Centre of the University: Integrating services for students at Kingston

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Summary

Overview

Kingston University profile
Creating the right conditions
Integrating services
Impact
Planning for the future

Information Points

A Case study
Kingston University: Profile

- 24,000 students
- 5 Faculties and 27 Schools
- 4 campuses
- 5+ Halls of residence
- wide range of programmes of study
- devolved model of operation
University structure

Pro Vice-Chancellor
Academic Support & Student Services

- Information Services
- Student Services & Administration
  - Accommodation, Careers, Chaplaincy, Disability, Nursery, Health & Counselling, Sport, Student Affairs, Student funding
  - Student Information
- International Office
- Development Office
- Student Recruitment and Outreach
Information Services: characteristics

- Four campus LRCs
- 24 hour opening using own Night Team
- Multiple Help desks offering identical services
- All Help desk staff offer first line support on all queries
- No security presence so LRC staff manage the learning environment
Convergence: Sharing of space

- Integration of services
  - Catering
  - Learning Cafes

- Co-location of services
  - Reception
  - Art shop

- Drop-ins for other departments
  - Hosting services in Pods
  - Shared Help Desks
Hosting of drop-in sessions

Careers Services
Dyslexia support
Maths Aid
KU Students Union
Student funding
Health advice
Accommodation
Study Abroad
Chaplaincy
Student visa support

Academic skills support
Information Specialists

Over 1400 bookings in 2009/10 across 4 campuses
Convergence: integration of service points

- LRC staff offer first line IT support (face to face)
- Service desk provide first line IT and Library support (web, email, phone)
- Hub for Student Services & Administration
Creating the right conditions
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Milestone Description</th>
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<tbody>
<tr>
<td>Sept 04</td>
<td>LRC staff provide IT support</td>
<td><em>LRC staff provide first line IT support</em></td>
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<tr>
<td>Aug 06</td>
<td>Convergence of Library and IT</td>
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<tr>
<td>Sept 06</td>
<td>Implementation of self service</td>
<td><em>Released staff time and space at Help desks</em></td>
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<tr>
<td>Nov 07</td>
<td>Integration of the Service desk</td>
<td><em>Single point of contact for University IT &amp; Library</em></td>
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<td>Jan 09</td>
<td>Student Services restructuring</td>
<td><em>Setting up of local hubs in LRCs and ISS project</em></td>
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<tr>
<td>Sept 09</td>
<td>New LRC at Roehampton Vale</td>
<td><em>Joint help desk with Reception</em></td>
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<tr>
<td>Sept 09</td>
<td>Information Points</td>
<td><em>Single point of contact (face to face) offering range of new services and advice</em></td>
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<tr>
<td>Sept 10</td>
<td>Roving pilot</td>
<td><em>Visible, identifiable staff. Help at the place of need</em></td>
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Focus on students

- Common goal ‘integrated and seamless support which is customer focussed’
- Collaborative approach
- Cross department outlook
- ‘Can do’ attitude encouraged
- Long opening hours
- High traffic areas
- Culture of support and help
- Comfortable with managing change
- Happy to learn from pilots and trials
ISS as an **approach**

- Welcoming
- Supportive
- Inviting
- Collaborative
- Innovative
- Neutral

- Student experience at the centre of all decisions
- Not driven (yet) by need to save money
Integrating services
Service desk

- Single point of contact
- Part of the Customer Services team
- First line support for IT and Library by phone, web and email
- Offering consistency of
  - Service
  - Logging
  - Management information
  - Allocating and tracking calls
Library and IT enquiries

- All front-line staff trained to support computing as well as information enquiries
- Confidence an issue, not competence
- Roving support
Why joining thing up makes sense

For Students

- LRCs are known and understood by students
- Published opening hours
- Long LRC opening hours and service availability
- Simplified first line support for students
- No need to understand organisational structure
- Consistency of service levels across campuses
Why joining thing up makes sense

For staff

- Development opportunities
- More job satisfaction for front line staff.
- Able to respond positively
- Increased understanding of other University departments and operations
- Knowledge of who to contact to resolve problems
- Closer links with Student Services
- A working model which could used in other areas
Planning for the future
Challenges

- quality of services and support
  - Training
  - Breadth of support areas
- accuracy of information and technical support systems
- professional identity of front-line staff
- professional boundaries of services and managers
- HE cuts and impact on service levels
Information points
LRCs provide first-line support for Student Services provision
On-demand student documentation including replacement ID cards
Referral to specialist support
Questions, Questions, Questions….

- Can I have a new ID card?
- How do I enrol?
- Where do I find my timetable?
- Why can’t I log into my account?
- Can I have a council tax exemption letter?
- How do I access study space?
- I’ve changed my address, can you show me how to change my details?
- I want to open a bank account what do I need?
Questions, Questions, Questions….

- Where can I find my induction programme?
- I am an international student where can I get support?
- How do I get an Oyster card?
- Do I have to pay council tax?
- Why can’t I access my timetable?
- Where is my lecture?
- Can I have a confirmation of enrolment?
Working together

- Links with Student Services
  - Developed systems together
    - Access to student records
    - Help pages
    - ID card printing
  - Learning from each other
    - Timetabling
    - Enrolment
    - IT systems
Extended roles for LRC staff

- Positive transaction with students
- Staff training
- Help pages
  - frequently updated
  - staff set up alerts
Practical help for students

Identity cards

Documentation
Information points 2009/10

- 5137 replacement ID cards printed
- 4506 Council Tax exemption forms
- 2700 Bank letters

Graph showing information points from Penrhyn Road and Nightingale Centre from September to August.

Kingston University London www.kingston.ac.uk
Benefits of the project

- Positive experience for students
- Staff are better placed to understand, influence and find solutions
- Long LRC opening hours and service availability
- Strong links with student services
- Referral to drop in sessions
- Students have ID cards for Night Opening
Next steps

- Financing – stationery, staff time
- Huge peak at the beginning of academic year
- High volume of transactions – automated solution
- Highlights short opening hours of other services
- Robust system for referral needed – the Service desk?
- Develop relationships with Faculty Support Officers and site reception desks
- Non standard enrolment in LRCs – taking photographs
Tools for delivering a consistent service
Student Letters

You can use the link below to produce the following letters for students:

Proof of Study
Bank Reference Letter
Confirmation of Enrolment
Council Tax Exemption Certificate

Click here produce student letters
Characteristics of Kingston Help desks

- All Help desks on large sites
- Multiple Help desks
- Several teams across long opening hours
- All Help desk staff offer first line support on all queries
- Annualised hours
What next?  More of the same

Links with Faculties
University initiatives to ‘integrate student support’
Assignment drop boxes

• Evolving services
• Using opportunities
• Using technology
• Welcoming and inclusive
• Keeping students at the centre of all decision making

‘integrated and seamless’ support model which is ‘customer focussed’