

Service	Standard	Target	Method	Achievement	Benchmark
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.	No emails received in 2020-21. Appointments system monitored and uptake never at 100%.	Strathclyde 3 weeks Stirling 3 weeks
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.	2020-21 results so far (end February): 86% got an appointment within a week, 1% waited longer than 3 weeks.	Improvement on previous system's scores of less than 70%
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 on them, the actions they have following an appointment and how motivated they feel following these actions.	We aim for at least 70% positive response	Follow up survey	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 on all areas

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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 acting on the information provided.	We aim for at least 70% satisfaction	Spotlight survey used in sessions for 1 week twice a year	100% reported satisfaction in our recent spotlight survey.	Maintain or improve on previous years scores
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	None so far this year.	Maintain or improve on previous years scores
Response to E Guidance enquiries	We will respond to 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	100% responded to within this timeframe.	Maintain this level of response time