

Open Access Service Standards Monitoring September – December 2010

Service	Our standard	Your responsibility	How we will monitor the standard	Monitoring Sep – Dec 2010
<p>Access to College ILT resources and support</p>	<p><i>Blossomfield Open Access Centre will be open and staffed from 8.30 a.m. to 8.30 p.m. daily during term time (8.30 am to 4.30 pm on Fridays and 9.30 am to 1.00 pm on Saturdays)</i></p> <p><i>Woodlands LRC will be open from 8.30 a.m. to 7.00 p.m. Monday – Wednesday, 8.30 am to 6.00 pm on Thursday and 8.30 am to 4.30 pm on Fridays</i></p> <p><i>We will advertise opening times during vacation and study weeks at least one week in advance.</i></p>	<p><i>To check the intranet, Moodle and any posters/leaflets in the centres for changes to opening times</i></p> <p><i>To carry your ID card at all times (so you can access the Centres)</i></p> <p><i>To follow the Acceptable Use Policy and Student Code of Conduct</i></p>	<p><i>We will keep a log of any times the centres are closed and the reason for the closure.</i></p> <p><i>We will keep a record of when we post changes to our opening hours on the intranet and Moodle</i></p> <p><i>We will keep a record of any times</i></p>	<p><i>Closed 5.00 – 8.30 pm due to staff sickness Mon 29/11/10 and Tue 30/11/10. On 9/12/10, 14/12/10 and 16/12/10 the Blossomfield Centre closed at 5.00 pm and a combined open access and library service was available from 5.00 – 8.30 pm. College closed 20-23/12/10 due to adverse weather.</i></p> <p><i>Achieved</i></p> <p><i>The number of students we had to turn away was 103 at Blossomfield and 3 at Woodlands.</i></p>

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			<p><i>when a student is unable to access a PC because the centre is completely full</i></p> <p><i>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys</i></p>	<p><i>Achieved</i></p>
	<p><i>We will ensure that reasonable adjustments are made to meet the needs of students and staff with disabilities.</i></p>	<p><i>To make the Additional Support team aware of any special needs you might have</i></p>	<p><i>We will carry out an annual access audit of all service points</i></p> <p><i>We will have a named library/open access contact to liaise with Additional Support team</i></p> <p><i>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery</i></p>	<p><i>Next review date is now April 2011 for all our service points.</i></p> <p><i>The open access contact is Michael Alexander</i></p> <p><i>We received no comments or feedback about this</i></p>

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			<i>Shopper, student/staff/employer surveys</i>	
	<i>We will provide space for students who want to work in quiet (Blossomfield)</i>	<p><i>To tell staff that you want to work in the Quiet Zone</i></p> <p><i>To work quietly by yourself, and not disturb those around you</i></p>	<i>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys</i>	<i>Some students have complained about noise levels in the HE bay. We are monitoring this and we have asked specific tutors to make their students aware of behavioural expectations when using Open Access</i>
	<i>We will accommodate small groups of up to 6 students from one class without supervision from a teacher</i>	<p><i>Teachers should check with Open Access staff that there is room to accommodate the students and inform Open Access staff of what task the students will be working on.</i></p> <p><i>Students must work on the task their teacher has given them</i></p>	<i>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys</i>	<i>Achieved.</i>

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Customer service	<p><i>We will provide a professional, helpful and courteous service at all times</i></p> <p><i>We will wear name badges and uniforms at all times so staff can be identified</i></p>	<p><i>To follow Acceptable Use Policy and Student/Staff Code of Conduct</i></p> <p><i>To behave in a respectful, non-discriminatory and courteous way</i></p> <p><i>To display your ID badge</i></p>	<p><i>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys</i></p>	<p><i>In the annual area evaluation by the college management team in October 2010, 96% rated the friendliness & professionalism of staff as good or outstanding</i></p>
	<p><i>Customer comments forms will be available in the centres at all times.</i></p> <p><i>When a reply has been requested it will be sent within 7 working days</i></p>	<p><i>You must indicate if a reply is needed and provide full contact details</i></p>	<p><i>All comments forms and other feedback are kept on file together with our replies.</i></p>	<p><i>Achieved</i></p>
Physical environment / Learning environment	<p><i>We will ensure that the centres are kept clean and free from litter</i></p>	<p><i>To keep our code of conduct regarding food and drink.</i></p> <p><i>To use bins provided for waste paper.</i></p>	<p><i>There will be random checks each term</i></p> <p><i>We will monitor staff and student feedback, including customer comments</i></p>	<p><i>Partly achieved. Checked 29/9/10, 21/10/10, 17/11/10. Litter found on tables, and around PCs.</i></p>

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			<i>forms, Student Councils, Mystery Shopper, student/staff/employer surveys</i>	
	<i>We will check the notice board each week and remove out of date information</i>		<i>There will be random checks each term</i>	<i>Partly achieved. Checked 17/11/10: 2 notices for events on 21/9/10 and 28/9/10 still on display</i>
	<i>We will provide a safe and secure environment for students</i>	<i>To display your ID card every time you visit the centre</i> <i>To check in at reception when you want to use a computer</i> <i>To report any suspicious or inappropriate behaviour to staff</i> <i>To report any health and safety concerns to staff</i>	<i>Annual management health & safety inspection</i> <i>Annual Service Area Risk Register</i> <i>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys</i>	<i>Achieved</i>
<i>Software</i>	<i>We will check all the e-</i>	<i>The SRDU team will be</i>	<i>We will keep records</i>	<i>Service not requested during</i>

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<i>checks</i>	<p><i>learning applications in Resource Launcher each term and report any errors to IT Support</i></p> <p><i>We will check weblinks in the intranet Subject Guides and report broken links to the appropriate team</i></p>	<p><i>responsible for providing the Open Access team with relevant up to date electronic checklists.</i></p>	<p><i>of the completed electronic checklists</i></p> <p><i>We will record IT Support job numbers</i></p>	<p><i>the review period</i></p>
<p><i>Induction email training for staff</i></p>	<p><i>We will contact new members of staff within one week of receiving an email from IT Support</i></p> <p><i>We will try to make contact on a further two occasions over the next two weeks.</i></p> <p><i>If this is unsuccessful we will keep their details on file and deliver the training when the member of staff makes contact with us.</i></p>	<p><i>Members of staff must ensure that HR have up to date contact details</i></p> <p><i>Members of staff should respond to voicemail messages left by the ILT Assistants</i></p> <p><i>Members of staff should be punctual when attending a session and inform the open access team if unable to attend</i></p>	<p><i>Emails from IT Support</i></p> <p><i>Email booking database</i></p> <p><i>Print outs of completed training sessions</i></p>	<p><i>At Blossomfield we carried out 33 induction sessions and at 8 Woodlands.</i></p>

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<i>Turnitin plagiarism detection service</i>	<i>We will email 'originality reports' to tutors within two working days of receiving them.</i>	<i>Teachers must be familiar with and follow the Turnitin policy and procedure which is available on the staff intranet</i>	<i>Outlook inbox and sent items</i>	<i>Achieved</i>