

Service Level Agreement (SLA) for the Student Services Hub

The Student Services Hub aims to provide students one place to go for their enquiries relating to Academic Registry (such as enrolment, academic progression, modules and fees), Careers and Employability, Income Office (such as paying tuition fees and debt), Student Learning Services and Student Support Services. We will offer guidance on what options are available as well as quick and easy referrals.

Should an enquiry be particularly complex they will escalate it to a Duty Adviser. We aim to have a Duty Adviser on call 9-5 Monday to Friday.

1. Opening hours

Our opening hours are 9-5 Monday, Wednesday, Thursday and Friday. Tuesday we open at 10am to allow for essential team development. If we ever have to close at an unexpected time we will aim to promote this on our social media, update phone messages and have a notice on the door.

2. Response times

The team aim to offer a first personalised response to enquiries within 5 working days outside of our particularly busy periods, which are the first 6 weeks of semester, when the response time will increase.

3. When you speak to a Student Hub Assistant

The first line team will aim to resolve your enquiry or sign post to the relevant team but if required can escalate to the appropriate specialist second line

team for further assistance or the Duty Adviser, we can also offer guidance on services available if you are unsure and book appointments.

We have discreet booths for private conversations, if you do not want to discuss your enquiry on the front desk. Please indicate you would like this once you get to the front desk.

We will:

- Treat you with respect, courtesy and keep your enquiry confidential*
- Offer a friendly, professional service in a welcoming environment
- Endeavour to respond to your enquiry at the time but if this is not possible, will follow up with information either via email or telephone
- Escalate to the appropriate team when required
- Should the Student Hub Assistant identify that your enquiry is particularly complex they will contact a Duty Adviser to speak to you privately

4. When you speak to a Duty Adviser

The team of Duty Advisers are there to support the Student Hub Assistants with particularly complex enquiries, they will speak to you in a private space to identify your issue and attempt to find a solution.

They will:

- Treat you with respect, courtesy and keep your enquiry confidential*
- Liaise with relevant teams to identify the appropriate solution
- Escalate to the appropriate team when required

5. What does the University expect from me?

- We expect you to regularly check your University of Stirling email account as all important information will be sent there
- We expect you to treat our staff as you would expect to be treated yourself
- We expect you to respond to University email queries in a timely manner or the timescales outlined in the email
- We expect you to keep your details up to date on the Portal

6. More information

Student Services Hub

2A1 Cottrell Building

University of Stirling

FK9 4LA

Tel: 01786 466022

Email: ask@stir.ac.uk

Web: <https://www.stir.ac.uk/student-life/support-wellbeing>

Social media: www.facebook.com/UofSStudentHub

twitter.com/UofSStudentHub

*Please find our link to [confidentiality and data sharing here.](#)