

# THE STUDENT ENQUIRIES CENTRE IN NUMBERS

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**

average phone queue time

# THE STUDENT ENQUIRIES CENTRE IN NUMBERS

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**

average phone queue time

# THE STUDENT ENQUIRIES CENTRE IN NUMBERS

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



**431 PHONE CALLS  
ANSWERED**



**17 SECONDS**

average phone queue time

# THE STUDENT ENQUIRIES CENTRE IN NUMBERS

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



**221 PHONE CALLS  
ANSWERED**



**26 SECONDS**

average phone queue time

# THE STUDENT ENQUIRIES CENTRE IN NUMBERS

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



**458 PHONE CALLS  
ANSWERED**



**35 SECONDS**

average phone queue time