

## 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.

### 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. Student Service Portfolio

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.)*

*Note: For team nomination, the Team Leader and all the members are required to submit their respective Student Service Portfolio. Each member (incl. leader) should state his/her contribution as a team in order to facilitate Panel's assessment.*

### 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>