

Empowering Students Through Innovation

Abstract: Anyone who was on campus during Orientation week and the first few weeks of Autumn session 2017 will have noticed some differences around Student Central. This is as a result of a range of innovative and responsive solutions implemented by Student Central to assist students during their transition period at the Commencement of session. During the period of Week 0 to the end of Week 2 in Autumn 2017, Student Central had 38,000 interactions with students. For those students visiting Student Central in person, their time was optimised by the new virtual queue management system introduced across all locations which allowed students to add themselves to the queue from anywhere on their mobile device. Rather than wait in line, students could go online to reserve their place in the queue and receive an SMS when it's their turn. Students who needed assistance adding themselves to the queue were able to get that help from other students who were employed and trained specifically to provide a peer driven and responsive experience. This new avenue of access and support empowered students to choose for themselves when and how to engage with Student Central, and enabled them to use their precious time more constructively. The new queue system, in addition to innovative solutions applied to ID card distribution also enabled students to get their Student ID card quickly and efficiently during Orientation events. Students making contact with Student Central via phone or online received an improved experience through the implementation of the call back feature that allowed students to request a return phone call rather than wait on hold. For those students seeking assistance online, they were provided with the opportunity to have their questions answered by trained peers via the new web chat introduced on University web pages managed by Student Central. Introducing new and innovative ways to deliver services at Student Central provided students with a more responsive experience that allowed choice and flexibility.

Target Audience: Student support staff, professional staff, school admin staff

Take home message: Being responsive and adaptable and open to reviewing processes and systems to improve services.