Learning Services: Key Performance Indicators

Value Statement:
Customer Excellence: our product is high quality support and resources

KPI	Indicator	Intended direction	Value 2011/12	Value 2012/13	Value sought 2013/14
KPI 1: *Learning Services is the go to place for study, support and resources*	Satisfaction reported by the NSS	↑	4.13	4.19	4.25
	Satisfaction reported by the Student Union 1st and 2nd year survey	↑	3.95	4.03	4.1
	Learning Services bi-annual customer satisfaction survey	↑	86.2%	n/a	87%
	Number of visits to Learning Services libraries (footfall all sites)	↔	557,492	533,486	533,500
	Issues of resources at all Learning Services libraries	↔	259,539	231,873	231,900
	Section requests for eBooks	↑	2,177,775	1,807,133	2,000,000
	Full text eJournal article requests	↑	577,237	643,813	700,000
	Percentage of customer telephone calls to Learning Services support line answered at level 1	↔	97.9%	98.49%	98.49%
	Number of unique users of the Learning Services website	↑	34,195	32,856	35,000
	Number of page views of the Learning Services website	↑	335,228	417,430	430,000
	Number of unique page views of the Learning Services wiki	↑	n/k	7,627	8,500
	Percentage of visitors finding the answer within the ASK US knowledge base	↑	n/a	n/a	30%
	Percentage of declared SpLD disability 1st year vs receipt of DSA for SpLD	↑	74%	available April 2014	80%
	Number of students in receipt of DSA accessing specialist study skills support	↑	285	213	290
	Number of attendees at scheduled Learning Services staff development sessions	↑	n/k	322	420
	Number of students attending Learning Services information literacy activities and support (all)	↑	9,573	8,361	9,000

Value statement:
Operational excellence: our operational systems are customer focused and effective

KPI	Indicator	Intended direction	Value 2011/12	Value 2012/13	Value sought 2013/14
KPI 2: *Learning Edge is a core Teaching and Learning System*	Average Learning Edge Bb 9.1 active users (per month)	↑	14,897	13,410	15,000
	Average monthly active users of Bb mobile learn app	↑	1,266	4,221	7,000
	Percentage uptime/availability of Learning Edge	↑	99.95%	99.99%	100%
	Average monthly daily logins to Learning Edge Bb 9.1	↑	2,923	3,327	3,800
KPI 3: *Learning Services provide value for money*	Satisfaction recorded within classroom equipment and support survey	↑	n/k	85.71%	90%
	Average cost per section request for eBooks	↔	0.04p	0.05p	0.05p
	Average cost per fulltext article request for eJournals	↔	0.73p	0.74p	0.74p
	Issues of resources at all Learning Services libraries	↔	259,539	231,873	231,900
	Section requests for eBooks	↑	2,177,775	1,807,133	2,000,000
	Full text eJournal article requests	↑	577,237	643,813	700,000
	Percentage of readings lists received vs live modules	↑	n/k	51%	60%
	£ cost per head for Learning Edge (Bb) technologies	↔	confidential	confidential	confidential

Value statement:
Staff engagement: our staff drive our customer and operational excellence improvements

KPI	Indicator	Intended direction	Value 2011/12	Value 2012/13	Value sought 2013/14
KPI 4: *Staff are proud of the Service and willing to go the extra mile*	Percentage of staff rating engagement in a Learning Services staff survey	↑	n/a	tbc	tbc
	Average wellbeing and attendance to university average (excluding long-term absence)	↑	available on request	available on request	available on request
	Number of staff nominated for student led support awards	↑	n/a	7	9
	Percentage of satisfaction with knowledgeable staff recorded by mystery shopper	↑	94%	n/a	95%
	Number of Learning Services staff attending internal staff development sessions	↑	97	90	97
KPI 5: *Learning Services staff are engaged in academic liaison*	Number of attendees at Learning Services bespoke staff development sessions	↑	n/k	330	360
	Attendance at programme and Faculty Boards	↑	n/k	n/k	tbc
	Attendance at meetings and one to ones with University colleagues	↑	n/k	n/k	tbc