

# A New Way to Access Service at Newnham Campus

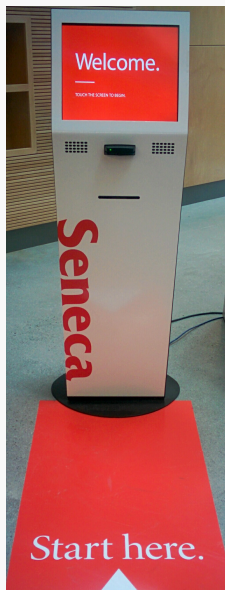
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by **Sharon Kinasz, Registrar, and Debra Pollex, Academic Learning Services**

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On April 4th, a new service model and queuing system called Q-Flow was launched at the Newnham campus. Service kiosks were installed in buildings A and D. These kiosks allow students to self-select the service they need and receive a ticket, directing them to the person who can best address the service they have requested.

Current, new, and prospective students can use the service and access services within the Registrar's Office such as Admissions, Registration, Financial Aid and OSAP, as well as see staff in the Degree and Credit Transfer Office and Student Recruitment to review program options. If students are unable to identify the service they require, they are able to see a Customer Service Representative at the welcome desk in either building A or D for help.



Existing roles within the Registrar's Office were modified to encompass a wider knowledge base and provide support on all the above-noted services and provide a more complete service experience at the first point of contact with the student.

Working out the technical bugs over the first weeks has been the most challenging, but the system will be able to track the number of students served, the average wait times, and the types of transactions requested.

Students who obtain a kiosk ticket are also provided with a small discount on food and beverages from the cafeteria.

By the start of the fall term, we aim to have all the bugs worked out and launch a mobile option to allow students to queue themselves from anywhere on or off campus. Once stabilized, the system will be rolled out to the other campuses beginning with Seneca@York next year, followed by King campus (once the construction of the new building is complete).

View the [Spring 2017 issue of the Academic Newsletter](#).

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