

Checklist for a value for money evaluation

Areas to address:	Questions to address:	For example,
Strategic objectives	What are they – what is the service trying to achieve? How do they relate to the wider university's strategic objectives?	Our vision is to provide an integrated approach to ensure high quality student support, which contributes to and enhances the reputation of the university by: <ul style="list-style-type: none"> enabling students to realise their potential with clearly recognisable skills for academic progression and employability; ensuring that student support services are coherent, and co-ordinated; promoting an inclusive approach to student support, which recognises and responds to the diversity of the university's students. The strategy has been informed by and is linked to the core values of the university's strategic plan, as well as the university's strategies for learning and teaching, marketing and communications, and quality assurance and enhancement.
Inputs (direct and indirect costs)	What is the cost of the service?	'Overall breakdown of student services staff costs against throughput,' 'approximate cost per service against throughput,' 'identifying the total number of one-to-one appointments made and attended by students per service across sites' and 'costs for planning or considering new services or activities' provide examples of how base data for identifying cost-related indicators might be developed.
Outputs	What do students (and other stakeholders eg, academic staff and the wider university, employers, parents, landlords) get from the service? (An output is a deliverable ie, it is a physical thing. It is basically a statement about what students (and other stakeholders) receive from the service.)	Students using the service will have access to: <ul style="list-style-type: none"> accurate and accessible pre-arrival information, advice and guidance a timely (and ongoing, where necessary) induction process..
Intended outcomes	What is intended to occur as a result of students' participation (and other stakeholders' involvement) with the	Students are satisfied with the service they receive:

	<p>service/activity?</p> <p>What is the intended impact on the university's strategic objectives?</p> <p>(An outcome is a level of performance or achievement. It is a statement about the transformative process that the service/activity is intending to achieve.)</p>	<p>As a result of students' encounters with the service, their confidence, academic achievement and retention improve;</p> <p>Academic staff are confident that students in need of support have access to that support;</p> <p>The service provided makes a positive contribution to the university's overall reputation.</p>
Value indicators	<p>What evidence needs to be gathered to demonstrate the intended outcomes?</p> <p>(Indicators are pieces of information - relating to the strategic objectives - that demonstrate whether or not a change has taken place.)</p> <p>Note: indicators need to be measurable and can be qualitative as well as quantitative.</p>	<p><u>Indicators from which key value indicators might be identified</u></p> <p>There might also be a discussion about the relationship of the indicators (ie, relevance and alignment) to the key value indicators and risk register of the university.</p>
Value for money judgement	<p>What judgement(s) can be formed when all the above factors have been taken into account?</p>	<p>See the next section for suggested methods for reaching an overall value for money judgement.</p>