

## Student Services Centre - You Said, We Did

Here are some of the ways we have improved our services by listening to you:

### You Said:

You said you would like us to have a greater online presence through social media.

### We Did:

We created our own Student Services Centre Twitter page (@NTU\_SSC) in which we use to promote and raise awareness of our services. We post a variety of information including events, opening times and the support we offer. We have also gained student feedback on the use of social media and are looking to expand to more social media platforms such as Facebook and Instagram.

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### You Said:

You said you would like alternatives to using the Frontdesk, including flexible spaces to use.

### We Did:

We have started to use private outreach desk/s, away from the Student Services Frontdesk to allow students to share information in an environment they feel more comfortable in. We can then refer you to the appropriate service based on your needs.

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### You Said:

You said you would like an increased number of staff in busy periods, so that the waiting times can be decreased.

### We Did:

During the busier periods such as enrolment, start of term and lunch periods we try to ensure we have adequate staffing levels at the Student Services Centre so that we can see you as quickly as possible. This is now achieved through hiring extra staff during these periods.

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#### You Said:

You said you would like us to advertise the services we offer around the university more.

#### We Did:

We now advertise the services we offer around NTU in many public places, in addition to the presence we already have e.g. email, social media, student newsletters, the website and presentation screens.

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