



## IT Student Customer Charter

Our vision is to provide the **digital tools to inspire you to innovate and succeed at Worcester**, this charter outlines our commitment and responsibilities to you and the services you receive from us.

### Our commitment

- To **ensure** University IT Services are available for use when you need them.
- To **provide** help, advice and support for your IT Services.
- To **protect** your electronic data, by keeping it safe from unauthorised access.
- To continually **innovate** to develop leading technologies for teaching and learning.

### How to get in touch



Call us on 01905 857500 from 08:30 to 21:00 - lines open 7 days a week



Live chat available on our website

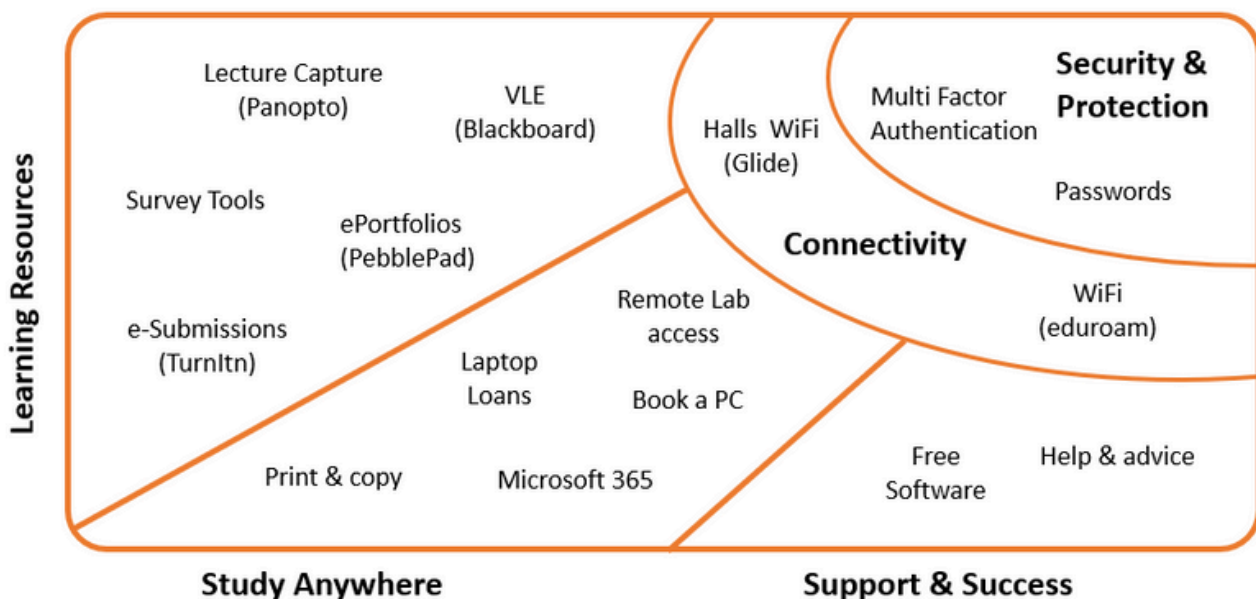


Through our self service portal on our website



In person at the Hive or the Peirson Study & Guidance Centre

### Your services



### Our responsibilities

- Operate in an environment of mutual respect; the IT Service will always deal with questions and queries in a professional and courteous manner.
- Deal with requests in a consistent and fair manner.
- Communicate honestly and openly with you about the progress of your requests.
- Provide notice of any pre-planned maintenance activities which will affect service availability.

### Your responsibilities

- Treat IT staff in a courteous and professional manner.
- Provide us with as much information as possible so we can help you as quickly as possible.

### Tell us what you think?

- We are always striving to improve our services for you and your feedback (good or bad) is vital in helping us to do this.
- Tell us what you think at: <https://www2.worc.ac.uk/it/feedback>