



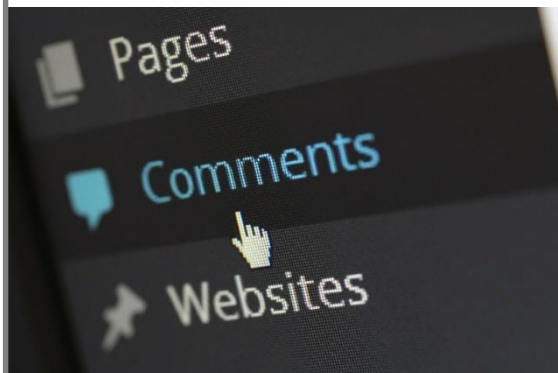
Transforming our Professional Services

Emerging Ideas Feedback

An item of feedback was classed as any individual comment relating to a specific topic, idea or suggestion

SURVEYS

Each question answered as part of the emerging service design surveys



EMAILS

Extended emails relating to many aspects of the designs, were broken into component feedback items reflecting the many different topics



LETTERS

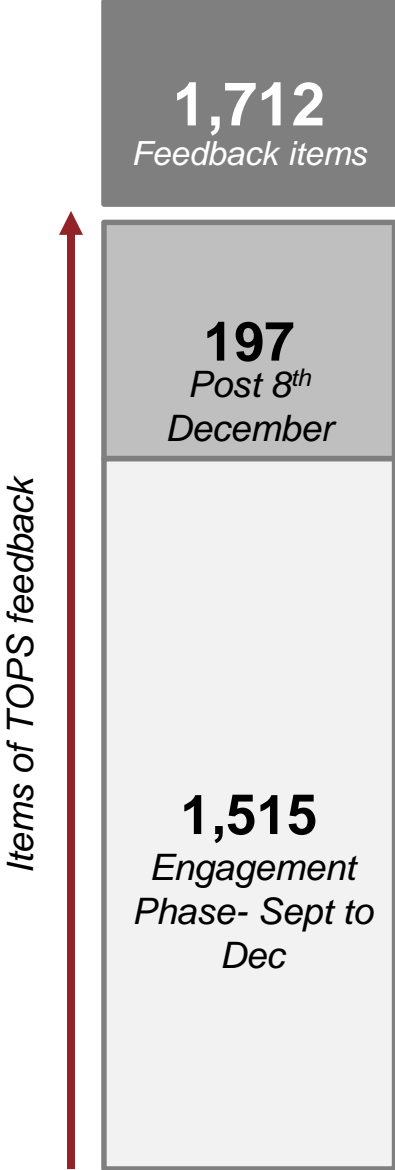
Extended letters (email attachments) relating to various parts of the service designs, were broken down to component feedback items



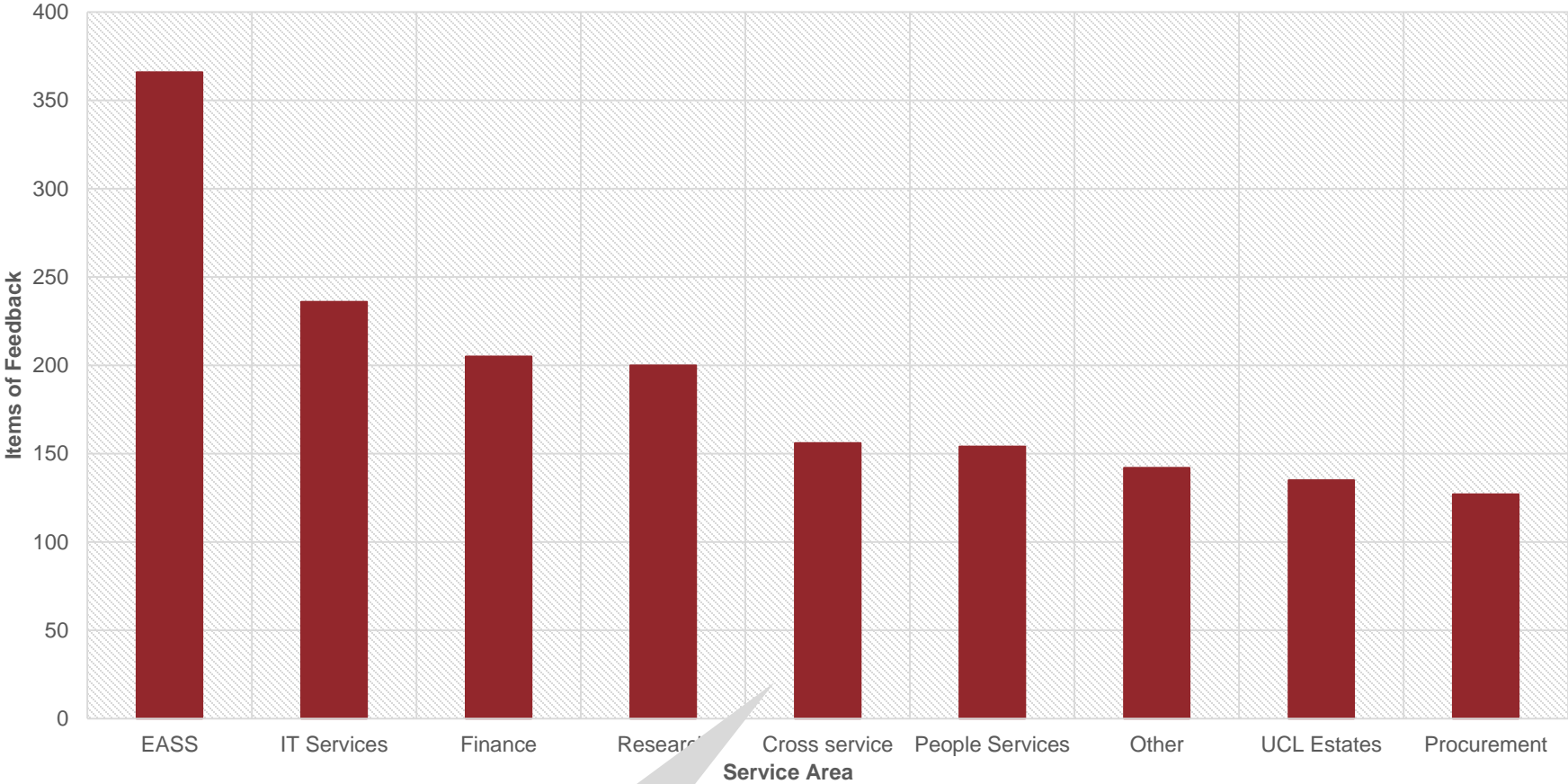
SESSIONS & WORKSHOPS

Comments raised during the 95 engagement sessions and design workshops between September and November



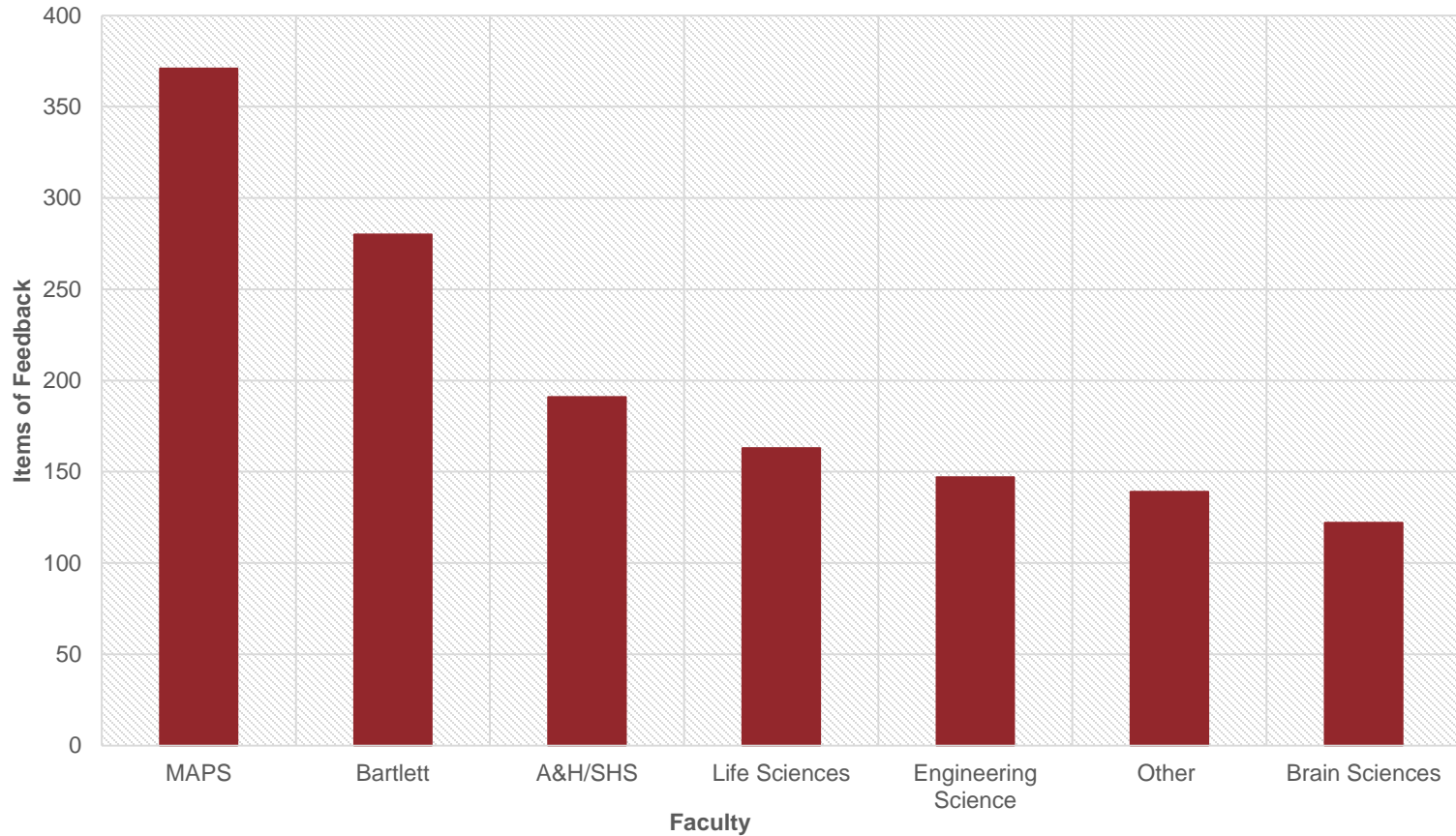


Feedback by Service Area



Feedback relating to more than one service area or the wider TOPS Programme

Faculty Feedback Volumes



- 1413 individual items of feedback received directly from Departments and Faculties *
- 95 engagement sessions
- 268 service design surveys
- 120 direct email responses to the TOPS inbox (as of 30/01/2018)

* 299 items of feedback were received from alternative sources including central professional services and anonymously completed surveys