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# **Campus Life Section**

## **Service Level Agreements SLA**

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This Service Level Agreement defines the levels of service provided by Campus Life section and its departments to Students and Staff of The University of The South Pacific in support of their core activities and service requirements.

**FEB 2016**

VERSION: DRAFT VERSION 1

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# 1. Introduction

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## 1.1 Purpose

The purpose of this Service Level Agreement (SLA) is to define the levels of services provided by USP's Campus Life Section to students and staff of The University of The South Pacific (USP) in support of their core Support and Activities requirements.

This document:

- Summarises the services as detailed in the Campus Life Core Services Catalogue
- Describes the service management process
- Defines the service levels and performance measures for each service
- Outlines the reporting to be provided.

## 1.2 Campus Life Student Core Services and Staff Catalogue

This SLA should be read in conjunction with the Campus Life Student Core Services Catalogue. The catalogue describes each of the services provided by Campus Life Section and Departments in detail as well as any service exclusions.

## 1.3 Campus Life Student and Staff Support Hours

Campus Life Section and Departments provides support and services in the areas of Careers and Entrepreneurial, Disability, Health and Wellness, Sports, Counselling, First Year Experience, Orientation and Event Management including Monthly Pacific Market days and Blood Drives, VC's Walks on the Foreshore and Health week during the core student support hours of:

- 8am – 4:30pm Monday to Thursday
- 8am – 5:30pm Friday
- After Hours: By the Group Manager Campus Life

All services described in this SLA are available and fully supported during core student support hours.

Counselling Centre provides emergency after Hours services via the following:

- After Hours: By the rostered Counsellor on Mobile: + 679 9218698

Health and Wellness services are provided during Semesters:

- 8am – 7pm Monday to Friday

**Note:** Support hours exclude public holidays where the all offices are closed.

## 1.4 Service Relationship

Campus Life Sections is an in-house service provider for USP. Campus Life Section supplies proactive and reactive support services that add value to the University.

Campus Life Section is committed to helping customers achieve their objective using appropriate and responsive advice, services and events. To achieve this, Campus Life Section and departments have adopted a partnering approach to its customer relationships. This is based on:

- An open and constructive communication style
- A commitment to, and promotion of, a customer service ethos

- A proactive and shared approach to problem solving
- Ensuring each partner understands their roles and responsibilities in relation to this agreement.

In general all CL Departments will deliver the following:

- Answering the majority of general enquiries first time, every time.
- Providing related physical facilities that enhance the student experience.
- Providing an exemplary front-line student support service.
- Challenging ourselves and others to enhance our service to students.
- Developing an ever closer dialogue with students.
- Providing informed referrals to the right place, every time.
- Providing support to those who influence and serve our students.

## 2. Services Provided

The services provided under this SLA are:

[Refer to the Campus Life Student and Staff Core Services Catalogue for detailed service descriptions].

Service	Description
Career and Entrepreneurial Services	This service provides students with a range of Career and Entrepreneurial services, skill development, Career and Entrepreneurial events, workshops and talks as well as access to job vacancies via USP Career Hub. Vacancies in Fiji and across the Pacific as well as in Australia are listed in the USP Career Hub on a daily basis.
Disability Services	Disability Centre provides all students with a range of services, advice and support to successfully undertake study at USP. This includes specialised Orientations, DSC Buddy support, Technology support and a Disability Resource Centre space.
Health and Wellness Centre	Students who have taken out USP's student Insurance can access the USP Health and Wellness Centre for Outpatient appointments and associated services and treatments.
Sports	CL Sports provides registered students with easily accessibility to a range of Sports at USP Laucala Campus including Rugby, Touch Rugby, Soccer, Futsal, Basketball, Volleyball, Beach Volleyball, Netball, Paddling, Tennis, Swimming, Athletics, Hapkido and Taekwondo as well as Community sporting participation. In addition Campus Life Sports facilitates staff sports and the Inter- tertiary sports event.
Counselling	<p>All Students and staff have access to confidential personal counselling via the Campus Life Counselling Centre.</p> <p>The Counselling Centre delivers proactive workshops during each semester including Drug and Alcohol awareness, Reproductive Health, Stress Management', 'Resilience Building for Success', 'Breathing Right to Change Your Life' and Mental Health issues that affect students and staff.</p> <p>The Counselling centre also provides services via Peer Education Y-Peer TOT Training program to our regional campuses.</p>
First Year Experience (CL FYE)	To support students studying at USP, CL FYE utilising its FYE Buddy Program, provides proactive support and advice during the first year of a student's life at USP.
Orientation	<p>All USP First Year students have access to a comprehensive University and Faculty Orientation prior to semester 1 of each year. The Orientation service will provide University and Faculty welcomes, Campus Tours, Course selection and advice, Workshops on key topics and entertainment.</p> <p>An Online University Orientation is provided.</p>

Event Management	<p>All student and staff will be provided each year with CL events that will add value to their USP experience, including monthly Pacific Markets Days, VC's Walk on the Foreshore, Monthly Blood Drives, Family Day and a comprehensive week long Health week.</p> <p>All students and staff will be provided with regular information of CL events via CL Facebook and regular emails.</p>
Multi Faith Chaplaincy Service	<p>Provision of pastoral, spiritual and religious care for students and staff.</p> <p>Provision of specialist skills and knowledge relating to pastoral, spiritual and religious matters affecting students and staff at The University of the South Pacific.</p>
Campus Life office	<p>Campus Life office will provide leadership to all Campus Life Departments and provide advice and assistance to the Student Bodies ie. USPSA Laucala and USPSA Federal.</p> <ul style="list-style-type: none"> <li>➤</li> <li>➤ Cleaning services to specified Non CL departments</li> <li>➤ Allocation of Vendor space at Pacific Markets</li> <li>➤ Allocation and Printing of staff parking permits</li> <li>➤ Allocation and approval for use of various Spaces/ Bures by Faculties, Departments and student Bodies</li> <li>➤ Allocation and approval for the hire of CL Marquees and Islander Tents</li> <li>➤ Approval for all requests for the consumption of alcohol on the 3 campuses in Suva.</li> </ul>
Campus Life Finance	<p>The Office will also deliver the following services: Financial services to all CL Departments</p>

### 3. Service Availability & Support

Campus Life Section aims to provide a high level of service availability during business hours (8.00am – 4.30pm Monday to Friday). Limited services in some departments are available after hours (outside core business hours), however, only a few are supported. The services that are supported after hours are for severity 1- critical issues (see the 'Priority Table' in section 5 of this document).

The following table outlines availability and support for each service:

Service	Business Hours		After Hours	
	Available	Supported	Available	Supported
Career and Entrepreneurial Services	✓	✓	<b>X</b>	<b>X</b>
Disability Services	✓	✓	✓ limited	✓
Health and Wellness Centre	✓	✓	✓ limited	✓
Sports	✓	✓	✓ limited	✓
Counselling	✓	✓	✓ limited	✓
First Year Experience (CL FYE)	✓	✓	<b>X</b>	<b>X</b>
Orientation	✓	✓	<b>X</b>	<b>X</b>
Event Management	✓	✓	✓ limited	✓ limited
Multi Faith Chaplaincy Service	✓	✓	<b>X</b>	<b>X</b>
Campus Life Office	✓	✓	✓ limited	✓ limited
Campus Life Finance	✓	✓	✓ limited	✓ limited

**Note:** The services that are supported after hours are for Severity 1 (only) Counselling and Health and Wellness issue. Other Services such as Sports and Event Management are only available after hours for key events.

#### 3.1 Service issues

The following events may impact on service availability:

- **Planned Gazetted Holidays – Campus Life** is required to advise all USP stakeholders of such issues.
- **Natural Emergencies:** Students will be notified via USP Email and social media announcements of such closures.

## 4. Management of Services

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### 4.1 Overview

All contact with Campus Life Office and its departments regarding services described in this SLA will be through the each department's Service Desk. This is to ensure all issues are logged and can be reported on for performance reporting purposes and the agreed escalation and service levels can be instigated and managed.

### 4.2 Contact with the Campus Life Departments

Students and staff can request information or support from all Departments of Campus Life via the following methods -

- Visiting the appropriate Department office listed below or contacting Campus Life head office or contacting each department on the phone numbers below:

Services	Phones : Working Hours	Phone After Hours / NA
Career and Entrepreneurial Services	3231798/3231847	9223012
Disability Services	3237182	N/A
Health and Wellness Centre	3232362	3232362/9249721
Sports	3232067	9344826
Counselling	8232613	9367415/8334796
First Year Experience (CL FYE)	3232300	9332549
Orientation	3232766	N/A
Event Management	3231831	8353265
Multi Faith Chaplaincy Service	3232772	N/A
Campus Life Office ( Front Office)	3232351	9987707
Campus Life Finance	3232351	N/A

Campus Life Service Desk staff are trained in call escalation and resolution processes and are aware of call priorities and key business issues. Please see section 1.3 for Campus Life Department's student support hours.

### 4.3 Request for Service Process

Each CL Department will set the priority level and nature of the request when received.

### 4.4 Service Escalation

All enquiries or issues for services supported by Campus Life Section at USP are logged via the Campus Life Service Desk.

The following table outlines the escalation path for USP customers if Campus Life related incidents or services are not resolved within agreed service levels.

Escalation Point	Description
Campus Life Client Services Officer	▪ 1st point of escalation for incidents related to student



Pratish Raj – 323 2351	services and service delivery issues
<b>Group Manager Campus Life</b> Glenn Pope – 323 1044	<ul style="list-style-type: none"> <li>▪ 2nd point of escalation for incidents related to student services and service delivery issues</li> </ul>
<b>Deputy Vice Chancellor LTSS</b> Prof Richard Coll – 323 2052	<ul style="list-style-type: none"> <li>▪ Final point of escalation for all service issues</li> </ul>

## 5. Service Level Response Times

This section describes the priority levels and response times for all requests logged with the Campus Life Office and other CL Departments.

### 5.1 Priority Levels

Priority	Definition
<b>Severity 1 - Critical</b>	Problem affecting a large group of customers (>50), business critical functions or essential services.
<b>Severity 2 - Urgent</b>	Customer cannot perform normal business function due to problem.
<b>Severity 3 - High</b>	Customer is significantly inconvenienced by an issue but can work around it until resolved.
<b>Severity 4 - Service Request</b>	Customer requests a service.

### 5.2 Resolution Time

Resolution time is the time taken from logging a request for service at a campus Life department to the official response.

**Note:** Where the resolution is dependent on the services of another USP provider, Campus Life will ensure that the resolution by the other USP provider is not unreasonably delayed, but cannot guarantee the timeliness of the other provider's response.

### 5.3 Service Levels

**Core Business Hours** – Campus Life office and its departments will achieve the following service levels.

Measure	Critical	Urgent	High	Service Request
<b>Response Time</b>	3 hours	6 hours	2 day	3 days
<b>Percentage met</b>	95%	95%	95%	95%

**After Hours** – Campus Life office and its departments will achieve the following service levels.

Measure	Critical	Urgent	High	Service Request
<b>Response Time</b>	2 hour	N/A	N/A	N/A
<b>Resolution Time</b>	Best endeavours	N/A	N/A	N/A

## 6. Performance Measures

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The following tables outline the performance measures to be achieved by Campus Life Office and its various Departments in the delivery of the core services and activities.

Performance Measure	Performance Target	Quality Standard
<b>Requests Management</b>	<ul style="list-style-type: none"> <li>➤ 100% of Requests responded</li> </ul>	<ul style="list-style-type: none"> <li>➤ Calls or counter enquiries answered in a polite and helpful manner</li> </ul>
<b>Incident Management</b>	<ul style="list-style-type: none"> <li>➤ First point of contact resolution <math>\geq 75\%</math></li> <li>➤ Agreed service level response times are met</li> </ul>	<ul style="list-style-type: none"> <li>➤ Incidents managed in accordance with Section 5 of this document</li> <li>➤ Agreed escalation procedures are followed</li> </ul>
<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met –</li> </ul>	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>
<b>Written Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide initial response to written correspondence within <b>five working days</b></li> </ul>
<b>Email Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide response to all email requests or enquiries within <b>2 working days</b></li> </ul>

## 7. Reporting Requirements

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The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information on the service provided can be made available to customers and support areas.

The following sections outline the reporting provided as part of the service level agreement. Reports will be provided on a six month basis to DVCLTSS.

Performance Measure	Reporting Requirement
<b>Service Availability</b>	Reports from each Department of Campus Life Section - Monthly
<b>Online Surveys</b>	Reports from Online surveys to be done every 6 months by each department or service
<b>Response to requests covered in the Student Service Level Agreement</b>	Respond within target timeframe for $\geq 95\%$ of requests
<b>Percent of students satisfied with the service they received via Online surveys</b>	$\geq 85\%$
<b>Social media – Facebook</b>	Reports on FB queries provided with 2 working days and monthly report provided to the Campus Life office

# 8. Appendix A - Supporting Documentation

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Document	Location
Campus Life Student Core Services Catalogue	<a href="http://?????">http://?????</a>

## 8.1 Campus Life Student Core Services and Staff Catalogue

This section outlines the various Campus Life departments and their specific Service Level Agreements.

### Career and Entrepreneurial Services SLA

#### SERVICE CONTACT POINT

Mr Semi Bilitaki, USP Career Centre and Services, Laucala Campus

Telephone 3231847

Email: [Bilitaki\\_s@usp.ac.fj](mailto:Bilitaki_s@usp.ac.fj)

Ms Archana Jyoti Khan, USP Career Centre and Services, Laucala Campus

Telephone 3231847

Email: [archana.khan@usp.ac.fj](mailto:archana.khan@usp.ac.fj)

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#### CAREERS AND EMPLOYABILITY SERVICES FOR STUDENTS

**Location of Service:** Careers Centre and Services, Laucala Campus, USP

#### Description of Services: USP Career Centre and Services and USP Career hub

- Careers Advice
- Career Path Alignment
- Basic Career Information
- Job Search Skills Workshops and Seminars
- Updates on Vacancies and Employment Opportunities
- Job Placements/Internships and Attachments with Employment Agencies
- Self-Employment and Entrepreneurship Workshops and Information.
- Viewing Job Vacancies listings across Fiji and in our other Pacific member Countries.
- Opportunity to post E -portfolio
- Obtain information on USP Career Events, Career Workshops and Seminars
- Develop your own Resume and download Resume templates
- Make online appointments to meet staff at USP Careers office (Laucala)
- Access FAQs and fact sheets on Career Topics such as Interview skills/How to Write Application letter
- Current Student Detailed Information and Profiles
- Latest Career News and much more.
- Access the latest employment links with our Regional Countries
- View Job Seeking Skills videos
- View entrepreneurial videos and access opportunities on "How to be an Entrepreneur"

#### Client Groups/Eligibility for Services

- Current students, staff and alumni of the University of the South Pacific
- Those students who have gained a degree from the University of the South Pacific and are members of the University of the South Pacific Alumni Association.
- Students who are also on full time and part time scholarships with the regional countries who are members of the University of the South Pacific.
- The Careers Centre and Services programs and activities specifically conducts career development programs for undergraduate students.

## **Exclusions**

- Undergraduate Students from other universities who may want to attend career development workshops at USP are not eligible.
- Students who attend Courses at USP on a specific course and not last a full semester.
- Students on courses franchised and validated by the University but delivered at another academic institution

## **Provider Responsibility**

- Produce and maintain relevant and up-to-date resources and webpages.
- Provide a diverse program of events which meets the identified needs of users and provides accessibility to students to obtain career information USP Careerhub.
- Produce appropriate publicity to ensure service users are aware of range of materials, services and events available to them.
- Ensure every user is treated impartially and with confidentiality.

## **User Responsibility**

- By signing up to a career development program which includes workshops, seminars or even appointments represents a commitment to attend and students are obliged to attend where appropriate.
- To notify the Careers Service if they are unable to attend an event/keep an appointment with appropriate notice wherever possible.
- When attending events, to conduct themselves in a manner which does not prevent other users from deriving benefit from the session.
- To arrive punctually to events.

## **Availability of Service**

Monday to Friday 8am – 4.30pm

Some career development programs and events are run after 4.30 pm to ensure that students attend after their lectures. This is to ensure flexibility and maximum attendance.

## **Service Statistics/Outputs**

- Production of relevant resources, web pages, vacancies and career information on USP Careerhub.
- Provision of career information through brochures and pamphlets from the Careers Services information Centre available at the USP Career Centre and Services.
- Contribution to Campus Life Section through Reports and information which is tabulated and submitted to management.
- Contributes information to the USP Orientation Guide and the University of the South Pacific Prospectus.

## **Service Measures**

- Programs and Events monitored annually by the SPOMS Targets and Management Committee and appraisal and advice sent to sections on certain deadlines.
- Numbers attending each session are recorded to provide a measure of each program's attractiveness and effectiveness of publicity arrangements. This is also available with USP Careerhub which could be retrieved to provide a good feedback and source of information.
- Survey monkey and evaluation tools are also used to ascertain the effectiveness of career development programs and events.

## **Dependencies**

- Availability of suitable rooms outside of the Careers Service building. This is arranged with Properties and Facilities and other lecture rooms/seminar rooms well in advance.
- Availability of campus network for distribution of email messages to promote events. This is made available with the USP ICT Network and USP Careerhub.

- Effective communication with other sections of the USP which includes professional and nonprofessional sections.
- The USP Careerhub Administration and support services provides assistance and guidance in ensuring that USP Career hub is functional and addresses the career development needs of students in Fiji and in the pacific region.
- USP Careerhub stores valuable information on students usage of the online which can be retrieved to ascertain the effectiveness of the online portal page.

### Feedback and Monitoring

- Feedback questionnaires from events and the survey monkey for student's feedback.
- Evaluation from Employers during career fairs and employer presentations.
- Periodic survey of individual careers guidance sessions.

### Benchmarking

The University of the South Pacific is benchmarked with other Universities here at the main Campus of Laucala, Fiji Islands and other Universities in Australia and New Zealand who have established good relations with USP. This is made available through accreditation and recognition of programs and activities from world renowned accrediting agencies.

### The Career and Entrepreneurial Services will deliver the following:

Performance Measure	Performance Target	Quality Standard
<b>Requests Management</b>	➤ 100% of Requests for services and responded within 2 working days	➤ Calls or counter enquiries answered in a polite and helpful manner
<b>Incident Management</b>	<ul style="list-style-type: none"> <li>➤ First point of contact resolution ≥75%</li> <li>➤ Agreed service level response times are met as outlined in 5.1; 5.2 and 5.3 of the CL SLA above</li> </ul>	<ul style="list-style-type: none"> <li>➤ Incidents managed in accordance with Section 5 of this document</li> <li>➤ Agreed escalation procedures are followed</li> </ul>
<b>Delivery of Services</b>	➤ Standard Service Request timeframes are met within 2 working days	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>
<b>Written Correspondence</b>	➤ Standard Service Request timeframes are met within 5 working days	➤ Provide initial response to written correspondence within <b>five working days</b>
<b>Email Correspondence</b>	➤ Standard Service Request timeframes are met 2 working days	➤ Provide response to all email requests or enquiries within <b>2 working days</b>



## **Disability Services SLA:**

### **Location of Service**

The Disability Resource Centre Office, Laucala Campus, Suva, Republic of the Fiji Islands.

### **Description of Service**

The DRC provides support services to all students and staff with disabilities who have formally disclosed their medical condition either via the Student Administrative Services (hereafter referred to as 'SAS') Online or Manual Admissions Application and/or through the Voluntary Disability Disclosure Form.

- The support services include information and advice; coordination meetings and other types of support for students with disabilities in keeping with USP's strong commitment to creating an inclusive, barrier free working and learning environment for all students with disabilities. Additional support services are provided to students and staff who may suffer from temporary disability (ies) such as a broken arm from playing a sport.

### **Client Groups/Eligibility for Services**

A client will include:

(i) a bona fide student and/or staff at the USP who voluntarily comes forward to disclose his or her disability and/or health condition at the disability office as per section 7.0 on 'Disability Disclosure' of the USP Disability Inclusiveness Policy 2013 (hereafter referred to in this document as the '*disability policy*')<sup>1</sup>; and/or

(ii) a bona fide student at the USP who indicates on the SAS manual and/or online 'Application for Admission' form<sup>2</sup> (hereafter referred to as the '*admission form*') that he/she has a disability(ies).

### **Exclusions**

- Students with disabilities who have not formally disclosed at the DRC;
- Dependents, parents/guardians/partners, personal carers and support workers of the above;
- USP alumni who are now in other organisations; and
- Staff with disabilities seeking support relating to their work or incidental study.

### **Provider Responsibility**

1. To work within the guidelines of the USP disability policy, the Inclusion Action Plan as well as international and regional disability frameworks outlined in the policy.
  2. To work within the USP's procedural and documentation guidelines in relation to students with disabilities and to actively participate in the development of such procedures.
  3. To enable and support students with disabilities who have formally disclosed at the DRC.
  4. To work towards enabling the USP to meet the requirements/needs of students with disabilities in relation to support services and reasonable accommodations.
  5. To represent the requirements/needs of students with disability to the USP.
  6. To represent the USP to students with disabilities.
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7. To provide up-to-date, accurate information regarding support services for students with disabilities through accurate and timely reporting at various fora.
8. To ensure effective and efficient disability inclusive operating systems are in place.
9. To liaise with and support all USP staff on request, in relation to support services for students with disabilities in addition to ensuring staff are informed of recent developments.
10. To update and maintain disaggregated disability data on the Student MIS by sharing information and working closely with Manager Student MIS and his/her team at SAS.
11. To liaise, collaborate and engage with external agencies, donor groups and funding bodies.
12. To offer advice to individuals within the client groups.
13. To work closely with the University of the South Pacific Student Association (hereafter referred to as 'USPSA') student representatives as well as their federal body colleagues.
14. To attend and provide information to the USP committees when required.
15. To ensure that the USP is kept up-to-date on both internal and external developments that may have an impact on the provision of support services to students with disabilities.

### **User Responsibility**

1. To provide information in a timely manner to the USP (through appropriate means) regarding support service needs so as to enable the provider to meet these needs effectively.
2. To maintain contact with the provider until the support service is given.
3. To notify the provider should any issue arise as appropriate.
4. To supply timely information; to read, retain and follow information provided and to deal with documentation and other matters relating to procedures in a timely manner.
5. To attend appointments promptly.
6. To ensure that one's student details are accurate and up-to-date at all times.

### **Availability of Service**

0830-1700 Monday-Friday; extended hours will apply subject to the recommendation of the Manager DRC and subsequent approval from Group Manager Campus Life.

### **Cost/Charges**

The provider will bear the costs of specialist support services for all students with disabilities who have disclosed. These include the provision of sign language interpreters, student volunteer 'buddies', procurement of assistive technology and/or software (e.g. JAWS, Braille note-takers, embosser, braille paper) and braille of test/exam papers.

### **Service Statistics/Outputs**

DRC Handbook and Inclusion Action Plan (which outlines a summary of facilities and procedures).

### **Service Measures**

- Review or produce new documents at least annually.

- Update web pages and other forms of information at least annually and more often if appropriate.
- Update e-mail list and database of students with disabilities at least two times a year and send out quarterly eNewsletters.
- Deal with cases regarded as urgent within 1-3 working days wherever possible.
- See students (or offer appointments) within five working days (appointments will not normally be made more than three working weeks in advance).
- Respond to/deal with (e.g. forward) written correspondence (including e-mail) requiring response (e.g. requests or complaints) or send a holding letter within five working days.
- Answer telephone calls as soon as possible, use voicemail only when other systems would give a caller the engaged tone or outside office hours and respond to messages within one working day.
- Investigate and respond appropriately to complaints within USP guidelines.

### **Dependencies**

- Use of service by client groups.
- Scholarships by the 12 member countries of the USP (e.g. Scholarship Scheme for Special Children (SSSC) in Fiji) as well as donor scholarships (e.g. Australia, European Union, New Zealand, Taiwan ROC, etc).
- The continuing availability of the USP's Student Bursary Scheme and/or other disability assistance for students with disabilities.
- Availability of accurate disaggregated data on students with disabilities available on the Student MIS at SAS and DRC.
- The availability of up-to-date and timely information from external agencies and governments of the 12 member countries of the USP.
- Physical accessibility of the USP's campuses and other relevant services provided by the various university departments e.g. Library, SAS, Residential Halls, etc.

### **Feedback and Monitoring**

- Scheduled meetings relating to students with disabilities as per the 'handholding' phase<sup>3</sup>
- Student Evaluation Survey carried out by disability staff at the end of each semester.
- Regular contact with USPSA student leaders, their federal colleagues and other groups.
- Correspondence and other communications.

### **Benchmarking**

- Extent to which the USP meets institutional performance indicators set by both internal and external quality assessment and/or donor bodies e.g. Fiji Higher Education Commission, High Level Consultations with external funding agencies, etc.
- Networking through internal and external disability-related forums e.g. Line Ministries responsible for disability in USP's member countries such as ministries of Education, Justice, Health, Social Welfare; Disabled Peoples Organisations (DPOs); Pacific Disability Forum, etc.

**The Disability Services will deliver the following:**

<b>Performance Measure</b>	<b>Performance Target</b>	<b>Quality Standard</b>
<b>Requests Management</b>	<ul style="list-style-type: none"> <li>➤ 100% of Requests for services and responded within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Calls or counter enquiries answered in a polite and helpful manner ( <b>at time of enquiry</b>)</li> </ul>
<b>Incident Management</b>	<ul style="list-style-type: none"> <li>➤ First point of contact resolution ≥75% and within 1 working day</li> <li>➤ Agreed service level response times are met as outlined in 5.1; 5.2 and 5.3 of the CL SLA above</li> </ul>	<ul style="list-style-type: none"> <li>➤ Incidents managed in accordance with Section 5 of this document</li> <li>➤ Agreed escalation procedures are followed</li> </ul>
<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>
<b>Written Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 5 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide initial response to written correspondence within <b>five working days</b></li> </ul>
<b>Email Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide response to all email requests or enquiries within <b>2 working days</b></li> </ul>

**Health & Wellness Centre SLA**

**SERVICE CONTACT POINT**

Ms. Veitacini Koroi, USP Health & Wellness Centre, Laucala Campus  
 Telephone 3232362

**Health & Wellness Centre**

**Location of Service:** Health and Wellness Centre, Laucala Campus, USP

## **Description of Services: USP Campus Life Administration Office – Front Line Services**

The Health & Wellness Centre is a general outpatient practice offering general medical services to the students of the University. It is key liaison centre for the University in cases of any outbreaks or health awareness.

### **Client Groups/Eligibility for Services**

- Students.
- Students' dependants living within a specified practice boundary.
- Temporary residents.
- Overseas visitors.
- Staff requiring advice and vaccination for travel abroad on University business.
- Academic staff requiring advice and support in respect of student health issues.

### **Exclusions**

- University staffs are not eligible to register for general medical services.
- Occupational health services are not available at the University Health Service for University staff. This service is provided by the University's Staff Occupational Health Service.

### **Provider Responsibility**

- General medical services.
- Nurse practitioner minor ailments clinics.
- Travel health services.
- Nursing care.
- Eating disorders service.
- Minor surgery.
- Sexual health services, including contraceptive advice.
- Occupational health services to students as appropriate, including travel abroad as part of their course of study.
- Management of Notifiable Diseases outbreaks in conjunction with the Health Protection Agency.
- Certification of student illness as appropriate.
- Liaison with academic departments.
- Liaison with the Counselling Service and the Disability and Dyslexia Support Service to support the health and wellbeing of students and provide a co-ordinated approach to mental health issues.

### **User Responsibility**

- Be proactive and consult the Centre before sickness escalates.
- Respect the peace and space of other visitors to the Centre.

### **Availability of Service**

Monday to Friday – 8am – 7.30pm; during academic semester.

Monday to Thursday – 8am – 4.30pm; during semester breaks.

Friday – 8am – 4.00pm; during semester breaks.

### **Appointments**

Appointments are done personally or by phone. This is available from 8am – 7.30pm from Monday to Friday only.

An On-Call service is available for emergencies and urgent problems outside office hours. This is accessed directly by phoning the surgery number 7080 801. For all on – campus students the after-hours emergencies number is 323 2270 which is the halls of residence contact number.

### **Service Statistics/Outputs**

- Annual Report to the general manager campus life

- Practice Development Plan.
- Departmental plan for health activities during a semester

### Service Measures

- Fortnightly meetings with Group Manager Campus Life.
- Annual Portable Appliance Testing.
- Annual building risk assessment.
- Annual calibration of equipment.

### Dependencies

- Effective and timely communication from other sections of the USP.

### Feedback and Monitoring

- Student Satisfaction Survey.
- Monthly reports submitted to campus life
- Fortnightly meeting with the Group Manager Campus Life.
- Comments and Suggestions box in the waiting room.
- Patient Opinion – verbal and through the Facebook page.

### Benchmarking

The University of the South Pacific is benchmarked with other Universities in Fiji and other Universities in Australia and New Zealand who have established good relations with USP.

### The Health and Wellness Services will deliver the following:

Performance Measure	Performance Target	Quality Standard
<b>Requests Management</b>	<ul style="list-style-type: none"> <li>➤ 100% of Requests for services and responded within 1 working day</li> <li>➤ Medical appointments met on the day of request.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Calls or counter enquiries answered in a polite and helpful manner ( <b>at time of enquiry</b>)</li> </ul>
<b>Incident Management</b>	<ul style="list-style-type: none"> <li>➤ First point of contact resolution ≥75% and within 1 working hour</li> <li>➤ First aid delivered immediately on any working day</li> <li>➤ Agreed service level response times are met as outlined in 5.1; 5.2 and 5.3 of the CL SLA above</li> </ul>	<ul style="list-style-type: none"> <li>➤ Incidents managed in accordance with Section 5 of this document</li> <li>➤ Agreed escalation procedures are followed</li> </ul>
<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>

<b>Written Correspondence</b>	➤ Standard Service Request timeframes are met within 5 working days	➤ Provide initial response to written correspondence within <b>five working days</b>
<b>Email Correspondence</b>	➤ Standard Service Request timeframes are met 2 working days	➤ Provide response to all email requests or enquiries within <b>2 working days</b>

## CL Sports Services

### SERVICE CONTACT POINT

Mr Gabrielli Qoro, Sports Coordinator, USP Sports Department, Laucala Campus  
 Telephone : 3232067  
 Email : [qoro\\_g@usp.ac.fj](mailto:qoro_g@usp.ac.fj)

Mr Akoila Matakau, Sports Gym Assistant, USP Sports Department, Laucala Campus  
 Telephone: 3232067  
 Email ; [matakau\\_a@usp.ac.fj](mailto:matakau_a@usp.ac.fj)

### SPORTS DEPARTMENT

**Location of Service** - USP Sports Office, Sports Gym Laucala Campus

**Description of Services** - Sports Programs , Sports Teams

- Create Sports Teams for the University of the South Pacific, Laucala Campus/
- Basic Sports Skills per sports, per Sports Coaches
- Affiliate USP Sports Teams to National Sports Federations
- Provide Sports Gym for other Sports activities
- Organize internal Sports tournaments with the respective USP Sports Chairman
- Prepare USP Sports Teams for the Annual FUSA Games
- Organize USP Sports Uniforms
- Provide Sports Equipment for USP Sports Teams
- Organize Staff sports

### Client Groups / Eligibility for Services

- Current Students of the University of the South Pacific
- Those students who have gained a degree from the University of the South Pacific and are members of the University of the South Pacific Alumni Association.
- USP Staff members
- Students who are also full time and part time scholarships holders within the Oceania region, who are also members of the University of the South Pacific.

### Exclusions

- Undergraduate Students from other universities who may want to join our Sports Teams are not eligible.
- Non staff members are not eligible to be part of the Sports teams.

## **Provider Responsibility**

- Provide opportunities for the USP Sports Teams to participate in competitions around the country.
- Provide weekly league games for the USP Sports Teams in their respective National Federations.
- Provide coaching for the sports teams, as we have the best coaches in each respective sport.
- Educate students on good sportsmanship, teach them how to respect opponents during games and/or tournaments/
- Maintain the achievements from the annual FUSA Games as Team USP always defend the overall Title for the FUSA Games.
- Ensure all athletes are treated fairly and with respect.
- Provide uniforms for all USP Sports teams and also their meals for their games.

## **User Responsibility**

- All USP students who want to join a Sports Team, will have to sign up a Waiver Form.
- Discuss with individual Sports Coaches on their training times and venue
- Be able to represent USP Sports Teams in any competition within or outside USP.
- Be good ambassadors of USP when participating in Sports outside USP.

## **Availability of Service**

USP Sports Office opening hours Monday to Friday - 9.00am - 5.00pm

Training for USP Sports Teams varies, depending on the Gym schedules as per sport. Otherwise Sports Coaches organize with the teams as when and where they can meet for their training if the USP Sports facilities are fully booked.

## **Service Statistics / Outputs**

- Results of weekly games
- USP Sports Teams, can always update their results in their respective web pages
- Update – Monthly Sports report and submitted to Campus Life
- Provide USP Sports programs for the students, staff and alumni.

## **Service Measures**

- Sports Teams performance, are measured by weekly results.
- Sports Teams are promoted to higher grades in their respective Sporting Federations.
- Increased number of students joining Sports Teams every year.
- Defend title every year at the annual FUSA Games

## **Dependencies**

- USP Sports to work closely with Campus Life in order to maintain standard.
- Update different sports club webpage on a weekly basis.
- Provide professional training for the students wherever possible.
- Effective communication with outside stakeholders especially the different Sports Federation and FASANOC.

## **Feedback and Monitoring**

- Report from students after each sporting event.



- SWOT analysis from coaches after every season.

## Benchmarking

The University of the South Pacific has very good network with the other Universities here in Suva, around Fiji, other university in the Pacific region. Also have links with some well-known universities in Australia and New Zealand. This is made possible with exchange programs and activities amongst these universities.

### The CL Sports Services will deliver the following:

Performance Measure	Performance Target	Quality Standard
<b>Requests Management</b>	<ul style="list-style-type: none"> <li>➤ 100% of Requests for services and responded within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Calls or counter enquiries answered in a polite and helpful manner ( <b>at time of enquiry</b>)</li> </ul>
<b>Incident Management</b>	<ul style="list-style-type: none"> <li>➤ First point of contact resolution <math>\geq 75\%</math> and within 1 working day</li> <li>➤ Agreed service level response times are met as outlined in 5.1; 5.2 and 5.3 of the CL SLA above</li> </ul>	<ul style="list-style-type: none"> <li>➤ Incidents managed in accordance with Section 5 of this document</li> <li>➤ Agreed escalation procedures are followed</li> </ul>
<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>
<b>Written Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 5 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide initial response to written correspondence within <b>five working days</b></li> </ul>
<b>Email Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide response to all email requests or enquiries within <b>2 working days</b></li> </ul>

## Counselling Services

**Location of Service:** The University of the South Pacific (here in after referred to as the University), Laucala Main Campus, Suva, Fiji.

### Description of Service

The Service supports the University's vision on achieving excellence and innovation for sustainable development of the Pacific Island Countries by providing confidential counselling and related support programmes.

### Client Groups/Eligibility for Services

- All registered student members of the University
- If necessitated in the therapeutic process, Guardians or Parents of student members of the University
- Present staff members of the University
- Partners and/or families of staff members of the University
- Recent graduates or alumni of the University up to 1 year only may also be considered, if resources allow.
- Pre-entry students who intend to enroll at the university
- Families of regional students enrolled at Laucala Campus only

### **Exclusions**

- Students and staff of other institutions franchised or validated by the University of the South Pacific.
- Short Term Consultants
- Alumni over 1 year
- Partners and/or Families of alumni

### **Provider Responsibility**

1. To support members of the University by:-
  - a. Providing a counselling response to those experiencing personal, academic or work related difficulties;
  - b. Helping those individuals explore their thoughts, emotions, and behaviour in a safe and neutral environment and identify how they might further address their concerns;
  - c. Providing a range of services to assist individuals in this process:-
    - i. Individual Counselling (generally of a short-term nature),
    - ii. Group and Family Counselling
    - iii. Workshops
    - iv. Y-Peer Support Network
    - v. Self-help resources,
    - vi. Referral to other specialist or professional services,
    - vii. Information about other sources of help.
2. To contribute to the psychological and emotional well-being of the University by:-
  - a. Providing support, guidance and training to departments, staff and student groups (subject to resources);
  - b. Helping departments and student groups to identify other resources for training and development;
  - c. Participating in relevant committees and policy development groups.
  - d. Securing partnerships with donor agencies to support special programmes
  - e. Establishing local community networks to strengthen specialized programmes
3. To monitor and evaluate the work of the Service in order to:-
  - a. Inform the University about student mental health needs;
  - b. Contribute to enhancing the overall climate in which students function and learn;
  - c. Maintain high standards of service;
  - d. Ensure efficient use of resources;
  - e. Ensure that the service works within University strategy and policies.

### **User Responsibility**

1. To note University's Counselling Centre Policy on data protection and confidentiality.
2. To take responsibility for helping to facilitate the arrangement of appointments by:-
  - a. Offering flexibility with regard to appointment times;
  - b. Responding promptly to offers of appointments;
  - c. Keeping appointments and giving maximum notice if an appointment cannot be kept.

### **Availability of Service**

During semesters:-

**For pre-arranged appointments**

8.00am – 4.00pm Monday to Thursday.

8.00am – 3.00pm Friday

**For enquiries and registrations**

8:00am – 5.00pm Monday to Thursday.

8.00am – 4.00pm Friday

**For emergencies only**

After hours and Weekends call:

**Service Statistics/Outputs**

- Anonymized statistics of usage are published in the Campus Life Annual Report which is widely distributed throughout the university.

**Service Measures**

- A first appointment will be offered as soon as possible after it is requested which at busy times is within 10 working days.
- During semesters there will be a drop-in service each day from Monday to Friday where students may have a brief meeting with a counsellor without prior booking.

**Dependencies**

- The resources and facilities necessary to maintain a service for students and staff of the University in line with the recommendations of the Oceania Psychology Register, and the ethical requirements of counsellors as outlined in the Australian Counsellors Association.
- A coherent institutional approach to student mental health in line with the Fiji Ministry of Health, National Mental Health and Suicide Prevention Policy.
- Support and co-operation from other services at the University, e.g. Health & Wellness Centre, Student Administrative Services, Disability Resource Centre, Halls of Residence, Security, other Campus Life Services, Occupational Health Safety, Human Resources etc.
- Appropriate referral eg. CWM Hospital Stress Ward, Sexually Transmitted Infection Clinic, St. Giles Psychiatric Hospital, Fiji Police Department Medical Services South Pacific etc.
- Support and co-operation from Ministry of Health, Oceania Psychology Register, USP Department of Psychology, Australian Psychology Society, Australia Counselling Association, United Nations Population Fund

**Feedback and Monitoring**

- In-house survey monkey
- Survey Monkey questionnaire

**Benchmarking**

- Code of Ethics and Practice of the Association of Counsellors in Australia\_Version 12
- Guidelines for Dealing with Suicidal Clients (ACA Version 3- April 2013)

<http://www.theaca.net.au/>

**The Counselling Services will deliver the following:**

Performance Measure	Performance Target	Quality Standard
<b>Requests Management</b>	➤ 100% of Requests for services and responded within 1 working day	➤ Calls or counter enquiries answered in a polite and helpful manner ( <b>at time of enquiry</b> )

<b>Incident Management</b>	<ul style="list-style-type: none"> <li>➤ First point of contact resolution <math>\geq 75\%</math> and within 1 working day</li> <li>➤ Agreed service level response times are met as outlined in 5.1; 5.2 and 5.3 of the CL SLA above</li> <li>➤ Critical incidents handled immediately by Counsellor on 24/7 call.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Incidents managed in accordance with Section 5 of this document</li> <li>➤ Agreed escalation procedures are followed</li> </ul>
<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>
<b>Written Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 5 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide initial response to written correspondence within <b>five working days</b></li> </ul>
<b>Email Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide response to all email requests or enquiries within <b>2 working days</b></li> </ul>

## First Year Experience Service (Campus Life)

**Location of Service:** Campus Life Administration Office, MQ14, Laucala Campus

### Description of Service

Our success depends on equal commitment and balance between student academic life and non-academic life. We are working towards making the University of the South Pacific an adaptive environment for first year students. Providing services through information, student service programmes and additional support programmes to ensure easy and quick transition of first year students in the university life.

### Client Groups/Eligibility for Services

- All first year students, continuing student(Buddies), applicants and offer holders
- Staff working with/supporting students, applicants and offer holders

### Exclusions

- CL FYE office does not exclude any stakeholders from its service; however, the nature and scope of our service resources are limited to first year students.

### Provider Responsibility

1. To enhance positive first year student experience to the first year students at the University of the South Pacific
2. To work closely with Faculties and other Support Service departments to ensure accurate and timely information and service to the first year students

3. To be one of the points of contact from the university to first year students
4. To work within University's FYE Framework for first year students
5. To work within a framework of cultural awareness, recognising the additional support needs of first year students
6. To work with various sections in providing services during University Orientation Week
7. To liaise with Group Manager Campus Life and the Deputy Vice Chancellor, Learning and Teaching Student Services on matters relating to the first year students of the University.

### **User Responsibility**

1. To read, retain and follow information provided, including e-mail communications.
2. To deal with procedures in a timely manner.
3. To deal with documentation required in a timely manner.
4. To seek advice on matters of concern relating to procedures of Buddy Programme and other services

### **Availability of Service**

8:00am to 4.0pm Monday-Friday

### **Service Statistics/Outputs**

- Quarterly reports to the Group Manager Campus Life
- Statistics of forms collected through Buddy Registration.
- Contribution to Fortnightly department meeting and monthly Vice Chancellors report from the section.
- In-house yearly surveys of First Year students who are part of the CL Buddy Program via Survey monkey

### **Service Measures**

- Fortnight meeting reports to Group Manager Campus Life
- Procedures manual produced
- Bi-Semester Buddy report
- First year only Student feedback surveys
- Update first year students through news bulletins on a regular basis (fortnightly during semesters and/or need base).
- See First year students through appointment and also through office drop in hours as per week
- Provide initial response to written correspondence within five working days.
- Answer telephone calls as soon as possible, using voicemail only when otherwise engaged tone or outside office hours. Respond to messages within one working day.

### **Dependencies**

- Availability of accurate data on first year student from SAS
- The availability of accurate information from SAS
- The availability of up-to-date information from Buddies and faculties
- Effective and timely communication from other departments re: new initiatives, changes to relevant procedures etc.

### **Feedback and Monitoring**

- Evaluation sheets for orientation participants and new arrivals.
- Student Satisfaction Survey.
- Regular contact with FYE Buddies
- Correspondence with students.
- Regular Evaluation.
- Informal networking.

## Benchmarking

Networking through USP's FYE Framework, including benchmarking against University's Strategic Plan

### The First Year Experience (Campus Life) will deliver the following:

Performance Measure	Performance Target	Quality Standard
<b>Requests Management</b>	<ul style="list-style-type: none"> <li>➤ 100% of Requests for services and responded within 1 working day</li> </ul>	<ul style="list-style-type: none"> <li>➤ Calls or counter enquiries answered in a polite and helpful manner ( <b>at time of enquiry</b>)</li> </ul>
<b>Incident Management</b>	<ul style="list-style-type: none"> <li>➤ First point of contact resolution ≥75% and within 1 working day</li> <li>➤ Agreed service level response times are met as outlined in 5.1; 5.2 and 5.3 of the CL SLA above</li> </ul>	<ul style="list-style-type: none"> <li>➤ Incidents managed in accordance with Section 5 of this document</li> <li>➤ Agreed escalation procedures are followed</li> </ul>
<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>
<b>Written Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 5 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide initial response to written correspondence within <b>five working days</b></li> </ul>
<b>Email Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide response to all email requests or enquiries within <b>2 working days</b></li> </ul>

## **Orientation Service**

**Location of Service:** Campus Life Administration Office, Laucala Campus, Suva.

### **Description of Service**

Coordinate activities associated with Orientation week. Train volunteers who assist with campus tour and faculty orientation sessions. Work with student learning services to arrange workshops that will be conducted during the orientation week. Liaise with vendors and service providers to ensure a successful orientation week is delivered.

### **Client Groups/Eligibility for Services**

- New students joining the university to further their education.
- Local, regional and international students included.
- Continuing students new to the Laucala campus.
- Mature age students continuing their education.
- Parents and partners of new students.

### **Exclusions**

- Continuing students- the orientation week programme is designed to assist new student's transition into the University life. Continuing students have undergone orientation already.

### **Provider Responsibility**

1. Provide support to the various faculties in ensuring their faculty orientations are carried out smoothly.
2. Develop and keep up to date USP's Online Orientation portal via Moodle
3. Coordinate with vendors to provide professional services during the orientation week.
4. Ensure that all reading material has up-to-date and accurate information for the users and for distributions.
5. Coordinate committee meetings in a timely manner.
6. Capture meeting minutes to its true account and disseminate information in a timely manner.
7. Ensure that adequate and up-to-date information and resources are given to the new students.
8. Work with in the work ethics of the University and ensure that the student volunteers follow the same.
9. To liaise with academic and non-academic staff in ensuring Orientation week goals are met.
10. To liaise with student learning support team and ensure that workshops are delivered in a timely manner.
11. Ensure that Orientation week information is advertised in a timely manner and in key spaces so new students have the required information they need before their arrival on campus.
12. Train volunteers to assist new students find their way around the campus.

### **User Responsibility**

1. To attend orientation week on the required days of the week.
2. Attend the SLS workshops and engage with the staff providing this service.
3. Attend Academic advising if required and register for their units before deadline.
4. To ensure that resources provided are not vandalized or damaged.

### **Availability of Service**

8am – 4.30pm Monday – Thursday  
8am – 4.00pm Friday

**Service Statistics/Outputs**

- Post orientation week survey from new students.
- Post orientation week survey from volunteers.
- Post orientation week survey from Faculties.

**Service Measures**

- Procedures manual produced at the end of the Orientation week.
- Orientation week report based on delivery of orientation and survey feedback.
- Review/report from volunteers who assisted during Orientation week.
- Revert to emails with 48 hours. Unless on leave or University is closed.
- Respond to student queries or complaints in a timely manner – case by case basis.

**Dependencies**

- Availability of funds to pay for goods and services required for orientation week.
- Updated procedures manual.
- Feedback from external vendors to produce quotations and ensure finances from our end is completed in a timely manner.

**Feedback and Monitoring**

- Monkey survey given to new students.
- Evaluation forms given to student volunteers.
- Evaluation forms by faculty to new students.
- Informal discussions.

**Benchmarking**

- (haven't done this yet) *Could benchmark from previous Orientation week results.*

**The Orientation Services will deliver the following:**

<b>Performance Measure</b>	<b>Performance Target</b>	<b>Quality Standard</b>
<b>Requests Management</b>	<ul style="list-style-type: none"> <li>➤ 100% of Requests for services and responded within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Calls or counter enquiries answered in a polite and helpful manner ( <b>at time of enquiry</b>)</li> </ul>
<b>Incident Management</b>	<ul style="list-style-type: none"> <li>➤ First point of contact resolution ≥75% and within 1 working day</li> <li>➤ Agreed service level response times are met as outlined in 5.1; 5.2 and 5.3 of the CL SLA above</li> </ul>	<ul style="list-style-type: none"> <li>➤ Incidents managed in accordance with Section 5 of this document</li> <li>➤ Agreed escalation procedures are followed</li> </ul>
<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>



<b>Written Correspondence</b>	➤ Standard Service Request timeframes are met within 5 working days	➤ Provide initial response to written correspondence within <b>five working days</b>
<b>Email Correspondence</b>	➤ Standard Service Request timeframes are met 2 working days	➤ Provide response to all email requests or enquiries within <b>2 working days</b>

## Event Service

### SERVICE CONTACT POINT

Mr. Sahil Kisun, USP Campus Life, Laucala Campus

Telephone: 3231831

Email: [kisun\\_s@usp.ac.fj](mailto:kisun_s@usp.ac.fj)

## EVENT SERVICES FOR STUDENTS

**Location of Service:** Campus Life Office, Laucala Campus, USP

### Description of Services: Event Services

- Organize and run events and activities for students and staff (Established events: Health Week, Pacific Market Days, VC's Walk on the Foreshore, Family Day)

### Client Groups/Eligibility for Services

- Current students, staff and alumni of the University of the South Pacific
- Students who are also on full time and part time scholarships with the regional countries who are members of the University of the South Pacific.

### Exclusions

- Undergraduate Students from other universities who may wish to participate in the events.
- Students who attend Courses at USP on a specific course and not last a full semester.
- Non staff members

### Provider Responsibility

- Provide a wide range of events and activities that allows students and staff to take off some time from work/studies and socialize.
- Produce appropriate publicity to ensure service users are aware of range of materials, services and events available to them.

### User Responsibility

- To participate and make good use of the various activities and events organized.
- To notify the Activities Coordinator if they are unable to attend an event for which they had registered for.
- To behave and conduct themselves in a well-mannered way during events.

- To inform the relevant authorities of any mishaps or emergency matters.
- To provide accurate information while registering for a specific task.

### **Availability of Service**

Monday to Friday 8am – 4.30pm

Some events and activities are run in the weekends and after working hours as well to ensure that students attend their classes. This is to ensure flexibility and maximum attendance.

### **Service Statistics/Outputs**

- Production of event reports after every event.
  - Contributions to the monthly USP Beat magazine.
  - Contribution to the reports and updates which are submitted to management.
  - Articles are published on the main website of the university and also university affiliated social media pages.
  - Articles are also published in the local newspaper and also televised on the local news.
- Student registrations are also totaled and reports are prepared in order to

### **Service Measures**

- Certain events require participants to get registered, thus registration numbers are recorded to measure attendance.
- Small handbooks are given out in to be filled out in order to win prizes, thus the distribution numbers and books dropped in entry bins are also recorded.
- Survey monkey and evaluation tools are also used find out the effectiveness and future development of programs and events.

### **Dependencies**

- Availability of suitable locations to hold events within the university. This is arranged with Properties and Facilities and other lecture rooms/seminar rooms as well in advance.
- Some events are held outside the university premises. This is arranged with the relevant authorities such as the city council and the Police force in terms of permits.
- Hiring of furniture and equipment. This is arranged with Properties and Facilities and in some cases it is also outsourced.
- Distribution of email messages to promote events. This is made available with the USP ICT Network and the Development, Marketing and Communications Office.
- Effective communication with other sections of the USP which includes professional and nonprofessional sections.
- 

### **Feedback and Monitoring**

- Feedback questionnaires from events.
- Student and staff interviews regarding events organized.
- Polls conducted through social media sites.
- Correspondence and other communications.

### **Benchmarking**

- Networking with other Faculty based coordinators who arrange small scale events.
- Networking with sponsor firms and companies.

**The Event Services will deliver the following:**

<b>Performance Measure</b>	<b>Performance Target</b>	<b>Quality Standard</b>
<b>Requests Management</b>	<ul style="list-style-type: none"> <li>➤ 100% of Requests for services and responded within 1 working day</li> </ul>	<ul style="list-style-type: none"> <li>➤ Calls or counter enquiries answered in a polite and helpful manner ( <b>at time of enquiry</b>)</li> </ul>
<b>Incident Management</b>	<ul style="list-style-type: none"> <li>➤ First point of contact resolution ≥75% and within 1 working day</li> <li>➤ Agreed service level response times are met as outlined in 5.1; 5.2 and 5.3 of the CL SLA above</li> </ul>	<ul style="list-style-type: none"> <li>➤ Incidents managed in accordance with Section 5 of this document</li> <li>➤ Agreed escalation procedures are followed</li> </ul>
<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>
<b>Written Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 5 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide initial response to written correspondence within <b>five working days</b></li> </ul>
<b>Email Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide response to all email requests or enquiries within <b>2 working days</b></li> </ul>

## **Multifaith Chaplaincy Service**

**Location of Service:** Multifaith Chaplaincy Service

### **Description of Service**

- Provision of pastoral, spiritual and religious care for students and staff
- Provision of specialist skills and knowledge relating to pastoral, spiritual and religious matters affecting students and staff at The University of the South Pacific

### **Client Groups/Eligibility for Services**

- All students, prospective students and recent graduates, all staff.
- Relatives of the above as appropriate.

### **Exclusions**

- Students on franchised and validated courses.
- Graduates now at other institutions. ????

### **Provider Responsibility**

1. To work within the University's Statement on Religious Activities.
2. To provide pastoral support and spiritual counsel for students and staff.
3. To provide religious care, including opportunities for prayer and worship.
4. To work in collaboration with student and staff support networks.
5. To contribute to learning and teaching when requested.
6. To provide information and advice about faith communities and religious matters.
7. To monitor religious activity (including new religious movements) on campus.
8. To liaise with faith communities and local churches.

### **User Responsibility**

1. To work within the University's Statement on Religious Activities.
2. To read and retain information provided (including e-mail communications).
3. To seek advice on matters of concern.

### **Availability of Service**

- By appointment

### **Service Statistics/Outputs**

- Contribution to Campus Life Reports

### **Service Measures**

- Update and produce new publications as appropriate.
- Update web pages and other forms of information at least annually.
- See students and staff (or offer appointments) within ten working days.
- Respond to/deal with (e.g. forward) written correspondence (including e-mail) requiring response (e.g. requests or complaints) or send a holding letter within five working days.

### **Dependencies**

- Adequate staffing provision by relevant ecclesiastical authorities and external bodies on regional campuses
- Availability of accurate information from faith communities and local churches.

### **Feedback and Monitoring**

- Student Satisfaction Survey.
- Regular contact with Officers of the USPSA Federal and Campuses
- Regular contact with colleagues in Campus Life and Faculties
- Regular contact with relevant ecclesiastical authorities.

### **Benchmarking**

- Networking with other HE institutions.
- Networking with faith based communities in the Pacific region

**The Multifaith Service will deliver the following:**

<b>Performance Measure</b>	<b>Performance Target</b>	<b>Quality Standard</b>
<b>Requests Management</b>	<ul style="list-style-type: none"> <li>➤ 100% of Requests for services and responded within 2 working day</li> </ul>	<ul style="list-style-type: none"> <li>➤ Calls or counter enquiries answered in a polite and helpful manner ( <b>at time of enquiry</b>)</li> </ul>
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<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 5 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>
<b>Written Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 5 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide initial response to written correspondence within <b>five working days</b></li> </ul>
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## **Campus Life Front Line Services SLA**

### **SERVICE CONTACT POINT**

Mr. Pratish Raj, USP Campus Life Administration Office, Laucala Campus  
Telephone 3232351

### **CAMPUS LIFE FRONT LINE SERVICES**

**Location of Service:** Campus Life Administration Office, Laucala Campus, USP

### **Description of Services: USP Campus Life Administration Office – Front Line Services**

- Point of contact for all inquiries.
- Assist Group Manager as and when required.
- Provide administrative support to all campus life departments.
- Central administration office for all campus life departments.
- Consultative services for purchasing/finance for campus life departments.

- Inventory control.
- Budget preparation for campus life departments.
- Addressing staff issues/complaints for campus life departments.
- Advertising and recruitment for all campus life departments.
- Managing student medical health scheme.
- Updating of off campus accommodation website.
- Consultative support for all events/activities organized by campus life departments.
- Preparation and collation of reports as and when required.

### **Client Groups/Eligibility for Services**

- Current students, staff and general public.

### **Exclusions**

- None

### **Provider Responsibility**

- Produce and maintain relevant and up-to-date resources.
- Ensure reports are done in a timely manner.
- Ensure regular updates of campus life departments are collated.
- Ensure professional customer service to anyone.
- Respond to email inquiries in a timely manner.

### **User Responsibility**

- Take heed of direction and instructions provided.
- Staff to notify and promptly any issues.

### **Availability of Service**

Monday to Thursday – 8am – 4.30pm  
Friday 8am – 4.00pm

### **Service Statistics/Outputs**

- Provides reports to Group Manager as and when required.
- Provide survey reports as and when required.
- Control and upkeep of inventory.

### **Service Measures**

- Regular updates to Group Manager (fortnightly and on ad hoc basis).

### **Dependencies**

- Effective and timely communication from other sections of the USP.
- Timely submission of reports and required information from other departments.
- Timely and accurate submission of updates from other departments.

### **Feedback and Monitoring**

- Annual Staff review and appraisal.

### **Benchmarking**

The University of the South Pacific is benchmarked with other Universities in Fiji and other Universities in Australia and New Zealand who have established good relations with USP.

**The Campus Life Front Office Services will deliver the following:**

<b>Performance Measure</b>	<b>Performance Target</b>	<b>Quality Standard</b>
<b>Requests Management</b>	<ul style="list-style-type: none"> <li>➤ 100% of Requests for services and responded within 1 working day</li> </ul>	<ul style="list-style-type: none"> <li>➤ Calls or counter enquiries answered in a polite and helpful manner ( <b>at time of enquiry</b>)</li> </ul>
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<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 2 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ SLA maintained to agreed standard</li> <li>➤ Major changes to the SLA communicated to all USP students and staff</li> </ul>
<b>Written Correspondence</b>	<ul style="list-style-type: none"> <li>➤ Standard Service Request timeframes are met within 5 working days</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide initial response to written correspondence within <b>five working days</b></li> </ul>
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**Campus Life Office Finance Services**

**SERVICE CONTACT POINT**

Ms Prakashni Ram  
 Telephone 3231755  
 Email: [ram\\_p@usp.ac.fj](mailto:ram_p@usp.ac.fj)

**Location of Service:** Campus Life Administration Office, Laucala Campus, Suva.

**Description of Services:**

- Provide Finance support to various sections under Campus Life i.e Campus Life Administration Office, First Year Experience Office, Counselling Centre, Careers Centre, Disability Resource Centre, Health & Wellness Centre and Campus Club and Sports Recreation.
- Facilitate Procurement of items for Campus Life sections

- Front Office management
- Facilitate travel services and perdiems
- Liaise with external parties for services provided to the University
- Oversee correct alignment of budget for various sections
- Assist in proper facilitation of correct financial process and procedures in the Procurement of services

### **Client Groups/Eligibility for Services**

- Staff, current students, external parties and public

### **Provider Responsibility**

- Provide and ensure correct financial process and procedures are followed in providing financial support to all Campus Life sections
- Coordinate with suppliers and ensure that the services are provided by them on a timely and proper manner as required
- To ensure reports are done in a timely manner
- To ensure professional customer service to the public
- To ensure suppliers are paid accordingly and in a timely manner

### **User Responsibility**

- Provide assistance to Campus Life sections on Finance matters
- To deal with procedures in a timely manner.
- Ensure timely processing of all payments to vendors
- Attend to staff and customer queries

### **Availability of Service**

Monday to Thursday - 8am – 4.30pm

Friday – 8am – 4.00pm

### **Service Statistics/Outputs**

- Provide reports to Group Manager Campus Life as and when requested
- Preparation on yearly budgets for all departments
- Monitoring expenditure of allocated budget and reporting to Group Manager Campus Life

### **Service Measures**

- Fortnight meetings with Group Manager Campus

### **Dependencies**

- Effective and timely communication from other departments
- Accurate information and documents from all the sections

### **Feedback and Monitoring**

- Annual Staff Reviews

### **Benchmarking**

The University of the South Pacific is benchmarked with other Universities in Fiji and other Universities in Australia and New Zealand who have established good relations with USP



**The CL Finance Services will deliver the following:**

<b>Performance Measure</b>	<b>Performance Target</b>	<b>Quality Standard</b>
<b>Requests Management</b>	<ul style="list-style-type: none"> <li>➤ 100% of Requests for services and responded within 1 working day</li> </ul>	<ul style="list-style-type: none"> <li>➤ Calls or counter enquiries answered in a polite and helpful manner ( <b>at time of enquiry</b>)</li> </ul>
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