During this difficult time UNSW has transitioned to virtual face-to-face services to help students feel a sense of normality with a range of services offered from enrolment support to program specific advice.

With Microsoft Teams, the virtual face-to-face has been a welcomed addition to the customer service experience as it has allowed students to still receive the support they need when it comes to their study.

The use of screen share has become a valuable tool providing students with personalised enrolment support, the know-how on how to access webforms, and general day-to-day enquiries that the students may have.

Find out how