

THE STUDENT ENQUIRIES CENTRE IN NUMBERS

April 2023

**1,508 ASKUCL
ENQUIRIES
RESPONDED**



**4 HOURS AND
39 MINUTES**

average time taken to provide a 1st response to an askUCL enquiry



**336 APPOINTMENTS AND
IN-PERSON ENQUIRIES HANDLED**

**963 THIRD PARTY
VERIFICATION REQUESTS**

verified via HEDD



**247 PHONE CALLS
ANSWERED**



31 SECONDS

average phone queue time

THE STUDENT ENQUIRIES CENTRE IN NUMBERS

May 2023

**3,889 ASKUCL
ENQUIRIES
RESPONDED**



**5 HOURS AND
30 MINUTES**

average time taken to provide a 1st response to an askUCL enquiry



**9,554
SELF-SERVICE DOWNLOADS**

Letter on Portico

**1,419 THIRD PARTY VERIFICATION
REQUESTS**

verified via HEDD



**250 PHONE CALLS
ANSWERED**



60 SECONDS

average phone queue time

THE STUDENT ENQUIRIES CENTRE IN NUMBERS

June 2023

**2,456 ASKUCL
ENQUIRIES
RESPONDED**



**6 HOURS AND
9 MINUTES**

average time taken to provide a 1st response to an askUCL enquiry



**8,067
SELF-SERVICE DOWNLOADS**

Letter on Portico

**880 THIRD PARTY VERIFICATION
REQUESTS**

verified via HEDD



1 WORKING DAY

turnaround time

**284 PHONE CALLS
ANSWERED**



29 SECONDS

average phone queue time

THE STUDENT ENQUIRIES CENTRE IN NUMBERS

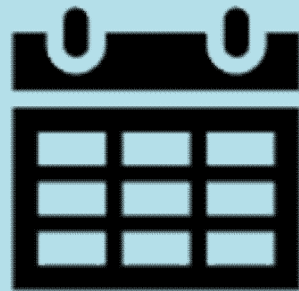
July 2023

**1,788 ASKUCL
ENQUIRIES
RESPONDED**



**4 HOURS AND
25 MINUTES**

average time taken to provide a 1st response to an askUCL enquiry



**182 APPOINTMENTS
FORMS RECEIVED**

for the DMHW team

**877 THIRD PARTY
VERIFICATION REQUESTS**

verified via HEDD



**387 PHONE CALLS
ANSWERED**



35 SECONDS

average phone queue time

THE STUDENT ENQUIRIES CENTRE IN NUMBERS

August 2023

**4,112 ASKUCL ENQUIRIES
RESPONDED**



**4 HOURS AND
44 MINUTES**

average time taken to provide a 1st
response to an askUCL enquiry



**10,557
SELF-SERVICE DOWNLOADS**

Letter on Portico

**531 THIRD PARTY VERIFICATION
REQUESTS**

verified via HEDD



3 WORKING DAY

turnaround time

**745 PHONE CALLS
ANSWERED**



88 SECONDS

average phone queue time