

LEaD Service Evaluation 2016/17

This summary details the work being undertaken by LEaD in 2016-2017, LEaD to evaluate and benchmark the service provision of its main areas of activity.

Recommendations

Education and Student Committee is asked to **note** the work being undertaken

LEaD Service Evaluation 2016-2017

Background

During the academic year 2016-2017, LEaD will evaluate and benchmark the service provision of its main areas of activity. These are:

- Academic
- Educational Technology
- Learning Success
- Student Counselling and Mental Health Service

This is to ensure that the services are fit for purpose, respond to the needs of students and staff, and are benchmarked appropriately in the sector. It is also to ensure that LEaD has adequate resourcing to undertake its activities. With three new service heads in place this is an opportune time to this activity.

Objectives

The evaluation will:

- Benchmark each service externally with City's comparator institutions
- Demonstrate the value added element of the service, where it exists and the impact at City
- Ensure the service meets School and University needs
- Determine a set of KPIs for the service

Timescale

December 2016	Agree evaluation framework
January – March 2017	Benchmarking assessment Models of good practice – both internally and externally Defining School needs
February – April 2017	External engagement Appointment of critical friends and external networking group
May – June 2017	Final report and recommendations

Outputs

- Agreed set of KPIs for LEaD
- Termly reports for Schools
- Set of case studies and student stories
- External networking group to inform LEaD post 2017
- Report

Resources

Time from the Heads of Service and LEaD Leadership team. All costs met within LEaD budget

Oversight

LEaD Advisory Sub Committee

Professor Susannah Quinsee with the LEaD Leadership Team

December 2016