



## Reach Out Launching Today

**To: All University of Glasgow Staff**

**Date: 9<sup>th</sup> September 2019**

Earlier this year, the University held a student competition to name our new student frontline service. In partnership with the World-Changing Glasgow Transformation (WCGT) team, we have worked to create a new model called 'Reach Out' and today is launch day!

### Why Reach Out?

We know from survey feedback, focus groups and analysis of our web pages that while we provide a good standard of service to our students, understanding our organisational structures and finding routes to help is not always easy.

Information Services (Library Services, College Library Support Team and IT Helpdesk) and Student and Academic Services (Student Services Enquiry Team) staff have worked with WCGT to develop a simple, friendly service identity and baseline of support. This identity and support across all of our teams means that students will know they can get help from us wherever they see our branding. Our teams will use the new UofG Helpdesk to help students get the answers and support they need.

This is a significant achievement for all staff who have been working on this important project, and we want to thank everyone who has dedicated their time and effort to making this a success. From today, you will be able to see Reach Out at our Gilmorehill campus, the James Herriot Library at Garscube, the James Ireland Memorial Library at the Dental Hospital and at our Dumfries Campus.



### Reach Out in Person

Our teams have been busy over the summer learning about all the Reach Out services and completing a package of training. Our staff are looking forward to helping our students over the next few weeks. Initially our teams will be based in the Library, the Fraser Building, the James Herriot Library at Garscube, the James Ireland Memorial Library at the

Dental Hospital and at our Dumfries Campus. You will see our teams with Reach Out lanyards or t-shirts throughout these buildings.



## Reach Out Online



The Reach Out landing page is now live at [glasgow.ac.uk/reachout](http://glasgow.ac.uk/reachout). Students, staff and visitors can contact our teams, search the knowledge base or log a call in UofG Help-desk from this page. This can also be accessed via [MyGlasgow](#).

## Reach Out Welcome

Look out for our Reach Out staff at Freshers' Week and in Colleges and Schools for induction over the next few weeks of semester. Please encourage our new students to come and talk to us!

Best regards,  
Catriona MacIsaac, Assistant Director, Student Engagement  
Esther Denning, Student Service Enquiry Team Manager, Student Engagement