

INFORMATION CENTRES

STATEMENT OF SERVICE: 2011/2012

INTRODUCTION

There are Information Centres at Stoke, in the Flaxman Building on College Road and at Stafford in the Beacon Building. Staff in the Centres will be able to answer your query or, alternatively, point you in the right direction for help. At the Information Centres you will be able to talk to professional support staff. We are always available to help you on any aspect of your student life where you are not sure who to approach.

WHAT WE OFFER

We offer a range of services, information and guidance relating to:

- Enrolment
- Graduation Ceremonies
- Student ID Cards
- Letters proving student status
- Access to Learning Fund
- Degree/Diploma Certificates
- Degree/Diploma Transcripts
- University Bursaries
- Council Tax Exemption Certificates
- Confirmation of Acceptance for Studies (CAS) for international student visa renewal
- Term Dates
- Student Loans/Grants paid by the Student Loans Company
- Maintenance of the central student records
- Reference requests

Please see our website for details of the services we offer www.staffs.ac.uk/informationcentre.

HOW YOU CAN CONTACT US

There are Information Centres at the Stoke and Stafford sites. The locations are listed below with the current opening times:

Student Information Centre
1st Floor, Flaxman Building
College Road
Stoke on Trent ST4 2DE

Opening hours: 8.30 am – 5.00 pm Monday to Thursday
8.30 am – 4.30 pm Friday

Tel: +44 (0) 1782 295705
Fax: +44 (0) 1782 295723
email: information-centre@staffs.ac.uk

Student Information Centre
Ground Floor
Beacon Building
Stafford ST18 0AD

Opening hours: 8.30 am – 5.00 pm Monday to Thursday
8.30 am – 4.30 pm Friday

Tel: +44 (0) 1785 353253
Fax: +44 (0) 1785 353579
Email: information-centre@staffs.ac.uk

Alternatively visit our website at www.staffs.ac.uk/informationcentre

WHAT YOU CAN EXPECT FROM US

The Information Centres aim to provide high quality customer focused administrative support, information and guidance to Staffordshire University students and other customers that is efficient, flexible, accessible and responds to the needs of ALL wherever they are located whether on campus, at a distance or at our partner colleges.

LIMITATION TO THE SERVICE OR WHAT WE CAN DO

The Information Centres are not open, or staffed, at weekends or on public holidays. Customers wishing to contact us at these times can do so by emailing information-centre@staffs.ac.uk. Such contacts will be dealt with in accordance with our published service standard.

Any changes to the services we provide, or the availability of existing services, will be communicated to students via MyPortal and Student Announcements.

Any anticipated variation in our service standards will be communicated to students via MyPortal and Student Announcements.

HOW STUDENTS HELP US IMPROVE OUR SERVICES BY FEEDBACK

We invite students to provide feedback about the services we offer. Our website provides the opportunity to give feedback. We also have a comments book on each of our Information desks, and students also have the opportunity to provide detailed feedback about our services by completing a "What Bugs You" card or an Information Centre Survey form. We also seek feedback from specific groups of students by means of targeted questionnaires. If preferred, feedback can be given via the telephone by ringing 01782 292770.

CHARGES FOR SERVICES

Most of our services are free. The exceptions are listed on the following list of Information Centre charges:

INFORMATION CENTRE 2011/2012 CHARGES

Currently Registered Students:

Replacement Card (1st replacement)	£5.00
Replacement Card (2nd replacement)	£7.00
Replacement Card (3rd replacement)	£10.00
Replacement Card with Crime Number	Free
Confirmation of Student Status Letters	Free
Visa Extension/CAS Request	£10.00
Transcript (1st copy)	Free
Transcript (additional copies)	£5.00 per copy
Council Tax Letter	Free

Former Students & Graduates:

Award Confirmation Letter	£5.00 per copy
<small>(for students whose module results are not stored on central University Student Record database)</small>	
Transcript - 1st copy	Free
<small>(for students whose module results are stored on central University Student Record database)</small>	
Transcript – additional copies	£5.00 per copy
<small>(for students whose module results are stored on central University Student Record database)</small>	
Replacement Certificates	£40.00
Ticket for Graduation Ceremony July 2012	Available Feb 2012

Our charges are reviewed annually, and the new list of charges for the following academic session will be published in August. The Graduation Ceremony ticket price will be published in February of the academic year in which the ceremony is due to take place.

SPECIALIST FACILITIES FOR CUSTOMERS WITH PARTICULAR NEEDS

We design our literature and administrative processes so that they are as accessible as possible. We urge any student who feels that this is not so to let us know. We will try to address any particular need. At certain times of the year there are queues at the Information Centres. If there is a particular reason why you are unable to queue, please let us know and we shall try to make alternative arrangements.

SERVICE STANDARDS

- We will meet you within 10 minutes of the agreed meeting time (for personal callers).
- We will answer 80% of phone calls within 5 rings or 20 seconds.
- When staff are absent an automatic out of office email will be sent to you detailing when they will return to the office and who to contact in their absence. The absent member of staff will be copied in to any correspondence made in their absence.
- All emails sent to our generic email addresses will receive an automated acknowledgement.
- If you request a letter from us it will be available for your collection within 5 working days in September/October and 3 working days at all other times.
- If you are studying in the UK or distance learning your degree certificate and transcript will be posted to you within 4 weeks of us receiving your results from the Faculty.
- If you request a transcript from us it will be produced within 10 working days.
- If you request an award confirmation letter from us it will be produced within 10 working days.
- If you request a replacement certificate from us it will be produced within 5 working days.
- You will receive a decision on your Access to Learning Fund within 20 working days of us receiving your completed application form, including all the required documentary evidence.
- Once you have applied online and paid the appropriate fee a CAS (Confirmation of Acceptance for Studies) will be produced within 10 working days.

At intervals through the year we will monitor our performance against these service standards.

WHEN VISITING THE INFORMATION CENTRE YOU CAN EXPECT:

- To be greeted in a friendly manner.
- Our Information Desk to be accessible, clean and presentable at all times.
- Normally stocked leaflets and forms to be available for collection at all times during normal opening hours.
- Your enquiry to be handled professionally and efficiently.
- To receive, wherever possible, an immediate solution to your query, or a referral to the appropriate alternative service.

HOW YOU CAN HELP WHEN VISITING US

- Behave respectfully to our staff, students, visitors and neighbours at all times.
- Provide us with any documentation that we request within 5 days to enable us to give you a prompt decision/response.
- Arrive at an agreed time for appointments (or let us know if you are running late).
- Inform us of any special requirements that you have that may affect your dealings with us.
- If you think that we are not keeping our promises, please tell us.
- If you think that we could be clearer about our promises, please tell us.

HOW DO WE PROMOTE THIS STATEMENT OF SERVICE

This statement is displayed on our website and is available at each Information Centre Desk. It is also made available to all students at the start of the year via the E-Enrolment process.

STAFF COMPETENCE, TRAINING AND EXPERIENCE

Staff in the Information Centres have many years experience supporting Staffordshire University students. All staff undertake continuing professional development and attend annual appraisals.

PROCEDURE FOR COMMENTS, COMPLIMENTS AND COMPLAINTS ABOUT OUR SERVICE

We wish to receive comments, compliments and complaints about our services to help us with ongoing improvement in everything we undertake.

A comment, compliment or complaint can be made via any of the previously mentioned feedback mechanisms. Alternatively, it can be made verbally to an individual member of staff or, if preferred, in writing to the Student Information Manager.

If you are not satisfied with the way we deal with any issues raised you may complete a formal Complaints Form (Form C1) available from the Information Centres, Faculty/School Offices, Services Offices and Libraries. It is also available, along with a copy of the University Complaints Procedures, under University Policies and Regulations on the University website.

WHAT WE DO ABOUT INDIVIDUAL COMMENTS, COMPLIMENTS AND COMPLAINTS

All informal complaints will be investigated by a member of the senior management team of the Information Centres who will provide feedback to the complainant within 10 working days.

All comments, compliments and complaints will be discussed at our regular team meetings to help us monitor and improve the quality of our services.

UNIVERSITY STUDENT CHARTER

We are committed to the stated principles set out in the Staffordshire University Student Charter. A copy of this is available under University Policies and Regulations on the University website.

UPDATING THIS STATEMENT OF SERVICE

This statement of service is reviewed and updated annually in August.