# The University of St Andrews
## Student Services Strategy
### Values
<table>
<thead>
<tr>
<th>Accessible</th>
<th>Holistic</th>
<th>Empowering</th>
<th>Empathetic</th>
<th>Fair</th>
<th>Positive</th>
<th>Professional</th>
<th>Relevant</th>
</tr>
</thead>
</table>

### IT - Engaging virtually
- Increasing staff literacy.
- Seamless inhouse systems in back in services in adaptable formats.
- Speaking students’ language. Use of IT self help tools (LLTF).
- Social network development.
- Engaging with students in their format.

### Proactive Student Engagement
- Outreach projects (community projects).
- Supporting intelligent ex-class time.
- Student experience development.
- Embracing diverse cultures.
  - (student interest, international groups).
- Student integration and transition.
  - (Orientation programme expansion).

### Staff Development
- Empowering staff to drive projects.
- Professional upgrading of qualifications.
- Displaying professional expertise.
- Increasing staff local collaboration.
- International cultural exchange projects.
- Encouraging cross university contact.

### Working collaboratively
- Supporting the Learner Ringfence (The Academic boundary project).
- Managing third party engagement (Delineating Parental roles).
- Local agency partnerships (Healthcare partnerships).
- Admissions/Development Projects.

### Ensuring Quality
- Student satisfaction monitoring (Survey response).
- Expectation management.
- Choosing robust excellence standards.
- Benchmarking across institutions.
- Retaining current ranking and improving.

### Working upstream
- International pre-admissions collaboration.
- Preventative programmes of Wellbeing.
- Cross disciplinary team Comms.
- Emergency fast response – OOH.

### Maintaining Discipline
- Structuring appropriate respect.
- Encouraging self-disciplining.
- Communicating the “tone”.
- Managing local town relations.

### Service Expansion
- Leading student health partnership.
- Counselling specialism backup (bank).
- Postgraduate services specialism.
- Embedding of Support Advising model.
- Disability needs assessment clinics.