

## Student Services Standards 2014/15

The following groups have been identified as a basis for delivering focused customer service: Undergraduate and Taught Postgraduate Students; Academic Staff and Research Students; Professional Service Staff; International Students; Off campus Users and Externals.

All include full time, part time, evenings only and disabled students.

The key components of customer service are: delivery, timeliness, information, professionalism and staff attitude.

Environment	<ul style="list-style-type: none"><li>• We aim to provide a friendly, welcoming and supportive environment.</li><li>• Provide a first point of contact “triage” service to reduce customer waiting times</li><li>• Provide information, advice and guidance and empower our customers to make informed decisions</li><li>• The Centre is open from 8.45am to 5.00pm Monday to Friday and is accessible to all</li><li>• Computer facilities are available within the centre for customers to use</li><li>• Private interview rooms are available on request</li></ul>
Support	<ul style="list-style-type: none"><li>• We treat all our customers with respect, courtesy and consideration</li><li>• We will provide opportunities for feedback and implement changes to help us to continually improve our services</li><li>• Aim to produce official letters at peak times of the year within a 5 working day deadline, at quieter times of the year letters are produced whilst the customer waits</li><li>• We aim to respond to all telephone and email enquiries within 2 working days</li><li>• We aim to answer all incoming telephone calls within 6 rings. If unanswered, customers at this point will be invited to leave their contact details and a very brief description of the issue. Those leaving a message within normal working hours will be contacted within 2 days. Where possible staff are encouraged to divert their telephone calls to other colleagues during periods of absence</li><li>• We attend all central university welcome induction events and advise our customers of the services available to them</li><li>• We will assess all hardship fund applications within a 4 week deadline, all appeals are dealt with within 14 days</li><li>• We aim to process all completed applications to the University Halls of Residence within a 1 week deadline</li><li>• We aim to process all completed DBS applications within 10 working days</li><li>• Student Services provide a range of methods to support customers with advice and guidance. They include: 1-1 appointments, drop in sessions, e-guidance, telephone guidance and workshops</li><li>• Customers do not have any restrictions on the amount of appointments that they can have with the Service</li><li>• We will listen effectively to our customers’ requests and promptly take the necessary actions to assist them. We will keep our customers informed of unexpected delays/cancellations in services</li><li>• Where appropriate staff will signpost and make referrals to external agencies</li></ul>

Information	<ul style="list-style-type: none"><li>• Student Services literature produced internally is checked for accuracy and relevance every 12 months</li><li>• We aim to ensure that the Student Services website is available 24 hours a day all year round</li><li>• All materials sourced from external organisations will be checked for accuracy every 12 months</li></ul>
Staff	<ul style="list-style-type: none"><li>• All staff have an annual PDP</li><li>• All specialist Advisors are members of recognised professional bodies and networks to ensure their knowledge and skills are kept up to date</li><li>• Staff are encouraged to undertake professional development opportunities relevant to their role</li></ul>