



iPoint@hud.ac.uk

7944 enquiries handled to date
(as at 29.04.14)

75 days of service (as at 29.04.14)

Open 10 hours a day during term-time

5 Customer Support Associates

90% of enquiries resolved
at the iPoint

Telephone enquiry line launching August 2014

45,000 minutes of service
(as at 29.04.14)

12 Student Associates

Open 8am-6pm (9am-5pm over Summer
and Christmas)