

## **SSSQAF Response to Chaplaincy Report for 2011-12**

### *Commendations:*

1. The wide range of groups, staff and students and beyond, which the Chaplaincy serves across a number University locations. These include those of all faiths and none, and extend to alumni and the extended families of students and staff.
2. Use of actual user feedback in the report.
3. Strong collaboration between the Chaplaincy and the Colleges and Schools across the University. This strong collaboration also extends to the other Student Services, including Accommodation Services, Counselling, Student Disability Office, IAD, International Office, Registry and Development and Alumni. There is also a strong partnership EUSA and the Advice Place.
4. Development of the "What's the University for?" and involvement in the training of Personal Tutors in conjunction with the IAD.
5. The Chaplaincy has very close links with all the wider communities that it supports within the University. These extend from local to international involvement.
6. Excellent performance on the International Student Barometer.
7. Introduction of enhancements from the results of the International Student Barometer.

### *Recommendations to the Service:*

1. The feedback from users provided is rather anecdotal (and selective?). The Chaplaincy might consider a more formal system for obtaining feedback on the current service provision. While, as the report states, this can be seen as intrusive to some of the services it provides, a more systematic feedback system could be developed, e.g. via the website.
2. Work with other University support services to adopt best practice to gather feedback from users and the wider University body.
3. Engagement with the new University Survey Unit to enable measurement of students' satisfaction with the Chaplaincy and possible greater understanding of the make-up of the student population by religious beliefs. Could be used to develop enhancements in a similar way to those resulting from the International Student Barometer.
4. Work with Chaplains at other Scottish Higher Education Institutions to share good practice.

### *Recommendations to the University:*

5. Recommend that the Student Survey Unit considers the collection of information about student religious beliefs in the next ESES with a view to understanding the student population better and to help inform potential demand for faith-based services by the Chaplaincy.