Outstanding Award for Student Integrated Service AY2024/25
Guidelines for Student Service Portfolio

What is a Student Service Portfolio?

- The student service portfolio serves as a comprehensive record of your contributions and engagement in activities aimed at supporting and enriching student experience along the academic journey. It is a compilation of materials that reflect your involvement in student service, engagement with a wider student community, and initiatives aimed at enhancing student welfare and academic success.
- The portfolio aims to provide a clear and concise representation of your endeavors, showcasing your commitment to supporting students beyond the classroom environment.
- It should not exceed 20 pages and should include a variety of evidence demonstrating your contributions.

In the student service portfolio, you are expected to:

- provide a written statement of your philosophy towards student service, outlining your beliefs regarding student engagement, support, and overall well-being;
- summarise your key accomplishments, merits, and strengths in the realm of student service, highlighting specific initiatives or contribution that have made an impact;
- include evidence-based documentation from various sources that substantiate your involvement and effectiveness in student service role; and
- other relevant and recent information that can bolster your case for recognition, such as testimonials, programme evaluations, awards, or participation metrics.

Note: For team nomination, Student Service Portfolio should be submitted from Team's perspective, with Team Leader and each member stating his/her contribution to the team in order to facilitate Panel's assessment.

1. Student Service Philosophy

The student service philosophy is a reflective statement that articulates your beliefs about your role in supporting students beyond academic achievements. It should describe and justify your approach to engaging students, fostering a sense of community, and promoting an inclusive and supportive environment. It also provides relevant information that reflect your goals within your institution regarding student well-being and engagement.

2. Key Accomplishments, Merits, and Strengths

You are required to provide detailed information and recent outcome-based evidence to demonstrate your impactful achievements in all the criteria listed below:

(a) Facilitating Student Engagement and Community Building;

(Demonstrate how you have implemented initiatives that foster a sense of belonging among students, enhance their social engagement, and promote collaboration through societies, organisations, or events.)

(b) Providing Academic and Personal Support Services;

(Highlight your contributions to tutoring, mentoring, or advising programmes, including any strategies that have led to improvements in student performance and well-being.)

(c) Organising Enrichment Activities and Workshop;

(Detail your role in planning and executing workshops, seminars, or events that address students' needs, such as career development, mental health awareness, or skill-building sessions.)

(d) Collaborating with Stakeholders for Student Welfare;

(Explain how you have worked with departments, administration, and external organisations to advocate for student needs and create supportive resources, demonstrating your ability to build effective relationships.)

(e) Engaging in Professional Development Related to Student Services.

(Identify how you have pursued training or education to enhance your understanding of effective student service practices and how this knowledge has been applied in your work.)

3. Examples of Outcome-based Evidence to be Included in the Student Service Portfolio

- Feedback or survey results from students regarding your initiatives
- Testimonials or commendations from students, peers, and supervisors highlighting your contributions
- Evidence of awards or recognitions received in student service roles
- Outputs from programmes or activities you have organised (e.g., attendance numbers, evaluations)
- Promotional materials or presentations that outline your initiatives
- Records of participation in relevant training sessions or workshops
- Collaborative projects or programmes with evidence of their impact on students
- Any relevant metrics that demonstrate the success of your engagement efforts (e.g., retention rates, student satisfaction surveys)
- Articles or features related to your contributions in campus publications or news outlets
- Other documentation relevant to your role and activities in student services

Note: As student service is a multifaceted and individualised area of contribution, please ensure that the selected items accurately represent your unique experiences and contributions to student welfare and engagement.

4. Examples of Student Service Portfolio

- https://www.studentlife.berkeley.edu/
- https://www.vanderbilt.edu/studentaffairs/
- https://www.mcgill.ca/studentservices/
- https://www.studentaffairs.ucla.edu/resources/services
- https://study-uk.britishcouncil.org/moving-uk/support-while-study
- https://www.universitiesuk.ac.uk/topics/students/student-support