

## **SAAS Quarterly Review Meeting – Wednesday 23 February 2011**

Present        Andrew Scott, Director of Employability, Skills and Lifelong Learning  
                  Martin Boyle, HELS  
                  Susan Chalmers, ELL Finance  
                  Tracey Slaven, SAAS  
                  Graham Gunn, SAAS  
                  Audrey Heatlie, SAAS  
                  Audrey Shimmons, SAAS  
                  Jody Yorkston (minutes secretary)

Apologies     Maureen Shevas, SAAS

### **Minutes of the previous meeting**

The minutes of the meeting held on 23 September were agreed.

### **Balanced Scorecard**

#### Customers/Stakeholders

The customer survey was made available to all students for the first time and we received approximately 12,000 responses with the main concern highlighted being difficulties in contacting SAAS by phone. This issue is expected to improve due to the implementation of the new telephony system and better online updates to reduce the number of calls received from students checking on the progress of their application. The cost of calls will also be reduced with the introduction of 0300 numbers in March.

We have also added a monthly survey question to the website, which will be relevant to the time of year.

#### Delivering Value

The programme underspend has increased to £6.9m as a result of the attendance data returns.

#### Internal Process

The Student Finance Recoveries Team has seen an increase in workload due to the attendance data returns.

#### Learning and Growth

While we are seeing better staff retention and performance, the staff survey shows that there is still an issue regarding staff satisfaction. It was suggested that this inconsistency may be due to the timing of the survey, and that a more reliable result may be achieved if the survey was replicated in March, however, it may be difficult to organise this at such short notice. Staff satisfaction is expected to improve with the implementation of the new telephony and processing systems reducing the pressure on processing staff.

## **Any other business**

### Framework Documentation

It was agreed that the framework documentation would be submitted to the Cabinet Secretary.

### Fee Differential

The removal of the fee differential for session 2011/2012 has resulted in protests from medical students. SAAS have engaged with NUS to advise students that those currently in receipt would continue to receive it.

Chief Executive's Office  
23 February 2011