

What do students want?!

Research into student opinion of Student and Academic Services.

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Newcastle Student Services

‘To deliver an excellent and professional service to all our stakeholders and to provide coordinated accessible support throughout the student academic journey’

casework

examinations

congregations

accommodation

Timetabling

wellbeing

I-Team

Visa team

finance

Key drivers



- Local context
 - Matrix 2011
 - Opening hours
 - Social media
 - Integration vs silos
- National context
 - Value for money

Methodology

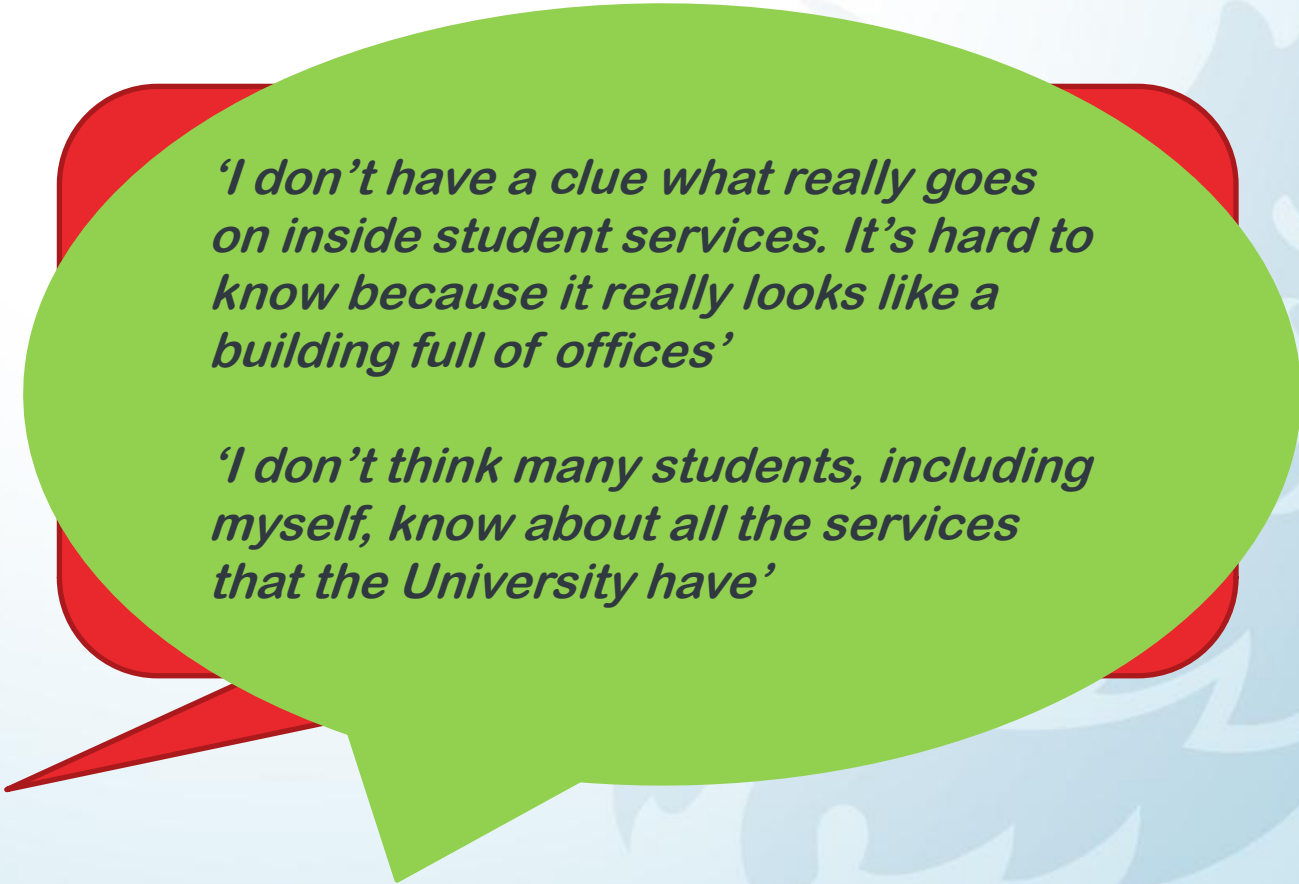


Areas for exploration



Survey – headline stats

- 900 respondents
- 77% said they were extremely or very satisfied with the services
- 92% said 'opening hours are about right'
- 36% said they didn't know/not sure what student services provides
- 60% of students wanted to be contacted by email



'I don't have a clue what really goes on inside student services. It's hard to know because it really looks like a building full of offices'

'I don't think many students, including myself, know about all the services that the University have'

Interviews

- Less is more
- Knowledge in Academic Units
- Lunch time drops in
- Numbering system
- King's Gate – Home of Student Services

Communication

Ticketing

Availability

Positives

- ❖ Extremely friendly staff
- ❖ Pleasant, calm and clean environment
- ❖ Excellent advice and guidance



Things to improve

- ❖ Queues/ticketing/waiting times

- ❖ Communication

 - ❖ To students

 - ❖ To staff

- ❖ Availability



Next steps



King's Gate

Home of Student Services

‘Working with you, for you’

helpful

services

support

service

friendly

information

range ease
cv
found
work
Service professional
best much someone informative
Ease nice long
Help
team
online
Availability
well quickly
Access
People things
times never
offer
happy
find
Nice
needed
building
go
students
sort
sorted
everything
careers
Everyone
contact
given
atmosphere
fees
financial
point
speak
easily
generally
career
free
hours
knowing
Everything employees
location
student
probably
waiting
easy
people
good
get
time
desk
talk
Always
efficiently
approachable
access
anything
first
campus
level
Good
one
almost
way
right
Staff
environment
accommodation

staff

need

use

know
provide
King's
appointment
useful
quick
Gate
ever
many
great
used
issues
answer
Careers
problem
query
place
kind
availability
Easy
Friendly
problems
really
advice
required
able
efficient
Sure
willing
dealt
Services
Everyone
answers
give
Lots
direction
Student
Helpful
time
organised
convenient
thing
access
approachable
Good
one
almost
way
right
Staff
environment
accommodation