Student Services Department
Student Helpdesk Section

Student Helpdesk Policies and Procedures

2014

Our Mission

The helpdesk section aims to ensure effective and efficient communication by providing prompt and clear responses to students through different types of communication channels: in-person, phone, email, and social media.

Introduction

The purpose of the Student help desk is to perform reception tasks, welcome students and clients and helps them overcome any difficulties that they might encounter.

The Section seeks to find the best solutions for problems that students face and responds to their queries directly whether they are inside or outside Qatar and might also direct students to the concerned department. The Section tries as well to enhance the communication process with the students and to solve any problem they may encounter during their period of study, and to inform them of the official decisions made and might concern them.

Student Helpdesk Services:

1- Face to Face communication: Reception Desk
2- Online communication: E-mail, Social Media (Twitter & Facebook)
3- Student Call Center

Student Helpdesk Section Policies and Procedures

1. Face to Face communication: Reception Desk

The section responds to walk-in students' inquiries to help them overcoming any difficulties that they might face. The section also communicate with other sections to respond to the complicated inquiries and following-up with students.

a. Policies of Reception Desk

- The section will maintain the confidentiality and privacy of student's data at all times.
- Walk-in students' inquiries should be answered directly.
- The answer of the complicated questions, which needs a communication with other departments & follow up, should be given to the student within 48 hours, and the student should be informed about the time needed.

b. Procedures of Reception Desk

- The answers should be clear, prompt, and given with the communication skills needed.
- If the answer include too many detailed, the answer could be printed and given to the student, with adding the link of the source (from Qatar University website) and the date.
- The student shouldn't be transferred to other department/section to get the answer unless the answer needs specific access to a system that we don't have.
- Once the Reception Desk receive a complicated question which needs a follow up, the contact information of the student (Name, QU ID, Mobile number, e-mail) should be taken to follow up & communicate the answer to the student (by mobile or e-mail) after contacting the concerned departments/sections.

2. Online communication

2.1 E-mail

The section email is studenhelp@qu.edu.qa which is used to respond to queries from different parties and solve their problems, transfer them to the concerned section inside the university, and follow them up to promote the automatic communication process.

a. Policies of responding to emails

- The period to respond to the email doesn't exceed 48 hours from the receiving date and the senders are fully responsible for checking back their emails.

2.2 Social Media

Student helpdesk section is responsible for responding to students' inquiries through QU Facebook and twitter official accounts with the collaboration of the External Relations Department.

Qatar University Official Facebook account:

a. Policies of responding to students inquiries on Qatar University Official Facebook account:

1. The period to respond to any question posted on the page shouldn't exceed 24 working-day from the receiving date. The fans, on the other hand, are fully responsible for checking back their posts.
2. The official Languages to answer the questions should be formal Arabic Language & formal English Language.
3. Any posts concerning any other non-academic issues, Student Helpdesk Section will be left with no replies.
4. Student Helpdesk Section should follow up with the fan's subsequent questions placed after provided with answers for the first time.
5. In special cases, where the period to respond the question is exceeding to 24 working-day due to a delay of reply from other departments concerned with the

question, Student Helpdesk Section must inform the student of the expected delay, and provide a new estimated day for reply.

6. In case of complaint, Student Helpdesk Section will direct the student immediately to the Student Complaints System. Student Affairs Sector will then be the responsible party to deal with the issue. Fans must be informed of the steps and the process in submitting their complaints through the Student Complaints System.

b. Procedures of responding to students inquiries on Qatar University Official Facebook account:

1. In special cases where Student Helpdesk Section would want to acquire personal information from the student/follower (Ex. QU ID), it shall do so ONLY via direct messages.
2. Any long answers provided by Student Helpdesk Section should include link references taken from QU website to support the answer.

Qatar University Official Twitter account:

a. Policies of responding to students inquiries through Qatar University Official Twitter account:

1. The period to respond the question shouldn't exceed 24 working-day from the receiving date and the student/follower is fully responsible for checking back their posts/ tweet.
2. In special cases, where the period to respond the question is exceeding to 24 working-day due to a delay of reply from other departments concerned with the question, Student Helpdesk Section must inform the student of the expected delay, and provide a new estimated day for reply.

b. Procedures of responding to students inquiries through Qatar University Official Twitter account:

1. Student Helpdesk Section should not take any personal information from the student/follower. In special cases where Student Helpdesk Section would want to acquire personal information from the student/follower (Ex. QU ID), it shall do so ONLY via direct messages.
2. In case if the answers include too many details provided by Student Helpdesk Section should include link references taken from QU website to support the answer.
3. In case of complaint, Student Helpdesk Section will direct the student immediately to the Student Complaints System. Student Affairs Sector will then be the responsible party to deal with the issue. Student/follower must be informed of the steps and the process in submitting their complaints through the Student Complaints System.

3. Student Call Center

The Student Call Center constitutes a vital link for internal and external communications, and an important part of the services offered by the Qatar University. It represents a unified source for university students to pose inquiries regarding Qatar University services. The Student Call Center receives calls from prospective, current or graduate students, parents and any external stakeholders and provides them with answers to questions related to all services offered by the University. The Student Call Center is available during university working hours on: 4403-4444

a. Policies

1. Call center agents must maintain the privacy and confidentiality of the information and problems received by the call center.
2. The Students Call Center is available during university working hours, from 7:30 AM – 2:30 PM

3. Call center agents should not transfer any call to other sections. Instead, the agent should give the caller the number of the employee's office, **or** take the caller's concern follow up with the section and call back the caller within 24 hours.
4. If the caller asked for specific information such as an email address or a link, the agent must take the caller's email address or mobile number, and the information will be sent through SMS or email by the supervisor.

b. Procedures

1. Procedures for call center complaints:

The call center supervisor will handle any complaints against the call center by:

I. Reviewing the complaint
II. Investigating and tracking the call
III. Filling the complaints application
IV. Taking corrective action.