# 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](mailto:studentsupport@gcu.ac.uk) within 3 working days | 95% | Feb 2021 100%  March 2022 100%  March 2023 100% | Sample week |  |
| **The Campus Life Desk Helpline** | Our service desk will be staffed as advertised, excluding planned closures. | 100% | Feb 2021 100%  March 2022 100%  March 2023 100% | Sample week |  |
| **Student Funding Applications** | Users will receive a response within 3 weeks of applying | 95% | Feb 2021 98%  March 2022 99%  March 2023 100% | Sample week |  |
| **Digital Inclusion Applications** | Users will receive a response within 3 weeks of the closing deadline | 95% | Feb 2021 100%  March 2022 100%  March 2023 96% | Sample week |  |
| **Scholarship Applications** | Users will receive a response within 3 weeks of the closing deadline | 95% | Feb 2021 100%  March 2022 100%  March 2023 100% | Sample week |  |
| **US Federal Loan Applications** | Users will receive a response within 3 weeks of applying | 95% | Feb 2021 100%  March 2022 100%  March 2023 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](mailto:digitalinclusion@gcu.ac.uk) within 5 working days | 95% | Feb 2021 97%  March 2022 98%  March 2023 99% | Sample week |  |
| **Increase awareness of the Funding Team** | Monitor application and user stats | 10% | Feb 2021 37%  March 2022 39%  March 2023 30% | Annual application levels |  |
| **Global Buddies** | Feedback will be positive | 90% | Feb 2021 100%  March 2022 100%  March 2023 100% | Annual statistics |  |
| **Increased downloads on Induction App** | Monitor downloads on app | 10% | Feb 2021 19%  March 2022 -23%  March 2023 26% | Annual App downloads | 2022: Decrease expected, as downloads from previous year were extremely high due to a full online delivery as a result of the COVID-19 pandemic  2023: Increase expected, due to increased volume of PGT students |
| **Increased engagement on Induction App** | Monitor engagement on app | 10% | Feb 2021 10%  March 2022 36%  March 2023 58% | Annual guide sessions per users |  |
| **Email enquiries to the Accommodation Support Mailbox** | We will supply an initial response to emails sent to: [accommodation.support@gcu.ac.uk](mailto:accommodation.support@gcu.ac.uk) within 3 working days | 100% | Feb 2021 100%  March 2022 100%  March 2023 100% | Sample week |  |