

3 Ways to Make Access to Services Easier for University Students

Let's face it: university life can be stressful. Students must balance studies, internships, part-time jobs, and living on their own, often for the first time.

But what if your institution could help alleviate their stress, improve their well-being, and boost the overall student experience by simplifying access to support services? Providing great on-campus experiences can help students thrive and help you distinguish your college or university in the highly competitive higher education landscape.

Student Services Hubs Enhance the Student Experience

Student services hubs centralize access to a range of support services, including course registration, financial aid assistance, and more. They are often busy and crowded. This is especially true during peak enrollment periods and exams. It can be chaotic not only for the students, but for your administrators as well.

Students usually seek out these hubs between classes and are often obliged to wait in line with no idea whether they'll be seen before their next lecture. This creates uncertainty, triggers unnecessary anxiety, and leaves students frustrated. Some even walk out without their inquiry being addressed. That's why universities are exploring solutions to:

- Make it easier for students to access services.
- Reduce lines and minimize wait times.
- Streamline processes for administrators.
- Ensure services hubs can assist as many students as possible, with as little stress as possible.

A leading international university in the Asia-Pacific region reduced wait times and walkouts and greatly improved the student hub's operational efficiency, now serving 2.5 times more students annually.

[Learn their story here.](#)

Rethinking How Student Hubs Work

Today's students are more tech-savvy than ever. They are accustomed to seamless digital experiences in every aspect of their lives. They expect the same real-time access to information and engaging interactions from higher education services. Imagine if your university could digitize how your student hubs works. Here are a few examples of technologies that can help you deliver an exceptional student experience that keeps students engaged, informed, and satisfied.

Pre-booked Appointments

Many student hubs still use manual spreadsheets to track who comes next and with what kind of problem, which makes it challenging to match students with the right administrator. Having to deal with such slow and ineffective processes can discourage students from utilizing the available services.

A digital appointment booking system can significantly reduce pressure on both students and administrators and create a more seamless experience. These solutions enable students to schedule appointments for a day and time that best suits their timetables. They can access the system online or via their phones and receive reminders and notifications from staff with any necessary preparations for their meeting. Additionally, staff members also benefit from having a clear view of their daily schedule and the purpose of each student visit, allowing them to be better prepared.

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Executive Perspective

An Informed Wait Experience

Completely eliminating lines in student services hubs is unrealistic. What you can eliminate, however, is unstructured and uninformed waiting. Implementing digital waitlists and virtual queue management solutions can help your student hub improve the waiting experience. Students can join a queue via their phone or a kiosk and immediately see their position in line and the estimated wait time. The students also receive automated updates and reminders as their service time approaches. By keeping students informed about how long they must wait to be served and their position in line, your institution can:

- Offer students options and show that you respect their time.
- Enable students to use their time more productively. For example, they could visit the library or grab a coffee while they wait.
- Reduce physical lines and create a calmer environment in your student hub.

A leading public research university reduced queues and improved efficiency in their student hub and enrollment services, now serving 10.5% more students, with 94% of students who visit being served.

[Learn their story here.](#)

These portals allow students to book online and in-person appointments, access resources, and find answers to common questions 24/7. By providing such digital solutions, your student hub can provide more responsive and efficient services.

How Can Verint Help?

Verint® Appointment Booking™ and Verint Queue Management™ applications can help your university support more students faster, improve efficiencies, and elevate the student experience.



Learn more at
www.verint.com

One-Stop-Shop for Services on a Centralized Digital Platform

With the rise of remote courses and online programs, universities like yours are transitioning their service hubs to online platforms. By offering a centralized digital portal that lists the services available at your student hub, you can gain a serious advantage in providing a great student experience.

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