

SSSQAF Response to Chaplaincy Report for 2010-11

Commendations:

1. Expansion of services on offer, including in 2011 the addition of an end-of-session Graduation Service.
2. Wide accessibility across the University, including a number of prayer rooms at various locations. The merger with ECA provides the potential for a further room for reflection in its premises.
3. Positive expansion of the team to include a number of new posts/contacts: A new Shi'a Muslim contact, a new Baha'i contact, an additional Church of Scotland Chaplain, a new Labyrinth Chaplain, a new Anglican Chaplain and Chaplaincy Assistant. The Chaplaincy is also looking to appoint a new Sikh Chaplain or Contact.
4. Successful integration of ECA staff and students into the service. Further work is planned to reach out to ECA staff; students have already made good use of the Chaplaincy.
5. Good provision for post-graduate students, who are often working in more isolated conditions than other students: In 2010-11 the Chaplaincy set up the Post-graduate Student Network.
6. Good provision for international students. The Chaplaincy has worked increasingly with the International Office and with the EUSA Internationalisation Coordinator to host opportunities for bringing international and home students together.
7. The re-development plans for the Chapel (to be re-named the Sanctuary) are taking shape and will be presented to the Estate's Committee in Feb 2012.
8. Excellent partnership working with other services within the University as well as other organisations outwith it. The Chaplaincy has increased its collaboration with the International Office throughout 2010-11 and with Accommodation Services.
9. The Labyrinth Chaplain built a Labyrinth at Pollock as part of the end-of-year celebrations in Semester 2, 2011, and is organising a series of Labyrinth workshops and walks across the year.
10. Good use of evaluations: up to and including 2010-11, the Chaplaincy set aside a week in Semester 2 each year to gauge average usage of the Service. From 2011 onwards it is setting aside weeks in both Semester 1 and 2. This is useful and may help to understand slight differences in the ISB response between the semesters.
11. A range of positive partnerships and collaborations with other support services, EUSA and academic units.
12. The ISB data show high levels of satisfaction with the service, although some slight difference between semesters 1 and 2.
13. Good evidence of listening to and responding to feedback from students. In response to feedback from non-users that the service is hard to find, the Chaplaincy has produced a new and more fully informative Freshers' letter which was sent in hard-copy or electronic form to all Freshers in the summer of 2011. There is also improved signage so far as is possible within University regulations, including new canvasses designed and erected outside the Chaplaincy Centre in Bristo Square; large and inviting posters at the front-face of the building; and new signage at the entrance inside. Some feedback has been received as to the efficacy of the new signs, though it remains the case that most people find the Chaplaincy through word of mouth.
14. Also with regard to feedback and evaluation the Chaplaincy has expanded its monitoring practices by providing short questionnaire cards at drop-in, by monitoring Chaplaincy Centre usage in Semester 1 as well as in Semester 2, by fuller consultation on numbers with those using the KB prayer rooms, by collecting data on website usage and by increasing feedback conversations with students and all users across the University sites.
15. Accessibility of the Chaplaincy is very good and adjustments are made to locations of events to accommodate accessibility. The Prayer Rooms at KB are in need of further

development, and the Chaplaincy is in on-going discussions to improve facilities there.

16. Staff development is good – in terms of in-house reviews and support. In addition use of external development opportunities, both of the half-time administrators completed Open University courses in 2010-11 relevant to their work in computing and in management, thus providing for on-going quality communication and the smooth-running of the Chaplaincy service.
17. The Chaplain was made Honorary Fellow of the Divinity School in 2011.
18. The in-coming Associate Chaplain, Revd Ali Newell arrived at the end of Semester 1, 2011. She is a Church of Scotland minister and a trained counsellor.
19. The Chaplaincy is very connected through a range of networks and there is evidence of sharing good practice and learning from others with a view to enhancement of services.
20. Accredited labyrinth training.

Recommendations:

1. To report on progress towards the re-development of the Chapel in the next report.
2. To consider and plan for potential implications of the Distance Education Initiative on demands for email contact and pastoral advice.
3. To report on progress in the next report towards the development of the Prayer Rooms at KB.
4. Recommend early discussion with the convener of the Personal Tutor implementation group to ascertain the likely impact of the new Personal Tutor scheme on the Chaplaincy in terms of Personal Tutor training, so that the Service can plan for any enhanced training requirements.