VISION, STRATEGIC AIMS AND OPERATIONAL OBJECTIVES
2015-16 TO 2019-20

VISION
To be an effective enabler and influencer of the student experience at Kent, and to be recognised as an exemplar of good practice internally and externally across the higher education sector.

To work in collaboration with others, and using the University’s collegiate structure, to deliver the Institutional Plan, 2015-20.

STRATEGIC AIMS
This vision requires Student Services to manage a distinct range of services for all students and staff with an emphasis on student welfare, pastoral support, flexibility, innovation, efficiency and effectiveness. The service also seeks to proactively manage student conduct and promote good relations with the local community.

The Department’s commitment to the student experience, and working collaboratively with academic and Professional Services staff, Kent Union and the local community can be expressed through a number of strategic aims.

i) Student Support and Well-being

- Developing and enhancing a comprehensive network of accessible and student-focussed support services, and continuing to work in partnership with Academic Schools and the Professional Services, to help all students achieve their potential and gain the maximum benefit from their time at University

- Ensuring that Student Support and Well-being is highly visible within the University and that the full range of services, including the Chaplaincy, are clearly understood and valued

- Promoting success and sharing good practice to ensure equality of opportunity for all students

ii) Careers and Employability Service

- Working in close collaboration with Professional Service Departments, Kent Union, Academic Schools and the Graduate School to provide an excellent service to all Kent students, in accordance with the University of Kent Employability Strategy and other relevant employment initiatives

- Raising the profile of the Careers and Employability Service and the awareness of career development opportunities to all students within the University

- Proactively developing, supporting and promoting an increase in opportunities for University of Kent students to acquire relevant experiences of work regionally, nationally and internationally, to improve student prospects of securing graduate level employment
• Supporting all students in the application of employability skills as a foundation for their progression to higher level study and/or graduate level employment, and celebrate their non-academic achievements

• Working with Kent Union and employers to ensure that all students gain access to information about a wide range of part time, temporary and permanent job vacancies, both regionally, nationally and internationally

iii) Colleges

Working in partnership with relevant stakeholders within the University and in the wider community to:

• Provide a safe, inclusive and stimulating environment for college communities

• Enhance College life

• Help students develop into resilient individuals and responsible citizens

• Offer coordinated support to ensure student welfare and to help students achieve their academic ambitions

• Enhance relationships with the local community and with our College alumni.

iv) Community Relations

• Working in partnership with Academic Schools, Professional Service Departments and Kent Union to develop harmonious relationships and constructive engagements with our local communities at Canterbury and Medway

v) Student Equality and Diversity

• Working in partnership with Academic Schools, Professional Service Departments and Kent Union to develop and promote student equality and diversity policies, procedures and initiatives throughout the University

vi Staff Training and Development

• Working with the Human Resources Department to ensure the recruitment and retention of the best staff, and to support and encourage Student Services staff to pursue their own personal professional development, in line with the University’s strategic aims

Revised March 2017