

i-Help @ leeds Met University

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What is i-Help @ Leeds Met?

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What is i-Help @ Leeds Met

The i-Help vision

- **"The vision for the i-Help service is to provide a high quality, customer focused, easily accessible and integrated information and IT help service for staff and students."**

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What is i-Help @ Leeds Met

The Reality

- 2 Library help & information points
- 1 Staff IT service desk
- 1 Faculty student IT support desk
- 3 AV loan counters

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Turning the vision into reality

Journeys into the unknown

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Turning the vision into reality

- Different business units
 - Libraries & Learning Innovation
 - Information & Media Services
 - Innovation North faculty team

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Turning the vision into reality

- Different services offered
 - Face to face student support
 - Telephone & email student support
 - Telephone & email staff I.T. support
 - Face to face staff & student AV support
 - Telephone & email staff & student AV support

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Turning the vision into reality

- Different support teams
 - Library staff take ownership themselves
 - IMTS staff pass enquiries to 2nd and 3rd line support
 - INN staff pass enquiries to 2nd line support

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Turning the vision into reality

- Different cultures
 - Student facing services
 - Staff facing services

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Is it better for the customer?

Mother knows best?

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Is it better for the customer?

- Do we know what our customers want?
 - Focus groups & customer comments.
- Do we think we know what our customers want?
 - Surveys

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Is it better for the customer?

- What tools do we have?
 - National Student Survey
 - Times Higher survey
 - Annual student survey
- Do they tell us what we need to know?



Is it better for the customer?

- What about staff?
 - No survey feedback
 - No focus groups
- Being student focused is about supporting staff to support students?


