



University of Otago

# ASKOTAGO

The new AskOtago service aims to answer questions from students, staff and the public, or know how to get the answers – instead of people having to contact a host of services.

Everyone can interact with AskOtago in the way that suits them best:

- ▶ A self-help online knowledgebase – [ask.otago.ac.nz](http://ask.otago.ac.nz) – available 24-hours a day
- ▶ In person – at the AskOtago Central Hub located in the ISB (entrances from the Central Library and The Link), and smaller hubs being created later this year
- ▶ Telephone – 03 479 7000 or 0800 80 80 98
- ▶ Email – [university@otago.ac.nz](mailto:university@otago.ac.nz)
- ▶ Text – 866
- ▶ Online Chat – [ask.otago.ac.nz](http://ask.otago.ac.nz)
- ▶ Inquiry form – [otago.custhelp.com/app/ask](http://otago.custhelp.com/app/ask)

People can get help from the AskOtago Central Hub located in the ISB and by telephone, email, text and chat during the extended hours of 7am to 11pm, seven days a week – except for Good Friday, Christmas Day and until 1pm on Anzac Day – reflecting the University's international status.

The smaller hubs will operate during normal business hours.

## Why AskOtago was created

AskOtago amalgamated 11 other services from around the University that provided helpdesk services – including the Information Technology Services' help desk and the University Information Centre.

Having so many helpdesks made it difficult for people to know where to seek help. While students could get most information from the University Information Centre, staff had nothing similar so relied on internet searches, personal networks, or contacting multiple helpdesks.

## What questions does AskOtago answer?

AskOtago aspires to be the easiest way for people to find out University-related information or request a service:

- Students could want to know study dates, the status of a programme application or how to hire sports equipment
- Staff could want to know how to get expenses reimbursed, book leave or access software systems
- The public could want to know how to book a venue for a community lecture or get a tour of the campus

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## For students

The AskOtago Central Hub located in the ISB plans to be a one-stop-shop for students.

It includes Student IT and Student Development, a new service that supports all scholars with course advice and development opportunities.

Other services will be based in the ISB hub based on seasonal demand, such as student accommodation.

## AskOtago staff

AskOtago has slightly more than 50 staff – including two group leaders, 36 service representatives and senior service representatives, two knowledgebase administrators, about four permanent student IT staff and a pool of casual student IT staff

Staff will hot desk and be rostered around the AskOtago Central Hub located in the ISB, smaller hubs and the back-office call centre. The call centre is based in the St David II building and answers telephone calls, texts, emails and online chat.

See the University phone book for more AskOtago staff:  
[otago.ac.nz/contacts/search/index.html?query=AskOtago](http://otago.ac.nz/contacts/search/index.html?query=AskOtago)



CHIEF OF OPERATIONS  
**Steve Willis**



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**David Tapp**



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**Philippa Hout**



GROUP LEADER ASKOTAGO  
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