

Improvements to student services

As part of the University's plan to improve student services, this semester the UOC is to unveil a series of new developments aimed at bringing students into closer contact with the service and improving their levels of satisfaction.

Highlights among the improvements include the publication of a new student service portal and the opening of a new communication channel via Twitter.

New student service design

The new student service portal includes improvements to the content, information architecture and interface design.

The number of FAQs has been reduced and the thousands of student doubts have been analysed in order to ensure a response to actual concerns. This review and ordering of the content comes alongside a redesign of the graphic interface. The design of the new student service portal is the result of in-depth investigation into the needs of the community. The process involved ten user tests and a number of focus groups, and was based on a user-centred design methodology.

The first to benefit from this new site will be the students on official qualifications (EHEA and pre-EHEA degrees, diplomas, foundation degrees and university master's degrees), and it will be progressively rolled out to the rest of the community.

2.0 communication channels

The new information architecture and design will be supported by a new communication channel: two Twitter accounts – one in Catalan and the other in Spanish. These can be used by any student who wants to get in touch with the University directly. The new channel will be available via the student services.