

Annex: Reflective questions to support PSR development

These reflective questions have been used in this report to provide a practical resource to institutions when developing or reviewing their processes for professional services review (PSR). The set of questions are not meant to be exhaustive. Further guidance may be found in the [UK Quality Code for Higher Education - Advice and Guidance: Monitoring and Evaluation](#).

Broad approaches to professional services review

- Does your approach to PSR take account of all professional services that contribute to the overall student learning experience?
- To what extent does your approach to PSR facilitate enhancement of the learning experience for all students?

Strategic principles for PSR

- How does your approach to PSR align with and address institutional strategic priorities?
- Does the process for PSR include evaluation activities to ensure continued effectiveness in enhancing the student experience and meeting strategic priorities?

Institutional oversight

- Where does responsibility for oversight of PSR processes sit within the institution?
- Does PSR oversight facilitate ongoing alignment with strategic priorities and support the effective dissemination of outcomes and subsequent action planning?

Review process and procedures

- Is the process for reviewing professional services defined, clear, and systematic?
- How well are the process and procedures for PSR articulated and shared?

Externality

- To what extent is externality used in professional services review?
- Is externality appropriate in terms of specialist expertise for PSR?

Use of data and evidence

- What data and evidence are used in PSR to support critical self-evaluation?
- How do you ensure data and evidence that is used in PSR takes account of the diversity of your student population and is appropriate to the range of professional services provided?
- How do you ensure those undertaking professional services review balance the consideration of quantitative and qualitative data?

Student engagement in PSR

- Does the PSR process enable effective consideration of the student voice?
- Does the method of PSR allow for student engagement at all stages of the process?
- How do you measure the effectiveness of student engagement with PSR?

Outcomes of reviews

- To what extent are the outcomes and resultant actions from PSR used to enhance the wider student experience?
- How are the outcomes of PSR communicated to staff, students and stakeholders?

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