

TOWARDS FLEXIBILITY IN HIGHER EDUCATION

Thursday 22 January 2009

Title and Presenter:

Customer Services and the colours of the rainbow

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Sub Theme & Paper Type:

Flexible Spaces – Showcase

Abstract:

First considered in May 2007 and, following eighteen months of discussion with a whole host of stakeholders, the restructuring of Academic Services has created a new Customer Services Group centred in the Brynmor Jones Library with the task of providing:

- A more accessible and rounded service.
- Improved support around all key services.
- A more appropriate location for delivery of face-to-face support services.
- A catalyst for developing new ways of delivering support.
- An improved user experience.

During the consultation process many stakeholders requested that a one-stop-shop approach be taken to providing support and this presentation will reveal how those requests have been turned into a new vision for customer support and services. The presentation will explain:

- How the Library building will be a one stop shop for support.
- Everything you want to know about Blue, Purple and Orange Zones.
- How support will be available for longer.
- How the available space will be used for quiet study, group learning and social activities.

Using a combination of on screen presentations and aspirational scenarios the presentation will be look at the proposals for using existing spaces, people and methods of delivery flexibly. The presentation will explain how the new Customer Services Group will develop the space and its people in order to meet the new requirements and challenges of providing customer support and service in the twenty-first century.