

Student Services Customer Service Standards

University of
HUDDERSFIELD
Inspiring global professionals



High quality information, advice and guidance

90% of customers are satisfied with the service which they receive.

We will offer a stepped model of support to ensure a variety of interventions at different levels.

We will facilitate a range of workshops, programmes, and groups to support students in different ways, and these will be regularly reviewed to consider any changes to requirements.



Student-centric, responsive, and timely support

Self-help information will be available online 24/7 and hard copy and will be in accessible formats.

We will provide timely access to appointments, and we will monitor and respond to periods when our appointments are fully booked.

All enquiries will receive an acknowledgement within three working days.



Welcoming environment

There will be clear information to help students navigate the Service's spaces, considering accessibility needs.

Our consultation rooms are private, comfortable, and meet the needs of our students and staff.

We will monitor and enhance our physical spaces, in line with student feedback and consultation.



Inspirational people

All our staff hold (or are working towards) the relevant professional qualifications to perform their roles.

Our staff will share knowledge and best practice both within and outside of the institution.

The quality of our professional practice will be regularly monitored to support continuous improvement.



Customer-focussed culture

We will openly receive feedback, and clearly communicate how we have responded to this.

We will be proactively aware, and respond to, changes in the needs and composition of our student body.

Customer service is a standing item at the Service's Management Team Meeting, strategically considering performance and customer feedback.