

# Introducing The Service Hub – a new more virtual way to access Seneca’s services

Published 10/2/2022 by [Stephanie Conte](#)

**TO:** All Students

**FROM:** Christine Blake, Associate Vice-President, Students

**RE:** Introducing The Service Hub – a new more virtual way to access Seneca’s services

As part of [Au Large](#) and its pillar of Seneca being more virtual, we have been exploring how to make our services more virtual, more accessible and more convenient to provide you with more choices.

Seneca asked the representatives that provide you with services, “How can we do better?” and what have we learned through the pandemic about how you have been accessing services. We also received feedback from students and your professors too.

After much research and development, the result is [The Service Hub](#) – a transformative approach to providing you the support you need to be successful in your studies.

The Service Hub is conveniently available across nine channels: web, ChatBot, email, text, video, intranet, apps, social media and in person. A focus of this new delivery model is self-service and helping you to access information virtually on your own, anytime and from anywhere.

No other postsecondary institution is offering support on so many platforms.

Information is available on everything from registering and paying fees, to student services, athletics & recreation, libraries, tutoring, counselling and career planning, with much more to come.

No matter the level of support you need – be it a general question or a complex issue – help is a click or conversation away.

On campus, The Service Hub locations are highly-visible, friendly spaces. Knowledgeable Service Hub representatives will offer you consultations and provide guidance. Private meeting rooms are also available for confidential conversations.

We encourage you to visit The Service Hub online or in person.

**Learn more about The Service Hub:**

- Search Seneca's massive database of answers at [The Service Hub portal](#)
- Chat with Sam on the [Seneca website](#)
- Email your questions to [theservicehub@senecacollege.ca](mailto:theservicehub@senecacollege.ca)
- Visit The Service Hub on campus at King (GH2100), Markham (main level), Seneca@York (Stephen E. Quinlan Building welcome desk) or Newnham (D Building, across from D2000)
- We welcome your feedback at [theservicehub@senecacollege.ca](mailto:theservicehub@senecacollege.ca)

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