

Service Level Agreement for the Global Studies School Office:

- The School Office (Arts C168) will be open for personal assistance and enquiries from 9am to 5.00pm Monday to Friday (except during staff training when staff and students will be notified of the length of closure in advance).
- Each of our four departments has a course coordinator who has specialist knowledge of his/her own department. However, a large proportion of queries are common across all departments and can be adequately dealt with by any of the course coordinators who are happy to cover for each other and help if they can. Nevertheless, please address queries to your specific coordinator when they are available.
- School Office staff aim to respond to all emails within three working days, subject to the time of year. If they are experiencing a higher volume of emails than normal an 'out of office' message will be set alerting faculty and students of this. Busy times of year include:
 - Weeks 1-3 of Autumn and Spring term
 - Assessment blocks
 - Final Year Options
- School Office staff will undertake to ensure that an 'out of office' message is displayed on their email stating how long they expect to be away from the office when they are absent during annual leave or due to sickness. If a request is deemed to be urgent then the sender should forward the email (flagged as urgent) on to the school office at global@sussex.ac.uk and call 01273 87(7540) to alert staff to the fact that there is a task that needs undertaking as soon as possible.
- When Professional Service staff have planned absences they will undertake to brief their colleagues of any impending tasks/issues that are likely to arise in order that they can be dealt with in their absence.
- When Course Coordinators are planning an extended period of annual leave (e.g. more than two or three days) they will contact their department staff in advance to ascertain whether there are any important tasks that may need addressing prior to their leave period.
- Mid-July to mid-August is a less demanding time for the school office staff. Therefore, if members of faculty are able, it would be helpful if tasks that can be undertaken in advance could be directed to the school office during this period.
- Any issues or concerns around the service provided by the School Office should be addressed directly to the School Administrator who, as line manager for the Professional Services staff within Global Studies, will endeavour to resolve them.