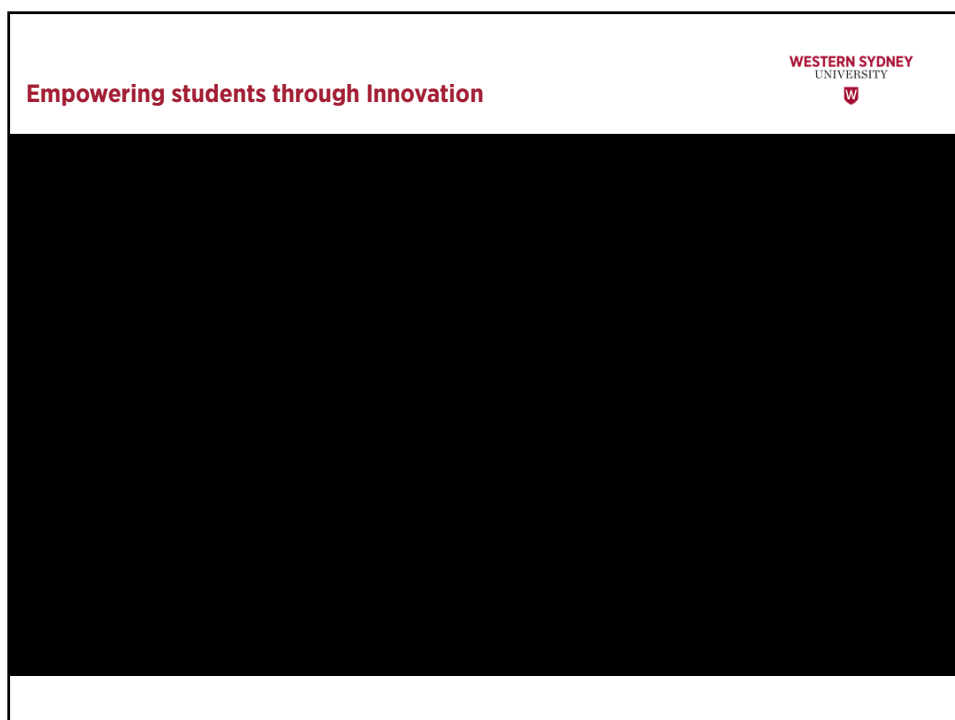
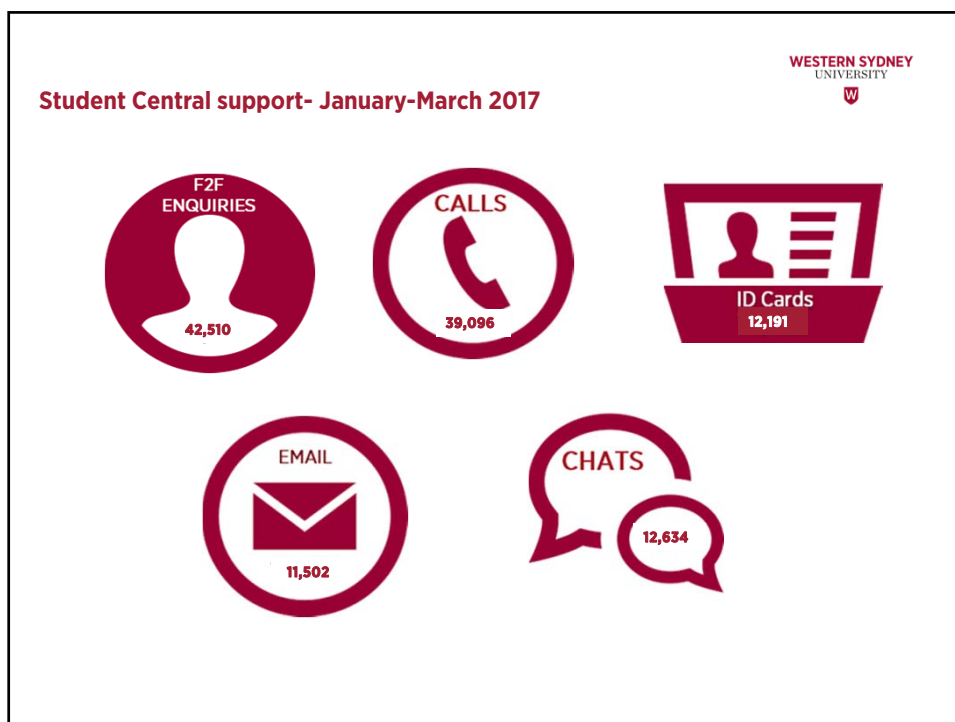


Empowering students through Innovation

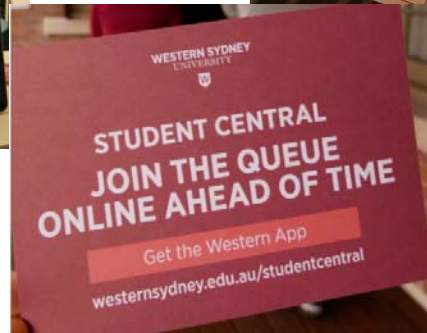
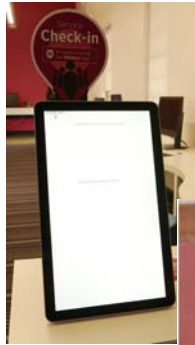
Professional Staff Conference 2017

Jennifer Kensey & Eve Langham
Student Central





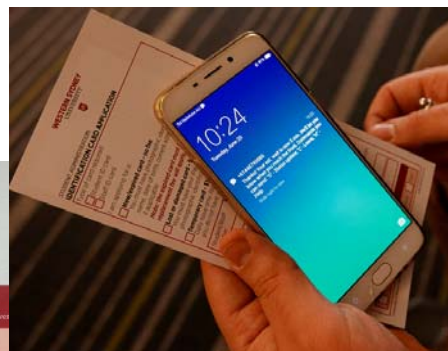
New technologies to assist in accessing Student Central



Increasing flexibility and choice

ID card application process

Process of getting an ID card streamlined to increase efficiency



Express ID card queue implemented to reduce wait times to under 6 minutes on average

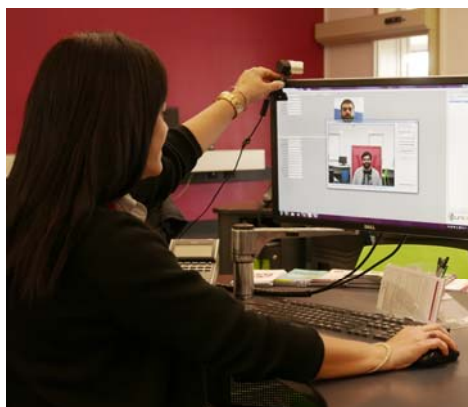
SECTION TITLE: GOTHAM NARROW BOLD 7PT

ID card distribution outcomes for Autumn 2017

DATE	CAMPUS	Number of students in Express ID card queue	Average wait time for ID card
Friday 10 February	Parramatta South (International)	256	7.6 mins
Monday 13 February	Hawkesbury	214	5.1 mins
	Nirimba	322	2.5 mins
Tuesday 14 February	Campbelltown	436	3.0 mins
Wednesday 15 February	Bankstown	731	3.08 mins
Thursday 16 February	Kingswood	526	1.37 mins
Friday 17 February	Parramatta South	666	14.01 mins
	Parramatta City	310	6.86 mins

Staff Engagement

Staff from across the University volunteered their time



'This was a great opportunity to engage with students at a key point of their journey with WSU' - staff volunteer feedback

Student Engagement

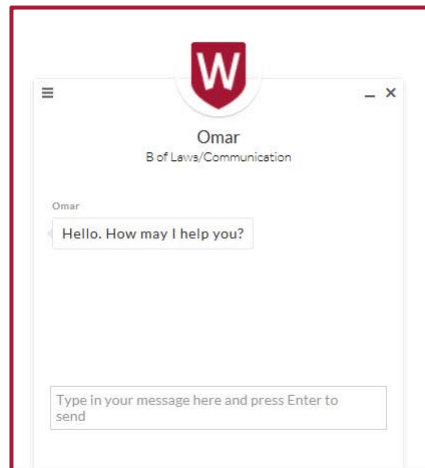
Students casuals supporting their peers



More ways to access Student Central support- any time, any place

Call back feature
enabled on
Student Central
line to provide
more flexible
service



More ways to access Student Central support- any time, any place

Webchat feature enabled on multiple University webpages allowing students to get immediate responses to their enquiries

Welcome to Student Central.
How may I help you today?



7/6/2017

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'I liked the fact I could join before I arrived. It was a better use of my time and I appreciated the flexibility'

PAGE 13



'Great service! I really appreciated the help'

PAGE 14

'It was easy to access. Staff were very helpful in directing me to the right information' – Live Chat

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Much more welcoming sight for students now!

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