

# A better experience for you at The Service Hub

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We hope you have been enjoying your Winter 2025 Term, we wanted to share a few updates at [The Service Hub](#) that will improve your student experience at Seneca Polytechnic:

## Better in-person support

When you check in at The Service Hub in person, you will receive a text message informing you the approximate amount of wait time and your place in the queue.

As of this term, you no longer need to physically remain at the Hub space and if time permits, you can even attend to matters elsewhere on campus while waiting to be assisted. Provided it's within the same day, you also have the new option of holding your place in the queue if you don't think you are ready.

## Enhanced experience over the phone

You can expect to have your inquiries addressed in less amount of time than before when you contact The Service Hub by phone, all the while still receiving the same high-quality support.

The Service Hub representatives who assist you over the phone can now zero in on the information most relevant to your concerns faster than ever, as the new phone software they use is connected to official sources of information at Seneca, including the knowledge articles within The Service Hub's [web portal](#).

## More hassle-free appointment booking

You can now easily view the next available appointment time slot when booking an appointment (in-person or online) at The Service Hub. Once your appointment is booked, you will receive an email confirming your appointment and providing instructions on how to join the meeting, such as a Microsoft Teams link.

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