Improve the AskQM student enquiry management system

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What do you want?

The Students' Union should lobby QMUL to improve the AskQM student enquiry management system.

Why do you want it?

The current askQM system frequently closes tickets without notifying students when/if responses are posted, only when tickets are closed. This creates confusion, repeated enquiries, and unnecessary stress.

Students should be clearly informed when their enquiry has received a response, and enquiries should not be closed before students have had reasonable time to read and reply.

AskQM should implement automatic email notifications when a response is added to a ticket and prevent tickets from being closed for at least 48-72 hours after a response is issued. Additionally, it should be required to have a clear closing message explaining the resolution before any ticket is closed. There should also be a way for students to easily reopen tickets without starting a new enquiry.

What impact will this have?

Students won't have to constantly check the system and worry about their issue being ignored.

The email notification ensures students actually get to see the response once it comes in because most students are not realistically checking the askQM portal directly on a regular basis.

It would rebuild trust within the student body because the new system is already a big change from the previous email for support process. Making sure that the students are given the opportunity to respond to their support tickets avoids the common sentiment among students of having their concerns dismissed.