

# Learning Services: Key Performance Indicators

Value Statement: Customer Excellence: our product is high quality support and resources		Intended direction	Value 2016/17	Value 2017/18	Value 2018/19	Value sought 2019/20
<b>KPI 1:</b> Learning Services is the preferred place (physical and virtual) for study, support and resources	Satisfaction reported by the NSS	↑	85.3%	88.7%	90.3%	90.3%
	Number of visits to Learning Services libraries (footfall all sites)	↑	578,600	535,000	571,171	580,000
	Number of demand driven print and electronic purchases	↑	1,291	1,321	901	1,500
	Section requests for eBooks	↑	3,509,728	2,707,987	3,340,434	4,000,000
	Full text eJournal article requests	↑	1,173,709	1,373,580	1,494,368	2,000,000
	Number of page views of the Learning Services website	↓	341,794	210,274	248,143	250,000
	Number of unique page views of the Learning Services wiki	↑	8,894	12,754	22,446	25,000
	Number of attendees at scheduled Learning Services staff development sessions	↑	604	412	624	1000
	Number of students attending Learning Services academic skills activities	↔	12,318	13,126	12,678	13,500
	Number of students receiving specialist SpLD study skills support	↔	272	262	241	250
Number of hours of specialist SpLD study skills support delivered	↔	1,723	1,428	1,242	1,500	
Value statement: Operational excellence: our operational systems are customer focused and effective		Intended direction	Value 2016/17	Value 2017/18	Value 2018/19	Value sought 2019/20
<b>KPI 2:</b> Learning Services facilitates engagement with the learning and research environment	Average Learning Edge Bb 9.1 unique active users (per month)	↔	14,636	13,888	13,585	15,000
	Downloads of items in the repository	↑	67,942	184,942	67,178	70,000
	Number of deposits in the repository	↑	872	959	1,059	1,100
	Average cost per section requests for eBooks	↔	4p	4p	4p	4p
<b>KPI 3:</b> Learning Services provide value for money	Average cost per full text article request for eJournals	↔	59p	62p	43p	40p
	% of reading lists versus live modules	↑	47%	54%	62%	70%
	% of visitors finding the answer within the Ask Us knowledge base	↑	54.65%	48.6%	52.94%	55%
Value statement: Staff engagement: our staff drive our customer and operational excellence improvements		Intended direction	Value 2016/17	Value 1017/18	Value 2018/19	Value sought 2019/20
<b>KPI 4:</b> Staff are proud of the Service and willing to go the extra mile	Number of positive comments relating to staff submitted via feedback schemes	↑	37	10	10	15
	Number of Learning Services staff attending internal University staff development sessions	↔	379	488	460	470
	Number of staff engaged in professional development programmes (new)	↔	4	8	10	11
	Number of staff delivering sessions at external events and conferences	↑	22	15	15	20
<b>KPI 5:</b> Learning Services staff are engaged in customer liaison	Attendance at programme and Faculty boards	↑	81	95	89	100
	Number of attendees at Learning Services bespoke staff development sessions	↑	72	162	204	220
	Number of followers on Twitter (new)	↑	1897	2,179	2,508	2,600
	Number of digital campaigns designed to increase customer engagement using a range of platforms (new)	↑	10	10	12	12