

## Performance against service standards

Detailed below are our service standards and how we have performed against them in the academic year 2013-2014.

<b>Service standard</b>	<b>Performance 13/14</b>
<b>Access to resources</b>	
The University VLE (Blackboard) will be available 99.9%* of the time throughout the year. Planned downtime is undertaken outside of core teaching hours where possible and communicated at least one week in advance.	The University VLE (Blackboard) service has continued to be robust and reliable in the 13/14 academic year with 99.97% scheduled availability achieved. Incident records are maintained for all Learning Edge systems and reviewed on a monthly basis. Scheduled system maintenance to upgrade Blackboard to the latest April 2014 release was undertaken outside of core teaching hours and completed within 13.5 hours.
We will shelve 95% of items within 24 staffed hours of their return.	We monitor and record the rate of returned items through a time sheet on each trolley, which is then collated on a monthly basis. In the sample months we made 100% of items available within 24 staffed hours of their return. On average items were shelved within 9 working hours.
75% of reading list items will be available to loan within 3 weeks of the order being placed on the item	79.5% of reading list items were available within 3 weeks of an order being placed on the item (51% within 2 weeks of order). Edge Hill University participates in the Joint NoWAL and SUPC Consortia Agreement with library suppliers to monitor supplier performance and delivery times. During the academic year 13/14 Learning

	Services also introduced monitoring of timescales from delivery to shelf with stock reaching the shelf in an average of 1 working day.
To maximise access to library material, we will purchase an electronic copy of high demand items where available.	Learning Services' collection development policy ensures that electronic copies of reading list material are purchased where available. Our patron driven acquisition scheme provides students and staff with the opportunity to assist in developing our electronic collections, providing instant access at the point of demand.
<b>High quality facilities</b>	
Learning Services buildings will be checked on a daily basis to ensure good standards of cleanliness and to report faults in a timely manner.	Our 13/14 facilities framework ensured that all buildings were checked on a daily basis. The buildings are checked pro-actively for cleanliness, and any issues are reported immediately to our Facilities Management department.
The University libraries will be patrolled for noise and inappropriate behaviour on an hourly basis. Customers behaving inappropriately will be moved to a more suitable area of the library.	In the University library staff monitor noise and inappropriate behaviour between 08am and midnight. Any issues that need to be addressed are recorded in a diary. Any issues are dealt with immediately and/or referred to a senior manager when required.

<p>We will ensure at least 98% of student open access PCs within our buildings are in working order.</p>	<p>We use our service desk software RMS to report PC faults to the Media and ICT team. This standard has been met or exceeded in 13/14. The minimum recorded score from the sample weeks was 98.22%.</p>
<p>We will provide a range of study spaces including silent, quiet and group. We will also provide bookable individual study rooms and group rooms, as well as lap top loans.</p>	<p>We provide a range of study spaces including silent study, quiet study and group study. We also provide 20 bookable single study rooms and 4 bookable group study rooms. In 13/14 we opened our new assistive technology room which provides access to specialist software.</p>
<p><b>Help and support</b></p>	
<p>Help and support will be available to customers face to face via help desks and roving support, and via telephone, email or online chat. Support is also available through group workshops and 1-2-1 appointments are available for more detailed/specialist support.</p>	<p>All service points (physical and virtual) were available during core working hours in term time. Specialist support was available via 1-2-1 and group sessions. The SpLD team supported 1,950 students at 1-2-1 sessions. The ASD team saw 1,343 for study skills, ICT and information skills 1-2-1s. 131 students attended our voluntary group sessions offered via our Steps to Success programme.</p>

<p>97% of telephone calls to our centralised help line will be resolved at the first point of contact. Enquires via Ask Us will be answered within 12 working hours.</p>	<p>The hours of this service were increased by 10 hours per week in 13/14. Despite this increase the telephone support service dealt with 99.2% of all calls at first point of contact.</p> <p>Enquiries submitted through email and our Ask Us service were answered in an average of 5 working hours 31 minutes.</p>
<p>The quality of all interaction with our help desk staff will be assessed by our quality framework which includes mystery shopper activity and quality spot checks.</p>	<p>A mystery shopper exercise was carried out across 3 months in 13/14 to assess quality and satisfaction levels at both our physical and virtual enquiry points. 93.4% of customers agreed or strongly agreed that our staff were friendly and approachable and 100% agreed or strongly agreed that our staff were helpful. As part of our quality framework, spot checks also take place each week to monitor the quality of all our live chat and email enquiries.</p>
<p>Customer feedback received via our comments and suggestions scheme will be responded to within 5 working days.</p>	<p>Monitoring records show the average response time was 2 working days.</p>

\*excluding scheduled service interruptions.