

UCD STUDENT DESK

CUSTOMER CHARTER

Here at the UCD Student Desk we provide friendly, clear and concise advice from experts who really care about helping you. We operate by five golden rules which we follow for every student we engage with, every time.



Administrative Services
UCD Registry

UCD STUDENT DESK

OUR FIVE GOLDEN RULES



WELCOME

We always welcome you and your query with enthusiasm and interest.



LISTEN

We want to hear what you have to say.



UNDERSTAND

We really care about resolving your query.



ADVISE

We will provide you with the expert advice that you need.



REFER

If we are unable to help you directly, we will ensure that we get you to where you need to be.



UCD STUDENT DESK

OUR COMMITMENT TO YOU

We believe in providing you with clear and concise information. We achieve this by:

DELIVERING A PROMPT SERVICE

We provide quality online information and documentation. Our average email response rate is within 24 hours, Monday to Friday. During the registration season in August and September, we aim to answer your email query within five working days.

FEEDBACK

We are continually looking for ways to improve what we do and we welcome your feedback.

There are a number of ways you can give us feedback:



Face-to-face



Student Desk Connector



Telephone



Complete our surveys

MEETING YOUR NEEDS

Your needs drive the way we provide information, be that in person, by phone or online.

In order to provide a quality service every time, we need a few things from you too.

- » Use the services we provide to the fullest and feed back to us if they don't meet your needs.
- » Treat our staff with the respect and courtesy they deserve.
- » Provide us with your student number to ensure that we can deal with your query in the most efficient manner.



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OUR OPENING HOURS

UCD STUDENT DESK

Monday	9.00am - 5.00pm
Tuesday	12.00pm - 5.00pm
Wednesday	9.00am - 5.00pm
Thursday	9.00am - 5.00pm
Friday	9.00am - 5.00pm

PHONE LINES

Monday	▲	9.00am - 5.00pm
Tuesday	▲	12.00pm - 5.00pm
Wednesday	▲	9.00am - 5.00pm
Thursday	▲	9.00am - 5.00pm
Friday	▲	9.00am - 5.00pm

▲ The phone lines close for lunch between 1 and 2pm

WHERE WE ARE



Administrative Services
UCD Registry



+353 1 716 1555
www.ucd.ie/studentdesk/contact
Student Desk, Tierney Building



/ucdregistry



@ucdstudentdesk