September 2023

7,607 ASKUCL ENQUIRIES RESPONDED



8 HOURS AND 40 MINUTES

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



26,652
SELF-SERVICE DOWNLOADS

Letter on Portico

666 THIRD PARTY VERIFICATION REQUESTS

verified via HEDD



5 WORKING DAY

turnaround time

1537 PHONE CALLS
ANSWERED



36 SECONDS

October 2023

6,403 ASKUCL ENQUIRIES RESPONDED



2 HOURS AND 38 MINUTES

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



22,492
SELF-SERVICE STATEMENTS
DOWNLOADS

Letter on Portico

716 THIRD PARTY VERIFICATION REQUESTS



verified via HEDD

786 PHONE CALLS
ANSWERED



29 SECONDS

November 2023

3,454 ASKUCL ENQUIRIES RESPONDED



2 HOURS AND 41 MINUTES

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



18,754
SELF-SERVICE STATEMENTS
DOWNLOADS

Letter on Portico

602 THIRD PARTY VERIFICATION REQUESTS



verified via HEDD



17 SECONDS

average phone queue time

December 2023

2,296 askUCL ENQUIRIES RESPONDED



2 HOURS AND 1 MINUTES

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



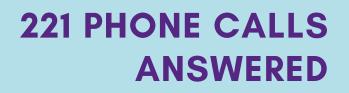
14,182
SELF-SERVICE STATEMENTS
DOWNLOADS

Letter on Portico

2853 THIRD PARTY VERIFICATION REQUESTS



verified via HEDD





26 SECONDS

January 2024

4,850 askUCL ENQUIRIES RESPONDED



1 HOURS AND 32 MINUTES

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



11,910
SELF-SERVICE STATEMENTS
DOWNLOADS

Letter on Portico

1,485 THIRD PARTY VERIFICATION REQUESTS



verified via HEDD





35 SECONDS