

## **WELCOME TO STUDENT SERVICES**

Student Services exist to support and empower our students in all aspects of their life at Edge Hill University. To this end we aim to provide a comprehensive, easy-to-access, professional support system which is responsive to the needs of our users. We will endeavour to make sure that no matter what the circumstances, no matter what the issues presented, we deal with each person in a fair, open and transparent way, to assist them in getting the help and support they need.

## **OUR MISSION**

*'Helping you to help yourself'*

## **WE ARE COMMITTED TO ACHIEVING THIS THROUGH**

- Providing up-to-date, clear and accurate information.
- Ensuring staff are friendly and approachable and respond to customers' requirements in an empathetic manner.
- Treating our customers with respect, courtesy and consideration.
- Listening to our customers' needs, whether the enquiry comes via post, telephone or in person, and endeavouring to obtain the information required even if it is not readily available within the service.
- Endeavouring to find a solution or give options / alternatives.
- Continually monitoring and evaluating our service.
- Working in close consultation with the Faculties and other Service areas of the University.
- Working in partnership with external agencies / stakeholders to obtain the information required

## **SERVICE STANDARDS**

**Our service standards are a clear indication of what our users can expect from Student Services.**

- A service which is committed to supporting students and enhancing the student experience through their time at University
- A service which will continually keep up to date with changes in legislation in order to provide information and guidance which is accurate and relevant to our students.
- A service which is available from 8.30am to 7.30pm Monday to Thursday and 9am to 5pm on Friday term time.
- Information covering a wide range of issues available on our website 24/7 (excluding essential maintenance and subject to the availability of the IT server).
- A service which is committed to maintaining confidentiality, where all enquiries will be attended to quickly and courteously. If support is required which requires more in depth discussion and a member of staff is not immediately available then an appointment will be made to suit both parties.
- A service which is committed to listening to you and answering your questions accurately.
- A service which promotes equality and diversity and respects the needs of the individual.
- A service which communicates with other departments to improve systems to enhance the student experience throughout their time at Edge Hill University.
- A service which ensures any complaints are dealt with within the timescales stated in the Complaints Procedures.
- A service which will respond to any comments and suggestions within 10 working days. Submission to the online 'Ask a question' will receive a response by the end of the next working day.
- Professionally trained Student Services staff, who will receive an induction, annual appraisal and ongoing staff development.