

Centre of the University: Integrating services for students at Kingston

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Umbrella Conference 2011

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

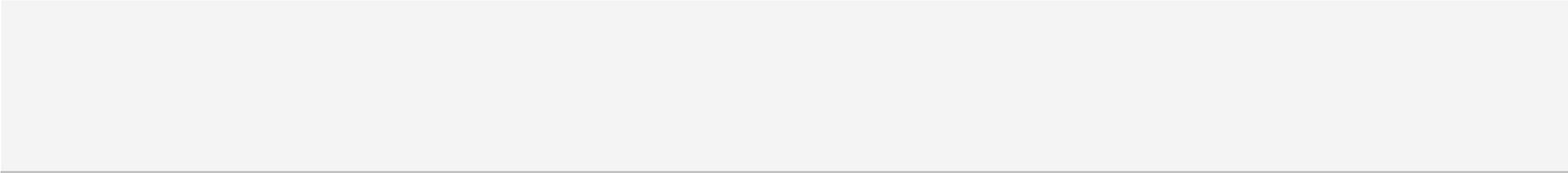


Over 1400 bookings in
2009/10 across 4
campuses

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

How did we get here? Milestones

Sept 04	LRC staff provide IT support	<i>LRC staff provide first line IT support</i>
Aug 06	Convergence of Library and IT	
Sept 06	Implementation of self service	<i>Released staff time and space at Help desks</i>
Nov 07	Integration of the Service desk	<i>Single point of contact for University IT & Library</i>
Jan 09	Student Services restructuring	<i>Setting up of local hubs in LRCs and ISS project</i>
Sept 09	New LRC at Roehampton Vale	<i>Joint help desk with Reception</i>
Sept 09	Information Points	<i>Single point of contact (face to face) offering range of new services and advice</i>
Sept 10	Roving pilot	<i>Visible, identifiable staff. Help at the place of need</i>

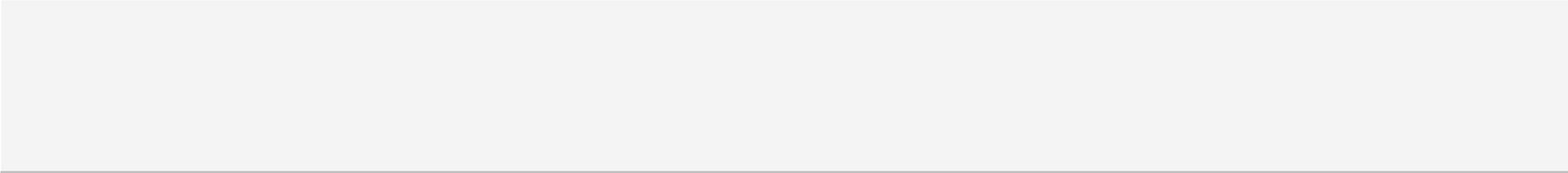
Focus on students

- 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

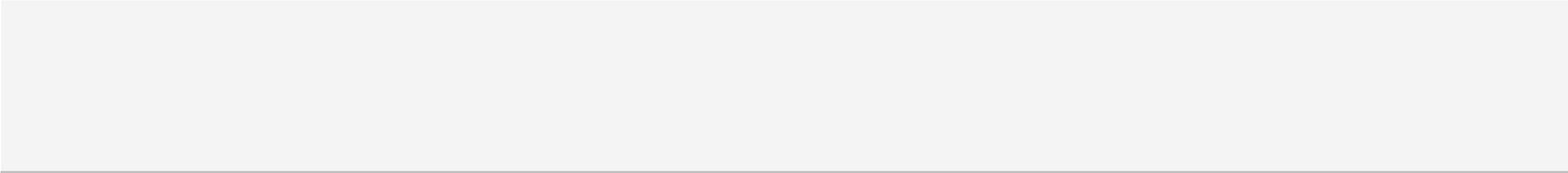


Why joining things up makes sense

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 be 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

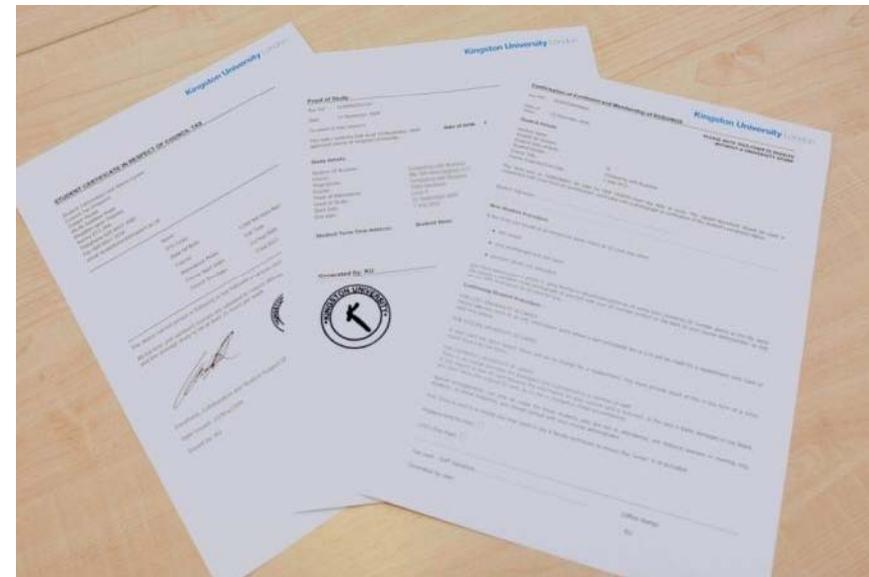


Practical help for students

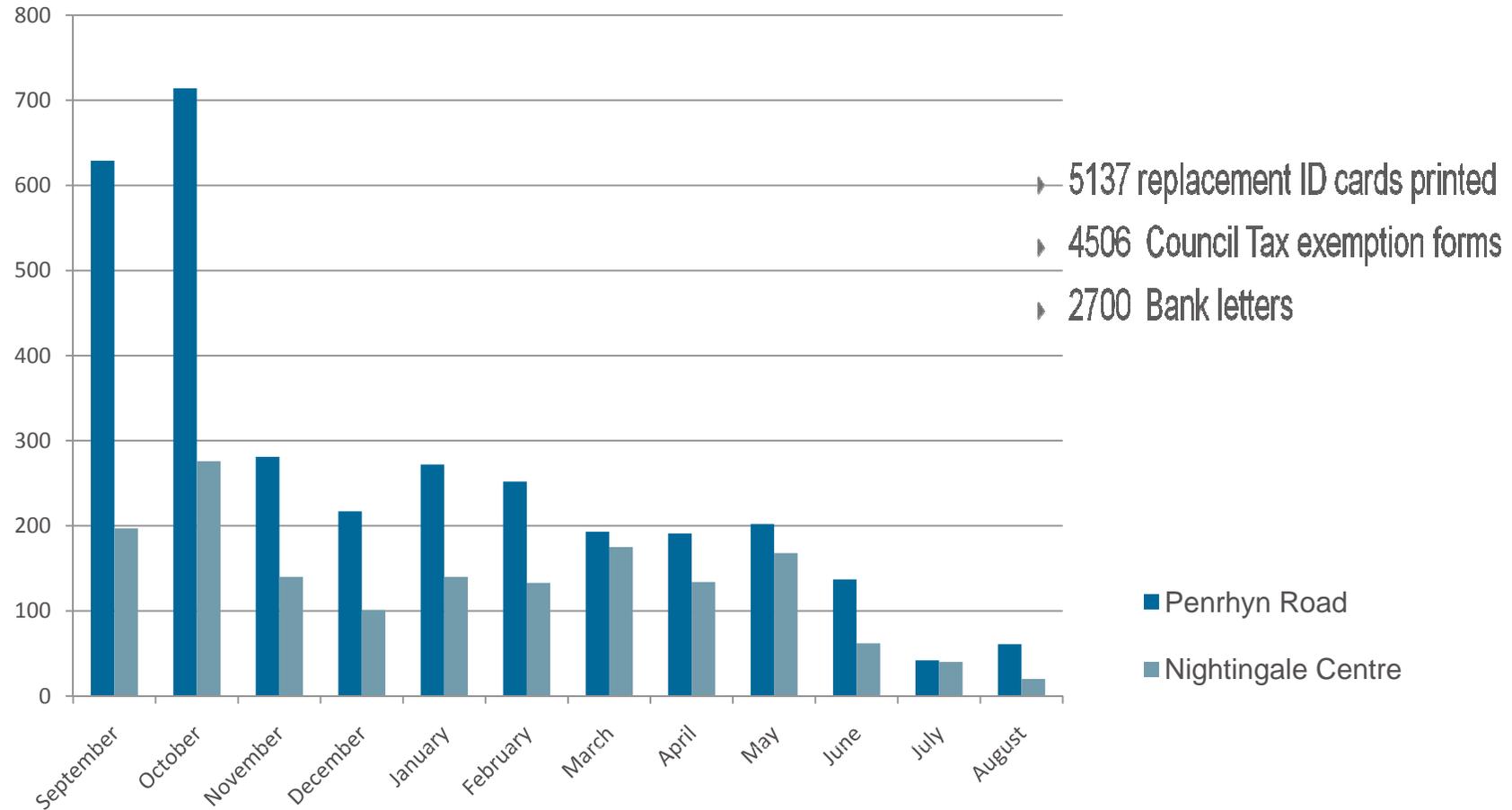
Identity cards



Documentation



Information points 2009/10

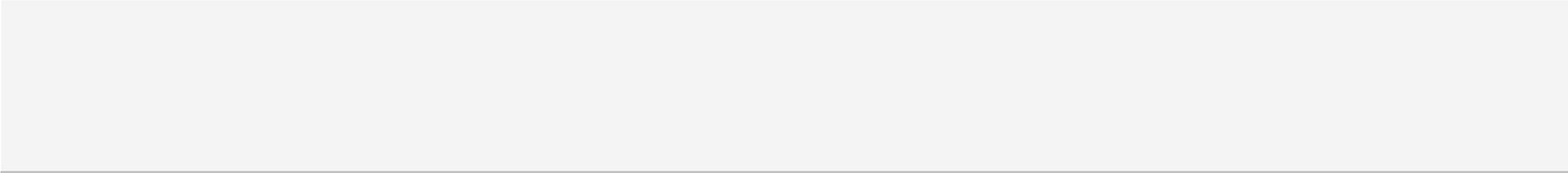


Benefits of the project

- 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

- ection Site
- ocuments
- ictures
- sts
- iscussions
- urveys
- ashboard Feedback

Dashboard

ICT Support in the LRCs How to guide	ICT Tools Change passwords / Touchpaper / SITS / GPAS	Bookings Seminar and equipment bookings	Membership SCONUL Access, LRC Access scheme etc.
My Touchpaper Your support calls	Passwords, codes and keys For staff only	Helpdesk Support Customer Services Information	Machines Photocopiers, GPAS, microfiche, printers etc.
Notices and Signs Templates, out of order signs etc.	Buildings Maps, FM desk log.	Finding Information Subject, referencing, publications	Integrated Student Support Bookings, information, contacts

Referrals

LRCs telephone list / Double-sided Find your DDI	Library contacts/Subject librarians	Student Behaviour	Helpdesk training notes	Student offices/Student support officers
How to get a replacement student ID card	E Resources Access Status pages	University bus	Other useful University phone numbers	Faculty IT helpdesks
How to request a replacement staff ID card	CPT support	HSCS bus to/from St George's		PC availability in LRCs and labs

 Information Point

 **Emergency Procedures**
Systems and buildings

Dashboard Links

- Opening hours
- Helpdesk Blog
- IS Blog
- Catalogue
- Archive catalogue (Adlib)
- E-resources
- StudySpace
- StudentSpace
- OSIS Timetables and letters / OSIS manual login
- NEW!** Current workbooks - all teams
- StaffSpace
- KU Extranet
- Mobile friendly KU website
- KU Copyright web pages
- Digitisation service
- Information Services Workspace
- Timetables
- Supervisor Library Systems Support



Information Point Home

Modify Shared P

- Quick Launch**
- Documents**
 - Exams
 - Pictures**
 - Lists**
 - Contacts
 - ID cards
 - Enrolment - new and returning students
 - Timetables
 - Funding
 - Disability & dyslexia support
 - Careers & employability
 - Sport & recreation
 - Health & counselling
 - Accommodation
 - Chaplaincy and religious facilities
 - Nursery
 - Forms
 - KUSU (Students' Union)
 - Oyster cards for students

Exam procedures

- Exam dates and schedule: Semester 2
- Exam venues
- Exam procedures including calculator and dictionary policies
- Acceptable ID for exams
- Exams and suspended students

▣ Add new link

Standard letters printed from OSIS

- How to print letters from OSIS
- How to remove headers and footers from Information point letters
- Why won't a letter print?
- Bank Letters from OSIS
- What do I do if a student wants a council tax exemption for part of a year?
- Proof of study letters for use at Embassies

▣ Add new link

International Students

- UK Border Agency checks
- Where can an international student get support?
- How do international students extend their visa?
- What is the International Student Study Centre?

▣ Add new link

Links

- Contacts
- Forms
- Student letters
- Student letters - manual login
- SAMS (UK Border Agency)

▣ Add new link

Recent updates

Careers & Employability 07/06/2011 11
by
Belsham, Karen
Each faculty has an Employability Co-ordinator. To make an appointment mail careers@kingston.ac.uk. Careers have moved from Cooper House to Room 4, Town House, Penrhyn Road.

▣ Add new announcement

Kingston University London

Online Student Information System

Logged in as:
Jacqueline (13277)
[Logout](#)

OSIS Menu

- [OSIS Home](#)
- [General](#)
- [Admissions](#)
- [Information Points](#)
- [Logout](#)

Contact Us

Kingston University

Tel: +44 (0)20 8417 9000

[Contact Kingston University](#)

Information Points

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](#)



- Support Staff
- Home
- ▶ New Incident
- ▶ New Change
- ▶ Announcements
- ▶ Knowledge and Search
- ▶ Processes and Useful Links
- ▶ Support Staff and Teams
- ▶ Find an Incident
- ▶ Find Incident for User
- ▶ Find Change Request
- ▶ Find Asset
- ▶ Find User
- ▶ Calls Last Updated by Me
- ▶ Resolved Calls my Team
- ▶ Workload for Other Teams
- ▶ My Workload
- ▶ Workload for My Team

- Support Staff
- Feedback
- Dashboards
- Reports and Queries

Assigned: Robertson, Susan
Ref: I:299420
K0904584 - - | Deleted User information: Ella Jones - - | To whom ever it may concern, I am writing today in regards to various letters t...

Assigned:
Ref: I:329983
Dear Sir/Madame My name is ALEXANDER GEROMOSCHOS, I am a law student in Kingston University and my ID NUMBER is the K1038558. At the moment I am in Greece and I would like to k...

Wardley, Sha-Shanna
Assigned: Mackey, Margaret
Ref: I:331837
I recently sent an email regarding crediting £11.00 to my Gpas epayment account, and not being able to transfer it over to my library fine. No one has responded to me. O...

Assigned:
Ref: I:331861
Dear all, I'm a PhD student in Philosophy at Kingston, and I'm about two weeks away from submitting my thesis. I was wondering whether the library offers a thesis printing/bind...

My Team
My Workload 0

Announcements

04/07/20... Wilden, Adam f
Webdesk is ba
you are having
accessing it, pl
update your lir
"webdesk.kings
It seems to wor
Chrome (and it
please use cor
V...

**ETU Group on
not active** (Po

1 of 1

Workload by Team Me...

Recent Change Requests

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'





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