

Full Time Officer Team Objectives 2026/27



	Specific Objective <i>What do your team want to achieve?</i>	Outcomes <i>What will be different as a result of achieving this objective?</i>	Action Required <i>What actions will you take to achieve this?</i>	Timescale <i>When does this need to be completed by?</i>	Success Measures <i>How will you track and measure your performance?</i>
1.	Working with University to improve National Student Survey (NSS) Score	• Increased student awareness and engagement with the NSS. • Clearer University/SA action on identified areas for improvement. • Stronger feedback-to-action loop.	• Work with University through the student success action team to support improvements in key themes like organisation and management, and Students' Association. • Support appropriate NSS communications and awareness • Enhanced FTO engagement plans targeting final year classes • Communicate relevant "You Said, We Did" wins to students	May 2027	• Action plans developed to enhance priority areas like timetabling and attendance monitoring (SEATS) • NSS engagement activity delivered. • Student communications on you said we did /delivered • NSS Teaching Score 87%
2.	Paid Academic Rep system	• Clearer expectations and accountability for Academic Reps. • Strengthened student feedback mechanisms. . Through better participation in committees • Greater recognition of the contribution of	• Benchmark comparable models across the sector. • Review current Academic Rep role description and employment arrangements. • Develop proposal for a sustainable paid model. • Discuss proposal with University Executive.	May 2027	• Proposal developed and formally presented to University Executive. • Funding secured or provision incorporated into a future budget/planning round. • Clear accountability framework agreed. • Feedback mechanism is improved.

		Academic Reps.	• Identify funding requirements and potential funding route. • Establish monitoring and accountability arrangements.		
3.	Student Support During Industrial Action	• Students have clear information about available support. • Student concerns and disruption to learning, teaching and assessments is captured and escalated. • Regular communication between Students, University management and Trade Unions. • Student impact is considered in institutional responses.	• Provide regular accessible information on available support for students and academic reps. • Establish regular meetings between students and University Executive. • Establish regular meetings with Campus Trade Union representatives and relevant societies. • Engage NUS Scotland/WONKHE and relevant sector networks to understand how to support students during this industrial action. • Gather evidence of student concerns and disruption to learning, teaching and assessments and raise with Executive Board. • Advocate for appropriate mitigation/compensation where students experience disruption. • Provide a welcoming space in the during periods of disruption and set up coffee and snacks	End of Tri A (or end of industrial action)	• Regular student communications issued. • Student and University Executive meetings held. • Students concerns/issues logged and escalated. • Support/mitigation measures communicated to students. • Outcomes of discussions communicated.

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