.ac.uk</a> within 1 working day Users will receive a satisfactory service	100%	100%	Sample week