

Student Services Centre Ground Floor, Old Building, Houghton Street

Statement of Service Levels and Performance Targets

(see also Research Degree Students - Statement of Service Level and Performance Targets)

1. Aims and objectives

The Student Services Centre (SSC) is the first port of call for all sorts of information from registration to graduation. We aim to provide a high quality service for both current and former students as well as staff and other users. This statement is intended to give our users a useful summary of what we do but for comprehensive details of these services and who to contact please see our website.

<http://www2.lse.ac.uk/intranet/students/supportServices/studentServicesCentre/WhosWho.aspx>

You are welcome to visit us to discuss your individual circumstances or requirements and we will be happy to help you.

Research students should also refer to the Research Degrees Unit Statement of Service Level and Performance Monitoring lse.ac.uk/RDUServiceLevels.

Access and provision for students with disabilities

The SSC is fully accessible for visitors using wheelchairs, and seating is provided for visitors with other mobility issues. The reception is also fitted with an induction loop for those with a hearing impairment. As with all our services, please let a member of staff know if you need any specific assistance.

Access to the Research Degrees Unit for students with disabilities is possible. If you use a wheelchair you may find it easier to ring (020 7955 7153) before coming to the office or we can arrange to meet visitors in the SSC.

Accessibility

Many of the SSC's services are available 24 hours a day via LSE For You or on our website: www.lse.ac.uk/ssc

Staff are available to take telephone calls and respond to written correspondence including emails between 9:30am and 5:30pm from Monday to Friday. The SSC is not open on weekends, public holidays or during School closures.

The SSC Reception is open to personal callers at the following times:

Term Time:

Daily: 10am - 5pm

Wed: 10am - 4 pm

Vacation:

Daily: 10am - 4pm

The SSC reception is used for daily drop in sessions by the following services:

- Admissions
- Fees
- Financial Support
- International Student Immigration Service (ISIS)

The times of the drop-in sessions are advertised on the plasma screen and on the SSC's website.

Most enquiries can be dealt with directly in the SSC but we may need to refer you elsewhere for more specialist advice. If at any time you are not sure where to go on campus for help, you are encouraged to visit the advice team at the [Student Services Centre](#). If they can't answer your question they will refer

your enquiry to colleagues with specialist advice. for example, accommodation or careers advice which is not provided by the SSC.

We are able to advise PhD students but more specialist information relating specifically to Research Degrees is provided by the Research Degrees Unit on the 6th Floor of Tower Two.

Digitary, a security software system, is used to issue and authenticate academic transcripts.

What you can expect from us

Our staff will provide services in a courteous, prompt and efficient manner, in accordance with the School's policies governing equality and diversity, our Student Charter and the legal requirements covering data protection and freedom of information.

What we ask of you

We rely on you to help us provide the best possible service. In order that we can meet the standards of service outlined below, we ask that you keep your contact details up-to-date via LSE for You, use your LSE email address in all correspondence, and produce a valid student ID card when requested.

We also ask that you treat all our staff with courtesy and respect.

2. Service Level Summary

The following is a summary of the core activities provided by the SSC.

Services for students before arrival and during the first weeks

- Maintaining and developing the 'Your First Weeks' website
- Providing information about the services provided by the School
- Providing detailed immigration advice on our website and by individual e-mail for students applying for a visa to come to the UK to study
- Overseeing the New Arrivals Helpdesks and information points on campus
- Allocating all new UG students with a trained student mentor
- Organising School Orientation and Re-orientation activities
- Workshops for students on a tier four visa

Administrative services for current taught students

- Registering new and continuing students
- Issuing new student ID cards
- Issuing CASs for continuing students applying to extend their student visa in the UK or overseas
- Monitoring attendance and updating records under UK Border Agency requirements
- Administering the online course selection process
- Allocating undergraduate students to classes and processing approved class changes
- Maintaining student records including contact details, registration status and degree/course selection
- Registering/transferring and withdrawing students
- Administering examinations in London and where necessary at other locations.
- Publishing the exam timetable on the web and personal exams timetable on LSE For You
- Administering requests for specific examination arrangements (in consultation with the Disability and Well Being Office)
- Processing documentation submitted by students for consideration by Examination Boards
- Publishing results on LSE For You and producing transcripts (including Diploma Supplements for finalists) and degree certificates
- Processing applications for repeat teaching or exceptional progression

- Confirming registration details and degree results for former students
- Organising the School's presentation ceremonies
- Producing official School documents

Timetabling all taught courses

- Producing and maintaining the teaching timetable
- Publishing the complete course timetable on the web
- Notifying students of any changes to teaching bookings
- Allocating undergraduate students to classes
- Providing personal timetables via LSE for You for undergraduates and graduate students

Reception and advice services

- Providing the first point of contact at the SSC
- Advising students who have failed examinations on progression rules and repeat tuition
- Advising students about degree and programme regulations, interruptions and withdrawals
- Processing applications for repeat teaching or exceptional progression
- Providing information about the range of support services available for LSE students
- Validating Certificates of Registration and other student status documentation
- Issuing replacement student ID cards
- Administering exit interviews for students who leave before the end of their programme

Financial support services

- Administering applications for financial support, both pre-entry scholarships and in-course support
- Advising students about the range of financial support available
- Administering research students award schemes (ESRC, AHRC)
- Issuing cheques, as applicable, to award holders

Assessment and Regulations

- Administering examination appeals and cases of assessment misconduct and plagiarism
- Point of contact for Office of Independent Adjudicator (OIA) and dealing with student complaints on academic matters
- Advising on degree and programme regulations

Research Degrees

The Research Degrees Unit has their own Service levels and Research students are referred to this lse.ac.uk/RDUServiceLevels.

International Student Immigration Service

- Advising students and their dependants on applications for the Tier 4 visa
- Administering Tier 4 applications through the UK Border Agency Student Batch Scheme
- Advising on immigration categories and options for students interrupting, withdrawing or taking exam re-sits
- Advising students on rules on working during and after their studies
- Advising staff at the School on issues related to student immigration

3. Performance Targets

We aim to respond to enquiries within the following timescales.

3.1 Telephone enquiries

All telephone calls made during the SSC's opening hours will be answered unless it is necessary to divert to voicemail in which case calls will be returned within 24 hours.

ISIS asks students to refer to website information or contact them at the drop in sessions or by e-mail.

3.2 Dealing with requests for information – Research Students please refer to separate Service statement [ADD WEB LINK](#)

Requests and queries will normally be processed within the number of working days specified. The Centre experiences peaks in demand at the start of the academic year and it may take a little longer than usual to respond to requests during this period. If for any reason the process is likely to take longer than the times indicated below, you will be kept informed of progress. Please speak to a member of staff if your request is exceptionally urgent and we will do our best to help you.

Request	Response time (working days)	Team Responsible	Notes
Administrative mark check for examination scripts	10*	Registry	Up to 20 working days during vacation
Access to Learning Fund / Student Support Fund	10	Financial Support	To receipt of payment
Appeals – initial response	5*	Academic Regulations	Initial responses within 5 working days but may depend on where the appeal was initially received. The final outcome will, in most cases, take longer depending on the nature of the appeal
Complaints – initial response	5*	All	
Complaints relating to exams – initial response	1	Academic Regulations	
Notification that an In-Course financial support application is incomplete	5	Financial Support	Via email
'Capped' course	3*	Registry	Graduate students only. After final approval from the department
Certificate of Acceptance of Studies (CAS)	3	Registry	
Change a class/seminar	3	Registry	After final approval from the Departmental Tutor
Change to/from full-time or part-time registration	3	Registry	After final approval from SSC
Confirmation of registration details and degree results for former students	3	Registry	
Defer an examination / assessment	3	Registry	After final approval from the department
Duplicate certificate	3	Registry	
Duplicate transcript	3	Registry	Or immediately if online.
Taking an examination overseas	3	Registry	After final approval by the SSC.

Short-term specific examination arrangements	2	Advice & Reception	
Emergency financial assistance	1	Financial Support	
Fees Assessment	10	ISIS	Cases vary therefore response time is likely to differ considerably across cases but we aim for a response within 10 days.
ID card replacement	1	Advice & Reception	Up to 3 working days during peak periods
Responding to e-mail immigration advice enquiries	3	ISIS	
Advising on urgent immigration cases e.g. refusals	1	ISIS	
Interruption of studies	3	Registry	After final confirmation from the student. Up to 5 working days during peak periods.
Transferring degree programme	5	Registry	Up to 10 working days for requests requiring committee approval
Postgraduate Travel Fund applications	10	Financial Support	To receipt of payment
Withdrawal	3	Registry	After final confirmation from the student. Up to 5 working days during peak periods

* may require liaison with another department which could delay response.

3.4 Student records

You should keep your own personal records up to date e.g. address and contact details. Staff in the SSC maintain the primary records of students, such as status, progression, and awards and we will ensure that these records are accurate and up-to-date.

4. Performance monitoring

Teams in the SSC monitor performance against the levels of service and response times on an on-going basis.

Teams in the SSC review the text of generic e-mails and other correspondence to ensure that the advice they contain remains accurate and professional.

The SSC benchmarks services against other providers and reviews the services we provide in the light of changes in demand and new initiatives.

Last Updated: 20 February 2012