

**M25 Quality Working Group
Service Level Definition Template: Example**

SERVICE AREA: INDUCTION OF NEW STUDENTS		SERVICE MANAGER: ACADEMIC SERVICES MANAGER	
SERVICE DEFINITION		WHAT WE EXPECT FROM OUR USERS	
Introductory, orientation and skills sessions to be available to all new students during the first semester. These sessions may be delivered face to face or on line.		<p>Faculties to include library in induction plans and mail shots.</p> <p>Course Directors to arrange initial orientation sessions and initial skills sessions with Information Advisers</p> <p>Academic staff to timetable and encourage students to attend sessions/Students to make every effort to attend</p>	
MONITORING PROCESS	PERFORMANCE INDICATORS	REPORTING STRUCTURE	
<p>Check Faculty induction plans include library induction</p> <p>Log bookings and attendance</p> <p>Evaluation forms on sample basis</p> <p>Usage made of stock by 1st year students</p>	<p>At least 60% attendance at each session</p> <p>At least 70% of new students attend either orientation or skills session in semester 1</p> <p>The % of new students who borrow books by end of Semester 1</p>	<p>Monthly statistics</p> <p>Feedback and annual reports to Faculty</p> <p>LIS annual report</p>	
POLICY REFERENCE	BENCHMARK/S	REVIEW DATE	
<p>Library Strategic Plan 2005-8</p> <p>Information Literacy policy</p>		June each year	