

Careers Service Performance Standards

Service	Standard	Target	Method	Date	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.	Feb 2021	No emails received in 2020-21. Appointments system monitored and uptake never at 100%.	Strathclyde 3 weeks Stirling 3 weeks
				Feb 2022	83% of appointments were within 1 week, 17% were within 2 weeks. No emails from students unable to find an appointment.	
				Feb 2023	No emails from students unable to find an appointment. Slots available within standard 3 weeks.	
				Feb 2024	1 email received during timeframe which represents less than 1% of total bookings and available appointments. Appointments system monitored.	

Service	Standard	Target	Method	Date	Achievement	Benchmark
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 moving forward with their career plans.	We aim for at least a 70% positive response	Follow up survey	Feb 2021	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 in all areas.
				Feb 2022	67% felt they had moved forward a lot and 33% somewhat in their career plans. Overall 100% positive in this measure.	
				Feb 2023	86% stated they had clear actions following their careers appointment. On a scale of 1-10, 81% rated 8-10 on feeling motivated and knowledgeable to follow on these actions. 100% said they would recommend the Careers Service to a friend.	
				Feb 2024	100% of students had a positive experience and 100% of students would recommend us to a friend.	

Service	Standard	Target	Method	Date	Achievement	Benchmark
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 action on the information provided.	We aim for at least 70% satisfaction	Spotlight survey used in sessions for 1 week twice a year.	Feb 2021	100% reported satisfaction in our spotlight survey.	Maintain or improve on previous years' scores.
				March 2022	87% satisfaction achieved in March 2022.	
				Feb 2023	97% stated that they were very or somewhat satisfied with the session. 93% agreed or strongly agreed that they were more aware of what to do next. 90% stated they were more confident to take appropriate action.	
				Feb 2024	100% stated that they were very satisfied with the session. 100% agreed or strongly agreed that they were more confident to take appropriate action.	
Response to E Guidance enquiries	We will respond to CareerHub 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.	Feb 2021	100% responded to within this timeframe.	Maintain this level of response time.
				Feb 2022	100% responded to within this timeframe.	
				Feb 2023	100% responded to within this timeframe.	
				Feb 2024	100% responded to within this timeframe.	