

Collaborative, integrated frontline services: Impact and outcomes of changed delivery for diverse student needs

Karen Davis ¹
Jan Stewart ²

1 Victoria University of Wellington, PO Box 600, Wellington 6140, New Zealand, karen.davis@vuw.ac.nz

2 Victoria University of Wellington, PO Box 600, Wellington 6140, New Zealand, jan.stewart@vuw.ac.nz

This workshop briefly explores the experience of developing integrated frontline services at Victoria University of Wellington. The Victoria Info *Ihonui*¹ concept, from its inception to its current success, is outlined including the principles, impacts, challenges and outcomes. This customer focused one-stop-shop uses a holistic model to create synergies between services across the university.

Throughout the workshop participants will be asked to take part in small group exercises and discussions to critically evaluate this approach to service delivery and contribute from their own experiences.

The following questions indicate the possible range of topics:

- What makes good customer service for students and staff?
- Is this notion of good service out-dated in the university environment?
- How can students themselves take a lead in this type of development?
- How could this type of service option help the transition and retention of students from diverse backgrounds?
- What are the key advantages and disadvantages of creating synergies between university services?
- What impact can integrated frontline service have on current student service delivery? (eg. face-to-face, online, generalist and specialist services)?

Key Words

Frontline service
Customer service
One-stop-shop
Holistic

¹ The Māori name 'Ihonui' refers to the clear, open space down the centre of the whareniui (meeting house). The space has no restriction on its use, and can be changed when formalities are called for.