HiQ: How can we help you?
A new student service model for QUT

Natalie Ryan

Manager, HiQ Communications

Stephen Low

Associate Director, Capital Works

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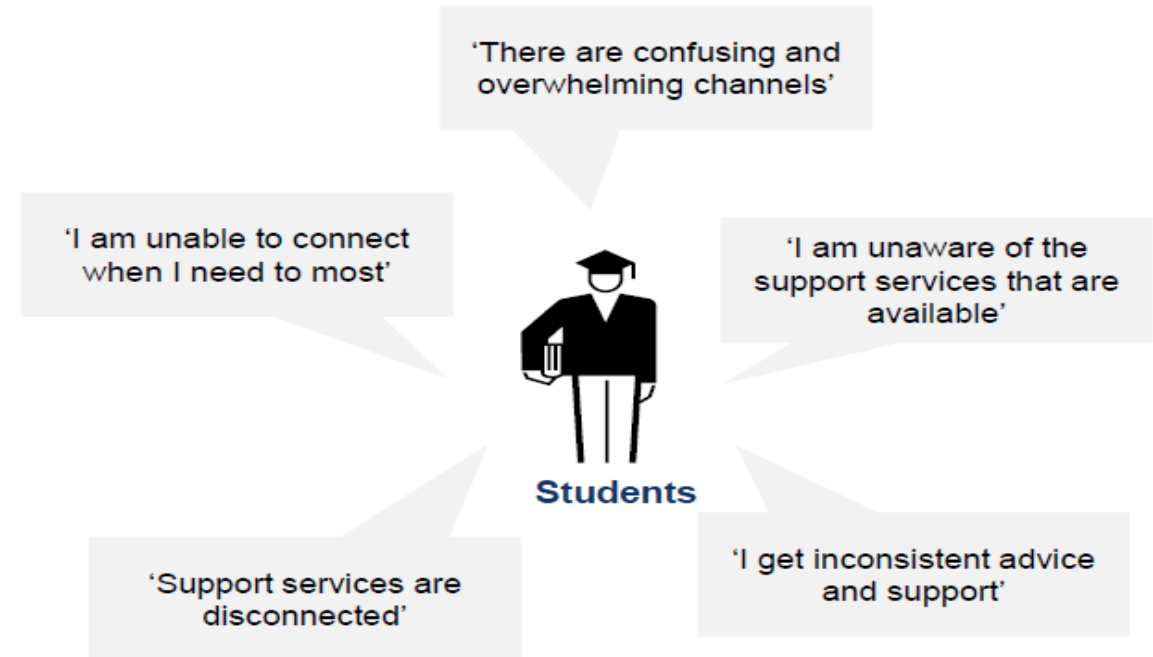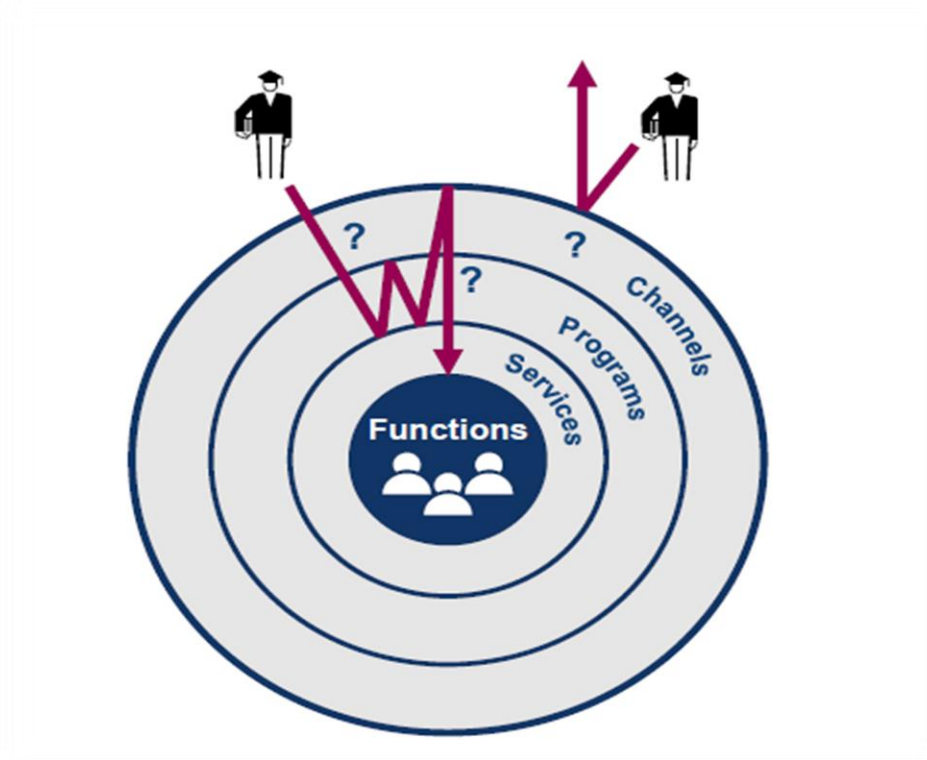
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The journey to HiQ

- How it got started
- Engagement approaches
- The service model
- Physical design and build
- Technology elements
- Communicating the change
- Go Live
- The future

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Real Difference Project: drivers and background

Real Difference Project: drivers and background

Recommended location for QHUB physical space at Gardens Point – **V Block (library) or surrounds**
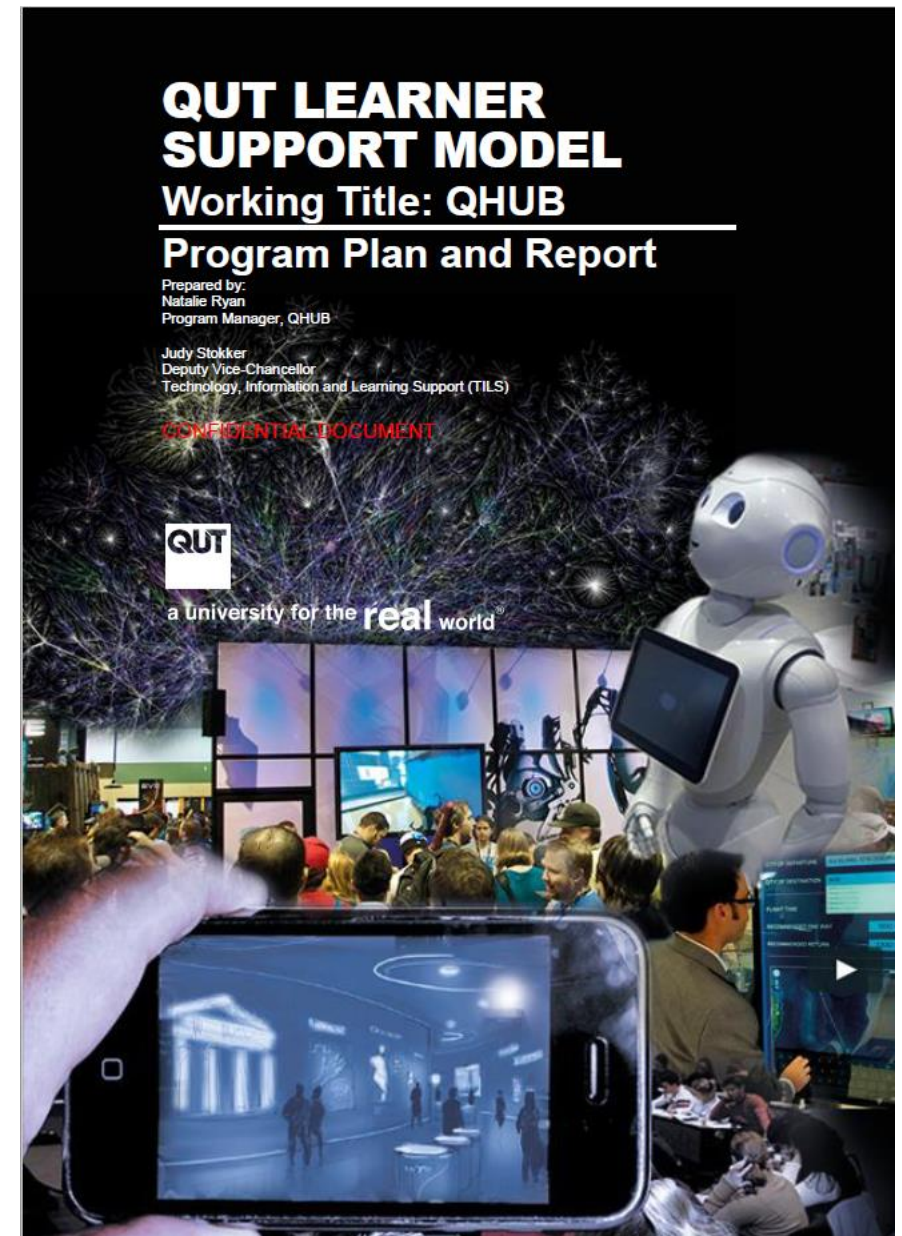
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QHUB

- Physical Service Point
    - Peer concierge service
    - Enquiries, Enrolment, Library Support, IT Helpdesk, ID Cards, and more
    - Referral service for specialist support
    - Spaces for events and drop in sessions
- Contact Centre; phone, email, chat
- Digital Resources (student intranet)
- Mobile App

By the start of Semester 1 2017

QUT LEARNER SUPPORT MODEL
Working Title: QHUB
Program Plan and Report
Prepared by:
Natalie Ryan
Program Manager, QHUB

Judy Stokker
Deputy Vice-Chancellor
Technology, Information and Learning Support (TILS)

CONFIDENTIAL DOCUMENT

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Student (= client) involvement

Undertaking to involve end users in design and testing across all aspects of the project.

Physical/Service

- Space design workshop
- Prototype testing of service points (hosts/respondents)

Technology

- Information architecture workshops
- Mobile app survey
- Beta testing - mobile app

Communications

- Video filming and production - workshops
- Experience masterplan workshop
- Naming workshop

Staff engagement

Engaging Vendors

Physical Spaces
Architect- James Cubit Architects
Services- Hawkins Jenkins Ross
Cost Planning- DCWC
Superintendent- DCWC

Experience Masterplan
Consultancy - Eight Inc

Technology
App- Code Heroes
Intranet – Step Two
Queuing System- Qflow (through Nexa)
Telephony System- Heat Voice
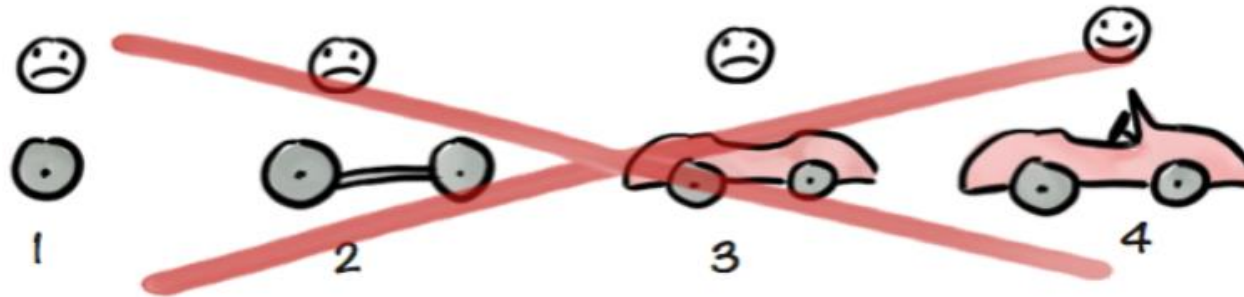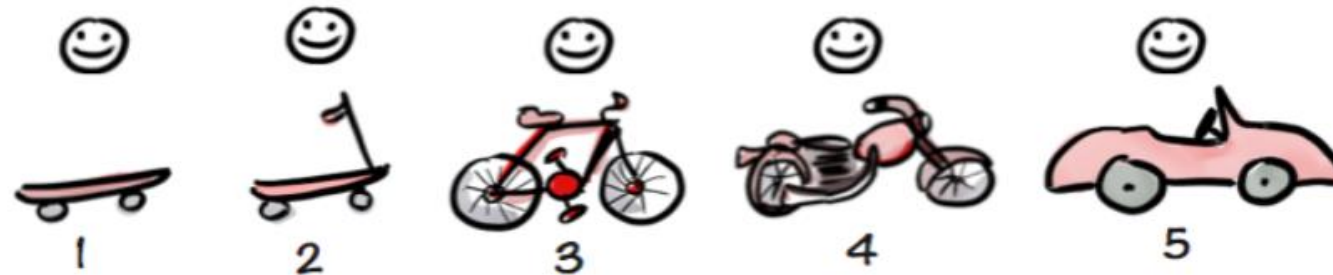Digital Installation- Corporate Initiatives

Minimum Viable Product

And we are off…..

- **Scope**
  - Gardens Point HiQ-   850m2
  - Kelvin Grove HiQ   750m2
  - New Contact Centre   400m2
- **Challenges**
  - Design and Construct timing – Oct 2016 to April 2017
  - Keeping the libraries operating
  - Early works
  - Ensuring that the design was reflecting the service model as it was developing
  - Anticipating the identity/brand of the new service

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HiQ Experience

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HiQ Experience Framework

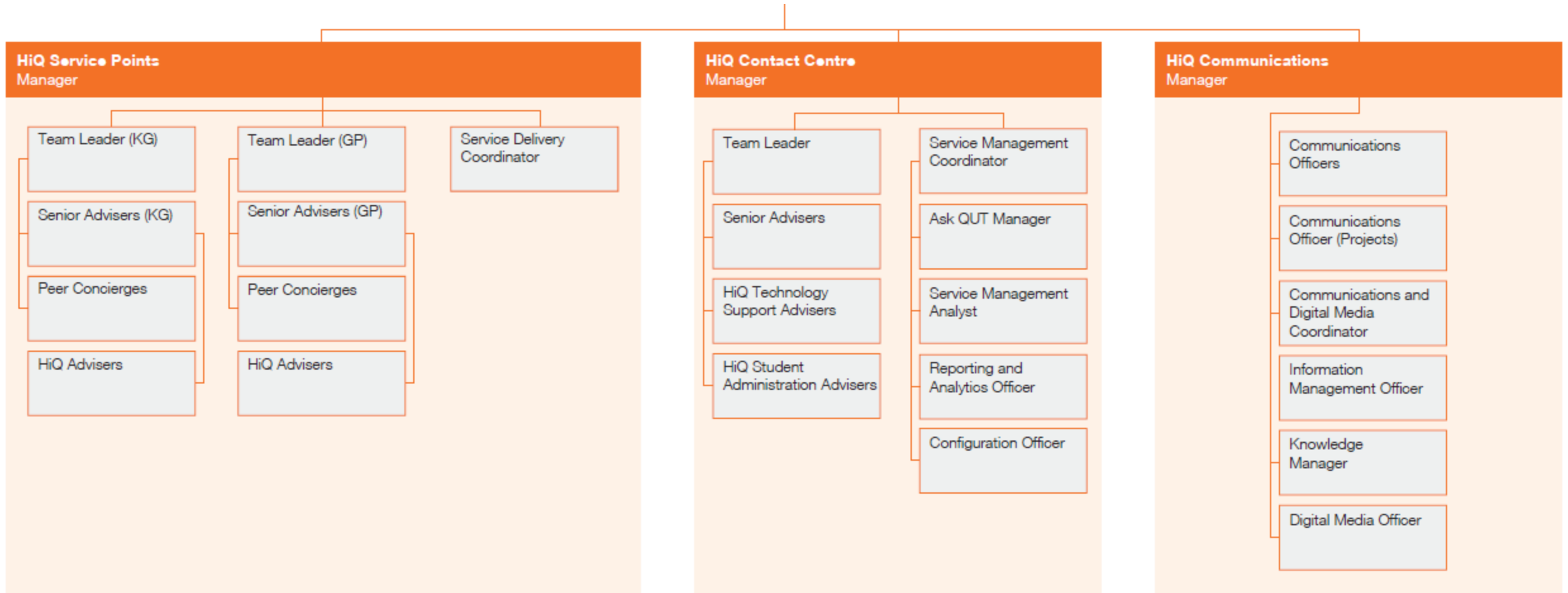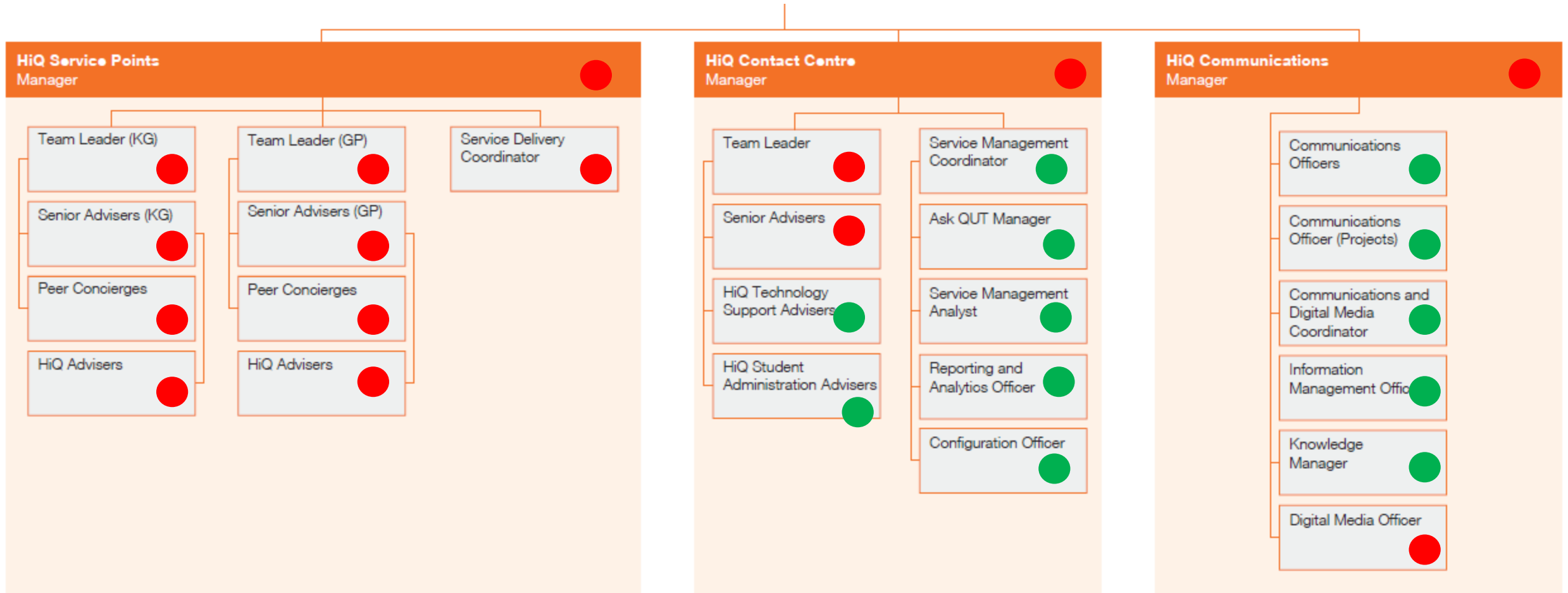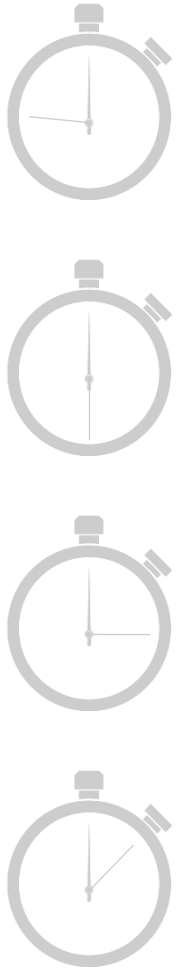|	Communications	Environments	Behaviour	Products & Services
Brand Values	What we do is real. We transform lives. Everyone is a knowledge producer.			
Experience Principles	– Human – Speak their language – Anticipate your needs – End to end experience	– Welcoming – Connected – Relationship space – Flexible	– Share my story – Help learners learn themselves – Build and nurture **trust**	– I'm in control – Anywhere, Anytime – Connecting people through ideas – Serendipity happens
Outcome	"They get me. QUT is on point."	"This is my space"	"I am not alone"	"I am inspired"

Organisational structure

HiQ Service Points
Manager

- Team Leader (KG)
  - Senior Advisers (KG)
  - Peer Concierges
  - HiQ Advisers
- Team Leader (GP)
  - Senior Advisers (GP)
  - Peer Concierges
  - HiQ Advisers
- Service Delivery Coordinator

HiQ Contact Centre
Manager

- Team Leader
  - Senior Advisers
  - HiQ Technology Support Advisers
  - HiQ Student Administration Advisers
- Service Management Coordinator
  - Ask QUT Manager
  - Service Management Analyst
  - Reporting and Analytics Officer
  - Configuration Officer

HiQ Communications
Manager

- Communications Officers
- Communications Officer (Projects)
- Communications and Digital Media Coordinator
- Information Management Officer
- Knowledge Manager
- Digital Media Officer

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Organisational structure

Service Model

Enquiry Complexity

Tier 3 — **Specialists** — E.g. faculties, medical, careers, counselling, scholarships, equity.

Tier 2 — **HiQ Advisers** — Face-to-face, phone, chat, email.
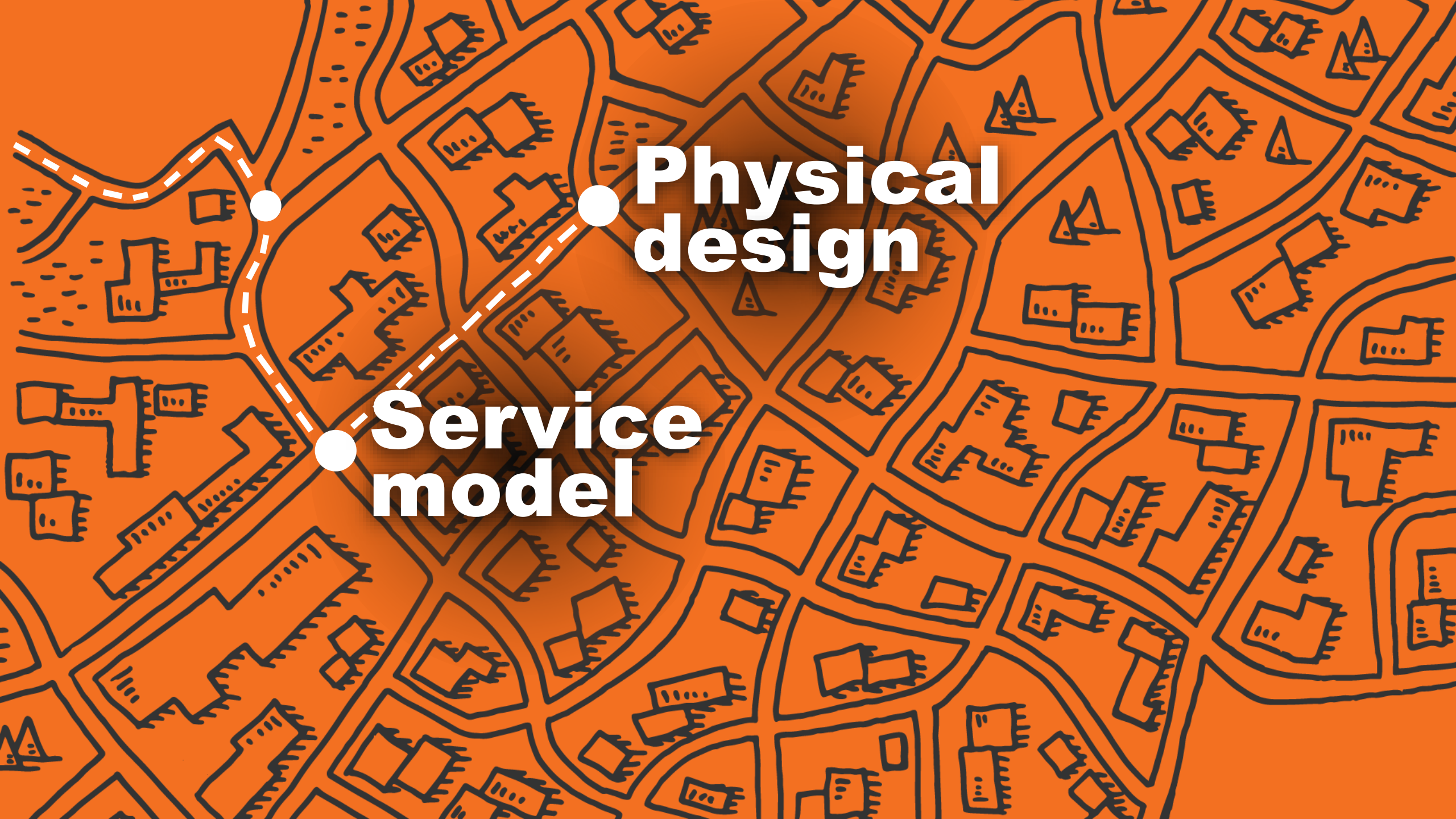
Tier 1 — **Peer Concierge** — Assisting or directing (triage) students at service points or when roving around campus.

Tier 0 — **Self Service** — Digital, online resources, e.g. app and website; information enquiries; transactional activities, e.g. paying fees.

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Physical Design

- Reflect and complement the digital online experience

- Student Focussed Environment encouraging 'ownership' and self empowered use

- Central and accessible

- High quality experience- but not a bank queue

- Dynamic and active

- Accommodate evolving services

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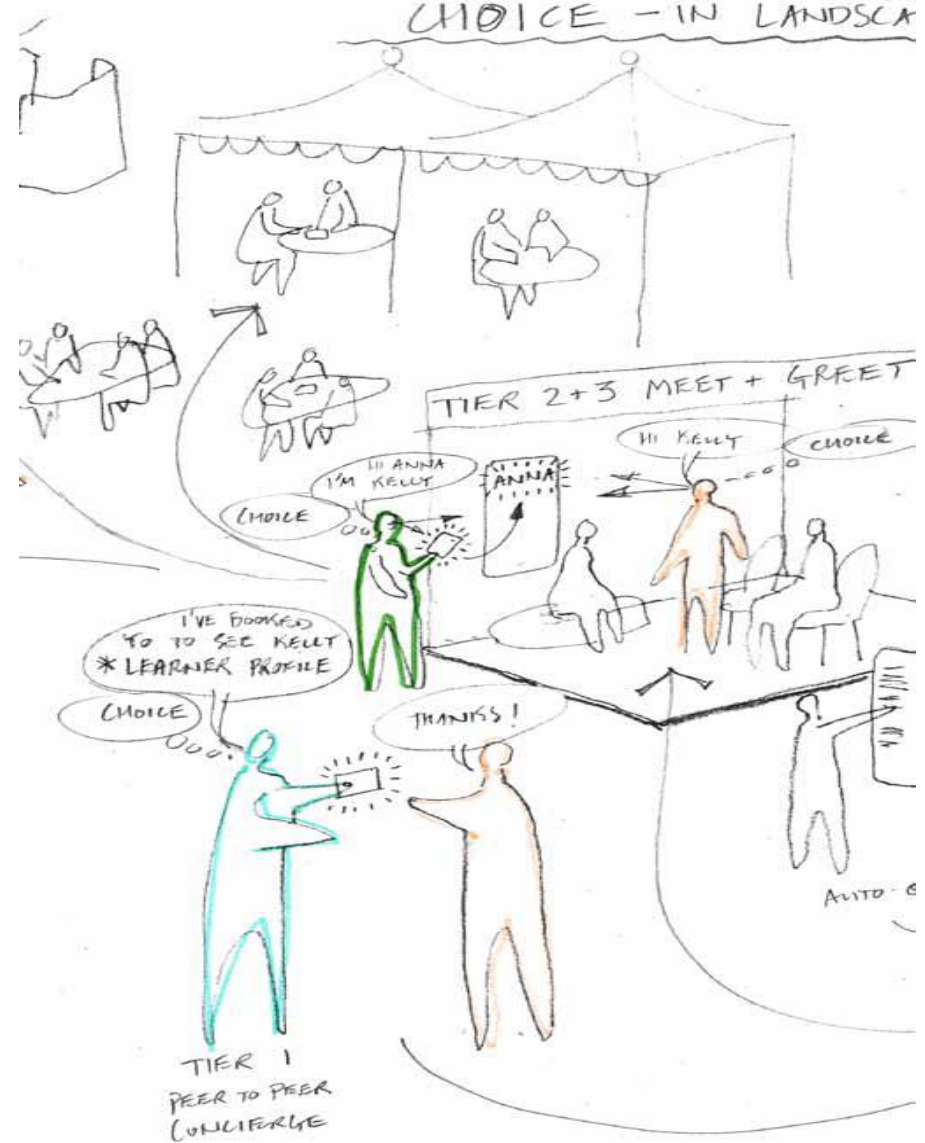
Concept Plan

Service

- Self Service T0
- Peer Concierge T1
- HiQ Advisers   T2
- Specialists   T3
- Mix of open and more private spaces depending on student needs
- Small group rooms
- All spaces are available for students whenever HiQ aren't using them
- Activity Room
- Coffee Shop
- Digital Interactive wall

QHUB GP V BLOCK LEVEL 3

FURNITURE PLAN

FURNITURE PLAN
1:200 @ A3

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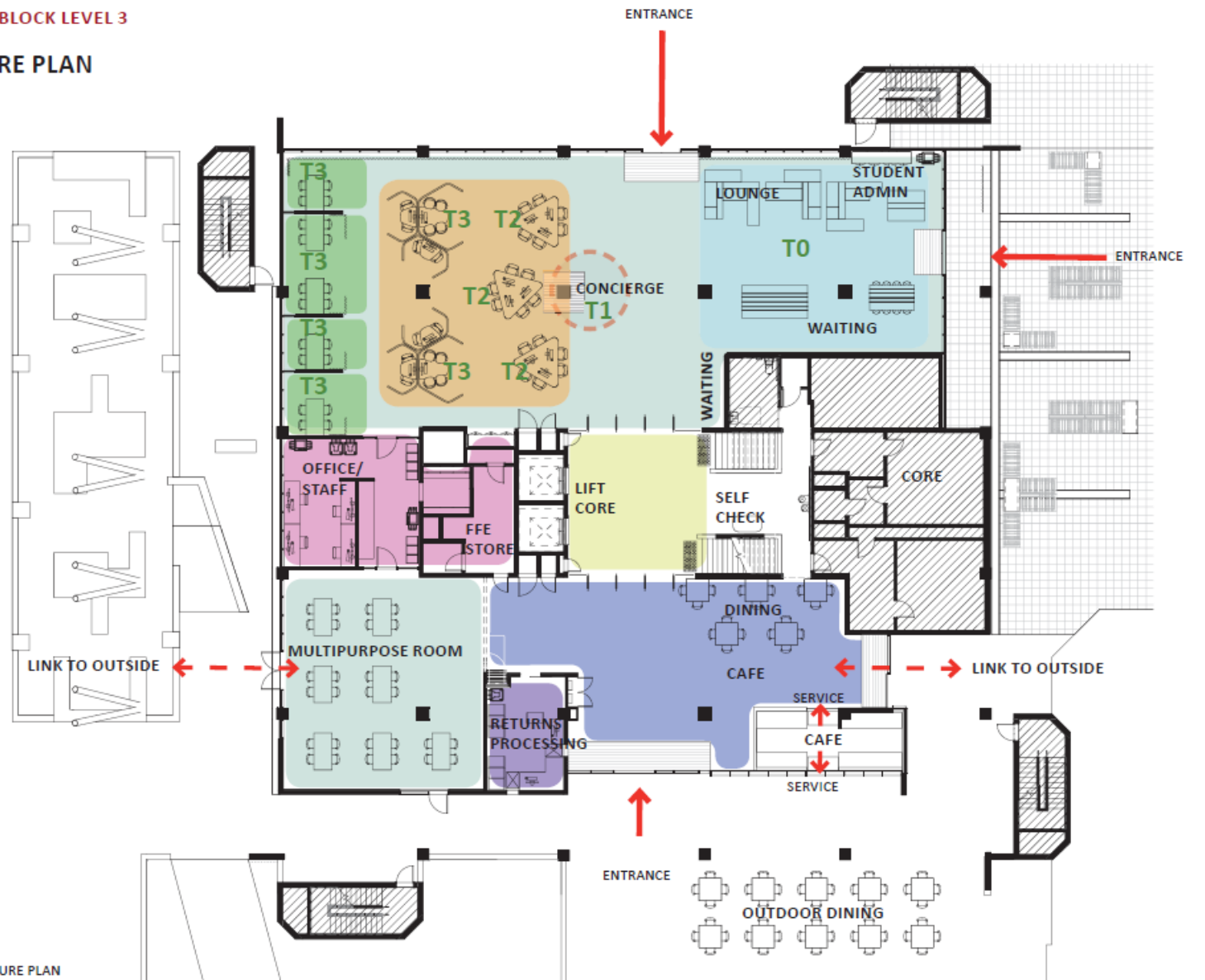
Look and Feel

QHUB GP V BLOCK LEVEL 3

T0 + T1 - FURNITURE CONCEPT

PICNIC TABLE - SITTING HEIGHT

INTEGRATED GROOVE FOR SMART PHONE AND TABLET STAND

INTEGRATED POWER

PICNIC TABLE - STANDING HEIGHT

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Prototyping the Physical Interactions

Over 140 Student and staff participated

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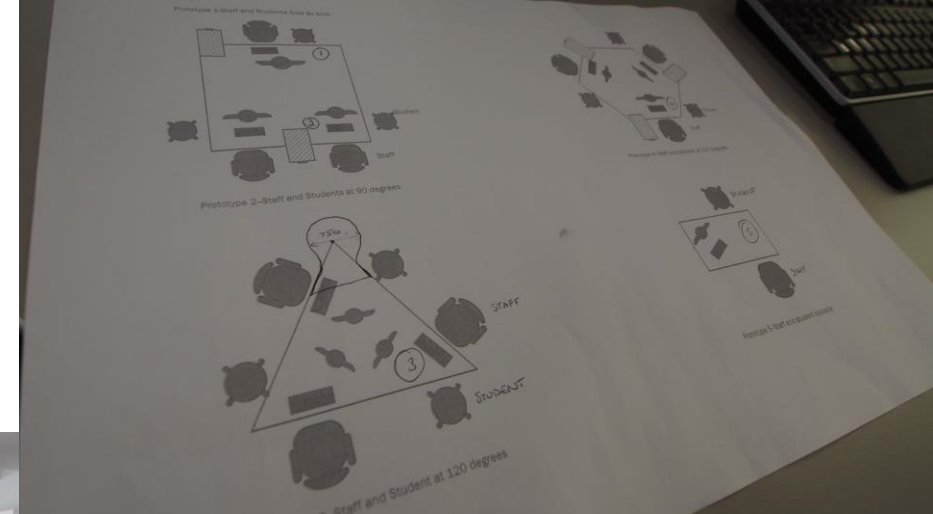
Self Help (T0) Zone

Concierge Moment (T1)

Technology components

2016	2017	(Go Live 1)	Phase 2

Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	

Student Mobile App MVP · Enhanced Student Mobile App

Hybrid Integration Platform MVP · Enhanced Integration

Device Authentication

GPS Digital Wayfinding

Single View of Student/My Profile

Student Support Content Refurbishment MVP · Complete Content Refurbishment

Call Management System

Queuing Management System · Enterprise Service Management System

Student ID Card Production

Cognitive Natural Language Assistant Pilot · Cognitive Assistant Enhancement

Technology: Student intranet

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Technology: Mobile app design
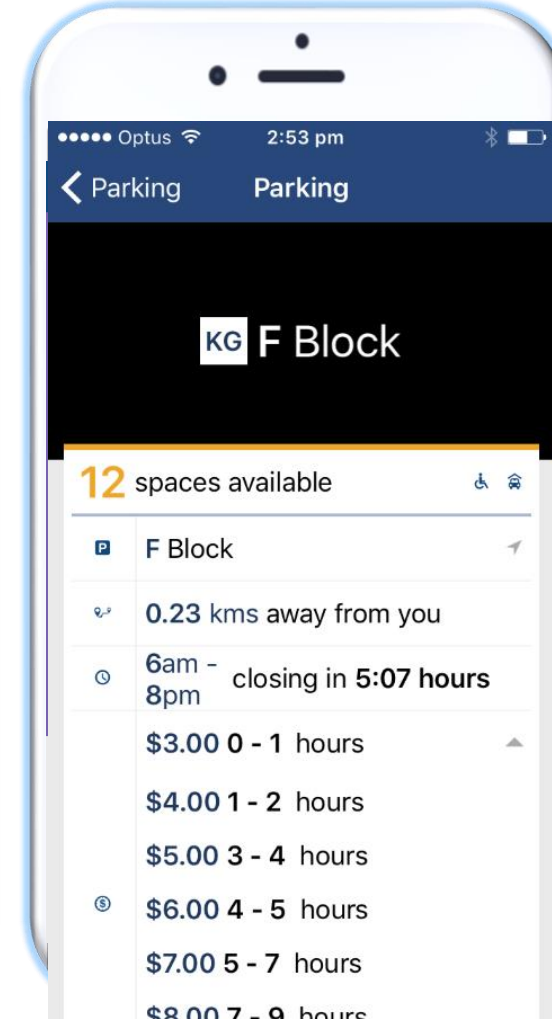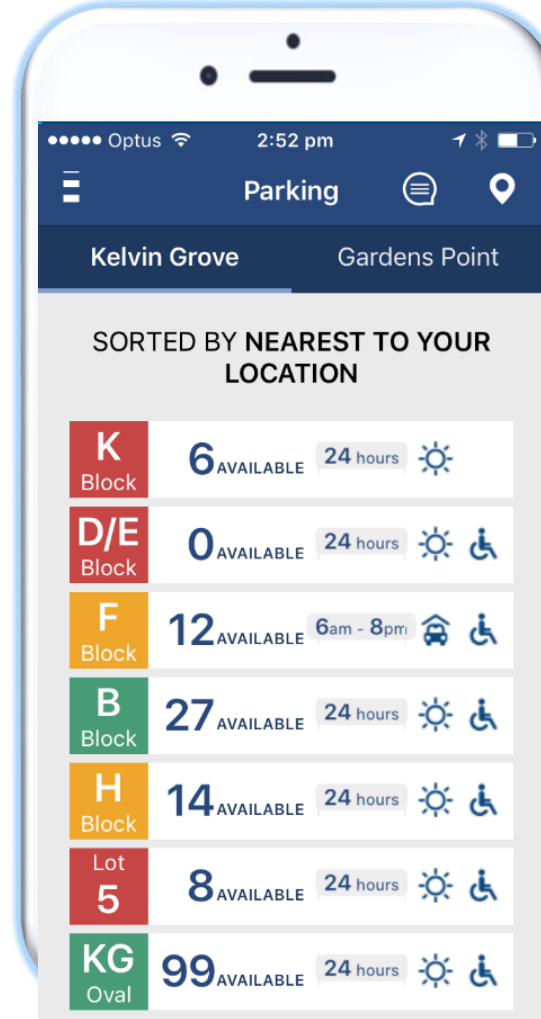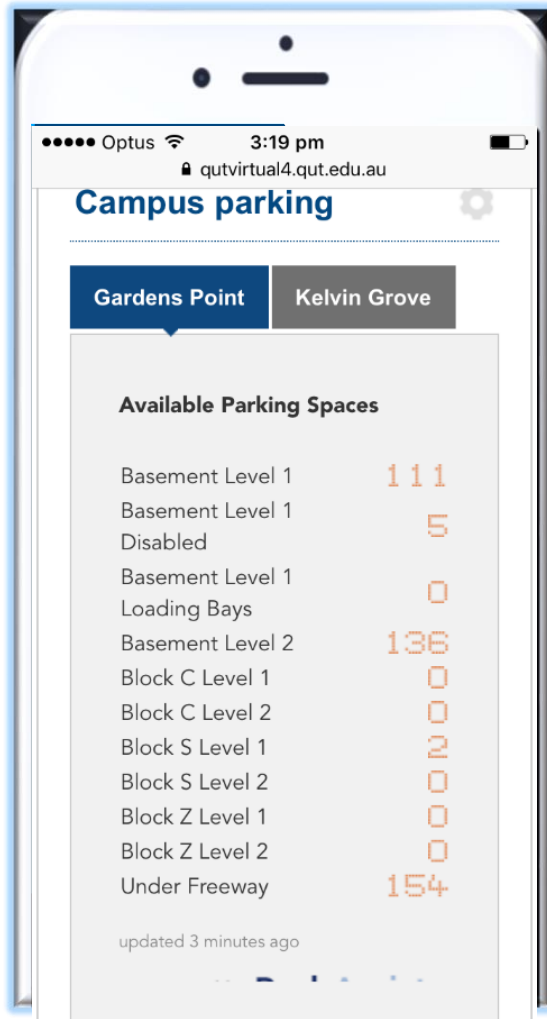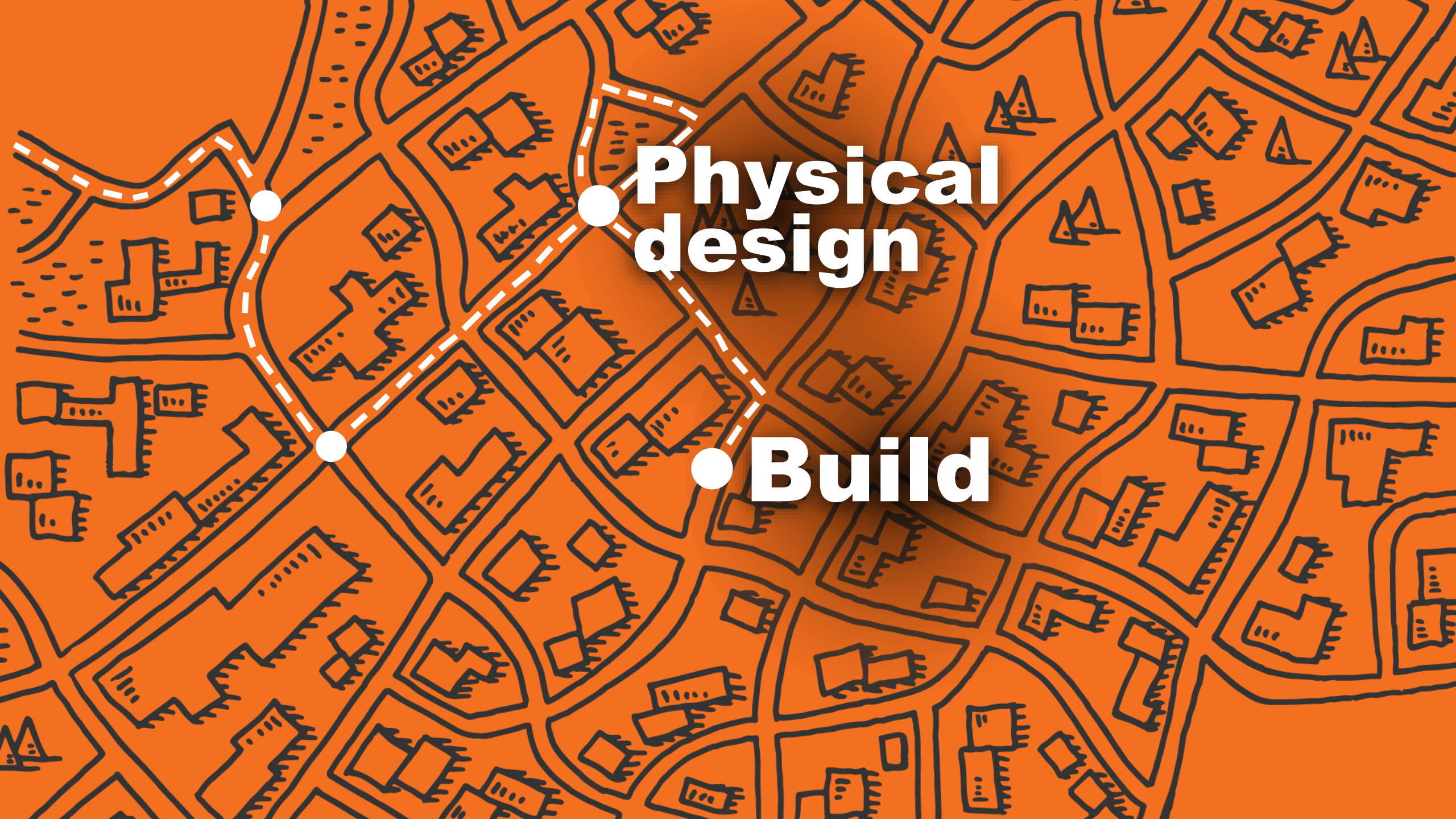
Technology: Mobile App uptake

- Messages and notifications
- Calendar
- My units
- Exams
- Grades
- Wayfinder
- Shuttle Bus
- Parking
- Get Help
- Personal Profile
- Search
- Feedback

19,837 Downloads

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Digital wall

Name and Identity

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Recruitment and training

Recruitment and training

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Go live communications

Name &
Identity

Go live

Library Helpdesk

IT Helpdesk

SBS Client Services

AskQUT

HiQ

in person
2 292

by phone
1 665

by email
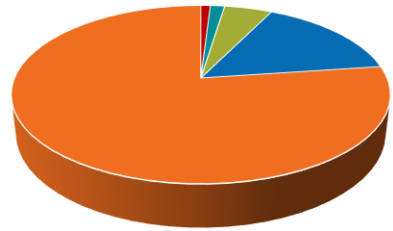**1 010**

4967
enquiries
per **week**

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Go Live: Resolution rates

Tier 1 Peer Concierege   Tier 2 HiQ Advisers   Tier 3 Specialists
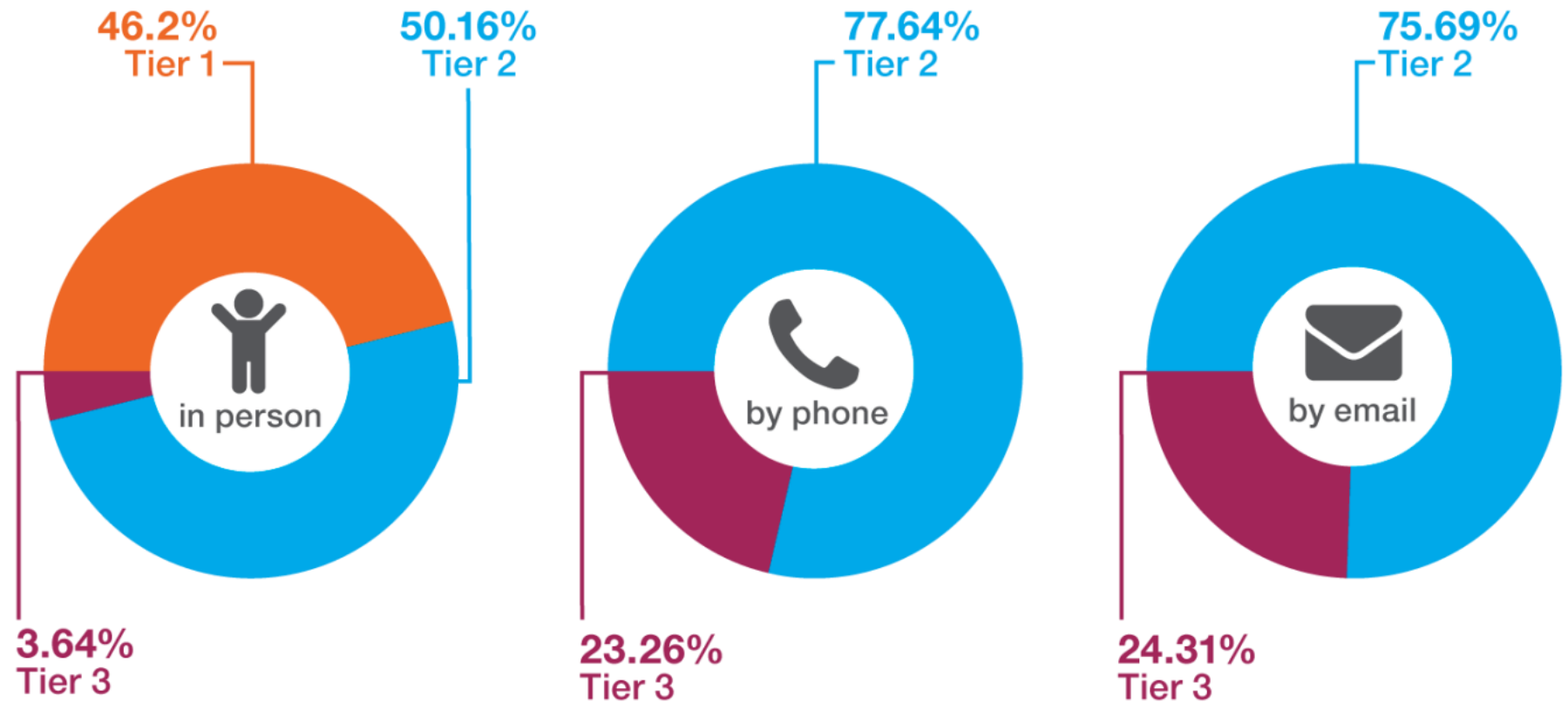
in person
46.2% Tier 1
50.16% Tier 2
3.64% Tier 3

by phone
77.64% Tier 2
23.26% Tier 3

by email
75.69% Tier 2
24.31% Tier 3
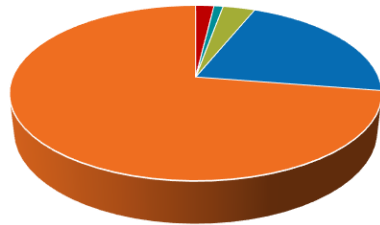
Go live

Phase 2

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