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| 1. ** Students do not have to be on campus between 9am and 5pm to access the all the services we offer. We offer alternatives to 9-5 enquiries, transactions , workshops, drop-ins or interviews. |
| 2. We give students a choice in how to access our services - face to face, by telephone, over the web. We accept and reply to queries by email, telephone and in person. |
| 3. We make reasonable adjustments to facilities, services, information formats, procedures (but not practices) to help students with disabilities |
| 3b We make reasonable adjustments to facilities, services, information formats, procedures (but not practices) to help students whose first language is not English |
| 4. All our forms for students are available for downloading or are fully web enabled. |
| 5. <i>Removed - HR responsibility</i> |
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| How we handle students |
| 6. All staff respond promptly and politely to students. |
| 7. All staff treat students fairly and sensitively. |
| 8. **All staff have had training in key customer care principles and know what is expected of them. |
| 9. We answer telephone calls to the main telephone number for our service in no more than 30 seconds (the time it takes to get to the point of leaving a message on BT's automatic answering service). The time is shorter if there is an answering machine. |
| 10. Students can always talk to someone in our service during the opening hours we advertise on the web, including lunch and tea or coffee breaks, unless there is an emergency. |
| 11. **When we handle core queries , or if a student needs a form which is available online, we always show them how to find the relevant page (face to face) or give them the relevant URL (telephone/email) along with the answer. This is so that they know where to look next time. |
| 12. Transactions are simple and straightforward for students, whether delivered face to face or by technology. Students can do everything needed for the transaction in one place, virtual or real. |
| 13. In admin work, we follow the JISC infoNet guidelines: Do it once/ do it right/ do it quickly/ keep it simple/ trust me/ I am accountable. We follow these for process review. |
| 14. Removed – not a service level responsibility. |
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| Communication |
| 15. **We have a written policy for communicating with students: which messages we need to put across, when and how to deliver them (our general website, New2GCU, joining instructions, flyer, email, plasma screens, student home page What's new and so on). Staff know how to handle different messages and we review the policy each year. |
| 16. Details of whom to contact for addition information/help and how to contact them is clear and easy to find on all our written material . |
| 17. **All our written material is in Plain English . |
| 18. We respond to all emails within one working day (automated responses included) and send a full reply within five working days. Full resolution of the issue may take longer. |
| 19. We send a full reply to letters within five working days. Full resolution of the issue may take longer. |
| 20. The main service email address is a group email checked by at least two people so that students are not restricted by staff absences. This is the |

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| email address that we publicise in written material . |
| 21. Whenever a member of staff is out of the office for one working day or more, their telephone is redirected to <ul style="list-style-type: none"> • someone else in the service or • (if that is not possible or practical) to the base, who know this is happening and how to handle calls, or • to a voicemail/answering machine message with clear information on alternatives |
| Consistency |
| 22. Students get the same, consistent core information , whichever member of staff they talk to in our service, or the base or the Student Centre, if they handle first level enquiries for us. |
| 23. Information on our website and/or in hardcopy is consistent with information given by our staff and staff at the base/Student Centre, if they handle first level enquiries for us. |
| Information and advice |
| 24. The information and advice we provide to users is accurate, current and impartial. |
| 25. If we get a query which is not in our expert area, we refer students to the expert service , by forwarding an email, transferring a call or explaining where to go. For telephone and face to face referrals, we explain where and why we are referring them. |
| 26. **Our web pages (our home site + other pages for which we are responsible) are the primary source of information about what we provide. They answer all standard questions; hardcopy information derives from them. |
| Information and advice (continued) |
| 27. Students, teaching staff, and other users (eg the base, Freedom of Information enquirers) can treat our web pages as the authoritative source of information on our service. |
| 28. We check the content of key pages (contact information, opening hours, pages with time limited information eg events or anything that we know changes frequently) once a month. |
| 29. **We reduce the use of 'jargon'. We give the meaning of an abbreviation followed by the abbreviation in brackets the first time we use it in any written material. |
| 30. We check and update all our service's pages (our home site and other pages for which we are responsible) at least once a year. Even where there is no change, we note this checking in the 'Updated on dd/mm/yy' field |
| 31. We have a written procedure for updating web based information (who is responsible, who does the actual web work and so on) which is reviewed annually and follows any University policy and SAS quality expectations. |
| 32. When we know about a change, we update our website promptly. (Promptly – some examples -: – a change to opening hours, drop-in sessions, event for that day or the next - within an hour – new telephone number, change to opening hours etc two or more days away; changed or new closing date – within a day removing information about events which have happened – within a week advance warning of changes affecting the next academic year, posted during the current year – within a month (unless it's May already!) |

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| 33. Staff check external web links for: <ul style="list-style-type: none"> • Authority – is this a reliable source? • Content - is it useful for students? • Country of origin –is it relevant to our students? • Currency – how recently was it updated? |
| 34. We always state why we are including a link to an external website – eg Support for Learning: Best Bank Accounts for students or Try image banks such as the LTSC Bioscience image bank . |
| 35. **We always link to the web pages of the expert service or refer to their website (or the service in general if there is no site) in our leaflets rather than repeat information on pages for which they are responsible. |
| **Responsiveness, feedback and continuous improvement |
| 36. We actively seek feedback from students in a variety of ways to get their views of our services and their priorities. |
| 37. We actively seek feedback from our own staff and other active staff user groups, primarily the base and teaching staff, to get their views of our services and their priorities. |
| **Responsiveness, feedback and continuous improvement |
| 38. We have agreed methods for recording and reviewing informal and formal feedback. All our staff are aware of them. |
| 39. We promptly tell students and staff about the results of consultations/feedback received, including any action we have taken or plan as a result. We also explain why we are not acting on feedback. |
| 40. All staff are trained to deal with complaints and know how to put things right quickly and effectively. They know when to pass a complaint to someone more senior and/or tell the student about the formal Complaint, Mediation and Resolution Procedure. |
| 41. We look for ways to improve services and facilities, especially through greater use of technology, in line with feedback received. |
| 42. We keep up to date with best practice and innovation in our service area through professional meetings and conferences, collaborative work, visits to similar services in other universities or other relevant organizations. |
| 43. We meet with staff from related services at GCU at least once a year to refresh our awareness of what they offer and to look at ways of working together more closely for the benefit of students. |
| Telling students about standards |
| 44. We tell students about the level of service they can expect from us, on our website, in a leaflet or in the GCU diary. |
| 45. Service staff know what the standards are and work towards them |