

Student Central Customer Service Commitment

About Us

Student Central provides a 'one-stop' service. Our highly trained and professional team are here to support you throughout your student experience.

Our Mission

To provide exceptional customer service to facilitate, guide and contribute to the success of our students' academic journey.

This commitment outlines what you can expect from Student Central and provides the guidelines for us to achieve our mission.

We know that you deserve a professional service of high quality. We will:

- Provide you with accurate, comprehensive and quality information;
- Respect cultural diversity and support individual needs;
- Adhere to privacy and confidentiality processes; and
- Advise you promptly when a matter cannot be solved immediately and give you an expected resolution timeframe.

We know that you are busy and need to find a balance between your study and other commitments. We will:

- Take the time to fully understand your requirements;
- Aim to resolve your queries at first contact;
- Provide the 24 hour, up-to-date, online 'self-service' resource 'Ask CDU'; and
- Answer all emails within 2 working days.

We know that you might be new to the world of study, or returning after a long break.

To assist you, we will:

- Provide support and information to help you thrive in CDU's online learning environment; and
- Guide you through other online resources including our online Orientation and Beyond program.

We know that sometimes you just need to speak to a real person. We will:

- Provide a Freecall hotline so that you can speak with a Customer Service Officer during operating hours; and
- Provide an in-person service when you drop in to see us at our Alice Springs or Casuarina campuses.

Student Central operating hours:

Monday - Thursday 8.30am – 4.00pm* | Friday 8.30am – 3.00pm

*Drop in service available at Casuarina and Darwin Waterfront until 6.00pm on Wednesdays.

Email: Student.Central@cdu.edu.au

Freecall: 1800 061 963

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cdu.edu.au/student-central

