

Customer Service Standards 2021 – 22

How are we doing so far? *March 2022*

Theme	Standard	Update
Accessibility	<p>To provide our service to our range of customers in the following ways;</p> <ul style="list-style-type: none"> • ipoint open from 8.00 till 6.00pm, Monday to Friday during term time • One to one private Student Finance appointments available 9.00am - 4.00pm, Monday to Friday to offer greater flexibility. We also offer telephone appointments to students unable to attend in person, as well as Microsoft Teams appointments • Daily drop for students on Microsoft Teams from 1:00 pm -3.00 pm • Cashiers Office open 10.00 - 12.30 and 1.30 – 3.30(term time) and 9.00-1.00pm(holidays) • Email response 24hrs a day to enquiry mail boxes and more detailed response promptly. 	<p>% of the indicated opening hours access points open and operational</p> <p>☺ 100%</p> <p>☺ 100%</p> <p>☺ 100%</p> <p>☺ Set up automated response on all generic enquiry boxes so customer knows email will be dealt with. All e-mails received a detailed response within 24 hours (expect weekends)</p> <p>☺ 100%</p>
Advice and Support	<p>Provision is made so that disabled customers can access our services during normal working hours or alternative arrangements are made when circumstances dictate, Microsoft Teams now available</p>	<p>☺</p> <ul style="list-style-type: none"> • Disabled customers are offered one to one meeting, and a signer where appropriate, in a more appropriate location in the University.
	<p>Finance system (Agresso) training programme is offered through the University staff development programme. ASIS Team also provide training for staff new to ASIS and eVision</p> <p>Provide helpdesk support for Finance system(Agresso) and ASIS, providing centralised support</p>	<p>☺</p> <ul style="list-style-type: none"> • Over the last 12 months, 82 training courses have been taught including one to one bespoke training. 4 courses were cancelled due to a lack of participants. • Agresso helpdesk staffed 9.00 – 4.30pm, Mon-Fri, to provide in depth help and system support as necessary. • Recently we have implemented Topdesk, a system to manage enquiries from staff, students and members of the public, in order to validate our customer service ethos.
	<p>The up time of our systems is monitored and customers are regularly updated as to changes to the system which may affect access. Minimum 95% access level.</p>	<p>☺</p> <ul style="list-style-type: none"> • Finance Systems – Agresso and ASIS – No downtime. This met our KPI of 4 days in total of downtime.
Customer Skills and Development	<p>We will seek the views of our customers to determine how services can be improved through the following methods;</p> <ul style="list-style-type: none"> • Emailed feedback • online survey • verbal feedback • customer comment cards 	<p>☺</p> <p>All responses analysed and passed onto a representative in each section to respond and adjust working practice as necessary. Feedback to customer on comments where necessary and publish a 'you said we did' section on the website.</p>
Environment	<p>FS respect your confidentiality and safeguards your personal information by;</p> <ul style="list-style-type: none"> • Meeting rooms are available for private appointments and meetings with customers. • The Finance Department operates under the under the payment security standard (PCIDSS) code of practice. The code ensures all payments taken are in confidence and no debit or credit card details are stored that can be accessed illegally by third parties. • The department operates under the university data protection policy which ensures we comply fully with the law. 	<p>☺</p> <ul style="list-style-type: none"> • Private rooms available from 9.00am to 1.00 pm from Monday to Friday. We also offer telephone appointments to students unable to attend in person. • Regular review of industry compliance and to ensure we comply with UK law. Consultant employed to monitor performance. • Financial Services staff aware of data protection law and regular updates from the University solicitor disseminated to all staff.
	<p>Be aware of Financial Services operational environment and offer sustainable financial solutions.</p>	<p>☺</p> <ul style="list-style-type: none"> • Finance has through the strategic plan of the University a commitment to supply a sustainable financial strategy in order for the University to fund future investment as necessary.
Communication	<p>Make our correspondence and information easy to understand.</p>	<p>☺</p> <ul style="list-style-type: none"> • All student finance communications and marketing publications are checked by our marketing department so they are understandable and are presented in a consistent manner.
	<p>Listen to customer comments, respond to your complaints and learn from them and publish any changes as a result.</p>	<p>☺</p> <ul style="list-style-type: none"> • The 'You said, we did' document states key features we have customised to suit customer needs, displayed in the finance waiting areas and on the finance website.
	<p>Acknowledge contact with those seeking our attention within 5 working days, and provide regular updates on the progress of their enquiry.</p>	<p>☺</p> <ul style="list-style-type: none"> • All customers will be acknowledged by Finance at the initial point of contact and appointments will be made and queries/complaints dealt within 5 days of the initial contact and feedback will be given to the customer.

