



# **Student Services Helpdesks Statement of Service**

# Student Services Helpdesks Statement of Service



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# Student Services Helpdesks Statement of Service

## Introduction

This document sets out the services offered by the UEL Student Services Helpdesks and refers readers to other services where appropriate.

## What We Offer

We offer a range of services including re/enrolment, and issuing of:

- Student ID cards
- Council Tax Exemption Certificates
- Letters attesting to student status (for banks, Government agencies, etc)
- Student support cheques (from the Access to Learning Fund)
- Prospectuses

We also offer information, advice and guidance on:

- Regulations
- Physical and organisational geography of the University
- Funding arrangements
- Facility to amend your student record details (e.g. date of birth)
- Endorsement of application forms (e.g. for part-time student support)

At our *Stratford Campus* we also offer facilities for payment of tuition fees by credit/debit card from Monday to Friday from 09.15am – 4.45pm.

At our *Docklands Campus*, the cashier function is provided by Financial Services staff.

## How You Can Contact Us

There are Student Services Helpdesks at each of our Student Centres.

Current opening times are listed below but check our web site for the most up-to-date times or details of any changes:

- **Stratford Campus**  
In the Student Centre, Water Lane (University House campus)  
Monday to Friday 9.15am – 4.45pm
- **Docklands Campus**  
North Building, 2<sup>nd</sup> Floor, Room 06  
Monday to Friday 9.15am – 4.45pm

As our staff are busy dealing with clients in person throughout most of the working day, the Helpdesk teams do not take telephone calls, but you can email us at: [Info&enq@uel.ac.uk](mailto:Info&enq@uel.ac.uk)

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Or you can contact Mandy Estridge, Head of Student Services Helpdesk Team, on 020 8223 6256, or at [M.A.Estridge@uel.ac.uk](mailto:M.A.Estridge@uel.ac.uk).

Alternatively, visit our web site at [www.uel.ac.uk/studentservices/helpdesk/](http://www.uel.ac.uk/studentservices/helpdesk/)

### What You Can Expect From Us

We aim to provide a welcoming and effective service which is delivered efficiently. If we do have to change our service, we will strive to give clients reasonable notice and, if appropriate, offer an alternative as quickly as we can.

### Limitations To The Service Or What We Cannot Do

Some of our services are available only to students, but our advice and information service is available to the whole of the University community and to visitors.

### How Clients Help Us Improve the Service

We survey our clients regularly to ask for feedback about the service we offer. We may ask you in person, or in writing what you thought of the service you received. Please do tell us what you think so that we can improve our performance and, if appropriate, alter our provision to meet client needs more effectively. You may give feedback anonymously if you prefer.

### What Services Are Available

Please see our website for details: <http://www.uel.ac.uk/studentservices/helpdesk/>

### Charges For Services

All of our services are provided free of charge, except that there is a fee of £10 for the replacement of a student ID card (this is waived where the student is able to show, by providing a crime reference number, that the card was stolen).

### Eligibility

All current members of the University community and all visitors may use the service.

### Specialist Facilities For People With Particular Needs

We design our informational and application materials so that they are as accessible as possible. We urge any student who feels that this is not so to let us know, so that we can try to address any particular need. At certain times of the year there are queues at the Student Services Helpdesks. If there is a particular reason why you are unable to queue, please let us know and we shall try to make alternative arrangements.

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## What Information, Advice and Guidance Do We Offer?

We hold course information and application forms (for Access to Learning Fund, etc.), and maps of the University and its environs. We are able to offer initial advice on student finance and on student administration arrangements.

Our web site includes much useful information. You can find it at [www.uel.ac.uk/student-services/helpdesk/](http://www.uel.ac.uk/student-services/helpdesk/). All our staff who offer information and advice work to the principles of: impartiality, confidentiality, client-focus, equality of opportunity, transparency and accessibility.

## How Available Is This Information?

Our information is available in English, and is carried at both of the Student Services Helpdesks. Both of the Helpdesks are accessible to wheelchair users. If you require access to information in a different format please let us know and we will look into trying to meet your needs.

## How We Promote This Statement Of Service

This statement of service is displayed on our web-site and at each of the Student Services Helpdesks.

## Staff Competence, Training and Experience

The staff of the Student Services Helpdesks has many years experience in the provision of general advice to students. They undertake continuing professional development and undergo regular appraisal.

## Procedure for Comments, Compliments and Complaints About Our Service

We wish to receive comments, compliments and complaints about our service to help us with ongoing improvement. A comment, compliment or complaint about our service should be made verbally to the member of staff concerned or, if preferred, in writing to the Head of Helpdesk Team, Mandy Estridge. If a client is not satisfied with the way we have tried to deal with a comment, compliment or complaint, then it will be passed to the Director of Student Services for further investigation and action.

## What We Do About Individual Comments, Compliments and Complaints

Individual comments, compliments and complaints will be dealt with by the member of staff concerned or, if appropriate, the Head of Helpdesk Team. They will also be discussed at our regular staff meetings, to help us monitor and improve the quality of service provided.

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## **What We Do If A Client Is Not Satisfied With How We Have Dealt With A Complaint?**

The complaint will be referred to the Head of Helpdesk Team, initially. If the client is not satisfied with the Manager's response, it will be passed to the Director of Student Services for further action.

## **How Do We Gather General Feedback from Clients?**

Clearly marked suggestion boxes are located close to each of the Student Services Helpdesks.

## **How Do We Use Comments, Compliments, Complaints And General Feedback To Evaluate And Develop The Service?**

These are discussed at team meetings which are held regularly and appropriate action follows from this.

## **Standards and Principles To Which We Operate**

We endeavour to provide an impartial and professional service to all our clients. We are committed to the standards and principles set out in the UEL Student Charter.

## **How Can Clients Find Out About These Standards And Principles**

The Student Charter is available to review online at our webpage [www.uel.ac.uk/student-services/helpdesk](http://www.uel.ac.uk/student-services/helpdesk)

## **When Services Are Not Available Directly, What Do We Offer Instead?**

If we are closed you can send an email to [info&enq@uel.ac.uk](mailto:info&enq@uel.ac.uk)

## **Updating This Statement Of Service**

This Statement of Service is reviewed and updated frequently through our regular staff meetings which include time for reflecting on and improving the quality of the service we offer.

**Last updated: February 2010**