

RH100 – Panel Discussion

Time: 6.30pm

Date: Tuesday 17th January

Venue: Wettons Room A

Welcome

The third panel session will consist of three parts where we will specifically explore the Student Centre concept and the services it provides for students.

We have explored your role as an academic student in the last session. In this session we are asking you to consider your role as a customer of our other non-academic services.

(Note-when we mention Student Centre below we are talking about the new library and student centre building which we hope will become a place where all your non-academic queries can be answered.)

Session 1 – Open Discussion

Richard Hawley will lead an open discussion which explores your experience and expectations of good customer service. Reflect on your experiences of good customer services outside RHUL and the examples of good customer service you've had while at RHUL. Please note: for this session we are only interested in your customer service experience outside the academic department.

Preparatory questions to think about and explore with others before the panel discussion.

- What would an "excellent" customer service experience look like? Does this need to include online customer experience?
- What is your best ever experience of customer service? What made it so good?
- What is your best experience of customer service at RHUL? What made it so good?
- What is your worst experience of customer service at RHUL? What made it so bad?
- How important is good customer service to you, and why?
- What short term improvements could we make?

Session 2 – Group discussion

The aim of this session is to explore your understanding of what you will be able to do in the new building, which will be your new Student Centre. In groups, discuss your experience and expectations of the new Student Centre. Please reflect on the questions below:

- As well as obtaining your degree, your fees also give you access to a range of extra services. How many can you name?
- What do you understand by the term Student Centre? What does this term imply, and what kinds of issues and events are they designed to deal with?
- Obviously all student-facing services cannot fit into the new Student Centre. What services do you expect and need to be able to access from the new Student Centre?
- What services do NOT need to be accessible from the new Student Centre?

- From your answers given above, what needs to be accessible by Sept 2017 and what can be a longer term ambition?
- From a service perspective what excites you most about the new building?

Session 3 – Group Discussions

We are interested in how you want to access our services and what you expect to be able to do when you walk into the new Student Centre.

Our aim is to ensure that the 'basic' qualities you expect are there and that the things that will annoy you if they are missing, the 'enragers', have been identified. If we can also find some extra ways of giving you a great experience, that will be a bonus!

We shall split you into groups and give you each a service to give feedback on.

Questions to consider:

- What expectations do you have of the X help desk? What would you like them to do for you?
- Are you aware of when you can access the X help desk and what their 'office hours' are? Are they always available in these periods? What do you think of the opening hours?
- How do you contact or communicate with the X help desk? How quickly do you expect them to get back to you?
- What kind of issues do you go to the X help desk for? Have you ever used their services? What was your experience – how easy was it to do?
- Where do you go for more complex issues?
- How important is it to you that there is one place to go to have all your non-academic queries answered?
- Would you mind if you have to go to multiple help desks in the new building to get your queries answered?
- How much depth of knowledge do you expect an advisor working on the help desk to have – what services or queries do you think they would need to refer on, e.g. for an appointment, and what do you expect to be handled on the spot?
- How many of you look online before going to any help desk for information? What works and doesn't work at the moment?
- How is our online/ self-service provision at the moment? How much can you do before you need to go and speak to someone?
- Self-service – what self-service developments would you like to see, giving some examples?
- How useful is the X website(s) as a source of information? Is there information missing that you feel should be there? Do you use other forms of social media?

Closing update from Chair of Student Centre project on our short and longer term ambition.